Securitas Healthcare

URGENT: SECURITAS HEALTHCARE RECALLS CSK200 AND CSK200MR SERIES WI-FI CALL STATIONS DUE RISK THAT ALARMS WILL NOT BE RECEIVED BY THE ARIAL WIRELESS EMERGENCY CALL SYSTEM AND PREMATURE DEPLETION OF BATTERY

Date of Recall: June 19, 2024

Affected Device Models: CSK200 AND CSK200MR WI-FI CALL STATIONS

Type of Action: Recall

Affected Device Lots: All units of the Affected Device Models sold between July 26, 2022 and June 5, 2024

Dear Valued Client:

Securitas Healthcare LLC ("Securitas Healthcare") is initiating a Recall of CSK200 and CSK200MR Wi-Fi Call Stations (the "Call Stations") and shipped between July 26, 2022 and June 5, 2024 (the "Affected Lots").

<u>Description of the Condition:</u>

Securitas Healthcare has become aware of a firmware issue in the Call Stations in the Affected Lots that may cause Call Stations in the Affected Lots to (1) stop transmitting information to the Arial Wireless Emergency Call System, and/or (2) prematurely deplete the battery without displaying a low-battery alert on the Call Station.

If the Call Stations cease transmitting information to the Arial Wireless Emergency Call System or if the battery is fully depleted, the Call Stations will not transmit alarms or other notifications to the Arial Wireless Emergency Call System.

The red LED indicating that an alarm was generated may illuminate when attempting to place an alarm on Call Stations that are unable to transmit information to the Arial Wireless Emergency Call System, but for which the battery has not become depleted, even though the alarm was not actually transmitted to the Arial Wireless Emergency Call System.

Call Stations that have ceased transmitting information to the Arial Wireless Emergency Call System, either due to inability to send information or due to a fully depleted battery, will trigger a Missing Device Alert for the affected Call Station if it has not sent a "supervision" message to the Arial Wireless Emergency Call System within the configured "Missing Device Timeout". By default, the "Missing Device Timeout" is 12 hours after the last "supervision" message, but this timer may be decreased to as low as 125 minutes.

Approximately 1,540 Call Stations distributed by Securitas Healthcare are affected by this recall. The Affected Units were sold between July 26th, 2022 until June 5th 2024.

Potential Hazard:

The following potential hazard has been identified for residents using a Call Station in the Affected Lots:

- **The Call Stations in the Affected Lots may stop transmitting information to the Arial Wireless Emergency Call System and/or the Call Station battery may be prematurely depleted without displaying a low-battery alert on the Call Station. If the Call Stations cease transmitting information to the Arial Wireless Emergency Call System or if the battery is fully depleted, the Call Stations will not transmit alarms or other notifications to the Arial Wireless Emergency Call System.**

To date Securitas Healthcare has received 6 complaints regarding the Affected Lots. No injuries or deaths have been reported.

Customer Required Actions:

1. **Reduce the "Missing Device Timeout" to 125 Minutes Hours for all Call Stations.**

   Clients should reduce the "Missing Device Timeout" to 125 minutes so that a "Missing Device" Alert will be triggered if a Call Station fails to send a "supervision" message to the Arial Emergency and Nurse Call System within 125 minutes from the last "supervision" message. Instructions for reducing the "Missing Device Timeout" to 125 minutes are attached hereto as Appendix 1.

2. **Closely Monitor "Missing Device" Alerts within the Arial Web Application and Immediately Verify Status of Missing Devices and Cease Using any Call Stations That Do Not Reconnect.**

   Clients should closely monitor the "Missing Device Alerts" within the Arial Web Application and immediately check the status of Call Stations that trigger a "Missing Device Alert" and replace the Call Station battery if it is low or fully depleted. Instructions for replacing the Call Station battery are attached hereto as Appendix 2. Instructions for reconnecting "missing devices" and confirming that the Call Stations are properly transmitting information to the Arial Emergency and Nurse Call System are attached hereto as Appendix 3. Clients should immediately cease using any Call Station that will not reconnect to the Arial Emergency and Nurse Call System.

3. **Closely Monitor the Battery Status of all Call Stations in the Arial Web Client and Replace Battery if it is "Low".**

   Clients should closely monitor the Call Station Battery Status in the Arial Web Client and immediately replace the battery if it "low" as described in the documentation.

4. **Use Supplementary Communication Devices or Procedures for High Risk Residents.**

   Clients should enact backup procedures, including increased room checks, or providing alternate emergency and nurse call communication means, such as a wearable pendant, for high-risk residents.

Correction of Affected Lots:

Securitas Healthcare is developing a firmware patch to remediate this issue at no cost. Once the firmware patch is released a representative from Securitas Healthcare will contact your community to schedule an appointment to update the firmware of the affected Call Stations in your community.

