

## URGENT Field Safety Notice: UPDATE

Allura Xper, Allura Centron, and Azurion Systems: PC Issues  
Potential Loss of System Functionality which May Result in Delay or Termination of Procedure

18-January-2024

**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,

As reported in our prior December 2023 URGENT Field Safety Notice, Philips has become aware of issues with three (3) components in certain PCs used with the Philips Allura Xper, Allura Centron and/or Azurion systems that may result in a loss of system functionality. The prior communication included actions that should be taken by the customer / user while awaiting replacement of the PC components by Philips. Philips has clarified certain of the actions. Specifically:

- Appendix B has been updated to include additional instructions to perform a daily system check (the prior version of the instructions provided in Appendix B and Section 4 of the December 2023 URGENT Field Safety Notice referred to the daily check as a “cold system restart”).
- The Preventative Maintenance Manual Update in Appendix C has been updated to also include in scope Allura release 7.6 (and higher) and additional device error messages (noted as event IDs) that may indicate the device is experiencing an issue with one or more of the three (3) components.

For convenience purposes, an updated Field Safety Notice that reflects the changes noted above including the updated appendices is provided as **Attachment 1**. Please replace the December 2023 URGENT Field Safety Notice with the updated Field Safety Notice. Please complete and return the response form of the updated Field Safety Notice provided as **Attachment 2** to Philips promptly and no later than 30 days from receipt. Completing this form confirms receipt of the Urgent Field Safety Notice UPDATE.

This notice needs to be provided to all those who need to be aware within your organization or to any organization where the potentially affected devices have been transferred.

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Please be assured that maintaining a high level of safety and quality is our highest priority. If you need additional information or support concerning this issue, please contact your local Philips representative.

This notice has been reported to the appropriate Regulatory Agencies.

Philips regrets any inconvenience caused by this matter.

Sincerely,

Persoonsgegevens

Philips Reference # 2023-IGT-BST-027

## Attachment 1

### **Updated URGENT Field Safety Notice**

Allura Xper, Allura Centron, and Azurion Systems: PC Issues  
Potential Loss of System Functionality which May Result in Delay or Termination of Procedure

18-January-2024

**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 become aware of issues with three (3) components in certain PCs used with the Philips Allura Xper, Allura Centron and/or Azurion systems that may result in a loss of system functionality. This Urgent Field Safety Notice is intended to inform you about:

#### **1. What the issues are and under what circumstances they can occur**

Three (3) components of the PCs may not perform as intended due to manufacturing issues. The PCs within your system may have one (or more) of the impacted components.

PC Component	Impact to System	Affected Systems	Affected PCs of System
DIMMs (Dual In-line Memory Modules)	System may stop functioning and imaging may not be possible.	<ul style="list-style-type: none"><li>• Allura Xper</li><li>• Allura Centron</li></ul>	<ul style="list-style-type: none"><li>• Allura Xper and Allura Centron: Imaging Processing PC, Host PC, and FlexVision PC</li></ul>
Disk Bay	System may stop functioning and imaging may not be possible (e.g., unresponsive, frozen images).	<ul style="list-style-type: none"><li>• Allura Xper</li><li>• Allura Centron</li><li>• Azurion</li></ul>	<ul style="list-style-type: none"><li>• Allura Xper and Allura Centron: Imaging Processing PC, Host PC, and FlexVision PC</li><li>• Azurion: XRay PC, Suite PC, and FlexViewing PC</li></ul>
Framegrabber Card	FlexVision monitor may show no viewports, or one or more viewports may show no image, a distorted image, or a frozen image. Also, switching between viewports on the FlexVision monitor may not be possible.	<ul style="list-style-type: none"><li>• Allura Xper</li><li>• Azurion</li></ul>	<ul style="list-style-type: none"><li>• Allura Xper: FlexVision PC</li><li>• Azurion: FlexViewing PC</li></ul>

## 2. Hazard/harm associated with the issues

A loss of imaging functionality could result in a delay of the procedure (including termination of the procedure, should performing a cold restart not temporarily restore system functionality). The potential delay in treatment and/or termination of the procedure may result in serious adverse health outcomes, including the possibility of death, especially when the system is used with some of the most critical patients.

