

**Customer Notification Letter**

Please forward this information to all relevant users and biomedical staff at your facility.

## COVID-19: Servo-u, Servo-n and Servo-air support arms for patient circuits

### Products affected:

Product	Article No.	S/N or Batch No.
Servo-u	6694800	New deliveries
Servo-n	6688600	New deliveries
Servo-air	6882000	New deliveries

Dear Customer,

We at Getinge have increased our production of ICU ventilators significantly in order to meet the need during the Coronavirus disease COVID-19 pandemic. This increase has been difficult to match for some of our suppliers of accessories and we are experiencing limitations in the production capacity of the Support arms for patient circuits Support arm 178 (for Servo-u and Servo-n) and Support arm 179 (for Servo-air ventilators).

To resolve this situation we have verified Support arm 177, normally sold with Servo-i and Servo-s ventilators, for use with the affected products. The updated installation instructions for Support arm 177 is provided as appendix to this letter.

If you have a pending order for Servo-u, Servo-n or Servo-air ventilators it will be updated accordingly.

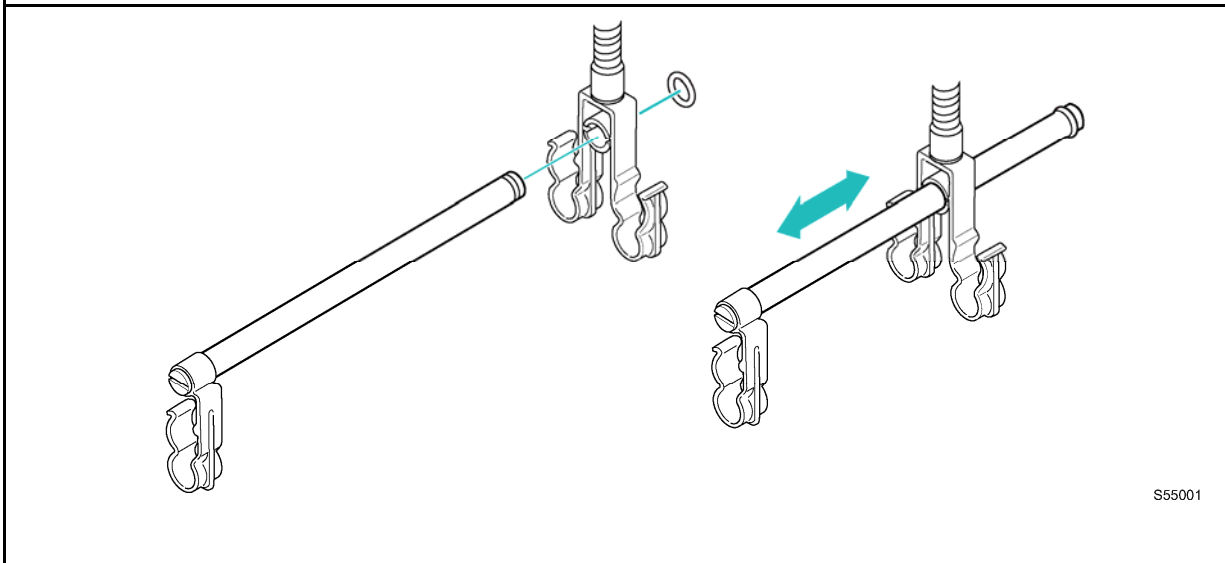
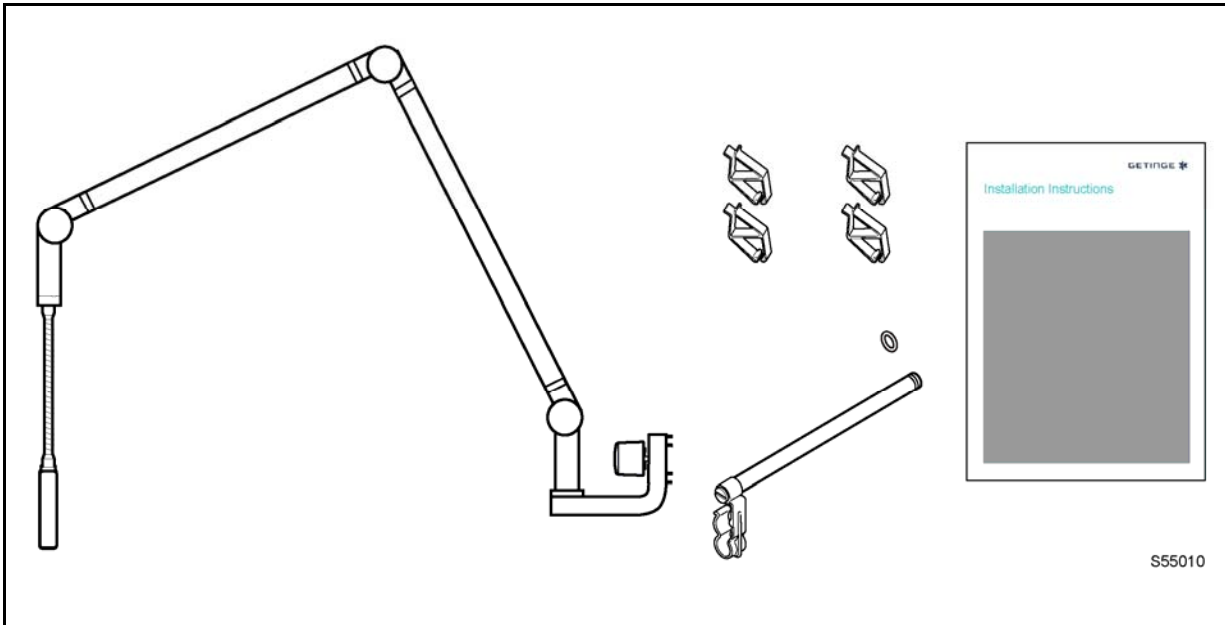
Sincerely,

