

**Customer Information  
CS ceiling suspension**

**Fixation of spring driven support for cable hose (“cable roller”) might get loose.**

Dear Customer,

A problem has been detected in the Philips Ceiling Suspension of your System, that, if it were to re-occur, **could affect the safe operation of the equipment**. This Customer Information is intended to inform you about:

- what the problem is and under what circumstances it can occur
- the actions that you as a customer can take to minimize the risk that the problem will occur
- the actions planned by Philips to correct the problem.

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>

Philips apologizes for any inconveniences caused by this problem.

Sincerely,

<Signature>

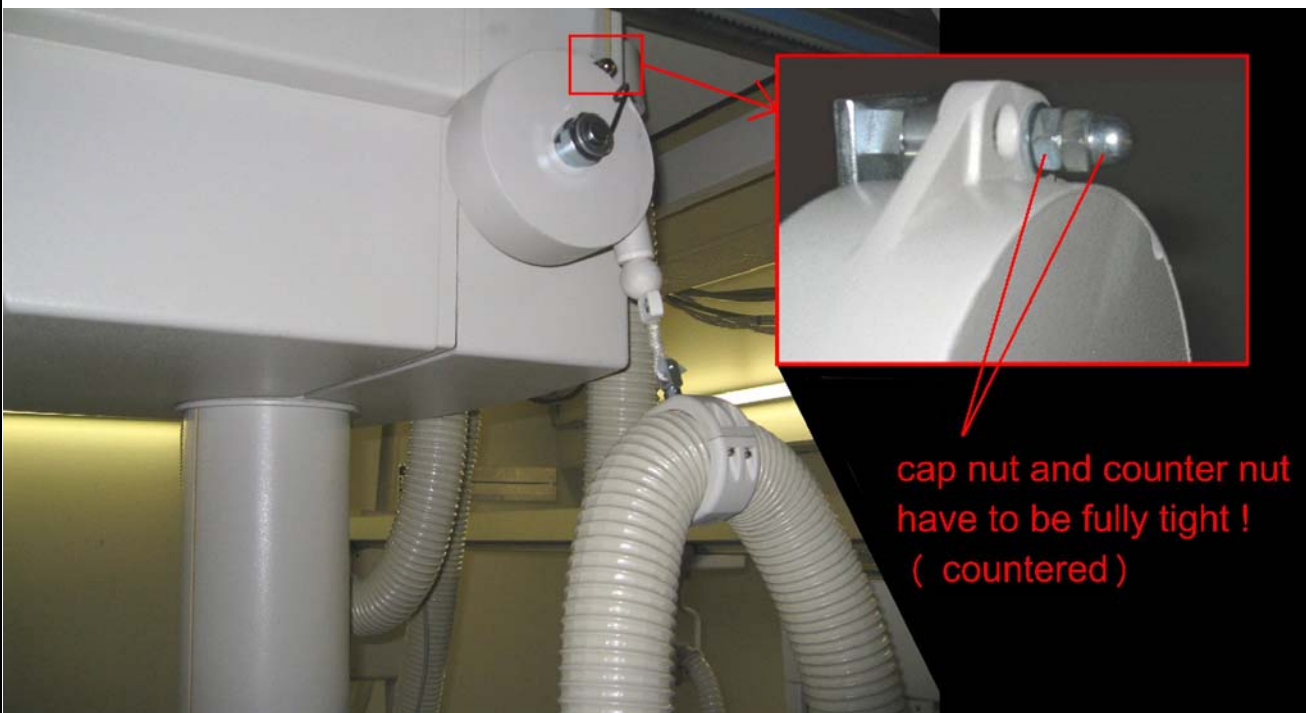
<Name>

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<b>AFFECTED PRODUCTS</b>	All CS ceiling suspensions using a “cable roller”
<b>PROBLEM DESCRIPTION</b>	We were facing a few instances, where the fixation (nuts) of the cable roller got loose and the nuts fell off. In worst case as a result, the cable roller might also fall down and endanger a person in the vicinity of the CS.
 <p data-bbox="1034 1218 1439 1357"><b>cap nut and counter nut have to be fully tight ! ( countered )</b></p>	
<p>It is important, that both nuts (cap nut AND counter nut) are present and that they are fully tightened.</p>	
<b>HOW TO IDENTIFY AFFECTED PRODUCTS</b>	See above
<b>ADVICE ON ACTIONS BY CUSTOMER / USER</b>	Please check the cable roller of your CS ceiling suspension as indicated above. If you find any irregularity (eg. loose nuts !), or if you have concerns that the system is not in a correct status, please contact immediately your local Philips representative.



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<b>ACTIONS PLANNED BY PHILIPS</b>	All possibly affected products in the field will be investigated by means of a field change order FCO-APP (action for performance proactive), which was published in April 2010. The correction will be free of charge and Philips will contact all customers for the implementation asap.
<b>FURTHER INFORMATION AND SUPPORT</b>	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>

