



Australian Government

Department of Health

Therapeutic Goods Administration

Recall Action Notification

SERVO-i/s ventilator systems with software version 8.00.00

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Important information on the System for Australian Recall Actions

The TGA publishes information about therapeutic goods supplied in the Australian market that have been subject to a recall action in a publicly searchable database.

Recall action means action taken by the responsible entity (being the person who is responsible for taking the recall action) to resolve a problem with therapeutic goods supplied in the Australian market that have, or may potentially have, deficiencies relating to safety, quality, efficacy (performance) or presentation.

- Recall actions include: the permanent removal of therapeutic goods from supply in the market, the taking of corrective action in relation to therapeutic goods (such as repair, modification, adjustment or relabelling) and, in the case of medical devices that have been implanted into patients, the issuing of a hazard alert containing information for health practitioners on how to manage patients.
- More information about Australian recall actions is available at <<http://tga.gov.au/safety/recalls-about.htm>>
- If you are taking a medicine, using a medical device or have had a medical device implanted into you, that is the subject to a recall action, and you have any concerns you should seek advice from a health professional. <<http://www.healthdirect.org.au/>>

About the release of this information

While reasonable care is taken to ensure that the information is an accurate record of recall actions that responsible entities have reported to the TGA or of which the TGA has become aware, the TGA does not guarantee or warrant the accuracy, reliability, completeness or currency of the information or its usefulness in achieving any purpose.

To the fullest extent permitted by law, including but not limited to section 61A of the Therapeutic Goods Act 1989, the TGA will not be liable for any loss, damage, cost or expense incurred in or arising by reason of any person relying on this information.

The information contained in the SARA database is released under s 61(5C) of the Therapeutic Goods Act 1989. Copyright restrictions apply to the System of Australian Recall actions (SARA) <<http://tga.gov.au/about/website-copyright.htm>>.

Recall detail

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| Type of Productⁱ | Medical Device |
| TGA Recall Referenceⁱⁱ | RC-2016-RN-00782-1 |
| Product Name/Descriptionⁱⁱⁱ | SERVO-i/s ventilator systems with software version 8.00.00 Affected devices: SW Service Release v8.00.00 SERVO-I - 68 85 247 and SW Service Release v8.00.00 ERVO-s – 68 85 259 ARTG Number: 162468 |
| Recall Action Level^{iv} | Hospital |
| Recall Action Classification^v | Class I |
| Recall Action Commencement Date^{vi} | 15/06/2016 |
| Responsible Entity^{vii} | Maquet Australia Pty Ltd |
| Reason / Issue^{viii} | <p>Maquet have become aware of improper behaviour introduced in SERVO-i and SERVO-s ventilator system SW version 8.00.00.</p> <p>The improper behaviour in System SW version 8.00.00 appears as follows:</p> <p>·If ventilation is started with Infant factory default settings, the following settings will apply:</p> <p>Pressure Control mode; and 10 cmH2O PC above PEEP.</p> <p>·The system will deliver a pressure of 20 cmH2O above PEEP as long as the factory default setting 10 cmH2O is used unchanged.</p> <p>For the infant patient category a delivered pressure of 20cmH2O above PEEP instead of preset 10cmH2O above PEEP may cause serious injury. The error was discovered at the production site and there are no reported injuries. The issue would be apparent in the pressure curve and peak pressure displayed on the screen.</p> |
| Recall Action^{ix} | Recall for Product Correction |
| Recall Action Instructions^x | Maquet is advising users to change the default settings of pressure above PEEP in the infant patient category. The ventilator will only deliver a pressure of 20 cmH2O above PEEP if the default start-up configuration of the pressure has not been changed. A new system software version 8.00.01 is available that will eliminate this behaviour. Maquet has initiated an immediate update of all affected SERVO-i and SERVO-s ventilator systems. |
| Contact Information^{xi} | 1800 605 824 - Director of Post-market, Maquet Australia |

Footnotes

- i Type of Product: Medicine, Medical Device, or Biological
- ii TGA Recall Reference: Unique number given by the TGA
- iii Product Name/Description: Brand name (including active ingredient for medicines) and may include generic reference for the kind of medical devices. Includes all necessary information such as affected: catalogue / model and / or batch / serial numbers.
- iv Recall Action Level: The level to which the recall action is to be undertaken. This is based on the significance of the risk and the channels through which the goods have been distributed. The recall action levels are / Wholesale / Hospital / Retail / Consumer.
- Wholesale - includes wholesalers and state purchasing authorities.
 - Hospital - includes nursing homes and institutions, hospital pharmacists, ambulance services, blood and tissue banks and laboratories as well as wholesale as appropriate.
 - Retail - includes retail pharmacists, medical, dental and other health care professionals as well as wholesale and hospital as appropriate.
 - Consumer - includes patients and consumers, as well as wholesale, hospital and retail levels as appropriate.
- v Recall Action Classification: Recall actions of therapeutic goods are classified based on the potential risk the deficiency poses to patients / consumers. They are classified as Class I, Class II or Class III.
- Class I recall action occurs when the product deficiency is potentially life-threatening or could cause a serious risk to health.
 - Class II recall action occurs when the product deficiency could cause illness, injury or result in mistreatment, but are not Class I.
 - Class III recall action occurs when the product deficiency may not pose a significant hazard to health, but action may be initiated for other reasons eg. quality related issues.
- vi Recall Action Commencement Date: The date the recall strategy and communication was agreed by the TGA.
- vii Responsible Entity: Sponsor / Supplier / Importer responsible for the recall actions.
- viii Reason / Issue: Reason for the recall action.
- ix Recall Action: Recall action is an action taken to resolve a problem with a therapeutic good already supplied in the market for which there are issues or deficiencies in relation to safety, quality, efficacy (performance) or presentation. There are three distinct recall actions - recall, recall for product correction and hazard alert.
- Recall - The permanent removal of an affected therapeutic good from supply or use in the market.
 - Recall for product correction - Repair, modification, adjustment or re-labelling of a therapeutic good. The corrective action may take place at the user's premises or any other agreed location.
 - Hazard alert - Information issued to healthcare professionals about issues or deficiencies relating to an implanted medical device or biological product and advice about the ongoing management of patients.
- x Recall Action Instructions: What the customer should do.
- xi Contact Information: Who the customer should contact for additional information and clarification regarding the recall action.