



Technical Service Bulletin

Blood Pressure Products

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Bulletin Type: Information Only

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Subject: TSB-ProBP 3400, "NIBP Not Functional" Error

Distribution Scope: WA Internal
WA Technical Support, Product Service, & International Service Centers

Product(s) Referenced: ProBP 3400

Summary: The ProBP 3400 error message, "NIBP not functional. Call for service," may be caused by repeatedly cancelling NIBP readings and initiating new readings. As such, this error message does not necessarily indicate a device malfunction occurred.

Issue: When a blood pressure cycle is canceled, the device may require auto zero calibration prior to the next BP cycle. If multiple BP cycles are initiated and canceled in rapid succession without letting the cuff fully deflate, the auto zero calibration may fail, generating the "NIBP not functional. Call for service," error. After displaying the error message, the device will power off.

Action: To prevent occurrences of this error, the system should be allowed to completely depressurize between readings. If the error persists when allowing for depressurization between readings, the error may indicate a device malfunction.

Reference to Standards:

- 21 CFR Part 820, ISO 13485, MPD SOP-0002

Quality Documents: **All service centers using SAP to record service transactions:** For each monitor serviced, record the service activity in SAP.

All other service centers and Field Service: For each monitor serviced, complete and file a service report and attach to the service DHR.

Notes:

1. Contact the Welch Allyn Complaints Department to initiate or process a medical device complaint resulting from this or other issues.
2. Drawings, illustrations, and part numbers in this document are for reference purposes only and subject to change.

End of Bulletin

Revision History					
Version	Description	Change #	Init	Release Date	Appr
A	TSB-ProBP3400, NIBP Not Functional Error	D*	CB	D*	D*
D* - Refer to SAP DIR digital signature log for approval details.					