

**URGENT  
FIELD SAFETY NOTICE (FSN)  
MEDICAL DEVICE RECALL  
ICS CHARTR EP 200**

Date: May 2019

(Customer  
Address  
City, State Zip  
Country)

Re: SR - \_\_\_\_\_

Dear Valued Customer,

**Information on Affected Device**

Device Description & Intended use

The ICS CHARTR EP200 records auditory and vestibular evoked potentials. It is used to make inferences about hearing levels, assess the integrity of the hearing nerve, assess central auditory processing and also assess some structures related to balance. Evoked potentials are recorded, displayed and measured on the ICS CHARTR EP200. The device is to be used only by qualified medical personnel with prior knowledge of the medical and scientific facts underlying the procedure.

Commercial name and part numbers affected

ICS CHARTR EP200

See Affected Part numbers attached

**Reason for Field Safety Corrective Action**

Description of issue

You are receiving this notification because Natus Medical Denmark, going on the market under the GN Otometrics A/S brand name, is conducting a voluntary recall for the ICS Chartr EP 200 device. Our records show that you received at least one of the ICS CHARTR EP 200 device at your location.

Hazard giving rise to the FSCA

It has been determined that the device does not fully meet current regulatory standard for basic electrical safety and essential performance. There is a potential risk to the healthcare professional or patient of exposure to electrical shock.

There have been zero reported injury related events to date. Natus requests that you do not use the system further.

## Type of Action Required

Please review and complete the attached customer reply form to confirm that you have received this letter. Natus is actively working on a solution and will contact you as soon as possible.

## General Information

FSN Type: Recall

Natus requests that you do not use the Chartr EP 200 system.

### Further information or advice

While there have not been any reported safety incidences, our commitment to providing only the highest quality products and information to our customers and distribution partners is our top priority. We sincerely apologize for any inconvenience this will cause. If there are any questions about this notice, please contact your authorized Natus distributor.

This notice needs to be passed on to all those who need to be aware within your organization or to any organization where the potentially affected devices have been transferred. (As appropriate)

Please transfer this notice to other organizations on which this action has an impact. (As appropriate)

Please maintain awareness on this notice and resulting action for an appropriate period to ensure effectiveness of the corrective action.

Please report all device-related incidents to the manufacturer, distributor or local representative, and the national Competent Authority if appropriate, as this provides important feedback

EU customers only: The Competent (Regulatory) Authority of your country has been informed about this communication to customers.

### Attached

Customer Reply Form

List of affected part numbers



## **CUSTOMER REPLY FORM**

*TO BE COMPLETED BY RECIPIENT*

**Customer Name:**  
**Facility Name:**  
**Facility Address:**  
**City, State Country Postal Code**

### **Please complete for received items**

1. We hereby declare that we are aware of the medical device recall by Natus Medical Denmark effective May 2019.
2. Please mark as appropriate:
  - We do not have any of the affected product in stock
  - We do have the affected product and will not use it until further notified.

*List Serial Number(s) of affected devices:*

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**Name of Person completing these actions (please print):**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_ Phone: \_\_\_\_\_

**Return verification form via one of the following methods:**

- a. Email: (fill per territory)
- b. FAX: (fill per territory)



## AFFECTED PART NUMBERS

Product name	Part number	Component Description
ICS CHARTR EP 200	8-04-12733	ICS Chartr EP 200 2Ch, TDH49 , 115/60
ICS CHARTR EP 200	8-04-12734	ICS Chartr EP 200 2Ch,Insert&Bone
ICS CHARTR EP 200	8-04-12731	ICS Chartr EP 200 2ch, 230 VAC (50 Hz) Incl. Insert Earphone, TDH49 Earhone w cable, Bone Conduction Transducer (B71), VEMP Monitor Kit and ASSR
ICS CHARTR EP 200	8-04-12730	ICS Chartr EP 200 2ch, 230 VAC (50 Hz) Incl. Insert Earphone, TDH49 Earhone w cable, Bone Conduction Transducer (B71) and ASSR
ICS CHARTR EP 200	8-04-12729	ICS Chartr EP 200 2Ch, 230 VAC (50 Hz) Incl. Insert Earphone, Bone Conduction Transducer (B71) and VEMP Monitor Kit
ICS CHARTR EP 200	8-04-12727	ICS Chartr EP 200 2Ch, 230 VAC (50 Hz) Incl. Insert Earphone, TDH49 Earhone w cable and VEMP Monitor Kit
ICS CHARTR EP 200	8-04-12725	ICS Chartr EP 200 2ch, 230 VAC (50 Hz) Incl. Insert Earphone, TDH49 Earhone w cable, Bone Conduction Transducer (B71), VEMP Monitor Kit, P300 and ASSR
ICS CHARTR EP 200	8-04-12723	ICS Chartr EP 200 2ch. 230 VAC (50 Hz) Incl. Insert Earphone, TDH49 Earhone w cable
ICS CHARTR EP 200	8-04-12721	ICS Chartr EP 200 2ch. 230 VAC (50 Hz) Incl. Insert Earphone
ICS CHARTR EP 200	8-04-12720	ICS Chartr EP 200 2ch. 230 VAC (50 Hz) Incl. Insert Earphone, TDH49 Earhone w cable, Bone Conduction Transducer (B71) and EU power cord.
ICS CHARTR EP 200	8-04-12711	1073 ICS Chartr EP 200 w/o Vemp, CN only
ICS CHARTR EP 200	8-04-12710	1073 ICS Chartr EP 200, CN only
ICS CHARTR EP 200	8-04-12703	1073 ICS Chartr EP 200 Insert, Bone & TDH49 2Ch, US only
ICS CHARTR EP 200	8-04-12702	1073 ICS Chartr EP 200 Insert, Bone 2 Ch, US only
ICS CHARTR EP 200	8-04-12701	1073 ICS Chartr EP 200 ROW 2 Ch.
ICS CHARTR EP 200	8-04-12700	1073 ICS Chartr EP 200 Insert 2 Ch, US Only
ICS CHARTR EP 200 LIMITED	8-04-12732	ICS Chartr EP 200 Limited, 1 ch, TDH49, 115/60
ICS CHARTR EP 200 LIMITED	8-04-12728	ICS Chartr EP 200 Limited, 1 ch Insert, Bone, TDH49 & VEMP Monitor Kit
ICS CHARTR EP 200 LIMITED	8-04-12726	ICS Chartr EP 200 Limited, 1 ch, TDH49
ICS CHARTR EP 200 LIMITED	8-04-12724	ICS Chartr EP 200 Limited, 1 ch Insert & TDH49
ICS CHARTR EP 200 LIMITED	8-04-12722	ICS Chartr EP 200 Limited, 1 ch, Insert
ICS CHARTR EP 200 LIMITED	8-04-12712	1073 Chartr EP 200 Limited, China
ICS CHARTR EP 200 LIMITED	8-04-12704	1073 Chartr EP 200 Limited