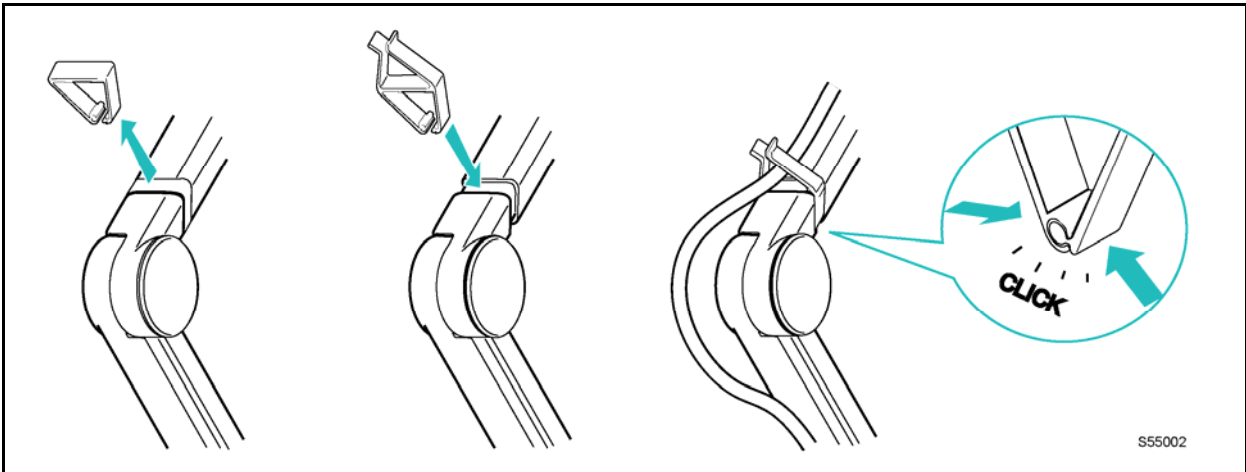
Jennie Haag  
Director of Product Management  
Maquet Critical Care AB

