



**Customer Service Bulletin**

**THERMOMETRY**

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**Bulletin Type: AS NEEDED**

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**Manufacturer: OEM**

**Date: 2013-04-25**

**SAP DIR #: 80018503**

**Subject:** CSB-BRAUN PRO4000 BATTERY PACK UPDATE

**Distribution:** Welch Allyn Global Technical Support, Product, Field & Customer Service Teams.  
WA Customers, ASP's, and Distributors

**Product(s) Referenced:** All Welch Allyn products that utilize the following Braun Pro 4000 part numbers:

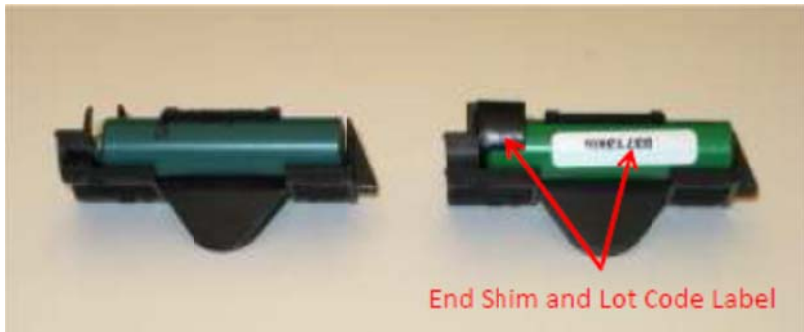
P/N	Description
04000-200	BRAUN PRO 4000 NA
04000-300	BRAUN PRO 4000 + Base STA NA
04000-500	BRAUN PRO 4000 + Base STA MN
04000-600	BRAUN PRO 4000 MN
53020-0000	RECHARGEABLE BATTERY PACK FOR PRO4000

**Summary:** This Customer Service Bulletin provides detail on an updated battery pack design that reduces brown outs that lead to a lack of data transfer from the Braun PRO 4000 thermometer to a Vital Signs Device.

**Issue:** The Braun thermometer does not transfer a measurement taken to the Connex Vital Signs Monitor, Connex Integrated Wall System, or Spot LXi upon docking.  
Customers experiencing communication transfer problems should replace installed rechargeable battery packs with the new design in addition to following periodic cleaning instructions provided in **Customer Service Bulletin # 20012578A** as proactive device maintenance. Device maintenance should be completed at regular intervals such as when thermometer calibration is being tested.  
The combination of the new design and periodic electrical contact cleaning will yield the best communication performance.

**Action:**

1) Customers experiencing communication transfer problems should follow the cleaning process in CSB#20012578A and visually inspect the rechargeable battery pack for determination of whether the new battery pack design is in use. The following images can be used to determine the battery pack version in use.



Old Battery Pack

New Battery Pack



Old Battery Pack

New Battery Pack



Old Battery Pack

New Battery Pack

2) If the old battery pack design is in use and the customer is experiencing problems, they should contact Welch Allyn Technical Support for assistance. Welch Allyn customer service can contact Category Management for the product in use for approval to replace the old design with the new design at no charge under warranty. Battery pack 53020-0000 is the replacement part. The battery pack warranty period matches the warranty period of the device it was purchased with. If a customer is experiencing issues and the related device is out of warranty, a one year grace period will be allowed for warranty coverage of the battery pack.

**Notes:**

1. Contact the Welch Allyn Complaints Department to initiate or process a medical device complaint resulting from this or other issues.
2. Drawings, illustrations, and part numbers in this document are for reference purposes only and subject to change.

**End of Bulletin**

<b>Revision History</b>					
<b>Version</b>	<b>Description</b>	<b>Change #</b>	<b>Init</b>	<b>Release Date</b>	<b>Appr</b>
A	Initial Bulletin	D*	ARS	D*	D*
D* SEE SAP DIR FOR CHANGE NUMBER, APPROVER NAME AND DATE OF APPROVAL					