



Document Description: CSB - IATA Lithium-ion Battery Response	Document Number: 80021399 Version: D
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Customer Service Bulletin

Product:	Welch Allyn devices that contain lithium-ion (Li-ion) batteries destined for Service	Date:	2017-12-22
Subject:	IATA Lithium-Ion Battery Response		
HW Version(s) Affected:	N/A	SW Version(s) Affected:	N/A
Serial Numbers Affected:	N/A	Lot or Date Code Affected:	N/A

Classification:	Mandatory		
Distribution:	<input checked="" type="checkbox"/> Customer Care	<input checked="" type="checkbox"/> Product Service	<input checked="" type="checkbox"/> Field Service
	<input checked="" type="checkbox"/> ASPs	<input checked="" type="checkbox"/> Distributors	<input checked="" type="checkbox"/> Customers
			<input type="checkbox"/> Company Confidential

Summary:	IATA Cargo Air Transport Lithium Battery Guidance for Safe Air Transport– RMA air shipment process.
Issue:	<p>This document provides guidance for transporting lithium batteries by air as identified by IATA.ORG. The Dangerous Goods Regulation (DGR) for lithium batteries is found in the IATA Lithium Battery Shipping Guidelines (LBSG). Please see www.iata.org for documentation of the most recent DRG. Also, it is important to note that specific shipping companies may have stricter requirements versus the documented guidelines.</p> <p>As stated in the DRG Section C7 of the 58th Edition: <i>Companies that are involved with reverse logistics, i.e. arranging for returns of lithium batteries, lithium batteries packed with equipment or lithium batteries contained in equipment must develop a clear instruction for consumers on the process to be followed for returning products. This instruction must include packaging materials and lithium battery marks are necessary. The instruction must also include the transport method and mode of transport that must be followed; this must include a clear statement on applicable prohibitions.</i></p>

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Procedure

1. Do not ship any batteries, by themselves, back to Welch Allyn unless instructed by Welch Allyn. Do not ship any battery that has been physically damaged or shows signs of leakage. Dispose of damaged or leaking batteries consistent with local regulations.

2. When air shipping a device that contains a lithium battery (ion or metal), the battery should be removed from the device and retained by the customer before packed for shipping. In limited cases, the battery is not removeable.
 - a) All product returns to Welch Allyn must be via ground transportation unless ground transportation is not available.
 - b) If the product needs to be shipped by air, then contact the transporter for any additional instructions since shippers may have additional shipping instructions.

 - c) Welch Allyn is **not** responsible for any shipment that is disposed of by a Carrier Company due to improperly packaged devices with a battery installed, and/or mislabeled product returns.

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3. The following Welch Allyn products contain Lithium Ion batteries that are removable. Lithium ion batteries **MUST** be removed from the product before shipping to Welch Allyn. Please keep the battery to reinstall upon return of your device. Failure to comply with the new regulation may result in the courier disposing of the product.

Product Family	WA Battery #
SureSight	724200-501
Pro BP 3400	BATT11
MicroTymp 3	72910
Propaq LT	008-0857-00
MicroPaq	008-0647-05
CP50	BATT33
CVSM	BATT99
CIWS	BATT33
Spot Lxi	105632
Spot On VSM	105631 or 106656
CP100 / CP200	105204
CSM	BATT22
CP150	BATT99
APM	BATT99
BIO Ophth (Propper OEM)	75360
RV100	106405
Ret Eval DR (LKC OEM)	RETeval-ACC-02
OAE 394/395 MPT-II PRINTER	39416
Medaimaging	106405

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4. The following products contain lithium ion batteries that cannot be removed. In these cases, the customer is requested to use Welch Allyn approved packaging materials with appropriate labeling before shipping device(s) to Welch Allyn. Please call Welch Allyn to obtain the appropriate packing material. Packaging instructions are provided below for the OAE 394/395 Hearing Screener (GSI OEM).


Product Family	WA Battery #	Service Options
Vag Illumination		Service Replacement
VS100		Service Return for Repair plus addition of label available below
OAE 394/395 Hearing Screener (GSI OEM)	723128	Obtain packing material from Welch Allyn part number 106991 and apply label noted below
Li-Ion Handle	71960	Service Replacement

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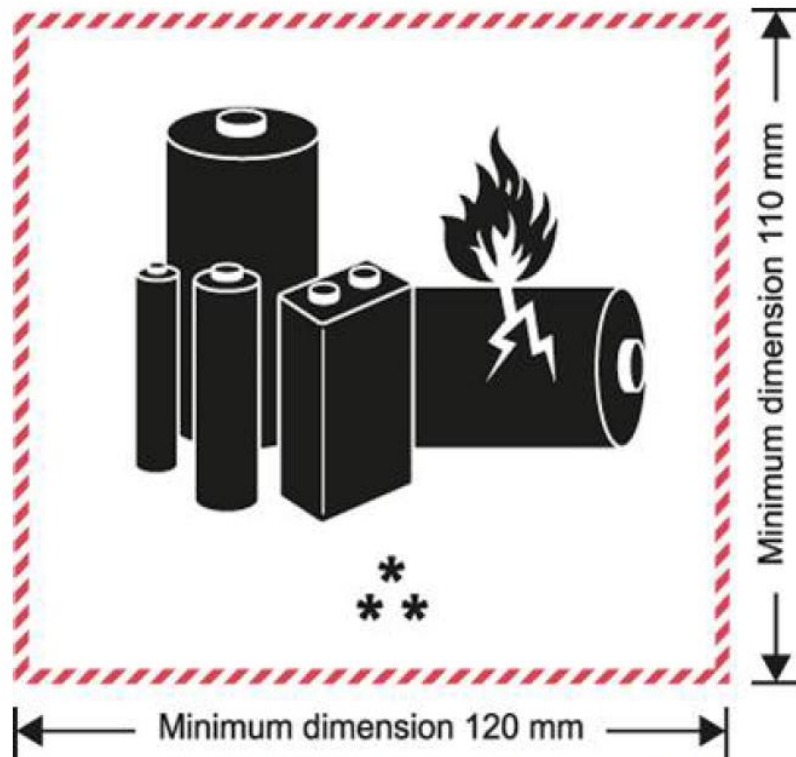
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5. Specifics for the VS100 and OAE 394/395 Hearing Screener (GSI OEM) follow:

