

## URGENT – Field Safety Notice

### Philips SureSigns VS3/VS4 Monitors Software Release

Dear Customer,

A problem has been detected with the Philips SureSigns Monitors (VS3/VS4), that, if it were to re-occur, could pose a risk for patients. This Field Safety Notice 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.

Although the existing labeling for the Philips SureSigns VS3/VS4 monitor with Philips FAST (Fourier Artifact Suppression Technology) SpO2 has performance specifications related to pulse rates up to 300 beats per minute, however the system software does not measure, display and alarm for pulse rates above 240 beats per minute. Philips is releasing a system software update<sup>1</sup> for the SureSigns VS3/VS4 monitors to restore the specified functionality.

Please refer to the following pages, which provide information on how to identify affected devices and instructions for actions to be taken. Follow the “Action to be taken by Customer/User” section of the notice.

This notice has been reported to the appropriate Regulatory Agency.

Philips sincerely regrets the inconvenience that this may cause you. Your satisfaction with Philips' products and with our response to this issue is very important to us.

Please contact your local Philips representative or the UK Philips Customer Care Service Centre on 0870 532 9741 with questions or concerns about this correction. Please contact [philipsfieldaction@hugotechnology.co.uk](mailto:philipsfieldaction@hugotechnology.co.uk) if you have any question or require any support with the software implementation.

Sincerely,

Rusty Kelly  
Head of Q&R - General & Specialty Care, Quality & Regulatory

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<sup>1</sup> The System Software update includes the optimized battery management software communicated previously on FSN86000255/CIL86000256.


<b>AFFECTED PRODUCTS</b>	<p>The following SureSigns Monitors with software revisions up to and including A.07.32, are subject to the correction.</p> <table border="1" data-bbox="513 243 1253 623"> <thead> <tr> <th data-bbox="513 243 717 306">Product Number</th> <th data-bbox="724 243 1253 306">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="513 306 717 342">863069</td> <td data-bbox="724 306 1253 342">SureSigns VS3 NBP</td> </tr> <tr> <td data-bbox="513 342 717 378">863070</td> <td data-bbox="724 342 1253 378">SureSigns VS3 NBP, Temp</td> </tr> <tr> <td data-bbox="513 378 717 413">863071</td> <td data-bbox="724 378 1253 413">SureSigns VS3 NBP, SpO2</td> </tr> <tr> <td data-bbox="513 413 717 449">863072</td> <td data-bbox="724 413 1253 449">SureSigns VS3 NBP, SpO2, Rec</td> </tr> <tr> <td data-bbox="513 449 717 485">863073</td> <td data-bbox="724 449 1253 485">SureSigns VS3 NBP, SpO2, Temp</td> </tr> <tr> <td data-bbox="513 485 717 520">863074</td> <td data-bbox="724 485 1253 520">SureSigns VS3 NBP, SpO2, Temp, Rec</td> </tr> <tr> <td data-bbox="513 520 717 556">863283</td> <td data-bbox="724 520 1253 556">SureSigns VS4 NBP, SPO2</td> </tr> <tr> <td data-bbox="513 556 717 592">863286</td> <td data-bbox="724 556 1253 592">SureSigns VS4 Government Bundle</td> </tr> </tbody> </table>	Product Number	Description	863069	SureSigns VS3 NBP	863070	SureSigns VS3 NBP, Temp	863071	SureSigns VS3 NBP, SpO2	863072	SureSigns VS3 NBP, SpO2, Rec	863073	SureSigns VS3 NBP, SpO2, Temp	863074	SureSigns VS3 NBP, SpO2, Temp, Rec	863283	SureSigns VS4 NBP, SPO2	863286	SureSigns VS4 Government Bundle
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<b>HAZARD INVOLVED</b>	<p>Failure to display and alarm for pulse rates above 240 beats per minutes could cause the clinician to overlook a patient's distressed condition, which may cause moderate injury to a patient due to delay in therapy or treatment.</p> <p>Philips is unaware of any incident where the failure of these devices to measure, display and alarm for pulse rates over 240 bpm have resulted in a delay of necessary treatment or injury to a patient.</p>																		

**HOW TO IDENTIFY AFFECTED PRODUCTS**

You can determine whether your device is affected by identifying the Product number and software revision. This can be performed by;

- a) Locate and verify the Product Number of your SureSigns VS3/VS4 Monitor, found on the back label of your monitor



- b) Locate and verify the software revision in the monitor (System Menu  / Software Version)



**ACTION TO BE TAKEN BY CUSTOMER / USER**

Upon receipt of this notification:

- Promptly perform the software upgrade to each of your SureSigns VS3/VS4 monitors, as called out in the attached *Pulse Rate Software-Installation Instructions*. It details how to obtain and install the system software update. It also provides instructions on how to export the file that is created during software installation and instructions where to email the file back to Philips.
- Along with the software download, the user will also receive *Instructions*

	<p><i>for Use Addendums and a Service Guide Addendum.</i></p> <p>Review this information with all staff members who are use the device and are responsible for device management of the Philips SureSigns monitors.</p> <p>Please store the <i>Addendums</i> with your Philips SureSigns VS3/VS4 Monitors <i>Service Guide</i> and <i>Instructions for Use</i> documentation.</p> <ul style="list-style-type: none"><li>• Email the file back to Philips in accordance with the instructions.</li></ul>
<b>FURTHER INFORMATION AND SUPPORT</b>	<p>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 with questions or concerns about this correction.</p>