

Siemens AG, H IM AX QM, Siemensstr. 1, 91301 Forchheim, Germany

**To all users of Artis zee Ceiling Systems with serial numbers 146352 to 147617**

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### Customer safety notice

### Update AX016/13/S

**Information on a safety-relevant field measure for Artis zee Ceiling Systems with serial number from 146352 to 147617**

Dear Customer,

This is to inform you that a system inspection is being performed on the ceiling cable carriage for systems with serial number from 146352 to 147617.

#### When does this problem arise and what possible risks are there?

It was discovered during our field observation that during the life time of systems serial number from 146352 to 147617, there is increased wear due to potential sub-optimal cable guidance. This can potentially lead to damage to the cables in the ceiling carriage in single cases.

If this potential damage is not detected or if no adequate preventive action is taken, than this may result in limited functionality and even system failing, depending on which cable has been damaged.

#### What measures are to be taken to avoid possible risks?

As part of Update AX016/13/S the cables in the ceiling carriage will be checked and, if necessary, an additional cable guidance system will be installed to prevent wear.

**Siemens AG**  
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Registered offices: Berlin and Munich, Germany; Commercial Registries: Berlin Charlottenburg, HRB 12300, Munich, HRB 6684  
WEEE Reg. No. DE 23691322

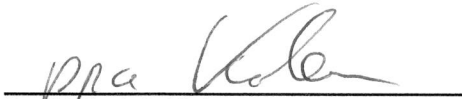
**What risks are there for patients who have previously been examined or treated using this system?**

This matter has no consequences for patients who have previously been examined or treated using this system. We do not consider it necessary to re-examine these patients.

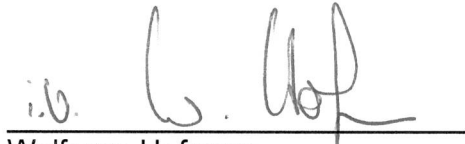
We thank you for your cooperation in dealing with this safety notice and request that you promptly notify and instruct accordingly all the staff at your organization who have to be aware of this problem. Please also forward this safety information to other organizations that could be affected by this measure. Please observe this safety notice, and comply with the corresponding measures until the update has been fully completed.

If the device has been sold and is therefore no longer in your possession, please forward this safety notice to the new owner. We would also request that you inform us of the identity of the device's new owner where possible.

Best regards,  
Siemens AG Healthcare Sector  
Business Unit AX



Dr. Heinrich Kolem  
CEO H IM AX



Wolfgang Hofmann  
Safety Officer Medical Device