

### Customer Information iMR Cabinet Labels

#### Wrong Label Applied to Cabinets

Dear Customer,

A problem has been detected in the Philips iMR Cabinet label that does not affect the performance of the equipment. This Customer Information is intended to inform you about:

- what the problem is and under what circumstances it can occur
- the actions planned by Philips to correct the problem.

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

For North America and Canada, contact the Customer Care Solutions Center (1-800-722-9377).

Sincerely,

  
Holly Wright Lee  
Sr. Manager, Quality & Regulatory



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<b>AFFECTED PRODUCTS</b>	Brilliance iCT Brilliance ICT SP Ingenuity CT Ingenuity Core 128 Ingenuity Core IQon Spectral CT
<b>PROBLEM DESCRIPTION</b>	The Philips-Granite Product label, which is applied by the supplier (Granite) to the rear side of the IMR (single computer) Host cabinet (4598-004-44981), has an incorrect current rating label applied. The Granite label on the host IMR rack should have electrical rating values of: 230V — 2.4A, 50/60 HZ. The non-conforming label states the current rating as 4.8A (instead of 2.4A), as defined in the Host Rack IMR specifications.
<b>HOW TO IDENTIFY AFFECTED PRODUCTS</b>	If you have one of the systems above, your Server Rack/Cabinet, part number 459800444981 may be affected.  The iMR Cabinet Label is located on the rear of the cabinet, on the top left of the drip edge.  No action is required by the customer. Philips Service Engineering will identify affected systems when they come to your site.
<b>ACTIONS PLANNED BY PHILIPS</b>	Philips Healthcare is notifying the affected users of those issues via this customer Information Letter.  A Philips Field Service Engineer will contact you to schedule the Rack/Cabinet label re-work at your site. Reference Field Change Order (FCO) 72800667.



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<b>FURTHER INFORMATION AND SUPPORT</b>	<p>If you need any further information or support concerning this issue, please contact your local Philips representative:</p> <p>For North America and Canada, contact the Customer Care Solutions Center: (1-800-722-9377).</p>
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