Pernilla Sandberg  
Head of Quality  
Maquet Critical Care AB

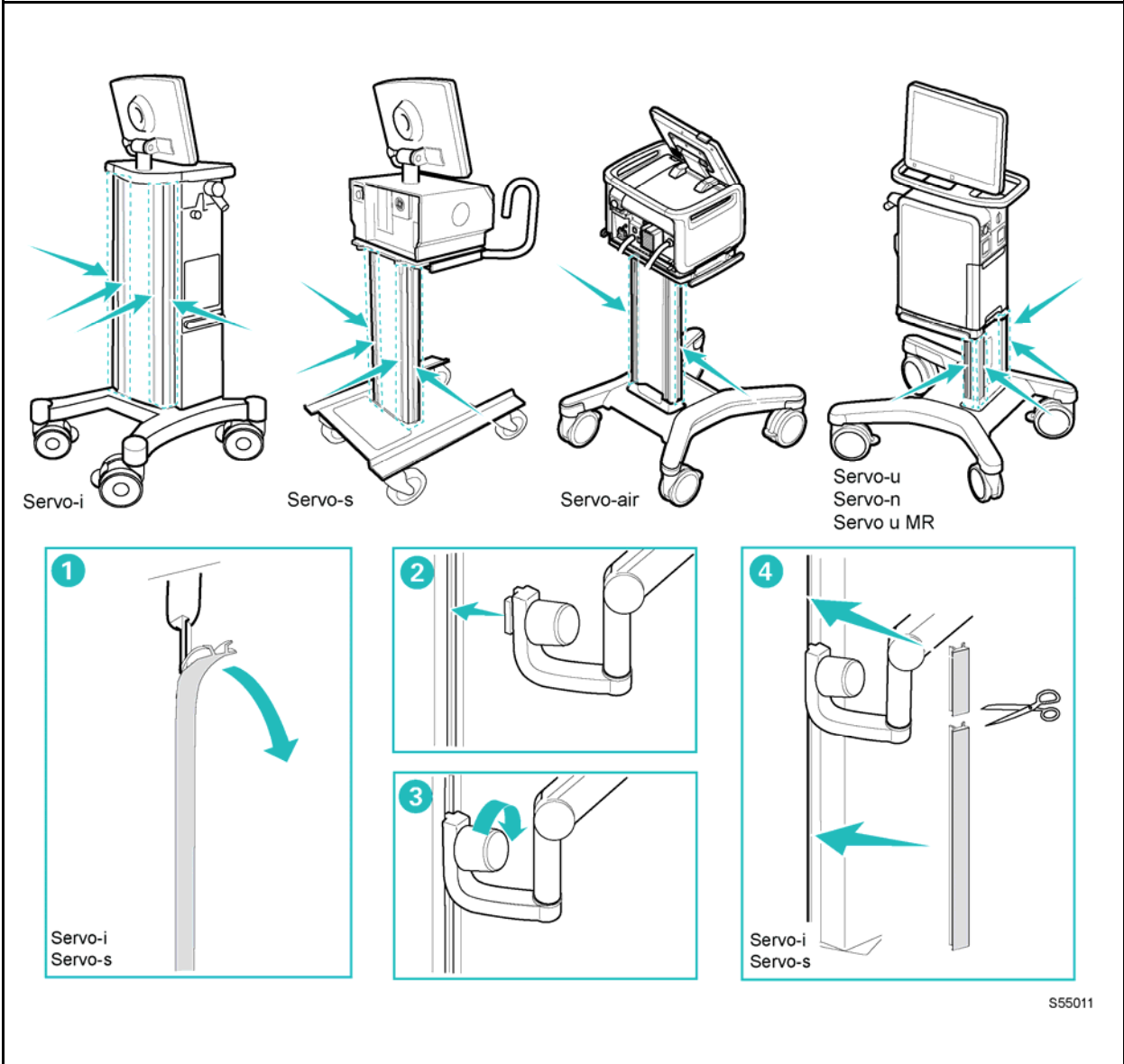
# Support Arm 177

## Installation Instructions

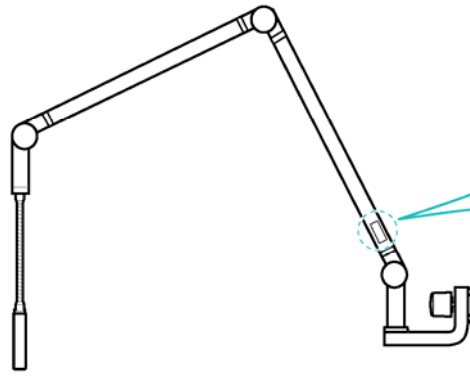




S55002

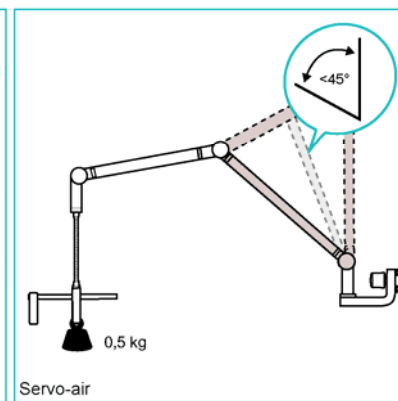
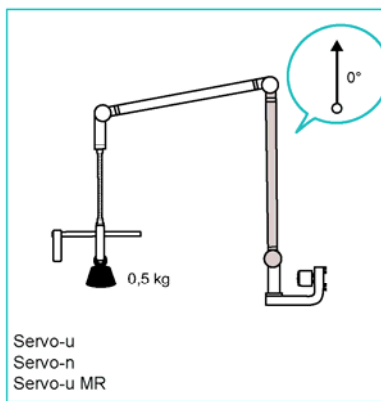
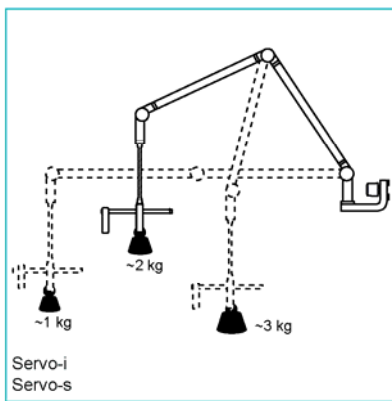


S55011

