



PRODUCT RELIABILITY ALERT **neoBLUE[®] blanket system performance**

Re: Fiberoptic pad for neoBLUE[®] blanket LED Phototherapy Systems

Dear valued customer:

You are receiving this information because our records indicate you purchased at least one neoBLUE blanket LED Phototherapy System. This product was introduced to the market by Natus in August 2011 and is still being sold today.

Natus has received feedback from some customers about early failure of the neoBLUE blanket system fiberoptic pads. These failures involve discoloration and melting of the fiberoptic bundle at the connector that is inserted in the neoBLUE blanket light box. Included with this letter is a Technical Bulletin, DOC-013760, that further describes the issue and addresses many of the questions you might have.

Natus is working on a long term solution to this issue and will contact all customers once the solution is available. For now, please distribute this information to all parties who use and/or maintain the neoBLUE blanket system in your facility.

As stated in the Technical Bulletin, U.S. customers should contact Natus Technical Service at 888-496-2887 with any questions regarding this notification. International customers should contact their local distributor.

Finally, included in the Technical Bulletin is a Light Intensity Output Conversion Chart for facilities using a different radiometer than the neoBLUE Radiometer to measure light output of the phototherapy system. Please note that this chart included in the previous revision of our neoBLUE blanket Service Manual had an error which has been corrected. If your device came with Service Manual part number 007604 Rev C, please defer to the conversion chart found in this Technical Bulletin.

Sincerely,

Natus Medical Incorporated

Attachments:

DOC-013760 (Technical Bulletin, neoBLUE blanket system performance)

DOC-013758A

Natus Medical Incorporated • 1501 Industrial Road • San Carlos, CA 94070 • www.natus.com