

URGENT - Field Safety Notice ***Mobile Detecor Holder***

Mobile Detector holder Trolley -clamp issue

Dear Customer,

As part of Philips' focus on reliability and safety we continuously monitor the performance of our products. During recent evaluations of the Mobile Detector Holder we have identified a potential issue that may affect the performance of the equipment under certain conditions. This letter is intended to provide you with information regarding:

- what the issue is, and under what circumstances it may occur,
- the actions you can take to avoid or minimize the occurrence of the issue and
- the actions planned by Philips to correct the issue.

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.

If you need any further information or support concerning this, 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.

We apologize for any inconvenience this may cause and trust that this information is adequately addressing any concerns you may have.

Sincerely,

Karmen Gruenert
Director Q&R DXR Hamburg

DXR

Quality Management System DXR

DXR Field Safety Notice

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AFFECTED PRODUCTS	Mobile Detector Holder (9890-010-88152)
PROBLEM DESCRIPTION	If the lock mechanism of the movable clamp of the mobile detector holder is not adjusted properly or not secured, the portable detector can drop down when the moveable clamp is at the bottom (below of the detector) and additional force is applied. This may happen when the detector is rotated clockwise from landscape to portrait position.
HAZARD INVOLVED	The Wireless Portable Detector (WPD) is fixed in the Mobile Detector Holder via a lock mechanism. The 4 countersunk screws, that are used to attach the lock mechanism, can become loose. If this happens and the mechanism fails, the detector may fall down when the holder is rotated 90° clockwise from landscape.
HOW TO IDENTIFY AFFECTED PRODUCTS	All Mobile Detector Holders
ACTION TO BE TAKEN BY CUSTOMER / USER	The customer should check the lock mechanism of the Mobile Detector Holder. The lock mechanism can be moved without pressing the actuator, the holder should not be rotated clockwise.
ACTIONS PLANNED BY PHILIPS	Philips will: <ol style="list-style-type: none"> 1. secure the four affected screws, 2. correctly position the release trigger screw correctly and 3. test the clamp force. A Philips Service Engineer will contact you to schedule this action. Should you need to communicate with Philips with regard to this program, please reference Field Change Order 71200174.
FURTHER INFORMATION AND SUPPORT	If you would like 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.