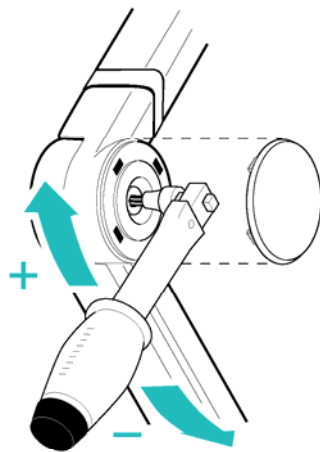


S55012

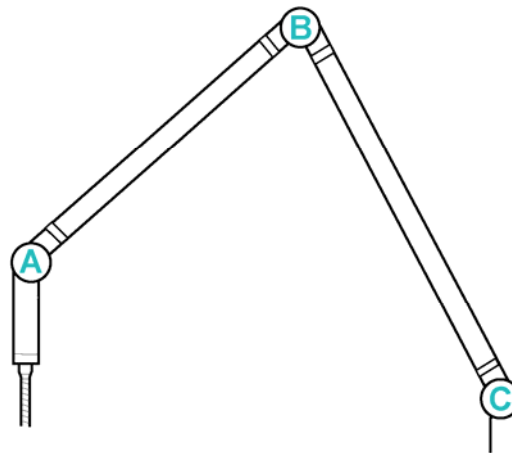
The support arm must be folded during transport. Use handle on the system for transport.



S55013



Arm joints are factory set with the tightening torques indicated in the table. Adjust if necessary.



Tightening torque (Nm)		
A	B	C
~0.25	2 ±0.5	4 ±0.5

S55014