



# LEARNING FROM INCIDENTS ACTION ALERT



## Non Shell - Philips FR2+ AED RECALL

Alert #AA-NS-EPW-09-10-001

Shell EPW

Issue Date: October 2009

### What happened

Philips has recently issued a voluntarily recall of certain Philips model FR2+ Automatic External Defibrillators (AEDs).

### Key Findings:

- ❖ Philips has received reports of a memory chip failure in a small number of model FR2+ units manufactured in 2007 and early 2008. These reported failures were detected during routine self-tests, not during emergency use of the AED.
- ❖ Failure of this chip could render the AED inoperable and prevent it from delivering therapy when indicated, although Philips has received no reports of injury associated with this chip failure.



### Action required: **Immediately**

- ❖ Survey your location and identify if you have any AED FR2+ models that meet the criteria described in the communication issued by Phillips. Confirm this by going to the website <http://www.healthcare.philips.com/us/products/resuscitation/products/fr2plus/action.wpd>. See "Serial Number Search" in the right-hand column.
- ❖ If you have a confirmed affected FR2+ unit, follow the instructions on the website for replacing the unit. Philips will replace the affected AED at no charge.
- ❖ When you receive the new FRx unit, add it to your site preventive maintenance system and delete the old unit.

**Note:** Where applicable, specify your replacement model as the **HeartStart FRx**, **not** the refurbished FR2+. See "Choose Your Replacement" in the right-hand column of the website. A complete description of the FRx can be found at [www.healthcare.philips.com/us\\_en/products/resuscitation/products/FRx/index.wpd](http://www.healthcare.philips.com/us_en/products/resuscitation/products/FRx/index.wpd)

### More information

If you have any additional questions, please contact Philips Healthcare at 1-800-263-3342 or by email at [FR2PlusAction@philips.com](mailto:FR2PlusAction@philips.com). Outside of North America, please contact your local Philips or Laerdal representative, as appropriate.

For any questions within Shell please contact Dr. Thomas Strawmyer, EPW Manager Health (<mailto:Thomas.Strawmyer@shell.com>).



**Goal Zero: Zero injuries, Zero fatalities**

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