

URGENT Field Safety Notice

Philips CT Systems

Potential for System Shutdown and Expelled Parts

23-Oct-2025

This document contains important information for the continued safe and proper use of your equipment

Please review the following information with all members of your staff who need to be aware of the contents of this communication. It is important to understand the implications of this communication.

Please retain this letter for your records.

Dear Customer,

Philips has identified an issue with Philips Incisive CT, CT 3500 and CT 5300 systems which could pose a risk for patients, operators, or bystanders. This *URGENT Field Safety Notice* is intended to inform you about:

1. What the problem is and under what circumstances it can occur

Philips has identified an issue that may occur with the Philips Incisive CT, CT 3500 and CT 5300 systems if the screws of tube heat exchanger on the rotating scanner are not tightened well after replacing. This component may become detached and make contact with other components located within the Philips CT systems during rotation. Other components could be damaged due to the contact with the tube heat exchanger.

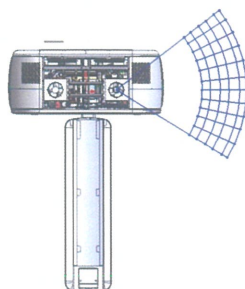
If this issue occurs, a loud noise will be emitted and the system will shut down.

The top right gantry cover may become broken if the following sequence occurs:

- Tube heat exchanger screws come loose
- The tube heat exchanger is detached during rotating and contacts other components in the system and cause them to break
- A broken component makes contact with the top right gantry cover

The broken top right gantry cover could create a gap allowing a fragment of a damaged component to be expelled at a lower kinetic energy and land on the right side of the gantry (Refer to figure 1).

Figure 1. The area where expelled broken pieces could land in.



As of Oct-2025, Philips has received one (1) complaint associated with this issue. In this reported case, there was no harm to the patient, operator, or bystander.

2. Hazard/harm associated with the issue

If the Philips CT system shuts down during clinical scanning, the operator may decide to rescan the patient on another CT system or utilize a different type of imaging.

If a broken fragment is expelled from the system and comes into contact with an operator or a bystander in the scan room, it could cause injury, such as pain (body or neck), laceration, contusion or eye injury.

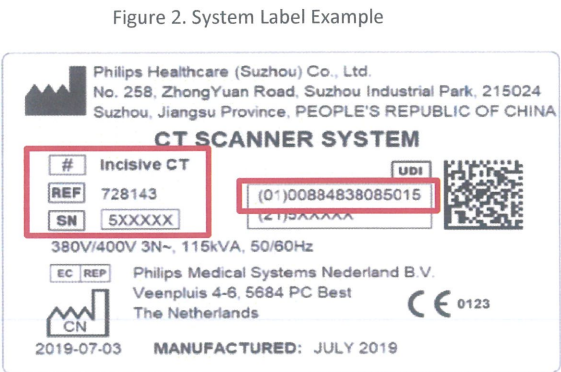
3. Affected products and how to identify them

Identification of Impacted Philips CT Systems:
This issue affects certain Philips CT systems, which have the Device Identifier as shown in table 1. A listing of impacted systems is provided in Appendix A. Impacted systems can be identified by the Device Identifier, model number (REF) and system serial number (SN).

To determine if your product is impacted, refer to the system label (Figure 2) located on the back left corner of the gantry.

Table1. Device Identifier

REF	# (Product Model)	Device Identifier
728143	Incisive CT	00884838085015
728144	Incisive CT	00884838105508
728146	Incisive CT for Brazil SKD	NA
728148	Incisive CT Power	00884838103467
728149	Incisive Plus	00884838103474
728151	Incisive CT Essentials	00884838103481
728134	Philips CT 3500	00884838111318
728138	Philips CT 3500 Essentials	00884838105522
728139	Philips CT 3500 Plus	00884838105539
728285	CT 5300	00884838113237



Intended Use:
Incisive CT:
Philips Incisive CT system produces cross-sectional images of the body by computer reconstruction of X-ray transmission data taken at different angles and planes. These devices may include signal analysis and display equipment, patient and equipment support, components, and accessories.