- a) Please see the label below that can be downloaded and must be printed in color using the dimensions identified and applied by the customer for VS100 and OAE 394/395 Hearing Screener returns to Welch Allyn.

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* Place for UN number(s), i.e. UN 3090, UN 3091, UN 3480 and/or UN 3481, as applicable

** Place for telephone number


- a) For the VS100 and GSI OAE 394/395 Hearing Screener, the * (UN number) to be written is: **3481**. (This indicates lithium ion batteries packed with or contained in equipment.). The **customer's telephone number** is to be added in the area identified at the location indicated by * *.

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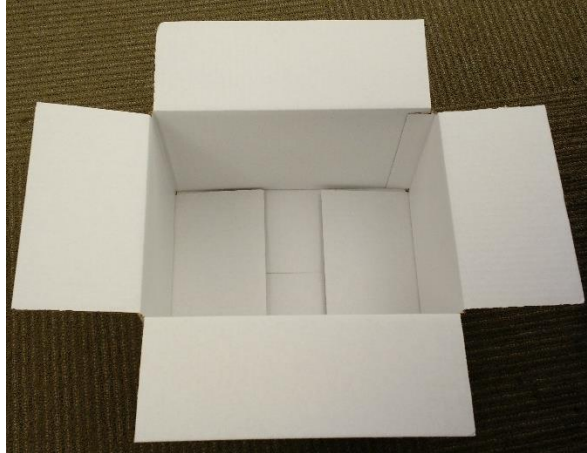
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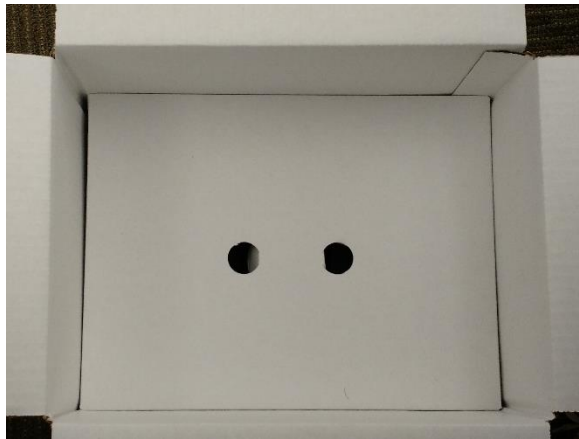
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b) Packaging specifics for the GSI OAE 394/395 Hearing Screener are summarized below:

i. Construct the box as shown below:



ii. Fold over the insert as shown below:




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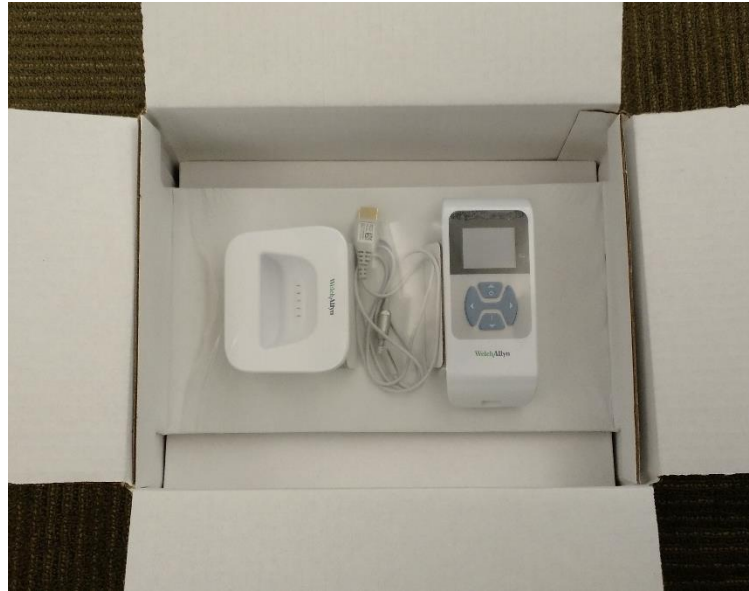
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- iii. Fold up the ends along the creases and place the upper insert on top of the lower insert. Make sure that the plastic provided is placed underneath the device.




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Version	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)
A	N/A	Initial Release	2016-03-24	KMG
B	4	Corrected LI-Ion Battery part Number	2016-04-11	KMG
C	3,4	Added new Spot On, OAE Hearing Screener battery part numbers as well as the packing Material for OAE	2017-08-14	KMG
D	All	Removed recycling information since this CSB outlines the air transportation process. Updated to include reference to the ever-changing guidance. Added label to be downloaded and printed for the VS100 and OSI screener. Added plus OSI screener packaging instructions for return.	2017-12-22	MSK

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