



# Customer Service Bulletin

## THERMOMETRY

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**Bulletin Type: AS NEEDED**

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**Manufacturer: OEM**

**Date: 2014-10-31**

**SAP DIR #: 80018975**

**Subject:** CSB-BRAUN PRO-4000 CLEANING RECOMMENDATIONS

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

**Product(s) Referenced:** All BRAUN PRO-4000 version products  
SM2943 BRAUN PRO 4000 CLEANING GUIDE  
BRAUN PRO-4000 DFU

**Summary:** The Braun 4000 may return inaccurate readings or error messages due to the use of unapproved cleaning agents. Permanent damage in terms of corrosion or displacement of the sensor may occur if these instructions are not followed.

**Issue:** Inaccurate temperature values or a permanent 'ERR' message on the display are primarily caused by:

- Use of non-approved cleaning solutions, entering the thermometers sensor and electronics, causing short term inaccuracies due to the presence of fluid and long term corrosion to the sensor or the electronics during cleaning.
- Displacement of the sensor lens. Aggressive cleaning of the sensor lens can lead to pushing the lens back from the bezel. A small gap between the lens and the bezel may cause inaccurate readings and errors

**Action:** Limiting the chemical ingress by following the recommended proper cleaning procedure is expected to decrease the frequency of occurrence of this issue.

A cleaning guide poster has been created to remind clinicians of the proper cleaning procedure. This poster is available in English, German, French, Spanish and Italian and can be downloaded at <http://www.welchallyn.com/brauncleaningposter>

A sticker label illustrating the prescribed cleaning method has been created for application to the cradle or vital signs monitor dock. This label has begun shipping with newly distributed product beginning with device serial number 10014K06071 built on

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April 28, 2014. Stickers are available in English, French, German, Spanish and Italian. Requests for additional labels can be made to <http://www.kaz.com/pro4000>

**Procedure:** The following recommendations reinforce proper cleaning procedures already outlined in the BRAUN PRO-4000 DFU and SM2943 BRAUN THERMOSCAN PRO 4000 CLEANING GUIDE.

**Do not use any chemical other than isopropyl or ethyl alcohol to clean the probe lens window.**

Approved cleaning agents for the lens area

- 70% Isopropyl alcohol or Ethyl alcohol solution

Procedure for cleaning the lens window

- To clean the window, gently wipe its surface with a cotton swab slightly moistened with alcohol and immediately wipe dry with a clean cotton swab or cloth.
- After cleaning, allow at least 5 minutes drying time before taking temperatures. Make sure the probe window is clean and dry prior to use
- Avoid touching the window directly. If the window is damaged, return the thermometer to WelchAllyn for service.

Approved cleaning agents for Thermometer body:

- 70% Isopropyl alcohol solution
- 10% chlorine bleach solution
- A non-staining disinfectant such as CaviCide® or its equivalent

Procedure for cleaning the Thermometer body

- For additional protection against fluid seepage and damage, attach a new probe cover prior to cleaning the body of the thermometer
- To clean the probe wall, turn the device over. With the display facing down, wipe the probe of the thermometer with a moist wipe. Do not wipe the lens if not using isopropyl alcohol wipe on the probe.
- To clean the body, ensure that the wipe is moist, not saturated. Excess fluid can seep through crevices and damage the unit. Wipe the unit with the display facing up. Do not get liquid in the opening around the red pin.

**Reference Material:**

- |            |  |
|------------|--|
| • SM2943   | BRAUN THERMOSCAN PRO 4000 CLEANING GUIDE |
| • DFU      | BRAUN PRO-4000                           |
| • 90113091 | KAZ BRAUN 4000 CUSTOMER LETTER           |

**Notes:**

1. Contact Welch Allyn regarding any questions or concerns about this or other issues.
2. Drawings, illustrations, and part numbers in this document are for reference purposes only and subject to change.
3. The information provided in this version of the document supersedes earlier versions.

**End of Bulletin**

<b>Revision History</b>					
<b>Version</b>	<b>Description</b>	<b>Change #</b>	<b>Init</b>	<b>Release Date</b>	<b>Appr</b>
A	Initial release	D*	MEB	D*	D*
B	Date changed from 2014-03-24 to 2014-08-23 Summary replaced all text Action replaced all text Procedure replaced all text	D*	GCS	D*	D*
C	Remove reference to customer letter	D*	GCS	D*	D*

D\* SEE SAP DIR FOR CHANGE NUMBER, APPROVER NAME AND DATE OF APPROVAL

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