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Customer Safety Advisory Notice

Advice for customers after the on-site exchange of the cabling of the low voltage power supply of the generator controller

Dear customer,

This letter is to inform you of a potential problem. In some cases where radiation has been invoked by the user, it may occur that no radiation is released. This problem was discovered during our constant product monitoring. We have received no reports of this incident occurring in the field.

Due to a contact problem at the low voltage power supply of the generator controller this problem may occur on AXIOM Artis systems with a certain system version.

Upon receipt of this letter the problem was already been resolved by our service technicians. Recurrence is not possible at this time.

When does this problem occur and what possible risks are associated with it?

Even though radiation was invoked by the user, it may occur that no radiation is released. Under certain circumstances radiation is possible by repeated release of the x-ray footswitch or button.

For patients who were treated with affected systems in the past, no measures such as additional treatment or aftercare are necessary.

What will be done to avoid this problem?

To avoid the described problem, a revised cabling will be preventively installed in all potentially affected systems.

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How will this problem ultimately be resolved?

With the installation of cabling in all potentially affected systems the problem has already been resolved by our service technicians.

Best regards,
SIEMENS AG Healthcare Sector
Business Unit AX



Heinrich Kolem
CEO H IM AX



Safety Officer Medical Devices