


Document Description: TSB-VS100 TENERGY BATTERY REPLACEMENT	Document Number: 20014015 Version: B
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Technical Service Bulletin

Product: SPOT VISION SCREENER **Date:** 2015-11-12

Subject: TENERGY BATTERY PACK WIRING ISSUE AND REPLACEMENT

HW Version(s) Affected: All CR Versions	SW Version(s) Affected: All
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Serial Numbers Affected: S/N's 15000 – 17590	Lot or Date Code Affected: All
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Classification: Informational Only

Distribution:

<input checked="" type="checkbox"/> Customer Care	<input checked="" type="checkbox"/> Product Service	<input checked="" type="checkbox"/> Field Service
<input checked="" type="checkbox"/> ASPs	<input type="checkbox"/> Distributors	<input type="checkbox"/> Customers
<input checked="" type="checkbox"/> Company Confidential		

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Training Required: Yes No

Summary:

A wiring issue with the Battery Pack Assembly from Tenergy (Mat# 20135) may present intermittent electrical connectivity problems, and result in allegations from the field about the VS100, including but not limited to: WILL NOT CHARGE, WILL NOT TURN ON, WILL NOT HOLD A CHARGE, or UNIT RESETS/REBOOTS/SHUTS DOWN, etc.

This TSB provides guidance for affected devices in the Serial number range of 15000 – 17590.


Action:

Service Repair: All CR versions of VS100 devices in the Serial number range 15000 – 17590 which are returned to Service for any reason, should have the Battery Pack replaced during the service action if the device contains the original battery with a date code of 062015 or earlier, and if this original battery is not marked reworked or refurbished. This would include all returned units, even if the complaint is not power related.

Original Battery – Battery which was in the device when it was assembled

Reworked Battery – Battery which was processed through an NMR to correct the wiring issue having never been in a unit used by a customer. Will have a “Reworked” label on the battery pack.

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Refurbished Battery – Battery which was removed from a customer device returned to service, and sent to Tenergy for rework to correct the wiring problem. Will have a “Refurbished” label on the battery pack.

Reworked and refurbished batteries contained within a returned device will not need to be replaced. Batteries that are replaced that haven’t been reworked or refurbished by the manufacturer shall be returned to MACK for rework process.

Effective Date Range – This shall be in process until 2016-12-31 after that time then the billable for this will be \$50.00. Associated Cost for this shall be covered under the Warranty account

Sales / Field Service: Any CR version devices with a Serial Number in the range of 15000-17590, and which are used by Welch Allyn field reps or sales personnel for demonstration purposes should be returned to WA for battery pack replacement. Call ahead to ensure availability of replacement battery pack to ensure a quick turn-around.

Trouble- shooting Support:

To further assist Customer Care and Service in troubleshooting, the following may be useful:

- The root cause of this problem is a wire size and connector crimp size mis-match. The problem will be intermittent, as the wire and pin engage and disengage. When troubleshooting in Service Repair, there may be a NO PROBLEM FOUND finding.

The Long Text as entered by Customer Care may include comments from the customer similar to the following:

- “Customer’s VS100 will not hold a charge out of the box. She’s charged it overnight and for hours at a time but as soon as she disconnects it she gets ‘critically low battery’ error and the device shuts down shortly thereafter”.
- “Customer called regarding screener, which is not holding a charge. The unit will turn on when connected to AC power, although it will also intermittently not save screenings. Also, sometimes when the unit is connected via power cord, green light does not light on the bottom, indicating there may be a power cord issue as well.”
- “Spot keeps shutting off when taken off charger”
- “customer states the unit is still not charging even after receiving new power cord, they have to leave the unit plugged in all the time”
- “VS100-Not holding charge. Unit shuts off as soon as it is removed from the charger”
- “SN®21)15190 shuts off during operation even on a full charge
- “Customer’s brand new Spot Vision Screener will only work while plugged in for power. I had her try to hold the power button down while it wasn’t plugged in but the unit didn’t respond. Also while plugged in the battery shows full charge but no plug icon.”

Version	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)
A	N/A	Initial Release	2015-10-20	EAB
B	N/A	No content change – SAP correction L/O 002	2015-11-12	MEB

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