

Computed Tomography /
Advanced Molecular Imaging

FSN 72800621_88200494

2015 MAR 09

**URGENT - Field Safety Notice
Medical Device Correction**

Accessory Device – Uninterruptible Power Supply (UPS)

Failure of UPS batteries

Dear Customer:

At Philips, we understand the importance of keeping your imaging systems operational and performing properly. To help ensure the safest and most effective clinical environment, we are sharing the following information.

Uninterruptible Power Supply (UPS) devices are optional, third-party accessories used with your Philips imaging equipment. A UPS may be acquired from a third-party source, provided as ordered through Philips, or otherwise obtained for your system. Regardless of their origin, UPS devices require periodic maintenance including periodic replacement of batteries due to their finite service life.

Philips has become aware of UPS device failures that resulted in leaking of electrolyte (sulfuric acid), overheating and/or emission of fumes. Analysis has identified that these failures are most likely due to batteries within the UPS devices being held in service beyond their usable service life – typically three to five years.

Although there have been no reports of serious injury, this Field Safety Notice (FSN) is to inform you of the possibility that UPS devices may fail in this manner and to recommend your implementation of a maintenance program in accordance with the UPS manufacturer's recommendations.

To assist you in identifying maintenance activity needs, Philips is providing the accompanying maintenance information.

If you need any further information or support concerning this issue, please contact your local Philips representative: Technical Support Line: 1-800-722-9377.

Philips apologizes for any inconveniences caused by this problem.

Sincerely, 



Sr. Manager, Quality and Regulatory

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AFFECTED PRODUCTS	All systems supported by UPS devices.
PROBLEM DESCRIPTION	<p>Without preventative maintenance, and/or periodic battery replacement, UPS devices may fail, resulting in battery acid leakage, overheating, and/or the emission of fumes. All lead/acid battery-based UPS devices are susceptible to this issue.</p> <p>There have been no reported serious injuries or deaths resulting from this issue.</p>
HAZARD INVOLVED	<p>Hazards involved as a result of UPS devices failing include, but are not limited to:</p> <ul style="list-style-type: none"> • Chemical burn • Thermal burn • Eye, nose and/or throat irritation
HOW TO IDENTIFY AFFECTED PRODUCTS	<p>Products with connected UPS accessory devices.</p> <p>Note: Connected UPS devices include large, system units and small, console support units.</p>
ACTION TO BE TAKEN BY CUSTOMER / USER	<p>Review the accompanying material and implement a UPS maintenance program at your facility as recommended by the manufacturer of your UPS.</p> <p>If you detect an unusual odor, heat, or see liquid in the area of the UPS, do not touch the UPS or any surrounding liquid. Follow your institution's procedures for potentially hazardous material. Be aware of all people in the vicinity of the potentially hazardous situation, including but not limited to – patients, staff, and service personnel. Contact your service provider immediately.</p>
ACTIONS PLANNED BY PHILIPS	<ul style="list-style-type: none"> • Provide this Field Safety Notice for general information • Provide a UPS information flyer outlining maintenance needs and a suggested maintenance strategy
FURTHER INFORMATION AND SUPPORT	<p>If you need any further information or support concerning this issue, please contact your local Philips representative: Technical Support Line: 1-800-722-9377.</p>

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