

Siemens Healthcare GmbH, HC DI MR QT, Allee am Roethelheimpark 2,
91052 Erlangen

Name Reiner Lochner
Department HC DI MR QT
Telephone +49 (9131) 84-8289

Customers with superconducting magnets
from Siemens

Our reference UI MR047/15/S
Date December 03, 2015

Customer Safety Advisory Notice Verification of the quench line

Dear Siemens MR user,

This letter is to inform you that we have reason to believe that in some cases the quench lines for some superconducting magnets may have not been properly installed. Therefore, it is necessary to check whether the quench line for your MR system was installed in a manner that ensures safe operation. Siemens considers the safety of patients and users our highest priority; therefore, we are notifying you of this issue.

What is a quench line and why is it required to be properly installed and unobstructed?

Quench lines are installed to vent helium gas in the event of a quench. In the rare event of a quench, an improperly installed quench line or any restriction or obstruction to the quench line may cause the helium gas to be blown directly into the magnet room or other areas. This could lead to a displacement of oxygen, could cause cold burns and/or could pose a risk to users, patient or others.

Who installs the quench line?

The Hospital / system owner is responsible for installing the quench line per the requirements defined and provided by Siemens.

If Siemens was contracted to install your quench line please contact your local Siemens organization. At your request we will perform a site inspection. If you have an MR maintenance contract with Siemens, we will inspect the installation of your quench line in the course of our next scheduled maintenance visit.

Siemens Healthcare GmbH
Management: Bernhard Montag, Chairman;
Thomas Rathmann, Michael Reitermann

Allee am Roethelheimpark 2
91052 Erlangen
Germany

Tel.: +49 (9131) 84 0
siemens.com/healthcare

Chairman of the Supervisory Board: Siegfried Russwurm
Registered office: Munich, Germany; Commercial Registry: Munich, HRB 213821
WEEE-Reg.-No. DE 64872105

If you contracted a 3rd party to install your quench line, we urge you to contact them and request that they inspect the quench line to ensure it was installed per the Systems Owner Manual and the requirements in Siemens' quench line design document¹. Alternatively, we are pleased to offer you the possibility to order a site inspection through Siemens after which we will inform you of the result and any identified deficiency that needs to be addressed.

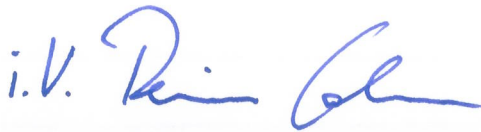
In all cases described above, you must confirm that you have received and read this letter by sending the attached fax form back to Siemens immediately.

Additionally we will kindly like to remind you that it is important you follow any guidelines outlined in your System Owner Manual, including ensuring you have an emergency plan in place in the event helium gas escapes into the magnet room or other rooms.

We thank you for your understanding and support in this matter.

With best regards,

Siemens Healthcare GmbH



Reiner Lochner
Vice President Quality & Technology
Magnetic Resonance
Siemens Healthcare GmbH



Christiane Bernhardt
Vice President Customer Services
Magnetic Resonance
Siemens Healthcare GmbH

¹ If not available your local Siemens organization will provide the quench line design document (part of the planning guide) upon request.

To
Local Siemens Organization
Fax number: +xx xxx / xxx - xxxx

Acknowledgement of receipt

Customer name and address:

I hereby confirm as the owner / responsible operator of a Siemens MAGNETOM or Biograph mMR system(s) with the serial number(s)

that I received the following document:

**Customer Safety Advisory Notice
Verification of the quench line**

Place, Date _____

Name _____

Signature _____