

URGENT - Field Safety Notice
MobileDiagnost wDR 1 and 2

Resistive arrestor strap

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 MobileDiagnost wDR, 1 and 2 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,



Stephanie Berger
Director Q&R DXR Hamburg

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AFFECTED PRODUCTS	MobileDiagnost wDR
PROBLEM DESCRIPTION	When the system is driving over a non-conductive floor and then over a conductive, grounded part, proper control of the drive behavior may not be possible. The system can be stopped by releasing the drive handle. Proper behavior is re-enabled when the system is rebooted..
HAZARD INVOLVED	The only hazard associated to this defect is the potential of a collision with the system. The movement is recognized by the operator. If this occurs, the operator can stop the device immediately by releasing the handle bar (dead man function) or pressing the emergency button.
HOW TO IDENTIFY AFFECTED PRODUCTS	All MobileDiagnost wDR 1 with serial number lower than 15000005 and all MobileDiagnost wDR 2 with serial number lower than 15100050.
ACTION TO BE TAKEN BY CUSTOMER / USER	The unit is equipped with a safety switch in the drive handle. If the drive handle is released the unit will stop. Do not try to correct unintended movement using the controls on the drive handle. Instead, stop the system immediately by releasing the drive handle entirely. Alternatively, the emergency button can be pressed. Take special care when the system crosses metal strips or plates on the floor or enters an elevator, as these are situations where electrostatic discharge is likely to occur. Should the customer feel uncertain regarding this action, he can contact Philips.
ACTIONS PLANNED BY PHILIPS	Philips is preparing a Field Action Kit, which will allow a Philips Service Engineer to replace the existing arrestor strap by a new arrestor with higher resistivity. This will reduce the electromagnetic pulse to a level, which is safe to not disturb the electronics. A Philips Service Engineer will contact you as soon as the Field Action Kit is ready to be implemented. Should you need to communicate with Philips in regards to this program, please reference FCO-71200139.
FURTHER INFORMATION AND SUPPORT	If you need any further information or support concerning this issue, please contact your local Philips representative.