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**To: Welch Allyn Distributors & Customers**  
**From: Christopher Long, Product Manager**  
**Date: November 15, 2016**  
**Re: Propaq CS and Encore Battery End of Service Life Announcement**

**Note: Please ensure this letter is shared with the appropriate personnel in your organization, or to any organization where the potentially applicable devices have been transferred.**

The supplier has discontinued manufacture of the Propaq Encore & Propaq CS patient monitor batteries, Welch Allyn Part Number 008-0125-00, and no direct replacement battery is available.

Effective immediately, Welch Allyn will discontinue all Technical Phone, Repair / Service, Calibration and Parts Support activities related to the batteries for Propaq CS and Encore monitors.

**Service and Warranty supply:**

For customers who have purchased an active service contract, or those who have devices under manufacturer’s warranty (2 years from purchase of the device), Welch Allyn has reserved a limited quantity of batteries for product support. Please work with your local sales representative or Welch Allyn Customer Care to order your replacement battery as necessary.

**Battery test and care recommendations:**

Typical expected operating and recharge times with a new battery are listed in the table below. Should you experience performance below what has been listed, test your battery as described in the appropriate monitor Service Manual.

| <b>Monitor Configuration</b>  | <b>Typical Operating Time with New Battery</b> |
|---|--|
| Monitor only  | 2 hours  |
| Monitor with SpO <sub>2</sub> (Baqpaq)  | 5 hours  |
| Monitor with Expansion Module with SpO <sub>2</sub> and CO <sub>2</sub> options | 3 hours  |

|  |  |
|--|--|
| Battery Recharge Time with instrument on   | Range of 8 hours to 12 hours typical, depending upon product configuration                           |
| Battery Recharge Time with instrument off  | Range of 6 hours to 8 hours depending upon product configuration                                     |
| Recharge time until monitor is usable, starting with discharged but non-faulty battery | ≤ 2 minutes typically (longer time required before NIBP, printer, and CO <sub>2</sub> are available) |

All batteries will lose capacity over time and with use. Your battery’s performance depends on use-case and recharge practices. Batteries should be replaced when operating times become too low for your application.

Additionally, general care of lead acid batteries includes recharging them as soon as possible after discharge to maintain optimal performance. Storing lead-acid cells in a discharged state can cause cell damage resulting in reduced operating times or battery failure.

When batteries have not been maintained appropriately, there are situations where the Propaq monitor may shut down without warning. A severely depleted battery may not have sufficient power to run multiple parameters, e.g., NIBP and/or CO<sub>2</sub>, even with the power adapter connected. A rapid shutdown may occur because the connected power adapter does not have reserve power to compensate for an exhausted, failed, aged or missing battery. In these circumstances, the monitor cannot cycle through its normal low battery message and equipment alert sequence.

**Propaq CS and Propaq Encore battery alternatives:**

1. Unipower-MK Rechargeable Sealed Lead Acid Battery
2. Alpha Source 8.0V 6.4Ah Sealed Lead Acid Battery
3. BatteryHeads 8.0V 5.6Ah Sealed Lead Acid Battery

Please note that Welch Allyn has not qualified the batteries listed above and does not warrant their compatibility with the devices or their performance or safety. Welch Allyn has no affiliation with the manufacturers of these batteries.

If you have any questions regarding the Propaq CS and Encore Battery End of Service Support (EoSS) announcement or to inquire regarding other Welch Allyn products, please contact Welch Allyn Customer Care in your region using the following contact information:

|               |                  |                |                  |
|---------------|------------------|----------------|------------------|
| United States | 1.800.535.6663   | Iberia         | +34 91 74 99 357 |
| Canada        | 1.800.561.8797   | Italy          | +39 0269682425   |
| Australia     | +612 9638 3000   | Germany        | +49 6950 985 132 |
| Japan         | +81 3 3219 0071  | Ireland        | +353 46 90 67790 |
| Malaysia      | +603 7884 3341   | Europe (other) | +353 46 90 67790 |
| UK            | +207 365 6780    | Middle East    | +353 46 90 67790 |
| Sweden        | +46 8 5853 6551  | South Africa   | +27(0)100017788  |
| Netherlands   | +31 20 206 13 60 | Latin America  | 305.669.9003     |

We thank you for your business and your partnership and we look forward to continuing to serve your needs with other Welch Allyn products.

Sincerely,

Christopher Long  
Product Manager, Vitals Signs Devices