If you have distributed the product further, immediately notify your accounts that received the product identified above of this notification and ask them to contact Securitas Technical Support at 1-800-824-2996 (8:00 AM – 5:00 PM CT, M-F) to obtain a response form and coordinate correction of the affected devices.

Securitas Healthcare

Transmission of this Recall Notice:

This notice must be passed on to those who need to be aware within your organization.

Contact reference person:

For additional information or clarification, please contact: Garth L Jack, Director of Quality and Regulatory Compliance at 402-742-9335 or via e-mail at: garth.jack@securitas.com Monday through Friday, 8:00 AM to 5:00 PM, Central Time.

IMPORTANT! For customers who purchased Call Stations from the Affected Lots from Securitas Healthcare, a person in authority at the facility must sign the acknowledgement form attached hereto as **Appendix 4** and return the same to:

<div align="center">

Mr. Garth L. Jack
Director of Quality and Regulatory Compliance
Securitas Healthcare
4600 Vine Street, Lincoln, NE 68503
Phone: 402-742-9335

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Securitas Healthcare appreciates your cooperation with this matter and apologizes for any inconvenience it may cause you. If you have any questions, please contact me at the number above or at garth.jack@securitas.com.

Sincerely,

Garth L Jack
Director of Quality and Regulatory Compliance

Appendix 1
Instructions to Reduce "Missing Device Timeout" to 125 Minutes

You must complete the following steps using Arial Client software. This can be done at the server PC or a client PC running the Arial Client software. You cannot complete these changes using Arial Web Client.

IMPORTANT: Be sure that when you change device type settings you do so carefully to prevent causing other problems with the Arial system's operation. These settings control the actions taken or not taken when messages from call point transmitters are received by the Arial software. Do not make any changes that are not shown in the steps outlined in this procedure. Please contact Technical Support at 800-380-8883 if you have any questions about this process.
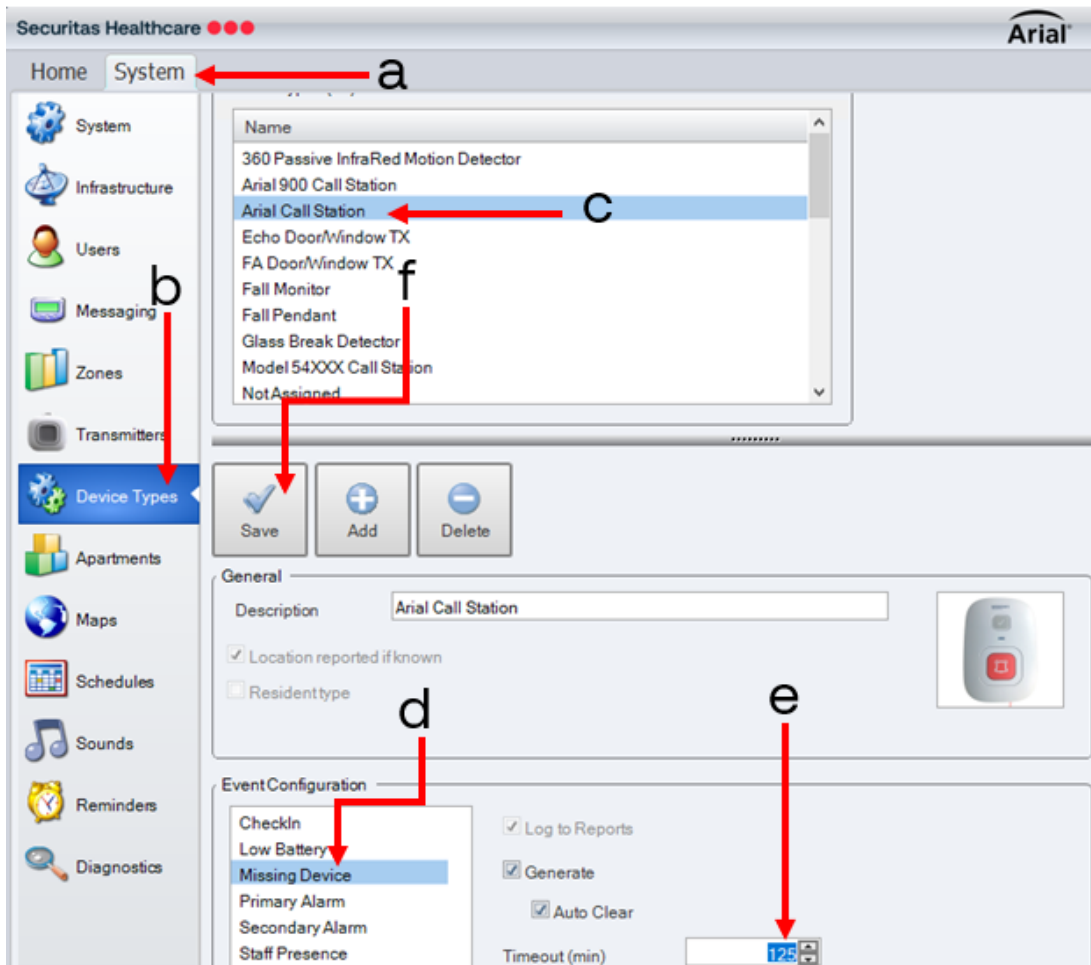
1. Click on the **Log out** button in the upper right corner of the Arial window to log off, then log back in using an Admin password.
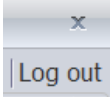
2. Once you are logged in, follow the steps below which are keyed to the image here.

