

# SIEMENS

## Symbia S and T Series

**MI**

### Update Instructions

**MI014/14/S**

Customer Advisory Letter: SLD Drift Inspection

#### Safety

Update within	<b>30 days</b>			
Update by	<input type="checkbox"/> Remote	<input checked="" type="checkbox"/> CSE	<input type="checkbox"/> Apps	
Intranet download available	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No		
Remote update	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No		
Materials for logistic update required	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No		
Materials free of charge	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> No, credit if returned	
Return of parts	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No		
Customer application training	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Recommended	
Estimated completion time	<b>.25 Hours(s)</b>	Number of CSE(s): <b>1</b>		
Application training time	<b>0 Hours(s)</b>			

Remarks: n.a.

#### Scope

Material number	See Systems/Products Affected
Software version	See Prerequisites
Related to Update Instructions	n.a.

Change reference no.: ECO 607656  
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## 1. General Information

### 1.1 Systems/Products Affected

Description	p/n	Description	p/n
Symbia T Series	8717733	Symbia T2	10275008
Symbia S	8717741	Symbia T6	10275009
Symbia T	10275007	Symbia T16	10275010

### 1.2 ECO Number(s)

Service ECO - 607656

### 1.3 Reason for the Update

Distribute Customer Safety Advisory Notice for SLD Drift Inspection UI (MI015/14/S).

<b>NOTE</b>
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This UI applies to older or aging systems in the field.

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### 1.4 Prerequisites

Symbia S/T/T2/T6/T16 System

Check the MED CS Intranet/Extranet for the latest version of this document (For Service -> Product Information -> MI Systems -> Updates -> 2014) or contact your local Siemens office if you don't have access to the Siemens Intranet/Extranet. IVK and Serial numbers affected are listed on MED CS Intranet/Extranet (CS Web Site).

### 1.5 Special Tools

N.A.

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## 2. Material Information

### 2.1 Ordering Information

n.a.

### 2.2 Content of Update Kit

n.a.

### 2.3 Return of Parts

n.a.

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## 3. Update

### 3.1 Work Steps

#### 3.1.1 Preparation

##### 3.1.1.1 Intranet Download

The required file: "MI014\_14\_S\_customer\_advisory\_notice.zip" has to be downloaded from the Siemens Healthcare Intranet -> Customer Services.

1. Go to the (CS Intranet start page,  
<https://intranet.healthcare.siemens.com/cms/CS/en/>)
2. Follow the path:  
For Service -> Product Information -> MI -> SPECT Systems -> Downloads -> Customer Safety Letters
3. Select the year "UIs 2014"
4. Click the left mouse button on the file to be downloaded:  
"MI014\_14\_S\_customer\_advisory\_notice.zip"
5. Save the file on the hard drive D:\...
6. When finished saving, close the window.
7. Check the file with a standard anti-virus program

#### 3.1.2 Distribution

1. Open the zip file "MI014\_14\_S\_customer\_advisory\_notice.zip".
2. Select the customer advisory notice in the correct language and unzip the corresponding file.
3. Print out the customer advisory notice.
4. Send the letter to the customer via certified mail and with a proof of delivery. (The reception needs to be acknowledged.)
5. When you have received the proof of delivery report the update. See Final work Steps.

#### 3.1.3 Final Check

n.a.

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## 3.2 Final Work Steps

1. Fill out, and if needed, make a copy of the attached "Completion Protocol" and file it in the corresponding binder.
2. The update shall be reported by authorized personnel, either via an intranet application or by automated data transfer (only for countries connected via update handling interface).

## 3.3 Changes to Previous Version

n.a.

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## 4. Completion Protocol

Customer Safety Notice: Symbia SLD Drift Inspection

### 4.1 Reason for the Update

Distribute Customer Safety Advisory Notice for SLD Drift Inspection UI (MI015/14/S).

### 4.2 Protocol

This update has been completed successfully. The customer has been informed of the benefits or improvements resulting from this update.

Customer: .....

Customer No.: ..... Func. Location: .....

Material No. of the system: ..... Serial number of the system: .....

Notification: .....

Remark: .....

Remark: .....

Country: ..... Site: .....

Performed By: ..... Telephone: .....

Date: ..... Signature: .....

**NOTE**

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**After completing the update, make a copy of this page, fill it out and file it in the corresponding System Binder/User Handbook.**

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## Customer Safety Advisory Notice CAN 007-2014

Molecular Imaging



**To: Director of the Radiology Department  
Director of the Nuclear Medicine Department  
Risk Management Officer  
Users of Symbia S and T Series camera systems**

**Re: Inspection of Symbia S and Symbia T Series camera systems for uncommanded mechanical motion**

Dear Valued Siemens Customer,

The purpose of this letter is to inform you of an upcoming safety inspection for your Symbia S or Symbia T Series camera system.

This inspection is required because we have received reports of unintended radial motion of the detectors. This unintended motion, should it occur, may cause the patient, compression related injuries. Your Symbia S or T system has been designed to detect such faults and automatically shut down. If your system shuts down with the message "System requires service. Please contact your customer service representative" the system is disabled until service manually clears the error.

Using data provided by approximately 1400 systems, we have identified the failure mode of this motion and will perform an inspection to determine if your system is affected. Replacing the affected part corrects the error and returns the system to its original factory performance.

There have been no reports of injury as a result of this potential motion. Based on our investigation, you can continue to use your system with confidence while waiting for the inspection to be performed.

Your local service engineer will contact you to perform the inspection and schedule any necessary repairs by December 2014. The inspection should take approximately two hours. If the inspection fails, the repair will take approximately three to six hours.

### **What should you do until the inspection is performed?**

You may continue to use your system. Please ensure that this safety advisory is placed in the system's instructions for use. As always, please adhere to the Cautions and Warnings in your user's manual and observe your patients during studies.

### **What should you do if the service engineer performs the site inspection and it fails?**

Depending on the outcome of the inspection your service engineer will advise you on the continued use of the system prior to repair. If required, your service engineer will schedule and perform any necessary repairs.

Please ensure that this safety advisory is placed in the System Owner's Manual. If you rely on non-Siemens service, please share this letter with your support staff. If you have sold this equipment and it is no longer in your possession, we kindly ask that you forward this safety notice to the new owner of this equipment. Please inform us about the new owner of the equipment.

If you have any questions regarding this important safety notice, please contact your local Service representative at the contact numbers provided below.

- America: 1-800-888-7436
- Europe, Middle East, and Africa: +49 9131 940 4000
- Asia and Australia: +86 (21) 3811 2121

Sincerely,



Matt Shah  
Vice President, RA/QA & EHS  
Molecular Imaging  
CAN007-2014