Philips CT 3500:

The Philips CT 3500 is a Computed Tomography X-Ray System intended to produce images of the head and body by computer reconstruction of X-Ray transmission data taken at different angles and planes. These devices may include signal analysis and display equipment, patient and equipment supports, components and accessories

CT 5300:

The CT 5300 is a Computed Tomography X-Ray System intended to produce images of the head and body by computer reconstruction of X-ray transmission data taken at different angles and planes. These devices may include signal analysis and display equipment, patient and equipment supports, components and accessories.

4. Actions that should be taken by the customer/user in order to prevent risks for patients or users

- Please continue to use your system in accordance with its intended use and do not stay in the scan room when scanning.
- Circulate this URGENT Field Safety Notice Letter to all users of this device so that they are aware of the issue.
- Place this *URGENT Field Safety Notice* with your system documentation and ensure the letter is in a place likely to be seen/viewed.
- Please complete and return the attached response form to Philips promptly and no later than 30 days from receipt. Completing this form confirms receipt of the *URGENT Field Safety Notice*, understanding of the issue, and required actions to be taken.

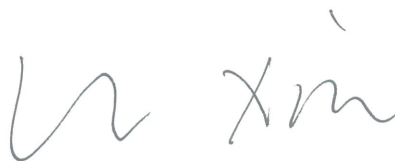
5. Actions planned by Philips (CN-MF-000003923) to correct the problem

Philips will contact you to schedule a time for a Field Service Engineer (FSE) to visit your site to inspect the tube heat exchanger screws and correct the loosen screw if necessary (reference FCO72800842).

Please be assured that maintaining a high level of safety and quality is our highest priority. If you need any further information or support concerning this issue, please contact your local Philips representative: <When a Philips representative is required, contact details to be provided by the Market>

This notice has been reported to the appropriate Regulatory Agencies.

Sincerely,



Li Xin
Quality Leader
Philips Precision Diagnostics (PD) China

Appendix A – Affected Serial Numbers

Serial Numbers for: Incisive CT (REF: 728134) Unique Device Identifier Rule: (01) 884838111318 (21) + Serial number									
610001	610003	610004	610005	610006	610007	610008	610009	610010	-

Serial Numbers for: Incisive CT (REF: 728138) Unique Device Identifier Rule: (01) 884838105522 (21) + Serial number									
620001	620002	620004	620005	620006	620007	620008	620009	620010	620011
620012	620013	620014	620015	620016	620017	620018	620021	620022	620023
620024	620025	620026	620027	620028	620029	620030	-	-	-

Serial Numbers for: Incisive CT (REF: 728139) Unique Device Identifier Rule: (01) 884838105539 (21) + Serial number									
620019	620020	-	-	-	-	-	-	-	-

Serial Numbers for: Incisive CT (REF: 728143) Unique Device Identifier Rule: (01) 00884838085015 (21) + Serial number											
500003	500001	500002	500004	500006	500007	500010	500008	500013	500012	500014	500028
500024	500025	500043	500019	500039	500044	500022	500227	500226	500011	500023	500054
500017	500034	500036	500021	500026	500020	500018	500049	500058	500051	500035	500052
500033	500037	500045	500109	500057	500123	500047	500080	530003	500115	530002	500071
500055	500027	500042	530004	500151	500408	500059	500087	500136	500103	500116	500105
500032	500073	500038	500040	500069	530269	530032	500053	530008	500079	530007	530059
530005	500070	500083	500067	500056	500125	500041	500089	500065	500050	500029	500095
500031	500048	500063	500072	500076	500137	500077	530006	500493	500082	530010	500197
530009	500068	500122	530078	500060	500066	500078	500100	500081	500117	500108	500367
500379	500061	500096	500075	500099	500091	500409	500097	530317	500212	500199	500092
500107	530062	500112	530060	530051	530044	500094	530047	500138	500090	530063	530054
500305	500121	530045	530113	500135	500193	500098	500147	500113	500126	500208	530015
530014	530020	530026	530019	500157	500153	500229	530011	530013	500209	530017	500148
530041	530018	530016	530021	530056	530070	530061	500183	500188	500194	530057	530022
530028	500171	530024	530025	530027	530023	500130	500167	530353	530030	530038	530029
530031	510011	500106	530012	500198	500127	500118	500149	530043	530195	530033	530034

