Customer Service Bulletin

Product:	Braun ThermoScan Pro 6000	**Date:**	2018-03-22
Subject:	CSB Braun Pro6000 Reported Allegations for Inaccurate Temperature		
HW Version(s) Affected:	ALL	**SW Version(s) Affected:**	N/A
Serial Numbers Affected:	ALL	**Lot or Date Code Affected:**	N/A

Classification: Informational Only

Distribution: ☒ Customer Care ☒ Product Service ☒ Field Service ☒ ASPs ☒ Distributors ☒ Customers ☐ Company Confidential

Training Required: ☐ Yes ☒ No

Summary:

Welch Allyn has concluded that the leading cause of reported inaccurate temperature reading allegations is liquid ingress due to oversaturation while cleaning and/or using unapproved chemical cleaners. Investigations have shown that cleaning liquid may enter the device around the measurement button, measure light, C/F and Memory button, or through the battery door. After ingress, the liquid will impact the internal electronics which may result in a malfunction. Welch Allyn is assessing options to improve ingress protection when the unit is exposed to oversaturation of approved cleaners.

Reference the current Braun ThermoScan PRO 6000 directions for use for proper cleaning procedures and agents.

Version	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)
A	N/A	Initial Release	2018-03-22	DML