

August 11, 2022

## **FIELD SAFETY NOTICE for HAMILTON-C6 end customers/distribution partners**

### **Temporary failure of the HAMILTON-C6 ventilator display**

- Recipients:**
- All health care facilities using HAMILTON-C6 ventilators (intensive care units, intermediate care units, emergency rooms, long-term acute care hospitals, or in the recovery room).
  - All distributors of HAMILTON-C6 ventilators and their service engineers.
  - Given the urgency of this field safety notice we ask you to take the required action and send confirmation of this to Hamilton Medical AG within 30 working days after receipt of this information.

**Product /** HAMILTON-C6 (PN 160021)

**Software  
concerned:**

All versions

Dear end customer/distribution partner,

Hamilton Medical AG was asked by the Swiss health authority Swissmedic to inform all of our end customers about the following:

In very rare cases, the backlight of the HAMILTON-C6 display may fail. This is attributable to a reset of the HMI controller (HMI reset) which causes the display to fail for 2–3 seconds. The device's ventilation function is not affected by this.

Please confirm with your signature on the enclosed confirmation sheet (page 3) that you, as an end customer/distribution partner, have received this FSN and have taken the actions specified by us.

At this time, a repair to resolve the malfunction is not available. Therefore, we have to ensure that all end customers are notified of this and understand that the device's ventilation function is not affected by the HMI reset and that it is not necessary to replace the ventilator. This information is also included in the operating instructions. However, we believe that it is possible that the provided information may be missed in such a situation.

**Reason for the field safety notice:**

With this notice, we would like to inform you that temporary display failures on the HAMILTON-C6 may occur during ventilation.

***What does this malfunction look like?***

In very rare cases, the backlight of the ventilator display may fail. This causes the display to turn black for 2–3 seconds; however, the display lights back up when the backlight turns on again.

***Is there a risk to patients?***

The monitor and the ventilation unit function as two independent units. Therefore, the ventilation unit's functionality is guaranteed even if a temporary monitor failure should occur.

The device automatically resolves this malfunction by performing an HMI reset. The monitor backlight then functions properly again. This process does not take more than 3 seconds and is automatically performed by the device WITHOUT interruptions in ventilation.

The application software displays this error as **1246033: taLLS\_hmiWatchdogTimeout**.

***How can the end customer ensure that the device continues to ventilate the patient?***

The user can monitor the key device functions by keeping an eye on the status indicator lamps located on the upper front edge of the ventilation unit. This is described in Section 2.2.1.1 of the Operator's Manual and is also pictured again in the following image. If the lamp with the lung icon lights up "green," the device is ventilating the patient in accordance with the specified parameters and the device does not need to be replaced.

***How can you record a device failure?***

Should the display temporarily turn dark, you can acknowledge the error message "**1246033: taLLS\_hmiWatchdogTimeout**" and continue to use the ventilator. Service is not required in this specific case. The error that occurred is logged by the device and can be reviewed the next time the unit is serviced.

We apologize for any inconvenience this may cause.

**Actions to be taken  
by distribution  
partners:**

- Please sign the enclosed sheet confirming that you have received the FSN and have passed it on to your end customers.
- Please inform Hamilton Medical AG's Technical Support of any such malfunctions, indicating the affected system, so that we can communicate these to the authorities on a quarterly basis.

**Actions to be taken  
by end customers:**

- Please sign the enclosed sheet confirming that you have received and understood the FSN. Also, please continue to notify your local distribution partner of any cases of the aforementioned malfunction. No further action on your part is required.

Please note that the first point of contact in this matter is always the local distribution partner.

**Manufacturer:** Hamilton Medical AG  
Via Crusch 8  
CH-7402 Bonaduz  
Switzerland

**Contact:** Should you have any questions please do not hesitate to get in contact with us.

Hamilton Medical AG  
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We appreciate your support in this matter and sincerely regret any inconvenience you may experience as a result of the issue described above.



Vigilance Department  
Hamilton Medical AG



Medical Technical Support  
Hamilton Medical AG

**Please keep this information sheet with your HAMILTON-C6 Operator's Manual.**

**Confirmation Sheet—For HAMILTON-C6 End Customers**

**Field Safety Notice**

**Subject: Temporary failure of the HAMILTON-C6 ventilator display**

**By signing this letter, I confirm that**

- I have received, read, and understood the following documents and that I will continue to notify my local distribution partner of any cases of the aforementioned malfunction, should these occur:

**Field Safety Notice HAMILTON-C6 ventilator—temporary display failure**

Name: .....

Company: .....

Country: .....

Date: .....

Signature: .....

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**Sign and return this letter by email to your Hamilton Medical AG product distributor.**

**Note:**

**Please note that the first point of contact in this matter is always the local distribution partner.**

**Confirmation Sheet—For HAMILTON-C6 Distribution Partners**

**Field Safety Notice**

**Subject: Temporary failure of the HAMILTON-C6 ventilator display**

**By signing this letter, I confirm that**

- I have received, read, and understood the following documents:  
(This confirmation should not be returned until all of the end customers have returned their confirmation.)

**Field Safety Notice HAMILTON-C6 ventilator—temporary display failure**

Number of customers impacted: \_\_\_\_\_

I have informed (number of contacted customers): \_\_\_\_\_ customers

- All impacted customers have been informed of this field safety notice.  
All impacted customers acknowledged receipt of this field safety notice.

Name: .....

Company: .....

Country: .....

Date: .....

Signature: .....

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**Sign and return this letter by email to Hamilton Medical AG's Technical Support team.**