

Siemens Healthcare GmbH, Henkestr. 127, 91052 Erlangen, Germany

Contact person of  
the Regional Unit  
Department

<To the person in charge of the unit where the SIEMENS product is operated, and the administrative head of organization>

Telephone  
Fax  
E-mail

Date

### Safety Advisory Notice

To all affected users of the SIEMENS systems AXIOM MULTIX MT, AXIOM MULTIX MP, AXIOM Vertix MD, AXIOM Vertix Solitaire, MULTIX Swing, MULTIX TOP

Contact person of  
the Business Unit  
Department

██████████  
SHS DI XP RMT PRM

Telephone  
E-Mail

██████████@siemens-healthineers.com

## Re: Power Supply of Touch-Display, Material Number 10093893 - Potential of Overheating

Dear customer,

This letter is to inform you of a potential overheating issue associated to the Touch-Display power supply unit.

Siemens Healthineers was informed by the monitor supplier that 5 out of 27.000 delivered power supplies were affected by overheating due to a short circuit. In one of the five events, the connected monitor caught fire. No injuries were associated with these events.

To ensure the continued safe operation of your system and to safeguard its lifetime, the power supply of the Touch Display will be replaced preventively on the following systems:

Model Name	System Material Numbers
AXIOM MULTIX MT	8395399, 8395381, 8395415
AXIOM MULTIX MP	8395431
AXIOM Vertix MD	8908290
AXIOM Vertix Solitaire	8627718
MULTIX Swing	10093895
MULTIX TOP	475509, 475517, 475525

**Siemens Healthcare GmbH**  
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Chairman of the Supervisory Board: Ralf P. Thomas  
Registered office: Munich, Germany; Commercial Registry: Munich, HRB 213821  
WEEE-Reg.-No. DE 64872105

**When could the hazard occur and what are the potential risks ?**

The hazard may occur due to a short circuit in the power supply unit (PSU) of the Touch Display that cannot be recognized by existing standard protection mechanisms. This might lead to overheating of the PSU connector to the Touch Display. If continuous overheating remains unnoticed, the Touch Display might catch fire and cause burn and smoke related injuries to patients, users, and other persons.

**What steps can the user take to avoid the potential risk of this issue ?**

It is recommended switching off the system / Touch Display when it is not used for a longer period and is unattended.

**How will the issue finally be resolved, and the corrective action be implemented ?**



The Siemens Healthineers Service Organization will perform the replacement of the power supply of the Touch Display with update XP006/24/S beginning in the second quarter of 2024. This update will be provided to you free of charge.


Based on our investigation you can continue to use your system following the recommendation to switch off the system / Touch Display when it is unattended.



We appreciate your understanding and cooperation with this Customer Safety Advisory Notice and ask you to immediately instruct your personnel accordingly. Please ensure that this safety advisory notice is retained in your product related records appropriately.


If this device is no longer in your possession, please forward this safety advisory notice to the new owner of this device. Please inform us about the new owner of the device.

Sincerely yours,

  
*Electronically signed by:   
Reason: I am approving this document.  
Date: Apr 23, 2024 18:27 GMT+2*

  
X-Ray Products  
Apr 23, 2024

  
*Electronically signed by:   
Reason: I am approving this document  
Date: Apr 18, 2024 08:28 GMT+2*

  
X-Ray Products  
Apr 18, 2024