

April 2022

FSN-2021-CC-EC-012

<b>TGA Reference #:</b>	RC-2022-RN-00499-1
<b>Product / Device Name / Model #</b>	Philips M5071A (adult) and M5072A (infant/child) for use specifically with the HeartStart HS1 AEDs/OnSite/Home AED
<b>ARTG Ref #</b>	337264, 374814
<b>Short Problem Description</b>	Adult SMART Pads Cartridge and the Infant/Child SMART Pads Cartridge for use with HS1/OnSite/Home AEDs may experience gel separation and reduction of gel surface area

**Dear Customer,**

Philips following consultation with the Therapeutic Goods Administration (TGA), is conducting a Product Defect Correction of Philips M5071A (adult) and M5072A (infant/child) AED pads that could pose a risk for patients or users. We are contacting you as the potentially affected product has been supplied to your organisation. This letter is intended to inform you about:

- what the problem is and under what circumstances it can occur
- the actions that should be taken by the customer / user in order to prevent risks for patients or users
- the actions planned by Philips to correct the problem

**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 a copy with the equipment Instruction for Use.

If you need any further information or support concerning this issue, please contact our **Philips Service Delivery Team on 1800 251 400.**

Philips apologises for any inconveniences caused by this problem. Thank you for your assistance in helping us to manage this Product Defect Correction.

Sincerely,

**Lailah Cheng**

Quality Assurance and Regulatory Affairs Specialist  
Philips Healthcare Australia and New Zealand

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<p><b>1. What the problem is and under what circumstances it can occur</b></p>	<p>HS1/OnSite/Home AED pads (PN: M5071A, M5072A) have been observed to experience gel separation from the foam/tin backing when peeled from the yellow plastic liner. The gel may fold onto itself resulting in reduced surface area of gel on the pad, or it may separate almost completely leaving only a small amount of gel on the pad. Any pad currently installed in or stored with an HS1/OnSite/Home AED could experience this problem, and it is not possible to know prior to patient use if your pad is affected because the pads are protected by a foil seal. Philips has received 115 complaints about this issue since 2010 (of which 84 complaints were received in 2021) for a total of approximately 5 million shipments of M5071A and M5072A pads. Users should continue to use the HS1/OnSite/Home AED and pads as- and follow the voice prompts because the AED will step the user through the necessary actions.</p> <p>The HS1/OnSite/Home AED is intended for use by minimally trained or untrained individuals (e.g., individual homeowners, institutional response team members, teachers, and coaches) to treat victims of suspected sudden cardiac arrest.</p>
<p><b>2. Describe the hazard/harm associated with the issue</b></p>	<p>When a pad with separated, folded gel is placed on the patient's bare skin, the HS1/OnSite/Home AED could deliver less effective or ineffective therapy to the patient due to the reduced surface contact area with the skin. See example picture in <b>Figure 1</b>.</p> <p>Separated, folded gel may also have a discolored and/or melted appearance. While the gel may also have a discolored and/or melted appearance, the appearance does not have any impact on the delivery of therapy; however, there may be a delay in therapy if the user hesitates to apply the pad due to its appearance, and the AED may deliver less effective or ineffective therapy to the patient due to the reduced contact area with the skin. See example picture in <b>Figure 2</b>.</p> <p>It is also possible that the gel could separate almost completely from the foam/tin backing when peeled, (see <b>Figure 3</b>.) Due to a small amount of gel surface contact area with the skin, electrical arcing could occur when a shock is delivered leading to burns to the patient's skin, or the AED could be unable to deliver any shock through the pads. A delay in therapy will result while the user installs a replacement pads cartridge (if available) or performs CPR while waiting for Emergency Medical Services Personnel to arrive. For comparison, <b>Figure 4</b> shows a normal pad. No matter the state of the pad, follow the voice prompts because the AED will step you through the necessary actions.</p> <p style="text-align: center;"><i>(continued to next page)</i></p>

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**Figure 1:** Separated gel that has folded onto itself when peeled.

