

Urgent Field Safety Notice

SONY LCD Monitor LMD-X270x Series

May not display images or may stop displaying images during use


Dear Customers and Users

Sony Corporation has identified an issue with its LCD Monitor LMD-X270x series and is providing instructions on actions you must take.

Sony has discovered through reports from the market that, in some situations, a monitor may not display images or may stop displaying images during use.

Our records indicate that you may have received one or more of the affected products listed below.

<p>AFFECTED PRODUCTS</p>	<p>Product Name: LMD-X2705MD LMD-X2705N LMD-X2700MD</p> <p>Serial Numbers: 3000096 - 3001806, 3100001 - 3100804 3000003 - 3000108 3000002 - 3000091</p>
<p>PROBLEM DESCRIPTION</p>	<p>Sony has identified that due to the potential failure of a part on the main board the monitor image may not be displayed, or the monitor image may be lost during clinical use.</p>
<p>HAZARD INVOLVED</p>	<p>To date, Sony has not received any reports of injuries associated with the malfunction. If the malfunction were to recur, Sony's investigation indicates that it is highly unlikely that use of the device will cause any adverse health consequences.</p> <p>Users are advised in the Instructions for Use to use more than one monitor or to have a second monitor readily available in the event there is a loss of visualization.</p>
<p>HOW TO IDENTIFY AFFECTED PRODUCTS</p>	<p>Affected units can be identified by:</p> <ul style="list-style-type: none"> • Confirming the serial number (7 digits) printed in the warranty certificate; or • Confirming the serial number on the product label affixed at the rear of the product:

	<div style="text-align: center;">  </div> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>Rear of the product</p> </div> <div style="text-align: center;"> <p>Serial Number</p> </div> </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="border: 1px solid black; padding: 5px; width: 45%;"> <p>SONY LCD MONITOR MODEL: LMD-X2705MD 100-240V ~ 50/60Hz 1.5-0.7A 20V rms 5.2A</p> <p>AS TO ELECTRICAL SHOCK, FIRE AND MECHANICAL HAZARDS ONLY, IN ACCORDANCE WITH AND CAN/CSA-C22.2 NO. 60601-1/2015</p> <p>UDIC (01)04548736100534 (11)YYMMDD(2)131000001</p> </div> <div style="border: 1px solid black; padding: 5px; width: 45%;"> <p>SONY LCD MONITOR MODEL: LMD-X2705N 100-240V ~ 50/60Hz 1.5-0.7A 20V rms 5.2A</p> <p>AS TO ELECTRICAL SHOCK, FIRE AND MECHANICAL HAZARDS ONLY, IN ACCORDANCE WITH AND CAN/CSA-C22.2 NO. 60601-1/2015</p> <p>UDIC (01)04548736100541 (11)YYMMDD(2)13000001</p> </div> </div>
<p>ACTION TO BE TAKEN BY CUSTOMER / USER</p>	<ol style="list-style-type: none"> 1. Identify existing stocks of affected LMD-X2705MD, LMD-X2705N or LMD-X2700MD. 2. Please complete and return the Acknowledgement and Receipt Form attached to this notification to the following Email address: Medical-Monitor-Europe@sony.com 3. If you have distributed the device, please promptly forward this letter to those recipients, and indicate contact details of the recipient on the Acknowledgement and Receipt Form. 4. Use more than one monitor or have a second monitor readily available in the event there is a loss of visualization as instructed in the Instructions for Use.
<p>ACTIONS PLANNED BY SONY</p>	<p>Sony will correct all affected products at no cost to you. A Sony service representative will contact you to arrange for the correction. We continue to investigate the failure and in case additional measures become necessary, we will inform you accordingly.</p>
<p>FURTHER INFORMATION AND SUPPORT</p>	<p>If you need any further information or support concerning this issue, please contact Medical-Monitor-Europe@sony.com.</p>

Transmission of this Field Safety Notice:

Please pass this notice on to all those who need to be aware within your organisation or to any organisation to which the LMD-X2705MD, LMD-X2705N or LMD-X2700MD have been transferred or is being used.

Please maintain awareness on this notice and resulting action for an appropriate period to ensure effectiveness of the corrective action.

The Competent Authority of your country has been informed about this action, as appropriate.

Sony Corporation apologises for any inconvenience caused by this problem.

Sincerely,



Henrike Tallis
Regulatory Affairs & Quality Systems Manager – Medical Devices
Sony Europe B.V.

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Acknowledgement and Receipt Form
Response is Required

I herewith acknowledge the receipt of your Field Safety Notice and, where applicable, confirm to have passed it on. I confirm that I have read and understood the safety information and that it was implemented accordingly. Please send the completed form to: Medical-Monitor-Europe@sony.com

Customer / Facility Name			
Address			
Name/Title			
Phone Number			
Email Address			
Signature		Date	

Please complete as appropriate:

- I have no inventory of LMD-X2705MD, LMD-X2705N or LMD-2700MD.
- I have inventory of LMD-X2705MD, LMD-X2705N or LMD-2700MD.
- Our LMD-X2705MD, LMD-X2705N or LMD-2700MD is/are no longer in service and was/were discarded.
- I have transferred the purchased LMD-X2705MD, LMD-X2705N or LMD-2700MD to the following facilities:

	Facility 1	Facility 2	Facility 3
Hospital / Organization			
Street			
Postcode / City			
Country			
Phone Number			
Email			
Contact Person			