

## URGENT Field Safety Notification

HeartStart Intrepid Monitor/Defibrillator (867172)  
Service Manual Electrical Safety Test Issue

10-OCT-2023

**This document contains important information for the continued safe and proper use of your equipment.**

Please review the following information with all members of your staff who need to be aware of the contents of this communication. It is important to understand the implications of this communication.

Please retain a copy of this letter with your device's Instructions for Use.

Dear Valued Distributor,

Philips identified a potential safety and compliance issue: The HeartStart Intrepid Monitor/Defibrillator's Service Manual does not detail electrical safety test verification methods as required by International Electrotechnical Commission (IEC) requirements for Class I devices. This URGENT Field Safety Notice is intended to inform you about:

### 1. What the problem is and under what circumstances it can occur

The current HeartStart Intrepid Service Manual does not detail IEC Class I electrical safety test verification methods. The lack of this testing does not introduce a failure, but it may prevent a failure from being detected. This could occur when an IEC Class I device is tested as a Class II device after a servicing event.

The issue was identified as the result of a service provider's inquiry. There have been no reports of patient harm.

The HeartStart Intrepid is a monitor/defibrillator used in an emergency medical services or hospital environment by qualified medical personnel trained in its operation to provide pacing, defibrillation, and synchronized cardioversion therapies. It is intended to measure heart rate and rhythm; blood oxygen saturation; exhaled CO<sub>2</sub>; systolic, diastolic, and mean blood pressure; and temperature and deliver external cardiac pacing.

### 2. Describe the hazard/harm associated with the issue

If the missing IEC Class I electrical safety test conditions are not executed by the user and a component fails that could have been identified in the Class I device required testing, then safety and performance tests may not verify actions were properly conducted related to servicing. As such, a component failure may not be identified, contributing to potential risks to service technicians or users during clinical use. The user will assume the device is safe to use once the device has returned from servicing and is in the clinical setting. The device's Operational Check may not detect all potential component failures.

The lack of instructions in the Service Manual for maintenance and safe replacements of parts related to the supply of electrical power to the Intrepid may expose the patient, user, or bystander to unsafe electrical

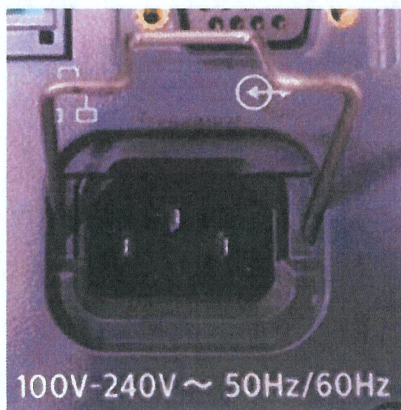
voltages or current. This could result in a delay of therapy, no therapy, or an irregular heart rhythm due to electric shock. The critical factors that must occur for an electric shock hazard or a delay in therapy to occur, depend on whether testing was appropriate, whether the patient/user/bystander is in contact with a conductive part (USB port and ECG Output port) of the device, and whether a fault condition occurs.

### 3. Affected products and how to identify them

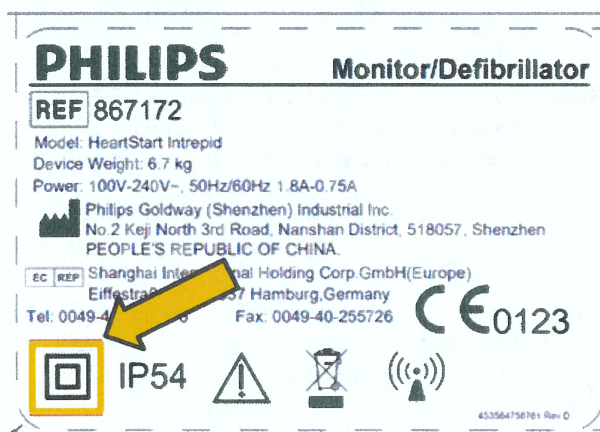
HeartStart Intrepid Defibrillator/Monitor devices with the new Class I power supply are potentially affected. This includes devices that received the new power supply via field upgrade (option part number 867432 installed) or were shipped with it (serial numbers above CN73904564) and have undergone subsequent servicing that required the device being opened. HeartStart Intrepid devices that shipped with the Class I power supply and have not been serviced have not had the risk introduced.

A Class I HeartStart Intrepid power supply can be identified by having a three-pin power socket and via the label on the bottom of the device.

