


Document Description: CSB-CSM MS3 and Power Supply Changes	Document Number: 80026419 Version: A
	
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Customer Service Bulletin

Product: Connex Spot Monitor	Date: 2020-03-01
Subject: Power Supply and 7000-MS3 Changes	
HW Version(s) Affected: All	SW Version(s) Affected: All
Serial Numbers Affected: All	Lot or Date Code Affected: N/A

Classification:	As Needed		
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:

Power Supply: As of March 3, 2020, the Hillrom Welch Allyn® Connex® Spot Monitor (CSM) external power supply (7000-PS) will be shipped in the box with the monitor, not in with the mounting solution.

7000-MS3: As of March 5, 2020, the 7000-MS3 stand will be changing; the same customer-facing part number will be used.

Details:

Power Supply: The 7000-MS3, 7000-DST, 7000-GCX, 7000-MWS will no longer ship with a CSM power supply (7000-PS), they will now be shipped in with the monitor. If a customer calls Hillrom Customer Care and alleges they did not receive a power supply, confirm that they have checked their CSM box. If a customer has confirmed they did not receive a power supply, Hillrom Customer Care can provide at no charge. Customers may receive a mix of devices and mounts with and without power supplies, please manage with the customer to provide the power supplies they need. If the customer has received two power supplies, they can keep the extra one as a backup or dispose of.

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7000-MS3 Stand Change: With the launch of the Hillrom Welch Allyn® Spot Vital Signs® 4400 Device, Hillrom is consolidating their mobile stand offering. Due to this, the 7000-MS3 Stand will be slightly different from the previous version, please see images below.



New 7000-MS3



Old 7000-MS3

Key Differences: The new version has a smaller basket with no defined handle and plastic/rubber casters.

NOTE: 728009 Caster replacements will be available for purchase as an accessory. No further repair parts will be available. In the event a part outside of the caster is in need of replacement a new stand would need to be purchased or replaced under warranty.

For information about Hillrom product(s) and/or features, contact your Hillrom Sales Rep, or our Technical Support Team: www.welchallyn.com/about/company/locations.htm

Version	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)
A	N/A	Initial Release	2020-02-27	KMG