

**1. FIRST CONSIGNEE (DISTRIBUTOR/RETAILER/HOSPITAL) FIELD SAFETY NOTICE  
FOR DEVICE MODIFICATION LETTER**

[Date]

Chief Executive Officer

[Facility Address]

Attention: [head of appropriate department e.g. Chief Biomedical Engineer]

## **Field Safety Notice for Device Modification**

**AIRVO 2 / myAIRVO 2 User Instruction Update**

**FPH FSCA Identifier: FA-2016-001**

**Type of Action: Retail Level Device Modification**

### **AFFECTED PRODUCT DETAILS:**

The Fisher & Paykel Healthcare (FPH) AIRVO 2 / myAIRVO 2 humidifiers are designed to treat spontaneously breathing patients who would benefit from receiving high flow warmed and humidified respiratory gases. The AIRVO 2 / myAIRVO 2 is not intended for life support.

### **REASON FOR FIELD SAFETY NOTICE FOR DEVICE MODIFICATION:**

FPH has updated the AIRVO 2 / myAIRVO 2 User Instructions to include a check that the speaker is audible prior to each patient use in order to ensure the speaker is functioning.

There is no hazard and / or health risk associated with the current AIRVO 2 / myAIRVO 2 User Instructions. To date, no complaints with serious injury or death were reported in relation to this issue for over 700,000 uses of the AIRVO 2 / myAIRVO 2 units since their market release in May 2012.

### **AFFECTED PRODUCT MODEL AND SERIAL NUMBERS:**

Model Number (REF)		Affected Serial Numbers
AIRVO 2	PT101XX	120521YYYYYY - 160605YYYYYY
myAIRVO 2	PT100XX	

For Singapore market: XX = UK, PT101XX = PT101UK and PT100XX = PT100UK

### **ACTIONS BEING TAKEN BY FISHER & PAYKEL HEALTHCARE:**

The AIRVO 2 / myAIRVO 2 User Instructions have been updated to include a warning for the user to check speaker functionality before each patient use. This warning points to the speaker functionality check contained in all AIRVO 2 / myAIRVO 2 User Instructions.

### **REPORTING OF ADVERSE EVENT:**

Healthcare professionals are advised to report any adverse events and/or suspected adverse reactions to your FPH representative, or Perle Reye, representative of Emergo Consulting at +65 6832 5625.

## ACTIONS REQUIRED FROM DISTRIBUTOR/RETAILER/HOSPITAL:

### For product in your inventory:

- Step 1:** Please perform the speaker functionality check contained in all AIRVO 2 / myAIRVO 2 User Instructions (located in the "Using AIRVO 2" or "Using myAIRVO2" sections): Turn the unit on and then remove the heated breathing tube. You should see the "check tube" visual signal and hear the speaker signal.
- Step 2:** If either signal is absent, do not use the unit and contact your FPH representative [insert contact name] to arrange for a replacement device.
- Step 3:** Please read the attached updated User Instruction for the affected product. Note the warnings in section 1, which state '*Prior to each (patient) use, ensure that the auditory alarm signal is audible by conducting the alarm system functionality check described in the Alarms section*'.
- Step 4:** Complete the attached 'Response Form' and return it to your FPH representative.
- Step 5:** Please ensure to include the updated User Instructions with each future AIRVO 2 / myAIRVO 2 sale.