A three-pin power socket will be visible on Class I HeartStart Intrepids as shown below:



If the bottom label on your HeartStart Intrepid has the highlighted symbol below, it is currently a Class II device. The highlighted symbol will not be on the bottom label of Class I HeartStart Intrepid devices:





**4. Describe the actions that should be taken by the customer / user to prevent risks for patients or users**

You may continue to use your HeartStart Intrepid Monitor/Defibrillator. Philips advises you take the following precautions:

- If you have a Class I device that has been opened and serviced, test your HeartStart Intrepid device(s) using the attached Service Manual Addendum.
- A hard copy of the Service Manual Addendum is included with this notification. A copy should be kept with each HeartStart Intrepid Service Manual. If you use a CD version of the Service Manual, ensure that the additional instructions from the hard copy are followed.

Complete and return the Urgent Field Safety Notification response form included, no later than 30 days from receipt. Please pass this notice on to all those who need to be aware within your organization or to any organization where the potentially affected devices have been transferred (if appropriate).

**5. Describe the actions that should be taken by the Distributors**

- Please modify the URGENT FIELD SAFETY NOTICE RESPONSE FORM found on the last page of the URGENT Field Safety Notice letter (Document Identification: FSN-2023-CC-EC-026) to substitute your firm's own email and fax information (an electronic copy will be provided.)
- Please send a copy of the URGENT Field Safety Notice letter (Document Identification: FSN-2023-CC-EC-026) with modified response form to each customer with an affected device as soon as practical and not more than 30 days from receipt of this letter.
- Please complete and send to Philips the URGENT FIELD SAFETY NOTICE RESPONSE FORM found on the last page of this letter (Document Identification: DISTRIBUTOR-2023-CC-EC-026) no later than 30 days from receipt.
- Please provide a copy of the addendum to the HeartStart Intrepid Service Manual to your customers.
- Please contact your customers to arrange for complimentary retesting of their devices to Class I as necessary.

After the letters have been sent to customers with affected devices, please take steps to ensure customers received the letters. Please pass this notice on to all those who need to be aware within your organization or to any organization where the potentially affected devices have been transferred (if appropriate). Please transfer this notice to other organizations on which this action has an impact.

**6. Describe the actions planned by Philips Emergency Care (CN-MF-000003921) to correct the problem**

Philips has released an addendum to the HeartStart Intrepid Service Manual for devices categorized as IEC Class I equipment describing how to conduct electrical safety tests in accordance with IEC 60601 and IEC 62353. It is included with this notification and may be used immediately. Philips will contact you to arrange complimentary retesting to Class I as necessary.

If you need any further information or support concerning this issue, please contact your local Philips representative. [< Key Markets insert contact information here >](#)

This notice has been reported to the appropriate Regulatory Agencies. Be sure to report any occurrence of this issue to Philips, your Philips representative, or your local Regulatory authority.

Philips regrets any inconvenience caused by this problem.

Sincerely,



Tanya Deschmidt  
Director of Quality



Tony She  
Sr. QMS Manager

**DISTRIBUTOR URGENT FIELD SAFETY NOTIFICATION RESPONSE FORM**

**Reference:** HeartStart Intrepid Monitor/Defibrillator (867172) Service Manual Electrical Safety Test Issue

**Instructions:** Please complete and return this form to Philips promptly and no later than 30 days from receipt. Completing this form confirms receipt of the Field Safety Notification, understanding of the issue, and required actions to be taken.

Customer / Consignee / Facility Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City / State / Zip / Country: \_\_\_\_\_

**Distributor Actions:**

- Please modify the URGENT FIELD SAFETY NOTICE RESPONSE FORM found on the last page of the URGENT Field Safety Notice letter (Document Identification: FSN-2023-CC-EC-026) to substitute your firm's own email and fax information (an electronic copy will be provided.)
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- Please complete and send to Philips the URGENT FIELD SAFETY NOTICE RESPONSE FORM found on the last page of this letter (Document Identification: DISTRIBUTOR-2023-CC-EC-026) no later than 30 days from receipt.
- Please provide a copy of the addendum to the HeartStart Intrepid Service Manual to your customers.
- Please contact your customers to arrange for complimentary retesting of their devices to Class I as necessary.

Complete and return the Urgent Field Safety Notification response form included, no later than 30 days from receipt.

We acknowledge receipt and understanding of the accompanying Field Safety Notification and confirm that the information from this Notification has been properly distributed to all users that handle the HeartStart Intrepid devices.

**Name of person completing this form:**

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

Printed Name: \_\_\_\_\_

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

Telephone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Date (DD-MMM-YYYY): \_\_\_\_\_

Please return this form to Philips by email or fax < Key Market Insert reply information >