

**US Customers:**

The **Braun Pro4000**, is available for **service replacement purposes, ONLY** when used with for **SPOT Lxi, CVSM or CIWS**.

**Obtain the serial number of the SPOT Lxi, CVSM or CIWS in addition to the Serial number of the Braun Pro4000 to confirm the configuration.**

**Materials that may show in SAP equipment record for the Braun unit:** 04000-200, 04000-300, 04000-600, 04000-900

**Braun Pro4000 Service Process, using ZERO Service Replacement Orders:**

When a customer calls and reports an issue with their Braun Pro 4000, and you have verified via equipment record that it is a Pro4000:

**Before telling any customer that Pro4000 is no longer available, regardless of what part number the Braun equipment record pulls in, confirm the following information:**

**Ask the customer:**

- “Is this unit being used with a vital signs device? Is it being used to transfer data to a vital signs device?”
  - If the answer is Yes – Pro4000 being used with SPOT Lxi, CVSM or CIWS
    - OE team transfer to Device team
    - PA Team – troubleshoot the thermometer
    - Device and CP teams – troubleshoot per normal process
  - If troubleshooting determines the thermometer needs to be replaced:
    - For **Spot Lxi with Pro4000**
      - Create **ZERO** order and use part **#4500-54**.
    - For **CVSM/CIWS with Pro4000**
      - Create **ZERO** order and use part **104037**
    - If the customer needs a replacement Docking Station for Pro4000 used with CVSM/CIWS use **part # 36000**
- If Pro4000 is being used as **hand-held/stand-alone unit**
  - For **Braun Pro4000 standalone** unit under warranty
  - Create **ZERO** Service Replacement order. **(See Desk Reference document 10.19 for details)**

| If Customer Owns | Replace with                                                                                                              |
|------------------|---------------------------------------------------------------------------------------------------------------------------|
| 04000-200        | 06000-200 (Small Cradle) plus 411133 Box 200 probe covers                                                                 |
| 04000-300        | 06000-200 (Small Cradle)<br>plus 06000-100 (Charging base with Rechargeable batteries)<br>and 411133 Box 200 probe covers |

- If Pro4000 is out of warranty, recommend the customer purchase Braun Pro6000

### Canada Customers Only:

Follow the same questioning: “Is this unit being used with a vital signs device? Is it being used to transfer data to a vital signs device?”

- If Yes – Pro4000 being used with SPOT Lxi, CVSM or CIWS:
  - The Pro4000 unit **must come into Product Service**, and is received on a ZRA repair order
  - Product Service then sends the service replacement unit out on the ZRA order.
  - **PIC or Non- PIC customers will be handled the same way.** We are not able to Advance Service Replace Pro4000 for any Canadian Customers.
- If Pro4000 is being used as **hand-held/stand-alone unit**
  - For **Braun Pro4000 standalone** unit under warranty - Create **ZERO** Service Replacement order (**See Desk Reference document 10.19 for details**)
  - If out of warranty, recommend the customer purchase Braun Pro6000

### Miscellaneous Information

- **ZAPI stock levels:** Pro4000 service replacement units are made available as needed, ZAPI is indicator of current available stock only, more will be supplied as needed.
- If Customer claims lost or missing units being used with Vitals Device: Refer to the End of Life documents for [Braun 4000](#), [Spot LXi](#), and inform customer we are unable to offer a service replacement for lost or missing units
  - For CWIS & CVSM, Contact Kevin Paine or Tiffany Moon for possible options.
- If customer pushes back on EOL info, escalate missing or lost concerns to Kevin Pain for US, OUS Tiffany Moon Only
- Customer inquiries about converting their CVSM/CIWS to Pro6000: **Note the 6300 CVSM model cannot be upgraded.**

#### Canada and US:

If the customer needs a replacement Docking station for Pro4000 used with CVSM/CIWS, use part # 36000. See parts included in 36000 below:

