

**URGENT - Medical Device Correction**  
**865241 IntelliVue MX700 & 865240 IntelliVue MX800 Patient Monitors**

**Defective power supply might cause monitor malfunction**

Dear Customer,

A problem has been detected in some Philips 865241 IntelliVue MX700 and 865240 MX800 Patient Monitors that, if it were to recur, could affect the performance of the monitor. This FSN86201913 is intended to inform you about:

- what the problem is and under what circumstances it can occur
- the actions that should be taken by the customer/user in order to prevent risks for patients or users
- the actions planned by Philips to correct the problem.

**This document contains important information for the continued safe and proper use of your equipment**

Please review the following information with all members of your staff who need to be aware of the contents of this communication. It is important to understand the implications of this communication.

Please retain a copy with the equipment Instruction for Use.

Some IntelliVue MX700 and MX800 Patient Monitors were delivered with defective power supplies. Please refer to the following pages for a description of the problem, the possible hazards and actions to be taken.

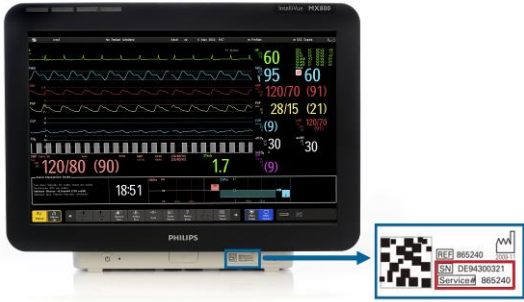
If you need any further information or support concerning this issue, please contact your local Philips representative or the UK Philips customer care service centre on 0870 532 9741.

This notice has been reported to the appropriate Regulatory Agency.

Philips apologizes for any inconvenience caused by this problem.

Sincerely,

Hauke Schik  
Director of Quality & Regulatory Affairs

<p><b>AFFECTED PRODUCTS</b></p>	<p>Only IntelliVue MX700 (865241) / MX800 (865240) Patient Monitors with the listed serial numbers are affected:</p> <p><b>865240 IntelliVue MX800 patient monitor</b></p> <table border="0"> <tr> <td>DE50887321</td> <td>DE50887434</td> <td>DE50887128</td> <td>DE50887025</td> </tr> <tr> <td>DE50887196</td> <td>DE50887429</td> <td>DE50887125</td> <td>DE50887043</td> </tr> <tr> <td>DE50887303</td> <td>DE50887420</td> <td>DE50887106</td> <td>DE50887164</td> </tr> <tr> <td>DE50887322</td> <td>DE50887607</td> <td>DE50887061</td> <td>DE50887179</td> </tr> <tr> <td>DE50887425</td> <td>DE50887427</td> <td>DE50887142</td> <td></td> </tr> <tr> <td>DE50887446</td> <td>DE50887152</td> <td>DE50887064</td> <td></td> </tr> <tr> <td>DE50887445</td> <td>DE50887137</td> <td>DE50887063</td> <td></td> </tr> </table> <p><b>865241 IntelliVue MX700 patient monitor</b></p> <table border="0"> <tr> <td>DE58562415</td> <td>DE58562344</td> </tr> <tr> <td>DE58562353</td> <td></td> </tr> </table>	DE50887321	DE50887434	DE50887128	DE50887025	DE50887196	DE50887429	DE50887125	DE50887043	DE50887303	DE50887420	DE50887106	DE50887164	DE50887322	DE50887607	DE50887061	DE50887179	DE50887425	DE50887427	DE50887142		DE50887446	DE50887152	DE50887064		DE50887445	DE50887137	DE50887063		DE58562415	DE58562344	DE58562353	
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<p><b>PROBLEM DESCRIPTION</b></p>	<p>Some IntelliVue MX700/MX800 Patient Monitors were delivered with defective power supplies. These defective power supplies might energize the metal parts of monitor if the grounding instructions were not followed. This defect may also cause the monitor to stop operating or prevent it from being switched on.</p>																																
<p><b>HAZARD INVOLVED</b></p>	<p>In failure situations, and only where the monitor is not grounded during operation with mains power, a person touching the exposed metal parts of the monitor might get an electrical shock. Patient connections have additional isolation and do not present a shock hazard. Power supply failure may also cause monitoring to stop unexpectedly, causing the patient to stop being monitored.</p>																																
<p><b>HOW TO IDENTIFY AFFECTED PRODUCTS</b></p>	<p>To identify if an 865241 IntelliVue MX700 Patient Monitor or an 865240 IntelliVue MX800 Patient Monitor is affected, check its serial number and product number:</p> <ul style="list-style-type: none"> <li>• Serial Number (SN): listed above</li> <li>• Product Number (Service#): 865241 or 865240</li> </ul> <p>These numbers are contained on the product label, located on the front of the monitor.</p> 																																

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<b>ACTION TO BE TAKEN BY CUSTOMER / USER</b>	Always ensure that the monitor is grounded during operation with mains power. Affected products should be removed from use until the power supply of the monitor has been replaced.
<b>ACTIONS PLANNED BY PHILIPS</b>	Philips Customer Service will contact customers when a replacement power supply is ready for installation. We expect all replacements to be complete within six months.
<b>FURTHER INFORMATION AND SUPPORT</b>	If you need any further information or support concerning this issue, please contact your local Philips representative or the UK Philips customer care service centre on 0870 532 9741.