Serial Numbers for: Incisive CT (REF: 728143)											
Unique Device Identifier Rule: (01) 00884838085015 (21) + Serial number											
500114	500165	500170	530042	500166	530037	500120	500150	530036	530048	530053	530035
530046	530171	530039	530064	530040	500159	530049	500131	500579	530030	530067	530071
500180	530084	500200	500093	530068	500152	500219	500163	500621	530052	500256	530079
500124	500187	530050	530082	500158	500128	500238	530066	500132	530074	530058	500382
530055	500173	530075	500172	500134	500146	530069	530081	530136	500104	530073	500129
530086	530083	530065	500161	500175	500174	500213	500154	500139	500156	500345	500179
500186	530077	500141	500142	500143	500162	500196	500203	500144	500160	500155	500185
500204	530076	500176	500177	530072	530093	500205	530104	500181	500182	500224	500191
530094	530091	530112	530085	500189	530080	530097	500202	530087	530099	530330	500207
500206	500190	530176	530092	530089	530174	530280	500184	530103	530316	530117	530244
530102	530107	530109	530300	530118	530098	530241	500307	510001	500195	500164	530090
500169	500214	510006	500218	530130	530088	500201	530101	500210	500228	500233	530100
500346	530131	500215	500263	530126	530125	530114	530111	500220	530105	530106	500223
500221	500232	500398	500231	530120	500234	500239	500241	530116	530096	500245	500272
530134	530407	530121	530319	530139	530127	500243	500235	530140	500236	500246	530095
500237	530115	500249	530129	530108	500302	500248	500262	530142	500267	500268	530138
530144	530141	530133	530128	500250	500261	500251	530302	530181	530167	530182	530217
500312	530149	530246	530145	530304	530219	500253	500254	500257	500278	500247	500317
500306	500260	500258	500274	530151	500488	530148	500244	530283	500273	500275	500276
500265	500264	530150	530122	530173	500269	530211	530110	500270	530216	500271	500277
510003	530166	530170	530153	530218	530164	530221	530168	500284	500285	530299	530322
530158	500461	500279	500310	500309	500308	530223	530157	500287	500288	500286	500293
500300	500318	500296	530162	530184	530206	530180	530163	500335	500299	530143	510000
530210	530177	500304	510069	530188	530198	530205	530240	510004	530215	530268	500311
530214	530232	530245	500472	500353	500352	530230	500378	500354	530231	500395	510007
530417	530321	500336	530190	530192	530194	530169	530193	530213	530123	530395	500371
500370	500377	510030	510032	510031	530156	530209	500314	510009	530197	530196	500328
500360	500347	530183	530248	500323	500327	500320	500339	510005	510020	500410	530247
500326	500315	500362	500413	530237	510002	530228	500356	500343	500313	500321	500316
500325	500334	500338	500423	530313	500375	530251	530242	530265	500333	500487	500329

Serial Numbers for: Incisive CT (REF: 728143)											
Unique Device Identifier Rule: (01) 00884838085015 (21) + Serial number											
530258	530281	500322	500372	510010	530593	500361	500467	510008	530341	500357	530270
510072	500597	500623	500374	500619	500624	530286	500622	500324	530261	530542	530267
530284	500344	500373	500359	500404	530199	530276	530224	500351	500363	500414	500348
530340	510018	500396	500332	530239	530279	500366	500330	530271	500364	530235	530277
530243	510015	530262	500401	500337	530377	530259	500459	500383	510016	500376	530278
510012	500368	500384	530289	500394	530391	530288	530249	530364	530285	500390	530381
530257	530354	500349	500319	500369	500350	510017	500389	500381	500393	530260	500403
510013	510023	530392	500469	530295	500331	510014	500448	500598	530305	510033	500397
530314	530297	530333	500521	500419	500420	530266	500400	500407	500341	500342	530312
500436	500457	500406	500483	500465	510050	500525	500392	510025	500412	500416	500460
500399	500405	500428	510019	530290	530310	500417	500391	500355	500415	500438	500524
500498	530309	530327	500535	530292	530355	530324	530411	530308	500430	530323	510036
530274	530356	500402	500574	510021	500450	500424	500426	510022	33022	500444	500380
500386	500432	500385	530371	500388	500435	500440	530343	530315	500577	530325	500427
530579	530287	530574	530352	530386	530383	530336	530334	530382	500464	500455	500490
510061	500433	500441	500429	500470	510028	500478	500445	500463	500456	500422	530402
530367	530375	530347	530365	530444	510027	530390	530361	530418	500466	33028	500437
500468	510026	33032	33026	33027	500473	33023	500443	530447	530351	500480	500442
530346	510035	530441	33030	500489	33029	530366	530410	530572	530451	530478	530434
510024	530422	530423	530376	530477	530429	500482	500486	500458	530380	530412	500558
500562	500446	500560	500475	500434	500471	510029	510051	530359	500476	500484	500526
500573	500532	500447	500474	500485	500451	530403	500494	530413	500497	500491	530414
500495	530594	530393	500496	500492	530405	530469	530416	500616	530471	510044	33044
33036	530379	530387	530385	500513	510041	510038	510042	530406	510034	500479	530397
500522	500550	500554	500528	500527	530440	530433	530442	530424	530450	500591	530571
500540	500588	500544	530394	530396	530400	530399	530401	530398	500523	33043	500555
510037	500533	500545	500543	530426	510052	500546	530425	530445	530454	530465	530427
530497	530472	530457	530428	530496	530453	510053	510049	500548	530467	500552	530448
510055	500542	500541	500563	500549	530455	530438	530536	530439	510056	510060	500539
500570	500547	510057	500553	500551	500557	510063	510062	510058	500564	500582	530446

