



# Service Bulletin

Date: April 24, 2007

Ref: Temperature issues

Bulletin Number: SB# 07-09

Applicable Model(s): CAS 740 Monitors using SureTemp® temperature

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The Technical Support department has received a number of calls regarding the temperature technology used with the CAS 740 monitor. This bulletin will address some of those issues.

## COMPLAINT

1. Why does it take multiple tries to start a temperature reading?
2. Why are my probes failing in less than one year?
3. Why do I have to wait to take another temperature reading?

## REASON

1. When the probe is removed from the temperature well, a microswitch located inside the RS232/Temperature module signals the monitor the probe was removed. This action initiates a temperature reading.
2. According to Welch Allyn, the life expectancy of their temperature probes is 6000 cycles.
3. When taking multiple readings in a row the thermometers electronics do not reset properly.

## RESOLUTION

1. Over time, this mechanical switch will become intermittent and needs to be replaced. The switch should be replaced as part of a Preventative Maintenance program or when a complaint of intermittent temperature readings is received. The microswitch is located on the Temperature Interface/Switch board, CAS p/n 03-09-0239.
2. Depending on their usage and to prevent future temperature problems, it is recommended to replace the probe at this interval.
3. According to Welch Allyn, it is recommended not to take readings too close together and to wait three minutes in between readings.

## SIGN-OFF

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