Customer Service Bulletin

Product:	Welch Allyn® Connex® Vital Signs Monitor 6000 Series™ Welch Allyn® Connex® Integrated Wall System Welch Allyn® Connex® Spot Monitor Welch Allyn® Spot Vital Signs® 4400 Device
Subject:	SureTemp Plus Board Update

HW Version(s) Affected:	P3,P5,P6 *CSM HW levels *4400 HW levels	**SW Version(s) Affected:**	N/A
Serial Numbers Affected:	N/A	**Lot or Date Code Affected:**	N/A

Classification:	Information Only		
Distribution:	☒ Customer Care	☐ Product Service	☐ Field Service
	☒ ASPs ☒ Distributors	☒ Customers	☐ Company Confidential

Release Details

Hillrom is releasing an updated SureTemp Plus Temperature PCBA. Customers will no longer receive an alert if probe-well is not seated with this PCBA. If a user is familiar with previous versions, they may notice that there is no error to identify if the probe-well is not properly seated in the device.

This does not impact the behavior of the probe. This update to the SureTemp Plus PCBA is IEC 80601-2-55 2nd edition compatible and is backward compatible with the following devices:

- Welch Allyn Connex Vital Signs Monitor 6000 Series
    - Module Service Kit P/N 103391 and P/N 107258
- Welch Allyn Connex Integrated Wall System
    - Module Service Kit P/N 104292 and P/N 107259
- Welch Allyn Connex Spot Monitor
    - Temperature PCBA Service Kit P/N 105940 and P/N 105952
- Welch Allyn Spot Vital Signs 4400 Device
    - Temperature PCBA Service Kit P/N 107187

While not necessary, some customers may wish to have devices in the field upgraded in order to have their entire fleet to have the same behavior. The following service kits listed above by contacting Hillrom Customer Care. In addition, A Return Material Authorization (RMA) number can be obtained to return a device to a Welch Allyn Service Center to have this upgrade completed for a nominal fee.

In addition, **Welch Allyn Service Tool (WAST)** has been updated to version 1.10.1. This release supports current and previous editions of the temperature module.

This includes changes made to the installer and Suretemp Plugin from 1.3.1.0 to 1.4.0.0.

Changes for this version are within the Verify and calibrate tab the following instruction has been removed for the SureTemp thermometer (as seen in previous versions)—
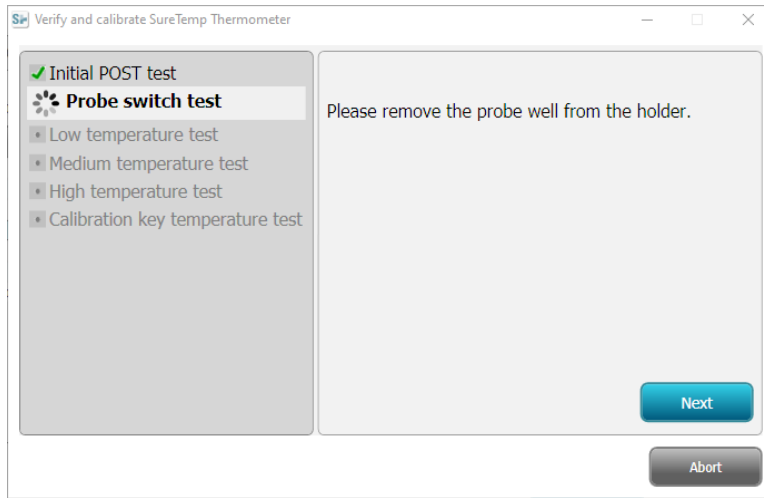

Figure 1 - WAST 1.10.0 SureTemp Test

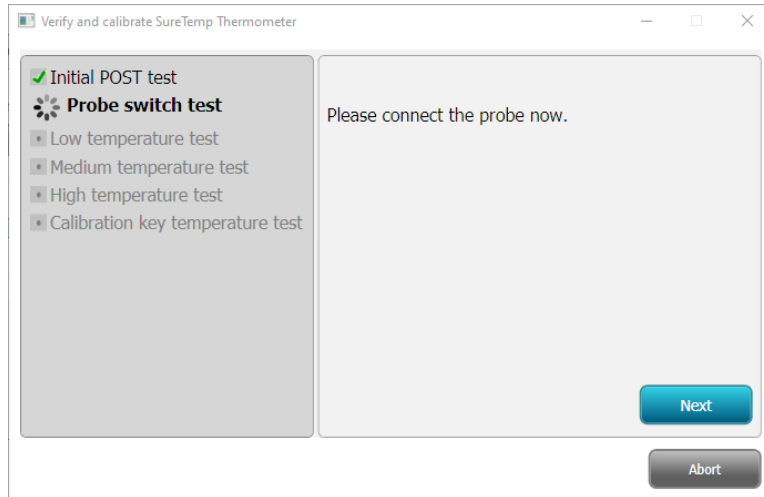Now the verify test jumps directly to reconnecting the temperature probe—

Figure 2 - WAST 1.10.1 SureTemp Test

The Welch Allyn Service Tool (WAST) can be downloaded from our website (link below).

https://www.hillrom.com/en/services/welch-allyn-service-tool/

If you are upgrading from version 2.41.xx or earlier, please read the applicable directions for use:

Welch Allyn® Connex® Vital Signs Monitor 6000 Series information for use Software version 2.4x (DIR 80026006) available from: http://www.hillrom.com

The Welch Allyn Connex Vital Signs Monitor 6000 Series service manual 2.0X-2.4X *(DIR 80024005)* is available from: https://www.hillrom.com/en/products-category/patient-monitoring/

For additional information on the Welch Allyn Connex Vital Signs Monitor 6000 Series visit: http://www.hillrom.com

Welch Allyn Connex® Integrated Wall System service manual 2.3X-2.4x *(DIR 80024010)* is available from: https://www.hillrom.com/en/products-category/patient-monitoring/

Welch Allyn Connex® Spot Monitor service manual 1.X *(DIR 80019225)* is available from:

https://www.hillrom.com/en/products-category/patient-monitoring/

Welch Allyn Spot Vital Signs® Device service manual *(DIR 80017506)* is available from:

https://www.hillrom.com/en/products-category/patient-monitoring/

END OF BULLETIN

Version	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)
A	N/A	Initial Release	2022-01-20	AJP