**Customer Service Bulletin**

**Product:** Braun ThermoScan Pro 6000  
**Date:** 2018-03-22

**Subject:** CSB Braun Pro6000 Reported Allegations for Inaccurate Temperature

**HW Version(s) Affected:** ALL  
**SW Version(s) Affected:** N/A

**Serial Numbers Affected:** ALL  
**Lot or Date Code Affected:** N/A

**Classification:** Informational Only

**Distribution:** ☒ Customer Care  
☒ Product Service  
☒ Field Service  
☒ ASPs  
☒ Distributors  
☒ Customers  
☐ Company Confidential

**Training Required:** ☐ Yes  
☒ No

**Summary:**
Welch Allyn has concluded that the leading cause of reported inaccurate temperature reading allegations is liquid ingress due to oversaturation while cleaning and/or using unapproved chemical cleaners. Investigations have shown that cleaning liquid may enter the device around the measurement button, measure light, C/F and Memory button, or through the battery door. After ingress, the liquid will impact the internal electronics which may result in a malfunction. Welch Allyn is assessing options to improve ingress protection when the unit is exposed to oversaturation of approved cleaners.

Reference the current Braun ThermoScan PRO 6000 directions for use for proper cleaning procedures and agents.
<table>
<thead>
<tr>
<th>Document Description:</th>
<th>BRAUN PRO6000 TEMP INACCURACY</th>
<th>Document Number:</th>
<th>80023187</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Version:</td>
<td>A</td>
</tr>
</tbody>
</table>

Printed or electronic versions of this document not accessed directly from the designated Welch Allyn Controlled Quality Information System are For Reference Only.