To date, Philips is aware of the following adverse events associated with the component issues:

PC Component	# of Associated Adverse Events
DIMMs	3 (1 reported death and 2 reported serious injury)
Disk Bay	3 (2 reported deaths and 1 reported serious injury)
Framegrabber Card	0

Based on the complaint and repair data collected and the number of procedures per device, Philips estimates that the following components may experience an issue leading to the impacts indicated in the table of Section 1:

PC Component	%
DIMMs	0.0042
Disk Bay	0.0099
Framegrabber Card	0.0207

## 3. Affected products and how to identify them

Appendix A to this letter provides a table with the System Names and Model Numbers of the affected systems.

## 4. Actions that should be taken by the customer / user

- a. Circulate this Urgent Field Safety Notice to all users so that they are aware of the issue and follow the instructions below. Keep this Urgent Field Safety Notice with the documentation of the system until Philips corrects your system.
- b. Establish an emergency protocol prior to all applicable diagnostics, interventional and minimally invasive procedures to manage the situation should you experience any of the component issues during a procedure.
  - If a component issue materializes during a procedure, a cold restart may temporarily resolve the issue, but it can take up to 6 minutes from initiation until system functionality is available again.

**After completion of the procedure, do not use the system and contact your local Philips representative immediately.**

- c. Perform a daily system check every day before starting the first procedure per the instructions provided in Appendix B. If the system does not start up after the daily system check or exhibits a symptom noted in Appendix B, your system may be impacted by a component issue. In such a case, do not use the system and contact your local Philips representative immediately.



- d. For those systems connected under a remote monitoring agreement, until implementation of the correction noted below, Philips will be remotely evaluating log files of the:

- Image Processing PC and Host PC to identify potential DIMMs component issues.
- Image Processing PC (for Allura Xper and Allura Centron) and XRay PC (for Azurion) to identify potential Disk Bay component issues.

If Philips determines through remote monitoring that a system is impacted, you will be instructed to stop use of the system. Note that the DIMMs and Disk Bay component issues may not always be detected through monitoring of the log files noted above.

- Should you not already be a remote monitoring customer of Philips, sign up for free remote monitoring by contacting your local Philips representative.<sup>1</sup>
- e. If you receive (or have received) one of the Warning Messages below while the PC system image storage space is (or was) not full<sup>2</sup>, then your system may be impacted by the Disk Bay issue. Do not use the system and contact your local Philips representative immediately.

Warning Message Displayed by System	
Allura Xper and Allura Centron	<ul style="list-style-type: none"><li>• <i>Image storage not available. Call Service</i></li><li>• <i>Exposure not possible. Image disk full</i></li><li>• <i>Fluo store unavailable. Image disk full</i></li><li>• <i>WARNING: Fluo storage not poss. Image disk problem</i></li><li>• <i>WARNING: Write problem. Images possibly lost</i></li></ul>
Azurion	<ul style="list-style-type: none"><li>• <i>Image disk problem: Deselect Roadmap</i></li><li>• <i>Image storage is not possible because of an image disk problem</i></li></ul>

- f. In addition to the monitoring described in items c-e, as part of the preventative maintenance cycle Philips will evaluate PC log files to assess whether the system is experiencing issues with any of the three (3) components. Should Philips identify any impacted component during the cycle, do not use the system and follow the instructions provided by Philips.
- Keep a copy of the Preventative Maintenance Manual Update attached in **Appendix C**.
  - If you do not use Philips to perform the preventative maintenance on your system, provide a copy of **Appendix C** to your qualified and authorized service provider. The Update includes steps to perform the evaluation described above. If component(s) are determined to experience the issues noted in this field action, do not use the system and contact your local Philips representative immediately.

<sup>1</sup> Subject to technical feasibility, applicable laws, and customer agreement with the applicable terms and conditions.

<sup>2</sup> See applicable sections of the IFUs for Allura Xper, Allura Centron, and Azurion on how to manage your PC system image storage space.

## 5. Actions planned by Philips IGT Systems to correct the issues

Philips will be replacing the three (3) components in all affected systems. Component replacements will be prioritized to those customers that have experienced or may be experiencing a component issue, followed by age of the PC. Philips will contact you to schedule a visit to replace the affected components (reference 2023-IGT-BST-027).

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Please be assured that maintaining a high level of safety and quality is our highest priority. If you need additional information or support concerning this issue, please contact your local Philips representative.

This notice has been reported to the appropriate Regulatory Agencies.

Philips regrets any inconvenience caused by this matter.