**Action:**  
Apply pads to the patient.  
Do not hesitate.



**Figure 2:** Separated, folded gel may also have a discolored and/or melted appearance.

**Action:**  
Apply pads to the patient.  
Do not hesitate.



**Figure 3:** Gel almost completely separated from backing.

**Action:**  
Replace pads cartridge if a spare is available. If no spare is available, perform CPR until help arrives.



**Figure 4:** Normal pad.

**Action:**  
Apply pads to the patient according to the Instructions for Use/Owner's Manual.

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<p><b>3. Affected products and how to identify them</b></p>	<p>Affected products include all Lots of Adult and Infant/Child Pads Cartridges (PNs: M5071A and M5072A) installed in or stored as spares with the HS1, OnSite, and Home AEDs. This notice takes into consideration only pads that are unexpired. Note, subsequent shipments will still be affected until updated pads are available.</p> <p>The M5071A and M5072A part numbers are located on the pad's cartridge and the foil packaging. The M5072A identifier can also be found on the box that Infant/Child pads are shipped in. See photos below with the location of the part number circled.</p> <p style="text-align: center;"> <span>M5071A foil packaging</span>                  <span>M5071A pads cartridge</span>                  <span>M5072A box</span>                  <span>M5072A foil packaging</span>                  <span>M5072A pads cartridge</span> </p>
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<p><b>4. Describe the actions that should be taken by the customer / user in order to prevent risks for patients or users</b></p>	<p>Continue using the HS1/OnSite/Home AED and pads as-is. During use, ensure the majority of the pad surface is covered with gel and apply the pads to the patient. If you notice the gel beginning to separate from the foam backing as you peel, try to prevent the gel from folding onto itself if possible. Do not hesitate to apply the pads to the patient unless the gel has almost completely separated from the backing as in <b>Figure 3</b>. In case of trouble, install spare pads if available and continue the rescue. No matter the state of the pads, follow the voice prompts because the AED will step you through the necessary actions.</p> <p><b>Do not try to examine the pads gel prior to patient use. It is not possible to know if your pads are affected by the problem prior to use because the pads are protected by a foil seal. The foil seal on the pad's cartridge should be opened only for patient use in an emergency because the pads will quickly dry out if the foil seal is broken.</b></p> <p>Philips recommends that you store a spare pads cartridge with your HS1/OnSite/Home AED. A short video showing how to replace the pads cartridge can be found at: <a href="http://www.philips.com/replace-aed-pads-video">www.philips.com/replace-aed-pads-video</a></p> <p>If the problem continues and you do not have a spare pads cartridge, attend to the patient, providing CPR if needed, until Emergency Medical Services Personnel arrive.</p>
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	<p>Please pass this notice to all those who need to be aware within your organization or to any organization where HS1/Onsite/Home AED devices or pads cartridges have been transferred, (if appropriate.)</p> <p>Keep a copy of this letter with the Instructions for Use/Owner's Manual of your HS1/OnSite/Home AED because subsequent shipments of M5071A and M5072A pads will still be affected until updated pads are available.</p> <p>Finally, please complete the Customer Acknowledgement Form found at the end of this letter <b>within 3 business days</b>, even if you do not have any affected stock. <b>Return via email: <a href="mailto:qr_anz@philips.com">qr_anz@philips.com</a> or fax: 02 99470240 Attn. - Q&amp;R Department.</b></p>
<b>5. Describe the actions that should be taken by Distributors</b>	<p>To successfully notify end customers, Philips requests and requires your cooperation. As soon as practical and not more than 3 business days from receipt of this letter, please take the following actions:</p> <ul style="list-style-type: none"> <li>(a) Please modify the attached CUSTOMER ACKNOWLEDGEMENT FORM found on the last page of the Product Defect Correction (Document Identification: FSN-2021-CC-EC-012) to substitute your firm's own email and fax information. (An electronic copy will be provided.)</li> <li>(b) Please send a copy of the Product Defect Correction (Document Identification: FSN-2021-CC-EC-012) with modified response form to each customer to whom you have shipped HS1 in the past 10 years.</li> <li>(c) Please complete and send to Philips the CUSTOMER ACKNOWLEDGEMENT FORM found on the last page of this letter (Document Identification: FSN-2021-CC-EC-012).</li> </ul> <p>After the letters have been sent, please take steps to ensure customers received the letters.</p>
<b>6. Describe the actions planned by the Philips to correct the problem</b>	<p>Philips is actively working on design changes intended to eliminate the issue in the M5071A and M5072A pads. Philips projects to release updated pads later in 2022, dependent upon design activities, subcomponent availability, and regulatory approvals. Philips plans to notify customers and supply updated pads.</p>
<b>7. Additional information</b>	<p>Users should follow the voice prompts because the AED will step you through the necessary actions. As described in the Instructions for Use, you may hear voice prompts to assist you as shown below.</p>

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<b>FURTHER INFORMATION AND SUPPORT</b>	If you need any further information or support concerning this issue, please contact our <b>Philips Team on 1800 251 400 – Option 7</b>												