

Attn: Radiology Service Manager

Paris March 13, 2017

## **Warning regarding EOS system**

**EOS imaging reference:** Reg-2017-0004

**Subject:** Unexpected crash of the acquisition software of the EOS system.

EOS imaging has been informed of an unexpected crash of the EOS system acquisition software that can occur during an X-ray acquisition. This failure concerns the acquisition software version 3.7.1.8449 which has been recently installed on your EOS system.

No adverse health event for patients in relation to this failure has been reported to EOS imaging.

In case this software crash prevents the display of the X-ray images acquired, we recommend that you do not start a new acquisition of X-ray images of the patient and we advise you to call the EOS imaging hotline on the following number: **+33 1 55 25 63 90** who will analyze the situation with you to determine the most appropriate solution.

In case this software crash has not prevented the display of the images acquired, we advise you to restart the application.

An EOS imaging representative will contact you in the course of the next few days to make an appointment for this software update of your EOS system to correct this malfunction.

Please rest assured that EOS imaging is monitoring this problem extremely closely to maintain a high level of security and quality of its devices.



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Regulatory Affairs and Quality Director



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