### For product you may have distributed:

- Step 1:** Please review your sales records and identify if any affected products have been distributed to your customers. Complete Section B 'Notification to Customers' on the 'Response Form' and return it to your FPH representative [insert contact name].
- Step 2:** If the affected products have not been distributed, please skip steps 2 - 7.
- If you have distributed affected products to your customers, then create a list of affected customers using the 'Customer Tracking Sheet' provided in the email. Identify if each customer is a distributor, retailer, or hospital.
- Step 3:** Notify customers immediately via phone or email. Advise them to check if they have any of the affected products and instruct them to carry out the functionality check above.
- Step 4:** Create a 'Field Safety Notice for Device Modification Letter' and 'Response Form' using the distributor, retailer, or hospital templates provided in the email and edit the text in red.
- Step 5:** Send the 'Field Safety Notice for Device Modification Letter' together with a 'Response Form' and the updated User Instructions to all affected customers within **five (5) business days** of receiving this letter, using a courier system (mail with track and trace).
- Step 6:** Update the following fields on the 'Customer Tracking Sheet':
- Date the customers were sent the Letter
  - The date each completed response form is received
  - Tracking numbers of the letters sent to the customers
- Note: All response forms must be kept and sent to your FPH representative [insert contact name].
- Step 7:** Where a customer fails to respond to the 'Field Safety Notice for Device Modification Letter' within **15 business days** of initial contact via letter, please follow up a minimum of **three times** via courier with a 'Follow Up Letter' once every further **15 business days**. Create a 'Follow Up Letter' using the template provided in the email. Please document the date and tracking numbers of the attempts made in the 'Customer Tracking Sheet'.

## TRANSMISSION OF THIS FIELD SAFETY NOTICE:

Please transmit this notice to all those persons within your organisation who need to be aware of it. If affected products have been distributed to any other customer or organisation, please notify them within **five (5) business days** of receipt of this notice.

We sincerely apologise for any inconvenience this field safety notice for device modification may cause.

If you have any questions relating to the above actions or have any questions regarding the AIRVO 2 / myAIRVO 2 speaker function, please contact your FPH representative **[insert name]** via email at **[email@fphcare.com]** or directly at **[enter telephone details]**. Thank you for your co-operation and understanding in relation to this matter.

Yours Sincerely,



**Jonathan Stevens**

Quality Manager – Post Market Surveillance & Quality Analysis  
Fisher & Paykel Healthcare New Zealand

**2. FIRST CONSIGNEE (DISTRIBUTOR/RETAILER/HOSPITAL) FIELD SAFETY NOTICE  
FOR DEVICE MODIFICATION RESPONSE FORM**

Fisher & Paykel Healthcare Limited  
15 Maurice Paykel Place, East Tamaki  
P O Box 14 348, Panmure  
Auckland, New Zealand  
Telephone: +64 9 574 0100  
Facsimile: +64 9 574 0158  
Website: [www.fphcare.com](http://www.fphcare.com)

**Registrant Contact Details:**  
Emergo Consulting Pte. Ltd.  
Office: +65 6832 5625  
1 Fullerton Rd., #02-01 One Fullerton  
Email: [SEAvigilance@emergogroup.com](mailto:SEAvigilance@emergogroup.com)  
Singapore 049213

## Field Safety Notice for Device Modification Response Form AIRVO 2 / myAIRVO 2 User Instruction Update

**FPH FSCA Identifier: FA-2016-001**

**Type of Action: Retail Level**

Please complete all of the details below and return this form to your Fisher & Paykel Healthcare Representative via the details below. A response is required even if you do not have or have not distributed any Affected Products.

**Email:** [insert FPH email address]  
**Fax:** [insert FPH fax details]  
**Post:** [insert FPH postal address]

Business Name: \_\_\_\_\_

Address: \_\_\_\_\_

Fax: \_\_\_\_\_ Phone: \_\_\_\_\_

E-mail address: \_\_\_\_\_

### Section A – Confirmation of Receipt

☐ I have received and read the updated AIRVO 2 / myAIRVO 2 User Instructions. I understand the additional check is to ensure the speaker is audible prior to each patient use.

### Section B - Notification to Customers

☐ I have distributed affected AIRVO 2 / myAIRVO 2 units and I have read and understood my obligation to notify and send the updated User Instructions to all of my customers who have affected products.

- Number of affected customers: \_\_\_\_\_
- Number of affected products distributed: \_\_\_\_\_

**Or**

☐ I have not distributed any affected products.

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_