Serial Numbers for: Incisive CT (REF: 728143)											
Unique Device Identifier Rule: (01) 00884838085015 (21) + Serial number											
500559	530479	530463	510054	530459	530526	530443	530513	500569	530468	530473	500565
510048	33040	530484	500572	500561	510059	530566	530511	530512	530485	530538	530487
530488	530493	530491	500556	510066	510064	510068	510065	510070	530495	530490	530499
530498	530504	530503	530505	500566	500571	510078	510071	510067	530522	500589	500587
530583	530517	530541	530544	530516	500568	530518	500575	500578	500592	500585	500593
530556	530520	500583	530570	530519	530560	530557	530525	530532	500595	530528	500567
530558	500584	500590	530587	530555	530531	500586	530540	530546	500602	500600	500601
500576	500603	500596	530539	500604	530548	530553	530551	500580	530568	530573	500581
500617	510073	530586	530582	530565	530580	530590	500614	500449	510074	510075	510091
530595	510082	500607	500606	500594	500599	510076	510077	500605	510081	510079	500608
510088	500609	500610	500612	500611	510080	500613	510083	510095	510090	510094	500618
500620	530001	-	-	-	-	-	-	-	-	-	-

Serial Numbers for: Incisive CT (Model Number: 728144)							
Unique Device Identifier Rule: (01)00884838105508(21) + Serial number							
33018	33021	34001	34004	34005	34008	34009	34010
34011	34013	34014	34015	34016	34019	34020	34021
34022	34024	34027	34028	34029	34030	34034	34035
34036	34037	34039	34043	34044	34045	34046	34048
34061	34062	34063	34065	34069	34070	34076	34084
34087	34094	34104	34107	34108	34109	34110	34113
34114	34115	34118	34120	34121	34123	34124	34125
34127	34129	34136	34138	34139	34140	34141	34142
34144	34145	34147	34148	34151	34154	34155	34156
34157	34158	34161	34166	34167	34170	34171	34172
34173	34176	34177	34178	34180	34182	34183	34184
34185	34186	34188	34189	34192	34194	34196	34197
34199	34202	34204	34207	34209	34210	34211	34212
34213	34214	34215	34216	34217	34219	34220	34222
34224	34225	34227	34228	34230	34231	34232	34233
34234	34236	34237	34238	34239	34241	34242	34243

