



Urgent Field Safety Notice

GE Healthcare

Healthcare Systems
9900 Innovation Drive
Wauwatosa, WI 53226
USA

GE Healthcare Ref: FMI 17108

<Date>

To: Hospital Administrators - Risk Managers
Managers of Radiology - Cardiology
Radiologists - Cardiologists

RE: **Proteus XR/a X-ray imaging systems - Potential cable breakage of the wall stand steel cable.**

GE Healthcare has recently become aware of a potential safety issue involving the breakage of the steel cable which support the bucky device in certain wall stands of Proteus XR/a X-ray imaging systems. **Please ensure that all potential users in your facility are made aware of this safety notification and the recommended actions.**

Safety Issue

GE Healthcare has recently become aware of a bucky device having restricted vertical movement which results in a breakage of its supporting cable. A fall of a bucky while the system is in use could result in an injury to a patient or operator. There were no injuries reported as a result of this issue.

Safety Instructions

If you observe any abnormal bucky movement or noises during the movement of your Proteus XR/a X-ray imaging system wall stand, immediately stop using your system and contact your local GE Healthcare Service Representative.

Affected Product Details

Proteus XR/a X-ray imaging systems manufactured with wall stand model number 2260354.
See attached addendum page 3 for instructions to locate the model number of your system.

Product Correction

GE Healthcare will inspect, and repair as necessary, all affected systems at no cost to you. A GE Healthcare service representative will contact you to arrange for this correction.

Additionally, the Service Procedure which defines the service interval for periodic cable maintenance and replacement is being updated to require a cable replacement every 15 years, and specify annual inspections of the counterweight guide rail bolt paint marking to confirm tightness of the bolt. This is to ensure the ongoing safe operation of this device. Please be sure to review and apply the updated Service Procedure maintenance instructions and ensure the Bucky wall stand steel cables of your Proteus XR/a X-ray imaging system are inspected and replaced as specified in the updated procedure.

Please see the updated Service Procedure (2273022-100 Rev 33 or above) which will be available at the link shown below by 31 March 2015:

<http://apps.gehealthcare.com/servlet/ClientServlet?REQ=Enter+Documentation+Library>

See details on the next page.

On the home page, select and click on [XR] (X-ray) to launch the search:

Common Documentation Library

Locate documents in the Common Documentation Library via

Search criteria:

CT MR NM PET US XR Radiopharmacy Cardiology CIS Clinical Systems

IIS OEC Sub-Acute Pre-Clinical Common Life Support Multi-Vendor PM AW

Interventional Mammo Lunar DXA FAQ

OR

Search Direction Number or Document Name:

[Search Help](#)

Note: This search method is **case insensitive** (you may enter upper or lower case). If multiple words are entered, the input is considered to be an exact phrase search.

Select your X-ray Imaging product from the list and choose [Service Manual] from the [Manual Type] and click on [Search] to launch the search to bring up the proper service manual:

Select all desired XR Products

Select all desired Manual Types

Select all desired Classifications

Select all desired Status

Prestige SI
Prestilix
Processor
Proteus XR/a
Proteus XR/e XR/i BRX
PS800
R500
RAD - Generator
RAD-TMX
RapidScan
Revolution XQ/i
Revolution XR/d

Quality Control Manual
Quick Guide
Release Notes
Renewal Parts
Schematic Diagrams
Service Information Letter
Service Manual
Specification
System Service Manual
Troubleshooting Manual
Upgrade Document
User Manual

General (Class A)

New
Updated
CD
Obsolete

AND
(additional search term)

Search Direction Number or Document Name:

[Search Help](#)

Note: This search method is **case insensitive** (you may enter upper or lower case). If multiple words are entered, the input is considered to be an exact phrase search.

Contact Information

If you have any questions or concerns regarding this notification, please call the following phone numbers:

Saudi Arabia Toll Free numbers: 8001243002 or 8004292222

Saudi Arabia Service Center: SaudiArabiaServiceCenter@ge.com

You can also contact your local GE Healthcare Service Representative.

GE Healthcare confirms that this notice has been notified to the appropriate Regulatory Agency.

Please be assured that maintaining a high level of safety and quality is our highest priority. If you have any questions, please contact us immediately.

Sincerely,

James W. Dennison
Vice President Devices
GE Healthcare

Werner Van den Eynde, M.D.
Acting Chief Medical Officer
GE Healthcare

Addendum

Instructions for locating Wall stand Model number 2260354

- 1) Locate wall stand and stand on the left-hand side of wall stand column. The label is located in the bottom of wall stand column (see Figure 1). Model number is printed on the Label.



Figure 1