

## **BiPAP A40 affecting Detachable Battery Module**

### **Incorrect Side Panel**

Dear Valued Customer,

Philips Respironics has identified an issue where a non-conforming part (side panel) was utilized on the BiPAP A40 that affects the mechanical connection between the BiPAP A40 and the Detachable Battery Module (part number 109677). The issue results in the inability to connect the BiPAP A40 device to the Detachable Battery Module during setup before putting the ventilator into operation on a user; therefore, there is no safety risk to the patient. The impacted BiPAP A40 units continue to work properly in configurations without the Detachable Battery Module.

Enclosed is a list of serial numbers of the potentially impacted devices and instructions on how to inspect for the non-conforming side panel.

1. Complete the inspection of the devices for the potentially faulty side panel per the inspection instructions on pages 3 and 4 of this document.
2. Complete only one (1) Business Reply Form (BRF) and list the total quantity inspected, the quantity of correct devices, and the quantity of incorrect devices.
3. Contact your local Customer Service who will provide direction on how to return your device(s) for any confirmed faulty side panel replacement.
4. Return completed BRF to Philips via fax or email within 15 business days.

Please note that this action is being conducted voluntarily, in accordance with all regulatory requirements. This action requires a response from you. Philips Respironics sincerely apologizes for any inconveniences caused to you and your patients by this issue.

Please contact Philips Respironics Customer Service by phone for assistance

Sincerely,

Philips Respironics



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<b>AFFECTED PRODUCTS</b>	1076493 BiPAP A40, International 1076538 BiPAP A40, France 1078226 BiPAP A40, Germany 1101899 RP-BiPAP A40 Side Panel 1111169 BiPAP A40, International 1111170 BiPAP A40, Intl, Private Label 1111172 BiPAP A40, Australia, Core Pkg 1111173 BiPAP A40, Canada 1111174 BiPAP A40 Canada, Heated Tube Core Pkg 1111175 BiPAP A40, France 1111177 BiPAP A40 System Silver, JP 1116156 BiPAP A40, Silver Series BR1111169 BiPAP A40, Brazil CN1111169 BiPAP A40, China R1076495 BiPAP A40, Japan R1111169 BiPAP A40, International-Rental R1111177 BiPAP A40 System Silver, JP 1096770 Detachable Battery Module, USA/INTL
<b>PROBLEM DESCRIPTION</b>	A non-conforming part was utilized on the BiPAP A40 that affects the mechanical connection between the BiPAP A40 and the Detachable Battery Module
<b>HOW TO IDENTIFY AFFECTED PRODUCTS</b>	Instructions are enclosed for how to detect the non-conforming part and a list of potentially affected serial numbers is included with this communication. For any questions, please contact Philips Respironics Customer Service by phone for assistance
<b>ACTIONS PLANNED BY PHILIPS</b>	Philips will coordinate replacement of the non-conforming side panel for all affected equipment identified in the returned Business Reply Form. Philips will issue a no charge order to replace the affected device side panel.
<b>FURTHER INFORMATION AND SUPPORT</b>	If you need any further information or support concerning this issue, please contact Philips Respironics Customer Service by phone for assistance



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1. Remove the Left Side Beauty Cover. Gently depress the tab securing the Left Side Beauty Cover in place. A small flat head screwdriver may be used to aid in depressing the tab if needed.



2. Inspect the slots in the Left Side Panel for the correct orientation.
3. If inspection confirms both slots are in the correct orientation with the widest portion towards the TOP of the device, no return is required. Refer to Figure A.

**Figure A**  
**Acceptable: Wide part of slot towards the top**



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4. If inspection confirms either of the slots are in the incorrect orientation with the widest portion towards the BOTTOM of the device, ***return is required for replacement*** of the Left Side Panel. Refer to Figure B.

**Figure B****Non-acceptable: Wide part of slot towards the bottom**