Serial Numbers for: Incisive CT (Model Number: 728144) Unique Device Identifier Rule: (01)00884838105508(21) + Serial number							
34245	34246	34247	34248	34249	34250	34252	34253
34254	34255	34256	34258	34261	34262	34266	34268
34269	34271	34272	34273	34274	34275	34278	34283
34284	34286	34287	34288	34290	34291	34292	34293
34296	34297	34298	34299	34300	34302	34303	34304
34305	34306	34307	34308	34309	34310	34311	34312
34314	34316	34317	34318	34319	34320	34321	34322
34323	34328	34329	34330	34336	34346	34347	34349
34353	34354	34355	34357	34360	34361	34362	34364
34365	34369	34370	34372	500005	500030	500062	500119
500133	500192	500259	500266	500283	500298	500340	500358
500365	500387	500411	500418	500421	500425	500431	500439
500452	500453	500454	500462	500477	500481	500499	500500
500501	500502	500503	500504	500505	500506	500507	500508
500509	500511	500512	500514	500515	500516	500517	500518
500519	500520	500529	500530	500531	500536	500537	500538
510039	510040	510043	510045	510046	510047	540020	540021
541001	550000	550001	550002	550003	550004	550005	550006
550007	550008	550009	550010	550011	550012	550013	550014
550015	550016	550017	550018	550019	550020	550021	550022
550023	550024	550025	550026	550027	550028	550029	550030
550031	550032	550033	550034	550035	550036	550037	550038
550039	550040	550041	550042	550043	550044	550045	550046
550047	550048	550049	550050	550051	550052	550053	550054
550055	550056	550057	550058	550059	550060	550061	550062
550063	550064	550065	550066	550067	550068	550069	550070
550071	550072	550073	550074	550075	550076	550077	550078
550079	550080	550081	550082	550083	550084	550085	550086
550087	550088	550089	550090	550091	550092	550093	550094
550095	550096	550097	550098	550099	550100	550101	550102

Serial Numbers for: Incisive CT (Model Number: 728144) Unique Device Identifier Rule: (01)00884838105508(21) + Serial number							
550103	550104	550105	550106	550107	550108	550109	550110
550111	550112	550113	550114	550115	550116	550117	550118
550119	550120	550121	550122	550123	550124	550125	550126
550127	550128	550129	550130	550131	550132	550133	550134
550135	550136	550137	550138	550139	550140	550141	550142
550143	550144	550145	550146	550147	550148	550149	550150
550151	550152	550153	550154	550155	550156	550157	550158
550159	550160	550161	550162	550163	550164	550165	550166
550167	550168	550169	550170	550171	550172	550173	550174
550175	550176	550177	550178	550179	550180	550181	550182
550183	550184	550185	550186	550187	550188	550189	550190
550191	550192	550193	550194	550195	550196	550197	550198
550199	550200	550201	550202	550203	550204	550205	550206
550207	550208	550209	550210	550211	550212	550213	550214
550215	550216	550217	550218	550221	550222	550223	550224
550225	550226	550227	550228	550229	550230	550231	550232
550233	550234	550235	550236	550237	550238	550239	550240
550241	550242	550244	550245	550246	550247	550248	550249
550250	550251	550252	550253	550254	550255	550256	550257
550258	550259	550260	550261	550262	550263	550264	550265
550266	550267	550268	550269	550270	550271	550272	550273
550274	550275	550277	550278	550279	550280	550281	550282
550283	550284	550285	550286	550287	550288	550289	550290
550291	550292	550294	550295	550296	550297	550298	550299
550300	550301	550302	550303	550304	550305	550306	550307
550308	550309	550310	550311	550312	550313	550314	550315
550317	550318	550319	550320	550321	550322	550323	550324
550325	550326	550327	550328	550329	550330	550331	550332
550333	550334	550336	550337	550338	550339	550340	550341
550342	550343	550344	550345	550346	550347	550348	550349

