

URGENT - Field Safety Notice *Philips DuraDiagnost X-ray system*

Audible Exposure Termination Beep May Not be Audible

Dear Customer,

As part of Philips' continuous focus on reliability and safety we continuously monitor the performance of our products. During recent evaluations of the Philips DuraDiagnost system, we have identified a potential issue that may affect the performance of the equipment under certain conditions. This letter is intended to provide you with information regarding:

- what the issue is, and under what circumstances it may occur
- the actions you can take to avoid or minimize the occurrence of the issue
- the actions planned by Philips to correct the issue

This document contains important information for the continued safe and proper use of your equipment

Please review the following information with all members of your staff who need to be aware of the contents of this communication. It is important to understand the implications of this communication.

Please retain a copy with the equipment Instruction for Use.

If you need any further information or support concerning this, please contact your local Philips representative:

<Philips representative contact details to be completed by the KM / country>

We apologize for any inconvenience this may cause and trust that this information is adequately addressing any concerns you may have.

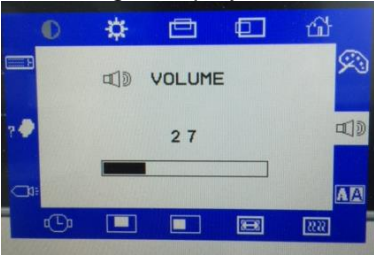
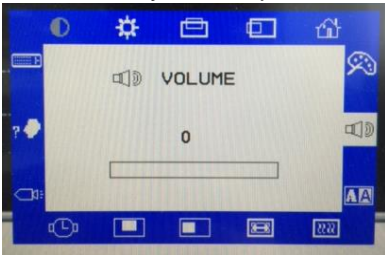
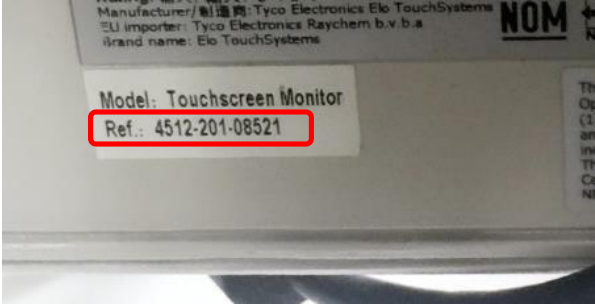
Sincerely,

Alina Zhou
Q&R Director, IS China

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AFFECTED PRODUCTS	DuraDiagnost X-ray systems
PROBLEM DESCRIPTION	<p>DuraDiagnost systems provide an audible exposure termination signal (Beep) through the speaker integrated into the monitor. However, buttons or keys on the monitor allow the user to turn the volume setting down to "0", in which case the beep will not be heard at the conclusion of an exposure. Note that the current volume setting is displayed when the buttons or keys are depressed.</p> <div style="display: flex; justify-content: space-around;">   </div>
HAZARD INVOLVED	<p>If the monitor volume is set to "0", the absence of an audible exposure termination signal may lead the operator to assume that an exposure was not performed correctly, and therefore to unnecessarily repeat the patient exposure.</p>
HOW TO IDENTIFY AFFECTED PRODUCTS	<p>The DuraDiagnost systems with Monitor Model Numbers as "451220108521" and "459800968541" are affected, which can be found in the label on the back of Monitor:</p> <p style="text-align: center;">Example:</p> 
ACTION TO BE TAKEN BY CUSTOMER / USER	<p>If the exposure termination signal (beep) from the monitor speaker is not audible, use the buttons or keys on the monitor as described in the Problem Description section above to verify that the volume is not set to "0" and change the volume setting if it is.</p> <p>Should users feel uncertain regarding this action, please contact your local Philips representative and reference FCO71200155.</p>

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ACTIONS PLANNED BY PHILIPS	Philips will supply the FCO71200155 as field action to address above issues free of charge. A Philips Service Engineer will contact you when the Field Action Kit is available to be implemented.
FURTHER INFORMATION AND SUPPORT	If you need any further information or support concerning this issue, please contact your local Philips representative. Please reference FCO71200155 when contacting your local Philips representative.