

URGENT FIELD SAFETY NOTICE

M320 Microscope System

FSCA Identifier: CAPA-2017-04-001-H

Replacement of mechanical parts in M320 parallelogram / swing arm

Customer Name

Heerbrugg, May 31st, 2018

Institution

Leica Microsystems (Schweiz) AG

Address

Dear [•] Insert Customer Name:

This letter is to inform you about a field safety corrective action involving M320 Microscope Systems with Article Numbers 10448419, 10448420, 10448485, 10448486 manufactured between May 18th, 2014 and January 21st, 2015.

You are receiving this letter because you are the holder of a product that is subject to this field action according to our data. This letter contains important information that needs your attention.

Description of the Problem:

At Leica Microsystems, we are dedicated to providing the highest standards of quality to our customers. Part of this dedication is proactively responding to quality defects when they occur.

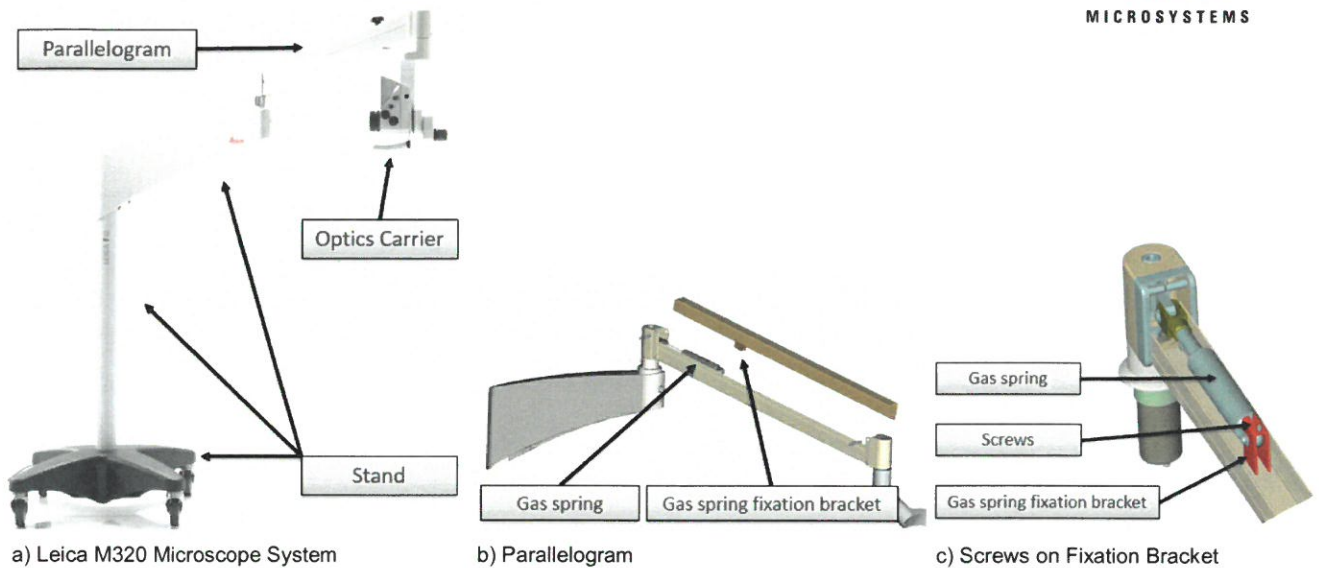
Recently three (3) complaints were reported involving mechanical part failures for the Leica M320 Microscope System. These specific systems had failures with the screws that hold the gas spring fixation bracket in place (see picture c below). Due to this failure, the gas spring, which is fixed to the upper part of the parallelogram, cannot hold up the weight of the optics carrier. This may potentially cause the M320 optics carrier to drop to the lower mechanical end stop (see pictures a and b below).

This failure was identical in all three (3) complaints and has been linked to an identified batch of screws, used in the manufacture of the gas spring fixation bracket. These screws have been determined to be non-conforming.

This defect does carry some potential injury risk. In the unlikely event that this observed defect were to occur, the M320 optics carrier may unintentionally drop into the surgical field, risking contact with the patient.

Leica Microsystems has chosen to initiate a field update to replace mechanical parts of the parallelogram for all M320 microscopes manufactured with screws from the nonconforming batch to ensure customer satisfaction and patient safety.

From Eye to Insight



A Leica Microsystems representative will be contacting your facility to arrange the no-cost field update of your instrument. The field update will be scheduled to occur at your convenience within the next 12 months.

Advice on action to be taken by the user:

- If you notice any of the anomalies with your M320 Microscope System before being contacted by a Leica Microsystems representative, please contact your Leica representative for relevant repair of your instrument.
- You can continue to use the system pending the intervention of the appropriate Leica Microsystems representative. However, please ensure that a functional check is performed prior to surgery and follow the directions for the operator as described in chapter 2.3 of the user manual.

The national competent authority has been informed of this field action.

We sincerely apologize for any inconvenience this field action may have caused.

For over 150 years, Leica has stood for excellence in product quality, customer satisfaction and technological innovation. We strive to maintain these attributes in all our business activities and are committed to respond quickly to any decrease in product quality.

Sincerely,

Roland Jehle
Regulatory Affairs/Quality Assurance Manager
Leica Microsystems (Schweiz) AG