# Customer Service Bulletin

**Product:** Connex Vital Signs Monitor 6000 (CVSM), Connex Integrated Wall System (CIWS), CP50, CP150, Connex Spot Monitor (CSM)  
**Date:** 2015-10-14

**Subject:** Update to Service Manuals regarding recommended electrical safety testing

<table>
<thead>
<tr>
<th>HW Version(s) Affected</th>
<th>SW Version(s) Affected</th>
<th>Serial Numbers Affected</th>
<th>Lot or Date Code Affected</th>
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<td>NA</td>
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**Classification:** Informational Only

**Distribution:**  
☒ Customer Care  
☒ Product Service  
☒ Field Service  
☒ ASPs  
☒ Distributors  
☒ Customers  
☐ Company Confidential

**Training Required:** ☐ Yes  ☒ No

**Summary:** The Service Manuals for the above listed products include a phrase relating to electrical safety testing that requires clarification.

**Service Strategy:** The following Service Manuals are impacted by this bulletin:

- CP 50 Service Manual
- CP 150 12-lead Resting Electrocardiograph Service Manual
- Connex Spot Monitor Service manual

Each of these manuals contains a section that specifies electrical safety testing recommended by Welch Allyn. The text includes the phrase:

*Welch Allyn recommends performing ground continuity, leakage current, and insulation resistance tests when replacing the power supply or primary wiring…*
The wording of this phrase is being improved to more clearly define the recommended testing. The new wording is:

*Welch Allyn recommends performing ground continuity and leakage current tests after all open-case repairs and dielectric strength testing when replacing the power supply or primary wiring …*