a. Click **System** tab.

b. Click **Device Types**.

c. Click **Arial Call Station**
   NOTE: Be careful to select the correct **Arial Call Station**. Confirm that the picture of the call station matches the CSK200 Call Station shown in the picture in the *General* section of the screen.

d. Select **Missing Device** in the *Event Configuration* section of the screen.

e. Type **125** in the Timeout (min) box.

f. Click **Save**.

Appendix 2
Battery Replacement Instructions

1. Use a #2 Phillips screwdriver to loosen the screw on the bottom of the CSK200 Call Station.

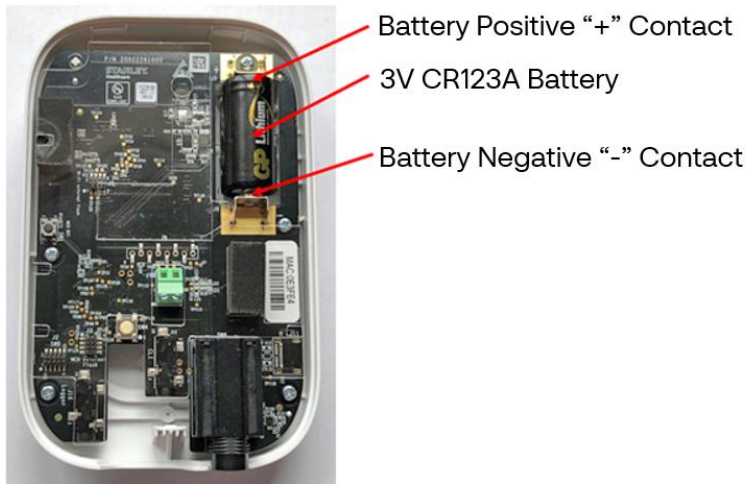   **NOTE**: This is a captive screw so it will not come all the way out.

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2. Tilt the bottom of the call station away from the wall to separate the call station case halves.

3. Locate the battery in the call station.

Battery Positive "+" Contact

3V CR123A Battery

Battery Negative "-" Contact

4. Pull the battery away from the call station to remove from the spring loaded battery contacts.

5. Insert a new CR123A into the call station.

IMPORTANT: Make sure you verify that the polarity of the battery matches the marks on the PC board and the call station case.

6. Re-hook the top of the call station over the upper case hooks on the back cover, then carefully swing the bottom of the call station back towards the wall to align the case halves.


Upper Case Hooks

7. Use a Phillips #2 screwdriver and tighten the screw to secure the two halves of the call station together.

8. Test the call station by following the instructions provided to verify that alarms are being transmitted and can be received by the caregivers.

Appendix 3
Reconnection and Verification Instructions

1. When Arial does not receive supervision messages from the call points used in your Arial system, the system displays an 'Alert' banner at the Arial workstation.