Sincerely,

Persoonsgegevens



## Appendix A – Affected Systems

System Name	Model Number
Allura Xper FD10	722003
	722010
	722026
Allura Xper FD10 OR Table	722022
	722033
Allura Xper FD10/10	722005
	722011
	722027
Allura Xper FD10C	722001
Allura Xper FD20	722012
	722006
	722028
Allura Xper FD20 Biplane	722013
	722008
Allura Xper FD20 Biplane OR Table	722025
Allura Xper FD20 OR Table	722015
	722023
	722035
Allura Xper FD20/10	722029
Allura Xper FD20/15	722058
Allura Xper FD20/15 OR Table	722059
Allura Xper FD20/20	722038
Allura Xper FD20/20 OR Table	722039
Allura Centron	722400
Azurion 3 M12	722063
	722221
Azurion 3 M15	722280
	722222
	722064
Azurion 5 M12	722227
Azurion 5 M20	722228
Azurion 7 B12	722067
	722225
Azurion 7 B20	722226
	722068
Azurion 7 M12	722223
	722078
Azurion 7 M20	722224
	722079

### Intended Use.

The Azurion series is intended for use to perform:

- Image guidance in diagnostic, interventional, and minimally invasive surgery procedures for the following clinical application areas: vascular, non-vascular, cardiovascular, and neuro procedures.
- Cardiac imaging applications including diagnostics, interventional and minimally invasive surgery procedures.

The Azurion series is intended for all human patients of all ages. Patient weight is limited to the specification of the patient table.

The Allura Xper series is intended for use on human patients to perform:

- Vascular, cardiovascular and neurovascular imaging applications, including diagnostic, interventional and minimally invasive procedures. This includes, e.g., peripheral, cerebral, thoracic and abdominal angiography, as well as PTAs, stent placements, embolization and thrombolysis.
- Cardiac imaging applications including diagnostics, interventional and minimally invasive procedures (such as PTCA, stent placing, atherectomies), pacemaker implantations, and electrophysiology (EP).
- Non-vascular interventions such as drainages, biopsies and vertebroplasties procedures.

The Allura Centron uses X-Ray Fluoroscopy and Acquisition imaging for Cardiac and Peripheral procedures:





- Vascular diagnostic and interventional procedures (Angiogram, Balloon Angioplasty, Stenting)
- Cardiac diagnostics and interventions (PCI)
- Pacemaker implantations and implantable defibs
- Electrophysiology (EP) and RF ablation
- Non-vascular interventions such as drainages, biopsies and vertebroplasty procedures

The system is not intended for Surgical use. It is only meant for interventional use.

## Appendix B – Daily System Check Instructions & Symptoms

Every day before starting the first procedure perform steps 1-3:

Step 1. Perform a cold system restart:

If the system is in a switched on state.	<p>From the control room, do the following:</p> <ol style="list-style-type: none"> <li>1. On the review module, press and hold "Power Off". Azurion:  Allura: </li> <li>2. Release the button when the indicator light begins to flash.</li> <li>3. When the indicator light stops flashing, wait for 10 seconds.</li> <li>4. On the review module, press and hold "Power On". Azurion and Allura: </li> </ol>
If the system is in a switched off state.	<p>From the control room, do the following:</p> <ul style="list-style-type: none"> <li>• On the review module, press and hold "Power On". Azurion and Allura: </li> </ul>

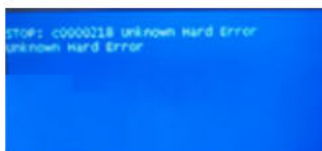
NOTE: Do not operate any of the controls while the system is powering on, as this may inhibit the start-up process.

Step 2. Enable X-ray and initiate fluoroscopy and exposure in accordance with the Instructions for Use supplied with your system ("IFU").

Step 3. If the FlexVision option is installed: Select a different FlexVision preset after the system has restarted, and verify that the selected preset is displayed correctly. For more information about selecting a different preset, refer to the IFU.

Do not use the system and contact your local Philips representative immediately if after following steps 1-3 the system does not start as expected or exhibits any of the following symptoms, as such is indicative that your system may be impacted by a component issue:

- Imaging is not possible, or images are not displayed properly (e.g. black screen).
- When selecting a new preset on the FlexVision monitor, the FlexVision monitor shows no image, a distorted image, a frozen image, or you are unable to select a new preset and/or the error message "Switching not possible. Call Service" is displayed.
- The system displays a Windows error "blue screen" (see example below), regardless of what specific message is displayed on the screen.



