

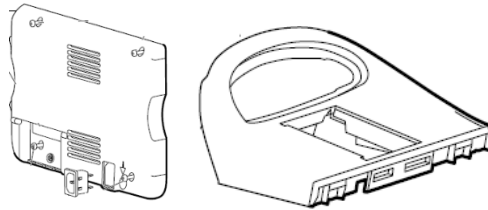
September 1 , 2014

Dear Colleague,

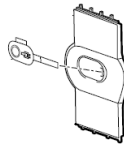
In September 2014, we will begin shipping CVSM devices and ACM stands with modified components to enhance the durability in association with cleaning. All changes are backwards compatible to existing products and are engineering modifications which do not affect the product functionality.

For the CVSM we are making design and process changes to the back housing and the side button panel. The plastic material we use to make the CVSM will remain the same. For the 4800-60 and 4900-60 ACM stands, we are changing the plastic to a new material.

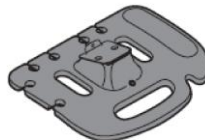
- 1) The back housing (material no. 103375) and top housing (material no. 103378) should be replaced together.



- 2) The right side housing (material no. 103381)



- 3) There are two kits for the 4800-60 and 4900-60 ACM mobile stands - one for the 4800-60 standard chassis stand (part number 106033) and one for the 4900-60 extended chassis stand (part number 106034). The mounting plate is included and will already be assembled therefore the customer will only need to switch the tray and attach the device.



In-warranty customers: Should call Welch Allyn to obtain repair parts for broken products free of charge. Changes are intended to be made by trained biomedical technicians familiar with good laboratory practice, including ESD management. Provided the customer follows the instructions as documented in our Service Manual, they will be allowed to change the parts and it will not impact their warranty. If a customer does not have access to trained technicians to perform their repair, they should contact WA for an RMA.

Out of warranty customers: Should call Welch Allyn to obtain the appropriate repair parts for a charge.

PIC customers: Should call Welch Allyn Partners in Care support line to arrange for a return to bench repair option (CVSM only) or obtain repair parts free of charge.

Each repair kit which is sent to customers containing these parts will contain the revised cleaning instructions including the list of approved cleaners and information on locating the service manual. The DFU is also being revised with the next CVSM release. The revised cleaners are the least detrimental to the products, but we cannot promise or guarantee that they will not cause damage. Any cleaning agent used over time will contribute to the degradation of

the material. It should be noted all competitors experience problems with degradation of materials. Additionally, our policy regarding the repair parts and approved cleaners is aligned competitively.

Please find the pricing below for these service kits that will be available:

Part Number	Description	List Price
103375	SERV KIT, VSM6000, REAR HOUSING	\$176.00
103378	SERV KIT,VSM6000,TOP HOUSING W/PRNT BLNK	\$92.75
103381	SERV KIT, VSM6000,R SIDE PANEL W/PWR BTN	\$124.00
ACM Stand Tray Service Kits	Description	
106033	SERV KIT, STANDARD CHASSIS ACM STAND TRAY	\$125.00
106034	SERV KIT, EXTENDED CHASSIS ACM STAND TRAY	\$130.00

The current list of compatible cleaners that will be listed on the revised cleaning instructions are as follows:

- Hydrogen peroxide cleaner disinfectant Wipes (Clorox Healthcare)
- Dispatch Hospital Cleaner Disinfectant Towels with Bleach (Clorox Healthcare)
- 70% Isopropyl alcohol
- 10% chlorine bleach

We appreciate everyone's patience in this matter and ask that you continue to advise customers to use only those wipes listed above on the products.