



**Customer Service Bulletin**

*Thermometry Products*

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**Bulletin Type: Information Only**

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**Date: 2012-10-04**

**SAP DIR #: 80018193**

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**Subject:** CSB-SURETEMP PLUS SERVICE UPDATES

**Distribution Scope:** WA Customers, ASP's, and Distributors  
Welch Allyn Technical Support, Product, Field and Customer Service teams

**Product(s) Referenced:** The change affects the SureTemp Plus products in:

- SureTemp® Plus 690 / 692
- SureTemp Plus OEM products and Partners
- Connex® Vital Signs Monitor (CVSM)
- Connex® Integrated Wall System (CIWS)
- Spot Vital Signs® LXi

**SW Version:** ALL

**Serial No. / Lot Code:** ALL

**Summary:** This CSB communicates the availability of additional field serviceable keypad parts and a change to recommended Preventive Maintenance Calibration verification for SureTemp Plus Thermometry products.

**Issue:** There are no product quality issues associated with these changes.

## Action:

**Item 1:** Overview – Two SureTemp Plus field serviceable keypad part numbers have been released:

1. 716691, SWITCH ARRAY M690 - a three button keypad (no monitor mode button) for the Model 690
2. 716692, SWITCH ARRAY M692 - a four button keypad (including monitor mode button) for the Model 692.

**Item 2:** Overview – Recommended Preventive Maintenance schedule change: the recommended Preventive Maintenance schedule for Calibration verification was changed from **six months** to **twelve months**.

### The action of both items above has resulted in :

1. New Keypad Material numbers being extended, with pricing, to all Welch Allyn Service centers.
2. An update to the SureTemp® Plus Service Manual (P/N 71221-0000):
  - a. Preventive Maintenance Schedule Section 3.1 has been revised
  - b. Added 716691 and 716692 to Section 4.3 Field Serviceable Parts in Table 4.3.
  - c. The new revision of this manual has been posted on [www.WelchAllyn.com](http://www.WelchAllyn.com)
3. An update to the CIWS Service Manual (P/N: 718748). The new revision of this manual has been posted on [www.WelchAllyn.com](http://www.WelchAllyn.com)
4. CVSM Service Manual (P/N: 717129) will not be updated at this time. The change will be incorporated in the next revision.
5. These changes do not affect the WAST or Partners in Care Program!

The Table below provides a list of products affected by this CSB

Material Number	Description
01690-000	THERM ASSY,M690
01690-000V	THERM ASSY,M690,VET
01690-100	THERM ASSY,M690,INTL
01690-100V	THERM ASSY,M690,INTL VET
01690-200	PKG THERM SYS,M690,4FT ORAL
01690-201	PKG THERM SYS,M690,4FT RECTAL
01690-201V	PKG THERM SYS,M690,4FT VET
01690-300	PKG THERM SYS,M690,1/RM 9FT OR
01690-300M	PKG THERM SYS,M690,1/RM 9FT OR
01690-300MC	PKG THERM SYS,M690,1/RM 9FT OR CHINA
01690-301	PKG THERM SYS,M690,1/RM 9FT RE
01690-301V	PKG THERM SYS,M690,9FT VET
01690-400	PKG THERM SYS,M690,4',OR,WH
01690-401	PKG THERM SYS,M690,INTL 4' RE
01690-401V	PKG THERM SYS,M690,INTL 4FT
01690-410	PKG THERM,M690,INTL,4',OR,WH
01690-410-L	LOANER, SURETEMP PLUS 690
01690-500	PKG THERM SYS,M690,INTL 9FT OR
01690-501	PKG THERM SYS,M690,INTL 9FT RE
01690-501V	PKG THERM SYS,M690,INTL 9FT
01690-700	PKG THERM SYS,M690,9FT OR W/ST
01692-000	THERM ASSY,M692
01692-100	THERM ASSY,M692,INTL
01692-200	PKG THERM SYS,M692,4FT ORAL
01692-201	PKG THERM SYS,M692,4FT RECTAL
01692-300	PKG THERM SYS,M692,1R/M 9FT OR
01692-301	PKG THERM SYS,M692,1R/M 9FT RE
01692-400	PKG THERM INTL,M692,4',OR,W
01692-401	PKG THERM SYS,M692,INTL 4' RE
01692-500	PKG THERM SYS,M692,INTL 9FT OR
01692-501	PKG THERM SYS,M692,INTL 9FT RE
01692-700	PKG THERM SYS,M692,9FT OR W/ST
71221-0000	MANUAL,TECHNICAL M690_692
716691	SWITCH ARRAY M690
716692	SWITCH ARRAY M692
717129	SERVICE MANUAL,HARDCOPY,VSM6000,ENGLISH
718748	SERVICE MANUAL, CIWS 1.7X, ENGLISH

### End of Bulletin

Revision History					
Version	Description	Change #	Init	Release Date	Appr
A	Initial Release	D*	MEB	D*	D*
D* SEE SAP DIR FOR CHANGE NUMBER, APPROVER NAME AND DATE OF APPROVAL					

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