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## Urgent Field Safety Notice

**Subject: AvantGuard™, CareAssist®, Hill-Rom®1000, and Advanta® 2 — Motor Control PC Board Failures**

**FSCA-identifier:** Mod 450

**Type of action:** Device Modification

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**Date:** January 21, 2011

**To:** Facility Risk Manager/Facility Administrator

### Affected Devices:

<b>Models:</b>	<b>Range of serial numbers affected:</b>
AvantGuard™ 1200 Electric Bed (CS/PRS158B)	HRP001371571 through HRP001490216
CareAssist® Bed (P/PRSP1170) Hill-Rom® 1000 Bed (P/PRS1160) Advanta® 2 Bed (P1190A)	HRP001420609 through HRP001490216 and L193AP7914 through L334AP3057

### Background:

As part of our commitment to provide our customers with reliable and safe patient care solutions, Hill-Rom continually reviews the quality and performance of its products. Through these reviews, we have experienced some complaints for loss of electrical function on these models of beds.

The failed part concerned is the motor control PC board inside the power control box of the bed.

### Action to be taken:

Our records indicate that your facility purchased one or more beds mentioned above.

Our technical department or designee will contact you in the coming weeks to make an appointment to replace affected parts.

Currently, we have only seen that one function stops moving on any one product. The failure will not allow for self-movement or non-expected movement. For these reasons, you can continue to use the device while waiting for replacement of the motor control PC board.

If you have relocated the beds and/or the accessories to another location, or if the beds with their accessories have been sold or removed from service, please advise us immediately so we can take the appropriate steps to complete this action.



**Transmission of this Field Safety Notice:**

Please pass this notice on to all those who need to be aware within your organization and/or to any organization where the affected devices have been transferred.

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

Hill-Rom confirms that the relevant Competent Authorities have been informed of this Urgent Field Safety Notice.

**Contact reference person:**

If you have any questions concerning this request or the procedure as outlined, please contact Hill-Rom Technical Support using the attached listing for your geographical region.

Regards,

Hill-Rom Technical Support

Attachment: DS119RD

Reference: MOD450

## Technical Support Contact Information

**Important:** This is a comprehensive list of Technical Support contact information for Hill-Rom offices worldwide. If this is attached to another document or letter, it does **not** mean that every country listed below is affected by that document.

Austria:	Tel: 0810 00 10 23 – Fax: + 43 (0)224 32 85 50 - 19 e-mail: <a href="mailto:austria@hill-rom.com">austria@hill-rom.com</a>
Canada:	Tel: 800-267-2337 (8 am – 5 pm ET (New York time)) e-mail: <a href="mailto:jeff.moorehead@hill-rom.com">jeff.moorehead@hill-rom.com</a>
Central & Eastern European Region:	Tel: +48 (0)692 414 826 – Fax: +44 (0)870 137 1872 e-mail: <a href="mailto:karolina_fenicka@hill-rom.com">karolina_fenicka@hill-rom.com</a>
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Ireland:	Tel: +353 (0)1 413 6005 – Fax: +353 (0)1 413 6050 e-mail: <a href="mailto:dublin.sales@hill-rom.com">dublin.sales@hill-rom.com</a>
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Middle East & Africa Region:	Tel: +9714 (0)4-8816818 – Fax: +9714(0)4-8812357 e-mail: <a href="mailto:trecilla_dsouza@hill-rom.com">trecilla_dsouza@hill-rom.com</a>
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United Kingdom:	Tel: +44 (0)1530 411000 – Fax: +44 (0)1530 562029 e-mail: <a href="mailto:uk.customer.care@hill-rom.com">uk.customer.care@hill-rom.com</a>
United States:	Tel: 800-445-3720 (8 am – 5 pm ET (New York time))
All other countries for support of products manufactured in the US:	Tel: 812-934-1348 (8 am – 5 pm ET (New York time)) e-mail: <a href="mailto:gary.lakes@hill-rom.com">gary.lakes@hill-rom.com</a>
All other countries for support of products manufactured outside the US:	Tel: +33 (0)2 97 50 92 45 e-mail: <a href="mailto:leny.rodriquez@hill-rom.com">leny.rodriquez@hill-rom.com</a>