Serial Numbers for: Incisive CT (Model Number: 728144)							
Unique Device Identifier Rule: (01)00884838105508(21) + Serial number							
550350	550351	550352	550353	550354	550355	550356	550357
550358	550359	550360	550361	550362	550363	550364	550365
550366	550367	550368	550369	550370	550371	550372	550373
550374	550376	550377	550378	550379	550380	550381	550382
550383	550384	550385	550386	550387	550388	550389	550390
550391	550392	550393	550394	550395	550396	550397	550398
550399	550400	550401	550402	550403	550404	550405	550406
550407	550408	550409	550410	550411	550412	550413	550414
550415	550416	550417	550418	550419	550420	550421	550422
550424	550425	550426	550427	550428	550429	550430	550431
550432	550433	550434	550435	550438	550439	550440	550442
550443	550444	550445	550446	550447	550448	550449	550450
550451	550452	550453	550454	550455	550456	550457	550458
550459	550460	550461	550462	550463	550464	550465	550466
550467	550468	550469	550470	550471	550472	550473	550474
550476	550477	550478	550479	550481	550482	550485	550486
550487	550489	550494	550495	550496	550497	550498	550499
550500	550501	550502	550503	550504	550506	550507	550509
550510	550511	550512	550513	550523	550524	552000	552001
552002	552003	552004	552005	552006	552007	552008	552009
552010	552011	552012	552013	552014	552015	552016	552017
552018	552019	552020	552021	552022	552023	552024	552025
552026	552027	552028	552029	552032	552033	552034	552035
552036	552037	552038	552039	552040	552041	552042	552043
552044	552045	552046	552047	552048	552049	552050	552051
552052	552054	552055	552056	552057	552058	552059	552060
552061	552062	552065	552066	552067	552068	552069	552070
552072	552074	552075	552076	552077	552078	552079	552080
552081	552082	552083	552084	552085	552086	552087	552088
552089	552090	552091	552092	552093	552094	552095	552096

Serial Numbers for: Incisive CT (Model Number: 728144)							
Unique Device Identifier Rule: (01)00884838105508(21) + Serial number							
552097	552098	552099	552100	552101	552102	552103	552104
552105	552106	552107	552109	552110	552111	552112	552113
552114	552115	552116	552117	552118	552119	552121	552122
552123	552125	552126	552127	552128	552129	552130	552131
552132	552133	552134	552135	554000	554001	554002	554003
554004	554005	554006	554007	554008	554009	554010	554011
554012	554013	554014	554015	554016	554017	554018	554019
554020	554021	554022	554023	554024	554025	554026	554027
554028	554033	554034	554035	554043	554044	554047	554048
554049	554050	554052	554061	554063	554067	554068	554070
554071	554072	554073	554074	554077	554081	554082	554083
554085	554086	554088	554091	554092	554093	554094	554095
554096	554097	554099	554100	554102	554103	554104	554106
554107	554108	554109	554111	554113	554114	554115	554119
554120	554121	554122	554123	554124	554127	554128	554129
554131	554133	554135	554136	554138	554140	554141	554143
554144	554147	554148	554149	554150	554151	554152	554154
554155	554156	554157	554158	554159	554160	554161	554162
554163	554165	554166	554169	554170	554171	554172	554173
554175	554176	554177	554178	554179	554180	554181	554182
554183	554184	554185	554187	554188	554191	554192	554194
554195	554196	554197	554198	554199	554200	554202	554203
554204	554205	554206	554207	554208	554209	554210	554211
554212	554213	554215	554216	554217	554218	554219	554220
554221	554222	554223	554224	554226	554227	554228	554229
554230	554232	554233	554234	554235	554236	554237	554238
554240	556000	556001	556002	556003	556004	556005	55400406110 607
55400406110 738	55400406110 740	55400406110 840	55400406110 846	55400406110 942	55400406111 002	55400406111 026	55400406111 033
55400406111 064	55400406111 082	55400406111 085	55400406111 099	55400406111 115	55400406111 117	55400406111 118	55400406111 136
55400406111 183	55400406111 198	55400406111 210	55400406111 211	55400406111 221	55400406111 229	55400406111 276	55400406111 352

Serial Numbers for: Incisive CT (Model Number: 728144)							
Unique Device Identifier Rule: (01)00884838105508(21) + Serial number							
55400406111 422	55400406111 437	55400406111 438	55400406111 457	55400406111 458	55400406111 629	55400406111 636	55400406111 644
55400406111 876	55400406111 895	55400406111 960	55400406111 961	554251	554269	554272	34395
34415	-	-	-	-	-	-	-

Serial Numbers for: Incisive CT (REF: 728146)									
Unique Device Identifier Rule: N/A									
540000	540001	540002	540003	540004	540005	540006	540007	540008	540009
540010	540011	540012	540013	540014	540015	540016	540017	540018	540019
540023	540024	541002	541003	541004	541005	541006	541007	541008	541009
541010	541011	541012	541013	541014	541015	541016	541017	541018	541019
541020	541021	541022	541023	541024	541025	541026	541028	541030	541031
541032	541033	541034	541035	541036	541037	541039	541040	541041	541042
541045	-	-	-	-	-	-	-	-	-

