

## **URGENT –Medical Device Correction Field Safety Notice**

### **Philips V680 Ventilators May Be Impacted by Unresponsive Touchscreen**

Dear Customer,

A problem has been detected in certain Philips V680 Ventilators which could pose a risk for patients or users. This FSN86600043 is intended to inform you about:

- what the problem is and under what circumstances it can occur
- the actions that should be taken by the customer / user in order to prevent risks to patients or users
- the actions planned by Philips to correct the problem.

**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.

You can check the serial number of a V680 Ventilator to verify if it may be subject to this correction without pausing or discontinuing patient use. The following page includes directions on how to view the serial number of a V680 ventilator while it is in use.



If you need any further information or support concerning this issue, please contact your local Philips representative: **<Philips representative contact details to be completed by the KM / country>**

This notice has been reported to the appropriate Regulatory Agency.

Philips apologizes for any inconveniences caused by this problem.

Sincerely,



<p><b>AFFECTED PRODUCTS</b></p>	<p><b>V680 Ventilators that have a serial number listed in the attachment.</b></p> 
<p><b>PROBLEM DESCRIPTION</b></p>	<p>The touchscreen must be used to change certain therapy settings. The touchscreens in affected units may become frozen and fail to respond to touch commands. Consequently, if a patient requires a change in a ventilator therapy setting, e.g., FiO2, the change could not be made. Although it would be immediately apparent to the user that the changes cannot be made, there is no advance warning of touchscreen failure.</p>
<p><b>HAZARD INVOLVED</b></p>	<p>If the touchscreen on the V680 Ventilator malfunctions, therapy adjustment is delayed because the ventilator settings cannot be changed. A delay in therapy adjustment may lead to a drop in the patient's SpO2 level and subsequently result in Hypercarbia and/or Hypoxemia.          Note: The V680 ventilator will continue to function at the predetermined and accepted settings required to support the patient. In addition, patient settings, alarms, on-screen warnings, and waveforms are accurately displayed, visible, and alarms are annunciated.</p>
<p><b>HOW TO IDENTIFY AFFECTED PRODUCTS</b></p>	<p><b>Check the serial number of the ventilator against the attached list of affected units.</b></p> <p>Labeling containing device serial number information can be seen located at the rear of the ventilator. (See <b>Figure 1</b>)</p>  <p><b>FIGURE 1: BACK VIEW OF V680 VENTILATOR</b></p>

## HOW TO IDENTIFY AFFECTED PRODUCTS

Alternatively, the serial number of the ventilator may also be accessed/reviewed from the display while the ventilator is in operation. Select the **Menu** tab at the bottom of the screen then select **Vent Info**. (See **Figures 2 and 3**)

