

Important service note

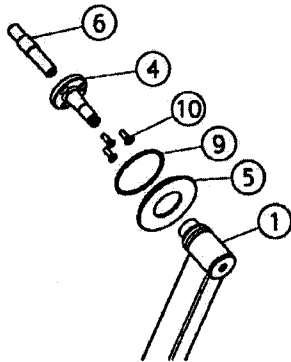
XO 4 Suction tube holder on patient's chair

May 2009
YB-545

Dear XO Partner

Compulsory replacement of bolt – suction tube holder on the XO 4 Patient's Chair!

Unfortunately, it has recently come to our attention that there may be serious problems with the threaded bushing that replaces the factory attached bolt used for attaching the suction tube holder to the XO 4 patient's chair. See the sketch below:



The part in question is at position 6 on the sketch, item number MG-783. The problem is that, at one point, our supplier mistakenly delivered threaded bushings with a different surface treatment to the one specified by us. As a result, this may cause the threaded bushing to be of a lower strength than is required.

Consequently, all threaded bushings delivered during the period 01-01-2008 to 01-04-2009 must be replaced with the correct type.

For this purpose we are sending you a small kit, item number: AO-549 "KIT REPLACEMENT OF MG-783", containing a new threaded bushing, new Torx screws for attaching the axel, locking screws and mounting instructions.

Following replacement, we would ask you to return the replaced threaded bushing and to complete the attached form as documentation that replacement has been carried out.

Checking the hinged joint in the bridge arm

When visiting the clinic, at the same time, it would be a good idea to check the hinged joint in the bridge arm as described in the issue of XO 4 Tech News sent out previously.

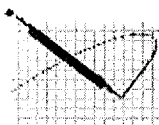
Procedure:

1. Remove the covers
2. Check the hinged joint in the instrument bridge. The two "halves" should be parallel, see the photos below:

Page 1 of 3

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ng/Corp/XO-Care
27-05-2009 15:47

To [REDACTED]
cc [REDACTED]
bcc [REDACTED]

Subject Urgent Field Safety Notice, XO 4 Patient chair, Suction holder

Dear XO Partner,

Att: *Technical Managers / Service Managers*

As informed May 13.th. 2009, it is necessary to replace" MG-783 Threaded bushing" in the backrest of the Patient chair.

All replacement kits, "AO-549 KIT, REPLACEMENT OF MG-783" has now been shipped, and is marked "IMPORTANT SERVICE NOTE, EXCHANGE BOLTS".

As informed, this defective threaded bushing might constitute a serious risk to the patient !

On this background we ask you to have completed the replacement procedure before week 26, 2009.

Best regards,
XO Service & support



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Betreff: REMINDER: Urgent Field Safety Notice, XO 4 Patient chair, Suction holder

Dear XO Partner,

Att: Technical Managers / Service Managers / Product Managers

UK:

In late May 2009, we launched a "Field Service Update" program to replace the threaded bushing MG-783 in the suction holder at XO 4 Patient chair.

The deadline for doing this was week 26, 2009.

The replacement of the bushing is very important, since a broken bushing represents a high risk of patient injury if the chair back breaks, and therefore the matter is reported to health authorities in all countries concerned.

Health authorities have asked us, if this task is carried out and asked for addresses of clinics that are covered by the case.

Therefore we ask you to confirm that the update is done, and return the forms containing the address information of the affected clinics as a receipt for the work performed.

The logo consists of the letters 'XO' in a bold, stylized, sans-serif font. The 'X' and 'O' are connected at the top and bottom, with a small gap in the middle. The 'O' has a small dot above it.

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