2. Check your Arial workstation screens regularly to see if there is an active Alert banner.

3. If you see an Alert banner, take action to investigate the cause.

4. Click on the banner to display the details about the device or devices that are not sending messages to the Arial system. The following screens show examples of an Alert for a missing device on the Arial Server or Arial Software Client, and on the Arial Web Client.
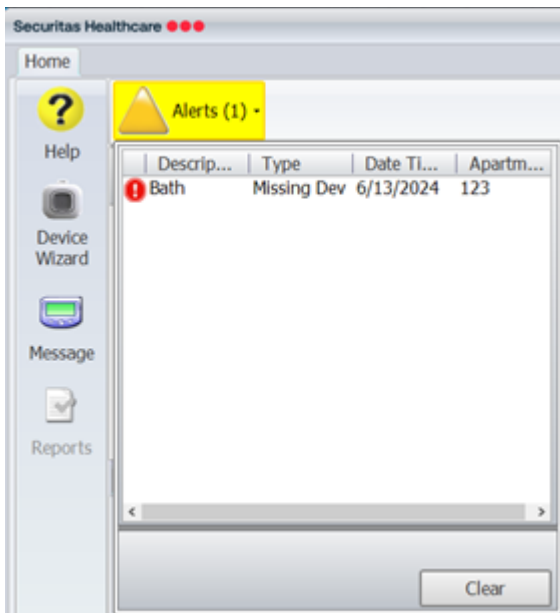
Alert for Missing Device on the Arial Server or Arial Software Client
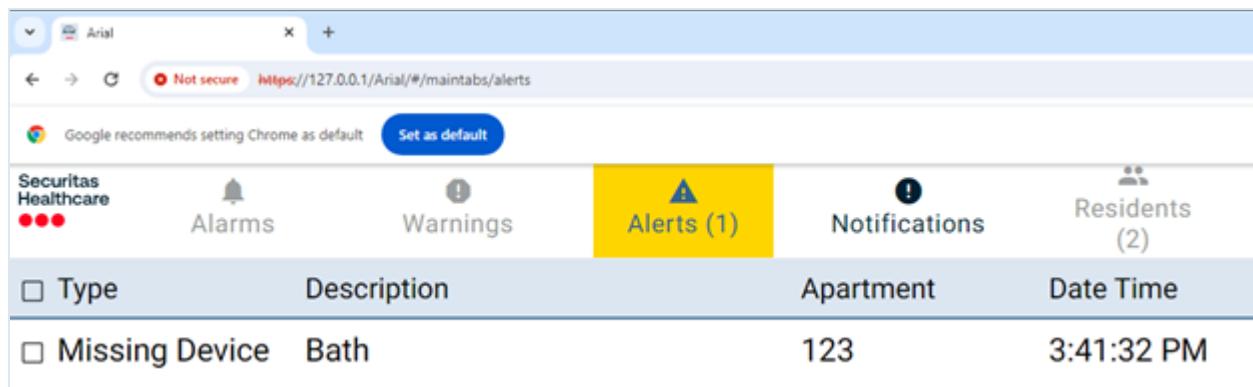
Alert for Missing Device on the Arial Web Client

5. If the device listed in the Alert is not one that is known to be out of the community, for example, a resident who is out of the building and has taken the pendant with them, you need to locate the missing device and replace the battery. .

NOTE: For CSK Series Call Stations, refer to "Appendix 2" for instructions on replacing the battery.

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6. After you replace the battery, test the alarm by pressing the red call button on the CSK200 Call Station.

7. Verify that the alarm appears on the caregiver messaging device, such as an Arial Pager or the Arial Mobile App on a caregiver's smartphone or tablet, and/or at the staff workstation for the area. The red LED should also illuminate on the call station to indicate the alarm to the resident.

The following screens show examples of an active Alarm for a device on the Arial Server or Arial Software Client, and on the Arial Web Client.

Active Alarm for Device on Arial Server or Arial Software Client

Active Alarm for Device on Arial Web Client Workstation

8. Clear the alarm on the call station by pressing the gray reset button on the front of the call station.

9. Verify the alarm clears from the staff workstation and/or the Arial Mobile app on the caregiver's smart device. A cancel message may be sent to the Arial pager as a second message if this option is configured on your system. The red LED should turn off at the call station.

10. Confirm the restored device is no longer listed under the Alerts banner at the Arial workstation.

NOTE: It can take a few minutes for the Arial software to update the Alert status. The Alert banner will continue to display until all devices with low batteries and missing devices are resolved.

The following screens show examples of the Arial Server or Arial Software Client, and Arial Web Client screens with no active alarms or alerts.

Arial Server or Arial Software Client Workstation with no Alarms or Alerts

![Securitas Healthcare logo]

☐ Type	Description	Apartment	Date Time

Securitas Healthcare — 🔔 Alarms | ⓘ Warnings | ⚠ **Alerts** | ⓘ Notifications | 👥 Residents (2) | 📄 Reports | admin ☰

No Alerts

Arial Web Client with no Alarms or Alerts

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Appendix 4
RECALL NOTICE RETURN RESPONSE
Acknowledgement and Receipt Form
Response Required

Please execute this acknowledgment regarding Securitas Healthcare's Recall Notice of CSK200 and CSK200MR WI-FI CALL STATIONS that were manufactured and shipped between July 26, 2022 and June 5, 2024 and return it to the address noted below:

By signing below, you Acknowledge and Certify, that your facility has returned all affected units listed herewith.
Facility Name:
Address:
Print Name:
Signature:
Title:
This facility does not have any affected product in its inventory to date.   Initials:_____
This facility has affected product in inventory.   _____Units were found and returned.   Initials:_____

Please return a copy of this acknowledgment to:

Mr. Garth L. Jack
Director of Quality and Regulatory Compliance
4600 Vine Street, Lincoln, NE 68503
Phone: 402-742-9335