Welch Allyn, Inc.
Medical Products
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DATE: 09/07/2007  SAP DIR #: 20010954

Subject: TSB - Digital Macro View Otoscope
Bulletin Type: New Product Release
Product Family: Macroview
Originator: SS / JR Service Engineering Department
Author: Kirk Stevenson

Issue: New product release

Distribution Key:

☐ Internal Welch Allyn distribution only
☒ External Welch Allyn distribution

Reference: Change Number: CAR: N/A

Solution Statement:

Welch Allyn will sell the Digital Macro View Otoscope as two products, one as a Human Digital Macro View Otoscope, and the other as a Veterinary Digital Macro View Otoscope. The initial sale of this product will be Domestic to the USA only. However, an international sale is planned in the future. A new revision of this TSB will be released to announce International sales. The Digital Macro View Otoscope is offered as individual components identified below.

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Part Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>23920</td>
<td>DIGITAL MACROVIEW OTOSCOPE</td>
</tr>
<tr>
<td>23960</td>
<td>DIGITAL MACROVIEW VETERINARY OTOSCOPE</td>
</tr>
<tr>
<td>065200-502</td>
<td>BB0 3.5V LAMP BULK</td>
</tr>
<tr>
<td>404740</td>
<td>DMV SOFTWARE UPGRADE KIT</td>
</tr>
<tr>
<td>707650</td>
<td>CABLE, USB MINI, 10FT</td>
</tr>
</tbody>
</table>

• Warranty Terms for system components:
Part Number | Part Description | Warranty Terms
-------------|-----------------|-----------------|
23920        | DIGITAL MACROVIEW OTOSCOPE | 1 Year |
23960        | DIGITAL MACROVIEW VETERINARY OTOSCOPE | 1 Year |
065200-502   | BB0 3.5V LAMP BULK | Upon Delivery |
404740       | DMV SOFTWARE UPGRADE KIT | Upon Delivery |
707650       | CABLE, USB MINI, 10FT | Upon Delivery |

- **REPAIR:**
  - For customer units, the directions for use: *Basic Troubleshooting instructions* will be utilized (e.g. Lamp replacement). Repairs will not be performed by Welch Allyn service; however the unit will be replaced as a whole unit.

- **Loaners:**
  - Welch Allyn shall not provide any loaners to customers.

**Skaneateles Falls:**
  - For customer units with lamp issues, ship a new lamp directly to the customer.
  - For customer units requiring repair (other than lamp issues) replace the unit and return the defective units to Welch Allyn Skaneateles Falls for failure analysis.

**PRODUCT IDENTIFIERS:**

<table>
<thead>
<tr>
<th>Product Number</th>
<th>Part Description</th>
<th>Serial Numbers /Date Codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>23960</td>
<td>DIGITAL MACROVIEW VETERINARY OTOSCOPE</td>
<td>N/A</td>
</tr>
<tr>
<td>23920</td>
<td>DIGITAL MACROVIEW OTOSCOPE</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Classification of Action:
- [ ] Mandatory
- [ ] Optional
- [X] Does Not Apply

When:
- [ ] Immediate
- [ ] On Next Service
- [ ] At Agreed Upon Time

**Service Information and/or Requirements:**
- **Documentation required:**
  - Directions for use: available in CD and paperback format:
    - **Part Number** | **Description**
    - 23920MAN | USER MANUAL, DIGITAL MACROVIEW
    - 23960MAN | USER MANUAL, DIGITAL MACROVIEW VET

- **Components Required:**
  - The following table is a list of DMV parts and their recommended quantity (per 100 units).

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Part Description</th>
<th>Quantity per 100 Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>23960</td>
<td>DIGITAL MACROVIEW VETERINARY OTOSCOPE</td>
<td>N/A</td>
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<td>N/A</td>
</tr>
</tbody>
</table>
- **Materials Required:**
  N/A

- **Technician Qualifications:**
  N/A

- **Tools and Test Equipment Required:**
  N/A

- **Reporting / Recording of Findings:**
  N/A (Attach inspection and service report, if applicable)

- **Contact(s):**
  N/A

- **Parts Disposition:**
  - In-Stock: N/A
  - Failed parts: N/A

- **Date or Lot Code and Location:**
  The serial number format shall be:
  
  SN TYY
  MMNNNNNN
  
  Where:
  
  SN shall be the character SN
  T (Model Type) shall be 2 for Human (23920)
  T (Model Type) shall be 6 for Vet (23960); (as in the 239T6 end item number)
  YY shall be the last 2 digits of the year
  MM shall be the month; 01 for Jan, 02 for Feb, …
  NNNN shall be the serial number that resets to 00001 at the start of every year.

- **TechView CD:** Yes

**COMPLAINTS:** Welch Allyn, Inc. Medical Customer Complaint process must be followed for any complaint activity resulting from this or other issues.

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**Note:**
Drawings and/or illustrations and/or part numbers in this document are for reference purposes only and current to the date of this bulletin. Contact the Welch Allyn Service Engineering Department at Skaneateles Falls NY, USA if you have any questions about this bulletin, or to verify that you have the most current service information.

**Revision History**

<table>
<thead>
<tr>
<th>VERSION</th>
<th>DESCRIPTION</th>
<th>CHANGE #</th>
<th>INIT</th>
<th>DATE</th>
<th>APPR</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Initial release for review</td>
<td>1010131</td>
<td>KJS</td>
<td>09-07-07</td>
<td>KMG</td>
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<tr>
<td>B</td>
<td>Release to production</td>
<td>1012811</td>
<td>KJS</td>
<td>09-27-07</td>
<td>CJT</td>
</tr>
</tbody>
</table>

End of Bulletin