Serial Numbers for: Incisive CT (REF: 728148)									
Unique Device Identifier Rule: (01) 00884838103467 (21) + Serial number									
530119	530124	530132	530135	530137	530146	530147	530152	530154	530155
530159	530160	530161	530165	530172	530175	530178	530179	530185	530186
530187	530189	530191	530200	530201	530202	530203	530204	530207	530208
530212	530220	530222	530225	530226	530227	530229	530233	530234	530238
530250	530252	530253	530254	530255	530256	530263	530264	530272	530273
530275	530282	530291	530293	530294	530296	530298	530301	530303	530306
530307	530311	530318	530326	530328	530329	530335	530337	530338	530339
530342	530344	530345	530348	530349	530350	530357	530358	530360	530362
530363	530368	530369	530370	530372	530373	530374	530378	530384	530388
530389	530404	530409	530415	530419	530420	530421	530431	530432	530435
530436	530452	530456	530458	530460	530461	530462	530464	530466	530470
530475	530476	530480	530481	530482	530486	530489	530492	530494	530500
530501	530502	530506	530507	530508	530509	530510	530514	530515	530523
530524	530527	530529	530530	530534	530535	530543	530545	530547	530549
530552	530554	530559	530561	530562	530563	530564	530567	530569	530575

Serial Numbers for: Incisive CT (REF: 728148)									
Unique Device Identifier Rule: (01) 00884838103467 (21) + Serial number									
530576	530577	530578	530581	530584	530585	530588	530589	530591	530592
530596	530597	530598	530599	530600	530601	530602	530603	530604	530605
530606	530607	530608	530609	530610	530611	530612	530613	530614	554029
554030	554031	554036	554037	554038	554039	554040	554041	554042	554045
554046	554051	554053	554055	554056	554057	554058	554059	554062	554064
554066	554069	554075	554076	554079	554080	554084	554087	554089	554098
554101	554105	554110	554112	554117	554118	554125	554126	554130	554132
554134	554137	554139	554142	554145	554146	554153	554164	554167	554168
554174	554186	554189	554190	554193	554201	554225	554231	554239	554295

Serial Numbers for: Incisive CT (REF: 728149)									
Unique Device Identifier Rule: (01)00884838103474(21) + Serial number									
530320	530332	530474	530408	530430	530437	530449	530537	530533	530521
530550	554032	554060	554054	554065	554078	554090	554116	-	-

Serial Numbers for: Incisive CT (REF: 728151)									
Unique Device Identifier Rule: (01)00884838103481(21) + Serial number									
520000	520001	520010	520004	520002	520003	520005	520006	520007	520008
520009	520012	520011	-	-	-	-	-	-	-

Serial Numbers for: Incisive CT (REF: 728285)									
Unique Device Identifier Rule: (01) 884838113237 (21) + Serial number									
800001	800002	800003	800004	35071	800007	-	-	-	-

URGENT Field Safety Notice Response Form

Reference: Potential for System Shutdown and Expelled Parts on Philips CT Systems
(Reference FCO72800842)

Instructions: Please complete and return this form to Philips promptly and no later than 30 days from receipt via email. Completing this form confirms receipt of the *URGENT Field Safety Notice*, understanding of the issue, and required actions to be taken.

Customer/Consignee/Facility Name: _____

Street Address: _____

City/State/ZIP/Country: _____

Customer Actions:

- You may continue to use your system(s) in accordance with the intended use.
- Follow the instructions provided in Section 4 of this *URGENT Field Safety Notice*.
- Circulate this *URGENT Field Safety Notice* to all users of this device so that they are aware of the issue.
- Place this *URGENT Field Safety Notice* with your system documentation.

We acknowledge receipt and understanding of the accompanying *URGENT Field Safety Notice* and confirm that the information from this Letter has been properly distributed to all users that handle the system.

Name of person completing this form:

Signature: _____

Printed Name: _____

Title: _____

Telephone Number: _____

Email Address: _____

Date (DD / MMM / YYYY): _____

Please complete and return the form to Philips at: **<local market email address>**