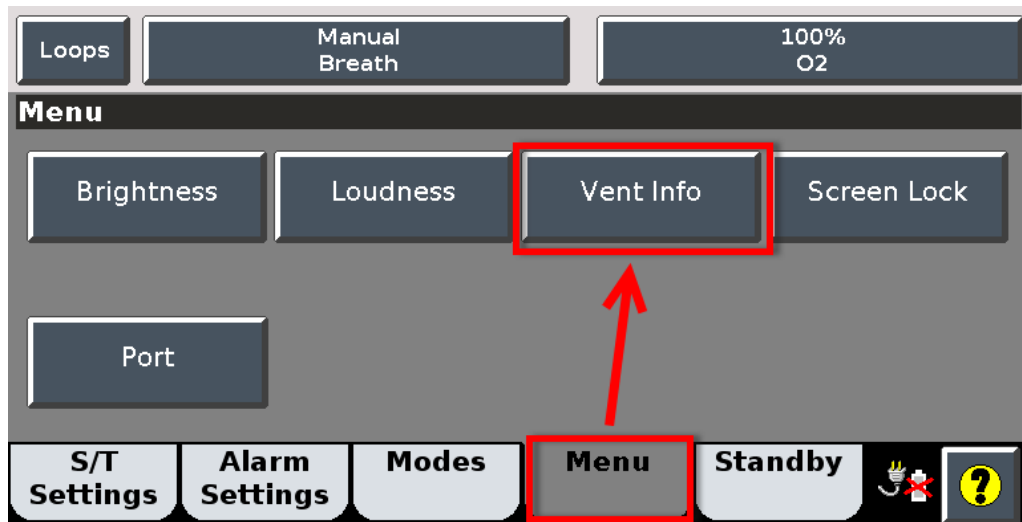


FIGURE 2: ACCESSING VENTILATOR SERIAL NUMBER IF DEVICE IS IN USE

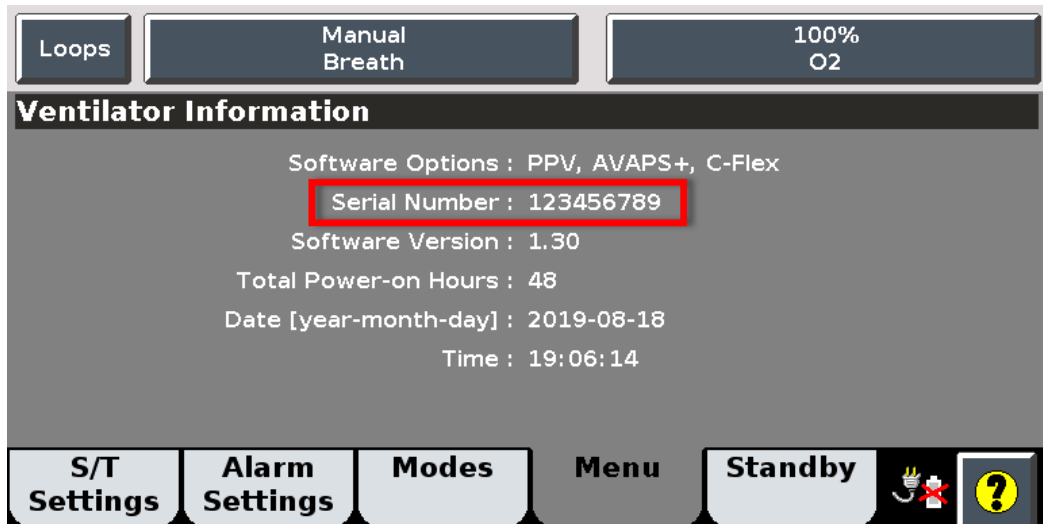


FIGURE 3: SERIAL NUMBER OF VENTILATOR AS VIEWED FROM THE VENT INFO SCREEN

<p><b>ACTION TO BE TAKEN BY CUSTOMER / USER</b></p>	<ol style="list-style-type: none"> <li>1) If in use on a patient, continue to use the ventilator if an alternative non-invasive ventilator is not available.</li> <li>2) To minimize the risk of patient injury, operate the V680 Ventilator as defined in the operator's manual and promptly attend to all alarms presented by the ventilator.</li> <li>3) As recommended in the operator's manual, use an external O<sub>2</sub> monitor/analyzer and set the alarm thresholds appropriately.</li> <li>4) As recommended in the operator's manual, have an alternative means of ventilation available whenever the ventilator is in use.</li> <li>5) If a touchscreen failure is detected, disconnect the patient and immediately start ventilation with an alternate device. Contact your local customer service contact to report the failure. Please reference FCO86600043A.</li> <li>6) Acknowledge receipt of this notification by any of the following methods:</li> </ol> <p style="text-align: center;"><b>INSERT INFO HERE FOR THE APPROPRIATE MARKET</b></p>
<p><b>ACTIONS PLANNED BY PHILIPS</b></p>	<p>Philips will provide the following support for V680 customers by installing new touchscreens on affected V680 ventilators, at no cost to the customer:</p> <p><b>Philips Engineer or Philips Approved Service Provider</b>          Philips will contact each consignee to schedule an appointment to perform this correction. Philips Engineers or Philips Approved Service Providers will either repair any affected V680 ventilator at the customer's site or temporarily remove it for repair.</p>
<p><b>FURTHER INFORMATION AND SUPPORT</b></p>	<p>Monday through Friday between 8:00am and 5:00 pm US Pacific Time</p> <p><b>Firm responsible for this Medical Device Correction and Field Safety Notice:</b>          Respironics California, LLC          2271 Cosmos Court          Carlsbad, CA 92011</p> <p><b>Primary Contact</b>          Melissa Abbott          Sr. Post Market Surveillance Manager          Phone: +1 (760) 918-7300          E-mail: melissa.abbott@philips.com</p> <p><b>Local Contact</b>          &lt;Philips local representative contact details to be completed by the KM / country here&gt;</p>



## MEDICAL DEVICE FIELD SAFETY NOTICE RESPONSE Philips V680 Ventilators may be Impacted by Unresponsive Touchscreen

### Acknowledgement and Receipt Form Response is Required

#### Customer Information:

Form Completed by and Title:	
Contact Name and Title:	
Telephone Number:	
Email Address:	
Facility Name:	
Street Address:	
City, State, Zip Code:	
Country:	

I have read and understand the instructions provided in the notification letter. Yes  No

Have any adverse events associated with an unresponsive touchscreen occurred at your site? Yes  No

If yes, have you informed Philips of the event? Yes  No

If yes, please provide Philips Case Number \_\_\_\_\_ and if applicable, add any details below:

Details:
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Please return the completed and signed Acknowledgement and Receipt Form to: **<Reply form return details to be completed by the KM / country>**