

Radical-7[®] Charging with Root[®]

The purpose of this bulletin is to provide updated information related to a potential slower than expected charging rate in the Radical-7 device when docked in a Root device for charging.

BACKGROUND

Masimo has received post market feedback indicating some Radical-7 devices charge at a slower rate than expected when docked in a Root. Under certain conditions, the Radical-7 devices may charge at a rate that results in a full charge time exceeding 6 hours.

Masimo has not observed this issue when the Radical-7 is being charged with a Radical[®] Docking Station.

STEPS TO BE TAKEN

If you experience the issue with charging, Masimo recommends the following, based on use cases:

Radical-7 Docked in Root for Vital Signs Monitoring Mounted on Rollstands

During charging, power off both the Radical-7 and Root while not in use to ensure the shortest time to full charge of the Radical-7.

Radical-7 Docked in Root for Bedside Monitoring

For use cases in which the Radical-7 remains continuously docked to a Root device and the Root is permanently connected to AC power, the workflow is not impacted.

For use cases where the Radical-7 device may be undocked from the Root for transport or portable use, ensure the battery is fully charged by powering off the Radical-7 prior to undocking and monitoring.

If you are not currently experiencing any issues charging the Radical-7, no additional action is required. There are no other known issues affecting Radical-7 device functionality.

If the actions described above do not resolve the slow charging condition, please contact Technical Service support for assistance.

If you have any questions or require further assistance, please contact your regional Technical Services team at: <https://www.masimo.com/contact-support/support/technical-services/>

Caution: Federal (USA) law restricts this device to sale by or on the order of a physician. See instructions for use for full prescribing information, including indications, contraindications, warnings, and precautions.

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