

All users of Sensis systems

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Important safety notice

AX005/17/S

Information on performing system check before examinations

Dear customers,

We are writing to notify you to conduct a system check prior to performing examinations using a Sensis system.

What is the problem and when can it occur?

In Sensis systems, a computer that is extremely dusty can cause problems when starting the system. In rare cases, it can cause the Sensis to fail.

How does it influence system operation and what are the possible risks?

Should the Sensis system fail, its functions can no longer be used. Clinical treatment may need to be terminated, restarted, or transferred to a functioning system.

What steps can you take?

Prior to performing an examination, conduct a system check to ensure that Sensis is functioning properly.

Should the Sensis fail to start within the time and parameters described in the operator manual, notify Siemens Service. Furthermore, clinical treatment should be terminated, restarted, or transferred to a functioning system. In general, standard emergency processes for a system failure should be implemented. Please ensure the necessary procedures are in place.

What steps will we take?

We are currently working on a solution and will update you in the second quarter of 2017.

What are the risks to patients who were previously examined or treated with this system?

In this instance, we do not believe a follow-up examination of these patients is necessary.

Thank you for your cooperation in complying with this safety notice for customers. Please share this information with all employees who need to be aware of this problem and instruct them accordingly. Also share this safety notice with other organizations that may be affected.


If you have sold the system and it is no longer in your possession, we ask that you forward this safety notice to the new owner. We would also appreciate your letting us know the identity of the new owner.

Sincerely yours,

Siemens Healthcare GmbH
Business Area Advanced Therapies



Dr. Heinrich Kolem
President Advanced Therapies



Wolfgang Hofmann
Medical Products Safety Officer