Example of Windows "blue screen"

- One of the following error messages is displayed when initiating fluoroscopy or exposure and the system image storage space is not full:

	Warning Message Displayed by System
Allura Xper and Allura Centron	<ul style="list-style-type: none"> <li>• Image storage not available. Call Service</li> <li>• Exposure not possible. Image disk full</li> <li>• Fluo store unavailable. Image disk full</li> <li>• WARNING: Fluo storage not poss. Image disk problem</li> <li>• WARNING: Write problem. Images possibly lost</li> </ul>
Azurion	<ul style="list-style-type: none"> <li>• Image disk problem: Deselect Roadmap</li> <li>• Image storage is not possible because of an image disk problem</li> </ul>

Note: Some of the messages are shown for a maximum of 5 seconds and others may display continuously on the screen.

- The following error message is displayed "Free space low. Delete examinations" and you cannot access the system image storage and/or you cannot delete an examination (if you are able to delete an examination you are not impacted).

Note: For information about checking the available storage space on your system and the deletion of examinations, refer to the IFU.



## Appendix C - Preventive Maintenance Manual Update

### 4 Workflow

#### 4.1 Onsite preparations

##### 4.1.1 Interviewing the customer

Interview the customer to find out if there are problems which need attention during maintenance.

##### 4.1.1.1 Ask the customer about the experienced PC issues

- Ask the customer if they have experienced:
  - A blue screen and, or
  - Any of the user messages shown on the table below while there was enough free storage space in the system.

#### TIP



Please notice that these user messages could be shown in the language of the system interface.

##### User messages for PC failures (Allura R7.6.x or higher and Allura Centron)

User message
Image storage not available. Call Service.
Exposure not possible: Image disk full
Fluo store unavailable: Image disk full
WARNING: Fluo storage not poss. Image disk problem
WARNING: Write problem: Images possibly lost
Switching not possible. Call Service.

##### User messages for PC failures (Azurion)

User message
Image disk problem: Deselect Roadmap
Image storage is not possible because of an image disk problem

#### 4.1.2 Use the applicable procedure to check the error messages

##### 4.1.2.1 Check the logging for PC issues (Allura R7.6.x or higher and Allura Centron)

1. Do the service procedure **Survey > Logging > View Technical Event Log**.
2. Examine the log file for any of the error messages in the tables below.
3. Take the action indicated in the Cause and Solution column.

## Action 1 - Check error messages

### Error messages

Event ID	Error message	Additional information	Cause and solution
070000003	POST - Frontal IP PC Failed	POSTItem: Frontal IP- PC Memory # Done/ Failed	DIMM problem: replace the IP PC of the frontal channel.
	POST - Lateral IP PC Failed	POSTItem: Lateral IP- PC Memory # Done/ Failed	DIMM problem: replace the IP PC of the lateral channel.
	POST - Host PC Failed	POSTItem: Host IP-PC Memory # Done/Failed	DIMM problem: replace the Host PC.
070000140	PC hardware Error	Frontal IP-PC Memory #	DIMM problem: replace the IP PC of the frontal channel.
		Lateral IP-PC Memory #	DIMM problem: replace the IP PC of the lateral channel.
		Host IP-PC Memory #	DIMM problem: replace the Host PC.
850000001	Failed to initialize all grabber cards	-	Grabber card problem: replace the FlexVision PC.

## Action 2 Disk and Disk Bay

Execute checks and actions in sequential order:

### PART 1 - Check errors and preconditions

Event ID	Error message	Precondition	Cause and solution
540019920	Image storage not available. Call Service	-	If any of these messages are present and the precondition is met, continue with PART2.
510999920	WARNING: Fluo storage not poss. Image disk problem		
	Exposure not possible. Image disk full	Without prior "disk space low"	
	Fluo store unavailable. Image disk full		
	WARNING: Write problem. Images possibly lost	>= 5 times a day	

**PART 2 - Check for additional errors**

Event ID	Error message	Additional information	Cause and solution
070000119	Image Disk Error	Frontal IP-PC Image Disk #	If any of the error messages are present continue with PART3
		Lateral IP-PC Image Disk #	
070000122	Image Disk Error (Read Error)	-	If any of these error messages are present, continue with Part 3.
070000123	Image Disk Error (Write Error)	-	
070000145	One or more POSTs failed	IpPcFrontalPCImageDisk	
		IpPcLateralPCImageDisk	
070000146	Image Processing malfunction	Timeout during stop of ImageStoreSinkNode	
		ImageStoreSourceNode: ReleasePlaylist failed	
		ImageStoreSourceNode: Start failed	
510020523	Write errors : no storage possible	-	

