

**Customer Information Letter  
Medical Device Correction  
860306 Philips PageWriter TC30 Cardiograph**

**Blank I/O Module**

<Date>

<Hospital/Clinic Name>

cc: Chairman Medical Board and relevant Head of Departments

Dear Customer,

Philips has detected a problem with your 860306, PageWriter TC30 Cardiographs, that, if it were to occur, could potentially affect the performance of the device.

This Customer Information Letter is intended to inform you about:

- what the problem is and under what circumstances it can occur.
- the actions that you as a customer can take to minimize the effect of the problem
- the actions planned by Philips to correct the problem.

Philips has issued a correction to a manufacturing assembly problem for the 860306 Philips TC30 Cardiograph. Three additional non-functional ground springs on the Blank I/O module could become loose potentially leading to an internal short that could cause the cardiograph to stop working. As of today, we have not received any reports of these additional non-functional ground springs affecting the performance of the device.

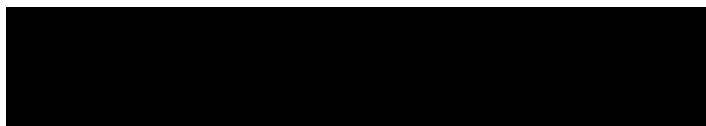
Please refer to the following pages, which provide information on how to identify affected devices and instructions for actions to be taken. Follow the "Action to be taken by Customer/User" section of the notice.

This notice has been reported to the appropriate Regulatory Agency.

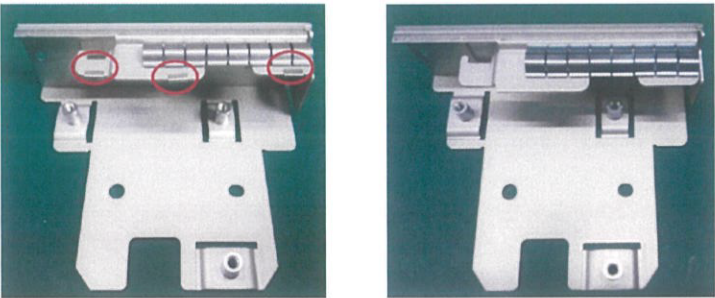
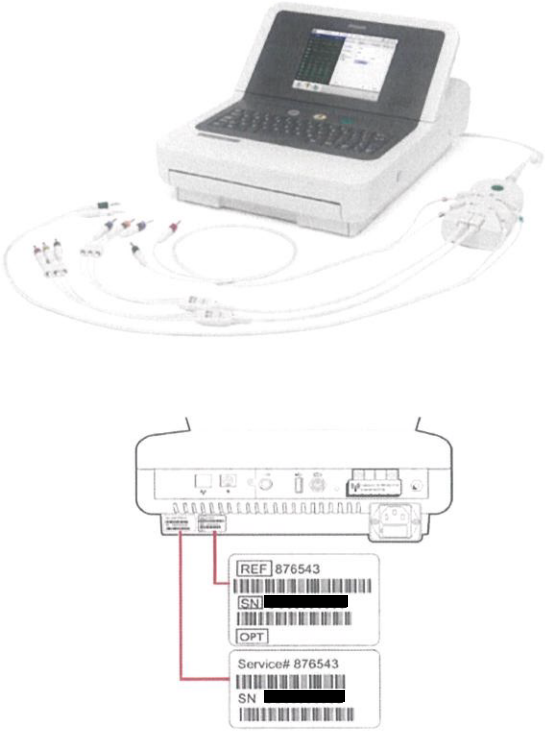
Your satisfaction with Philips' products and with our response to this issue is very important to us.

Please contact your local Philips representative <Healthcare Representative/Modality Engineer: 1800-744-5477 or (Overseas Number) with questions or concerns about this correction.

Sincerely,



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

<b>AFFECTED PRODUCTS</b>	The affected products are the 860306, Philips PageWriter TC30 cardiographs, with serial numbers: [REDACTED]
<b>PROBLEM DESCRIPTION</b>	<p>A manufacturing assembly problem has been detected on the 860306 Philips TC30 Cardiograph, where three additional non-functional ground springs on the Blank I/O module could become loose potentially leading to an internal short that could cause the cardiograph to stop working.</p> <div data-bbox="592 595 1310 925"> <div data-bbox="687 595 823 613">Incorrect Assembly</div> <div data-bbox="1078 595 1203 613">Correct Assembly</div>  </div>
<b>HOW TO IDENTIFY AFFECTED PRODUCTS</b>	<p>You can determine whether your device is affected by identifying the Product number (REF) and serial number on the back of the 860306, Philips TC30 Cardiograph.</p> <div data-bbox="579 1133 1126 1861">  <div data-bbox="807 1686 962 1861"> <div>REF 876543</div> <div>SN [REDACTED]</div> <div>OPT</div> <div>Service# 876543</div> <div>SN [REDACTED]</div> </div> </div>
<b>ADVICE ON ACTIONS BY CUSTOMER / USER</b>	Upon receipt of this notification, promptly locate your affected device.

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<b>ACTIONS PLANNED BY PHILIPS</b>	Philips has issued a correction, free of charge. You will be contacted by a Philips representative to schedule an appointment to perform the removal of the additional non-functional ground springs from your Philips TC30 Cardiograph.
<b>FURTHER INFORMATION AND SUPPORT</b>	If you need any further information or support concerning this issue, please contact your local Philips representative: <Healthcare Representative/Modality Engineer: 1800-744-5477 or (Overseas Number)>