

# Service Note

6SNO7546-A03

Nov 05, 2015



## **Warning: Long HRL/HR 600 Treatments >200/350 shots For all users of Ellipse Nordlys / Sirius**

**Applies to:**

- All Ellipse Nordlys / Sirius users who are doing long HRL 600 treatments

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### Importance

Reading and understanding this service note is essential, especially when the Ellipse system is used for HRL/HR 600 treatments in busy clinics

**It is extremely important to pass on the information to your end users.**

### Description of problem

It has been discovered that when doing treatment with the HRL/HR 600 which include many shots (more than 200/350 shots), if you pause or stop the treatment for less than 10 minutes before starting a new treatment, the water flow can stop in the 2<sup>nd</sup> treatment without informing the user. This will lead to a very hot HRL/HR 600 applicator, and if the treatment continue the applicator will become faulty.

### Recommendations for end users

There is a workaround which can be used until the next software release (December 2015). To prevent the problem, the user has to remove the applicator plugs connected to the system for 5 seconds and then reconnect. This should be done just before 2<sup>nd</sup> treatment, and will make the system work normally.

### Further information

If you need further information you are welcome to contact service manager John Kristoffersen [jk@ellipse.com](mailto:jk@ellipse.com).