**PART 3 - Check Smart Data of Frontal and Lateral IP PC (if applicable)**

Event ID	Error message	Additional info	Limit value	Cause and solution
N.A.	SMART Data	Read Error Rate: 200 <#>	# = max 30	Disk issue: if any value in Additional Info exceeds the Limit Value, replace the image disk of the applicable IP PC.
		Reallocated Sectors Count: 200 <#>	# = max 10	
		UnCorrectableSectorCount: 200 <#>	# = max 0	Disk Bay issue: If no disk problem, replace the applicable IP PC.
		Current Pending Sector Count: 200 <#>	# = max 1	

**4.1.2.2 Check the logging for PC issues (Azurion)**

1. Do the service procedure **System > Copy Event Logging**.
2. Select the Start Date and End Date.
3. Click **Export**.
4. Save the file to the USB flash drive.
5. Examine the log file for any of the error messages in the tables below.
6. Take the action indicated in the Cause and Solution column.

**Action 1 - Check error messages****Error messages**

Event ID	Error message	Cause and solution
20SSFLV0000002	Cannot display grabbed video inputs. Software driver returned an	Grabber card problem: replace the FlexViewing PC

	error for all video frame grabber cards	
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## Action 2 Disk and Disk Bay

Execute checks and actions in sequential order:

### PART 1 – Check errors

Event ID	Error message	Cause and solution
N/A	User guidance: Image storage is not possible because of an image disk problem	Release 1.x to 2.0, if any of the error messages are present, replace the X-ray PC with all disks (HDD / SSD). Release 2.1 and higher, continue with PART 2.
	User guidance: WARNING: Image storage is not possible because of an image disk problem	
	User guidance: Image disk problem: Deselect Roadmap	
20SSIEC0014029	ImageStore: Usable disk space smaller than licensed space	
20SSIEC0014045	XrayService: Insufficient memory for next acquisition	

### PART2 - A: Check Smart Data of the X-ray PC with HDD

Event ID	Error message	Additional info	Limit value	Cause and solution
N/A	SMART Disk Data	Read Error Rate: 200 <#>	# = max 30	Disk issue: if any value in Additional Info exceeds the Limit Value, replace the image disk of the X-Ray PC.  Disk Bay issue: If there are no errors, replace the X-Ray PC.
		Reallocated Sectors Count: 200 <#>	# = max 10	
		UnCorrectableSectorCount: 200 <#>	# = max 0	
		Current Pending Sector Count: 200 <#>	# = max 1	

### PART2 - B: Check Smart Data of the Xray PC with SSD

Event ID	Error message	Additional info	Limit value	Cause and solution
N/A	SMART Disk Data	SSDProgramFailCount: 100 <#>	# = max 0	Disk issue: if any value in Additional Info exceeds the Limit Value, replace the image disk of the X-Ray PC.  Disk Bay issue: If there are no errors, replace the X-Ray PC.
		SSDEraseFailCount: 100 <#>	# = max 0	
		ReportedUncorrectableErrors: 100 <#>	# = max 0	
		EndtoEnderror: 100 <#>	# = max 0	



## Attachment 2

### URGENT Field Safety Notice: UPDATE Response Form

**Reference: 2023-IGT-BST-027:** Allura Xper, Allura Centron, and Azurion Systems: PC Issues  
Potential Loss of System Functionality which May Result in Delay or Termination of Procedure

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

Customer/Consignee/Facility Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City/State/ZIP/Country: \_\_\_\_\_

**Customer Actions:**

- Circulate the Urgent Field Safety Notice UPDATE to all users so that they are aware of the issue and follow the instructions below.
- Confirm replacement of the December 2023 URGENT Field Safety Notice (and appendices) with the Urgent Field Safety Notice UPDATE (including appendices)
- Adhere to the instructions provided in the Urgent Field Safety Notice UPDATE including specifically the updated Appendices B and C.

We acknowledge receipt and understanding of the accompanying Urgent Field Safety Notification and confirm that the information from this letter has been properly distributed to all users that handle the impacted system(s).

**Name of person completing this form:**

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Date (DD / MMM / YYYY): \_\_\_\_\_

It is important that your organization acknowledges receipt of this letter. Your organization's reply is the evidence required to monitor the progress of this Urgent Field Safety Corrective Action.