



Document Description: STAND, LOOSE POLE REWORK PROCESS	Document Number: 80019661 Version: D
	
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Customer Service Bulletin

Product:	Welch Allyn ACM, APM, MS2, MS3 and PLFM Stands	Date:	2019-01-01
Subject:	CSM, APM, CVSM Stands may become loose with age and use		
HW Version(s) Affected:	N/A	SW Version(s) Affected:	N/A
Serial Numbers Affected:	N/A	Lot or Date Code Affected:	N/A

Classification:	As Needed		
Distribution:	<input checked="" type="checkbox"/> Customer Care	<input checked="" type="checkbox"/> Product Service	<input checked="" type="checkbox"/> Field Service
	<input checked="" type="checkbox"/> ASPs	<input checked="" type="checkbox"/> Distributors	<input checked="" type="checkbox"/> Customers
			<input type="checkbox"/> Company Confidential

Training Required: Yes No

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Summary:

Over time, the pole of the stand may become loose where it attaches to the base. Depending on the style of the stand, a Base and Bottom Pole assembly may be available to repair the issue.

For stands that experience issues while under warranty contact Welch Allyn:

The user has the choice of the following for out of warranty repairs:

1. Purchase a new Base & Bottom Pole Assembly (part number 409899)
2. Purchase a new stand
3. Reworking the stand per this procedure.

The stands may not be compatible with the new Base & Bottom Pole Assembly. The old-style stands are not compatible, only the new-style is compatible. To determine the stand style, see below.

Old-style stand

bottom to top pole one piece




New-style stand

bottom to top pole removeable nut



This below rework is an acceptable alternative to replacing the stand or base assy but does not renew or extend the original warranty period of the stand.

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Required Tools:

- 5mm Allen Key
- Pliers
- Philips Screwdriver
- Flat-head Screwdriver
- Hammer
- 1/4-20 x 1.5" bolt (Allen or hex head), and washer

Rework Action:

1. Lay the stand on its side.
2. There is a hole in the center of the stand base. On some bases, there may appear to be a “plug” in the hole. Using a Philips screwdriver and a hammer, punch through the thin web of metal that creates this plug. A silver hex head bolt is now visible. If no plug is present, go to Step 3.




3. Using a 5mm Allen key and pliers (or similar tool set), loosen the bolt by turning in a counter-clockwise direction, as shown below. This may be difficult because of the thread-lock used in production of the stand. Loosening the bolt will push the base and pole apart.



Caution:

Bolts may break off if too much torque is applied. If the bolt breaks off, the only option is to purchase a new stand or Base & Bottom pole assembly (if available).

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- Once the base and pole are apart, place the base right-side up (wheels down) on the floor. Looking into the hole where the pole was inserted and using a flat-blade screwdriver, pry the star washer away from the wall of the base. Eventually the washer will become loose and it, along with the bolt, can be removed. The star washer will be permanently damaged by this process. Discard the star washer and bolt.



- Replace the pole into the base and push it in until it stops. Insert a new, 1/4-20 x 1.5" (Allen or hex head) bolt and washer through the bottom of the base to reattach the base to the pole and tighten the bolt.




Note 1: The required bolt and washer shall be obtained from a hardware store or similar supplier. Welch Allyn will not supply bolts or washers for the purpose of repairing the stand per this process.

Note 2: The previously used 5mm Allen key may not fit your new bolt. Use an appropriately sized tool for your choice of bolt head. Recommended Torque: 80+/-10 in-lb. (9.04+/-1.13 Nm)

Note 3: Periodic retightening may be required depending upon use. Alternately, application of 3M #2353 THREAD LOCKING ADHESIVE to the bolt threads can help minimize loosening. The picture below shows the finished repair when done with a hex-head bolt.

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Notes:

1. Contact Welch Allyn regarding any questions or concerns from this or other issues.
2. Drawings, illustrations, and part numbers in this document are for reference purposes only and subject to change.

Revision History

Version	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)
A	Initial Release	Initial Release	D*	SMB
B	Added new "Note 1" to end of Step 5 detailing customers' expectations	detailing customers' expectations	D*	SMB
C	Added CSM and APM Stands to list and Updated Form to latest Revision	Added 4900-60 & 7000-APM Stands to list and Updated Form to latest Revision	D*	KMG
D	Added to Summary	Added new and old style stands with base and bottom pole repair kit information	D*	KMG