

URGENT Field Safety Notice

Brilliance, Ingenuity, IQon Spectral CT

Patient Support Table Descending could Result in Injury to the Patient

Aug 11, 2025

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 this letter for your records.

Dear Customer,

Philips has become aware of a potential safety issue affecting Brilliance, Ingenuity, and IQon CT systems where the patient support table may unexpectedly descend to the lowermost vertical limit due to a component failure. This URGENT Field Safety Notice is intended to inform you about:

1. What the problem is and under what circumstances it can occur

The patient support table (couch) may descend unexpectedly to the lowermost position due to a component (ball screw) failure. This issue will only occur if the ball screw is misaligned after a replacement.

To date, there have been no reports of serious injuries.

2. Hazard/harm associated with the issue

If the patient table descends unexpectedly to the lowermost position and the patient is not strapped securely on the table, the patient may suffer pain, laceration, contusion, neck or brain injury. The patient table descent may also interrupt the ongoing CT studies, resulting in CT rescan of the patient.

3. Affected products and how to identify them

The products listed below with specific serial number (Refer to Appendix A) are affected:

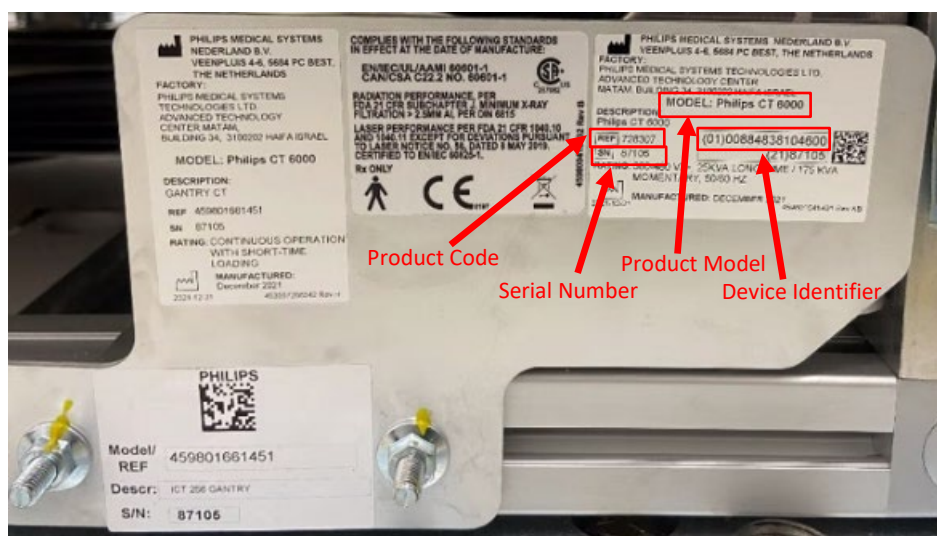
Product Code (REF)	Product Model	Device Identifier
728235	Brilliance CT 40 Channel	N/A
728231	Brilliance CT 64 Channel	(01)00884838083325
728240	Brilliance 16 Power	N/A
728242	Big Bore RT	(01)00884838095168
728243	Brilliance CT Big Bore Oncology	(01)00884838059450
728244	Brilliance CT Big Bore	(01)00884838059450
728246	Brilliance CT 16 Slice	N/A

728256	Brilliance CT 6 Slice	N/A
728306	Brilliance iCT	(01)00884838059474
728307	CT 6000	(01)00884838104600
728311	Brilliance iCT SP	N/A
728317	Ingenuity Flex	N/A
728321	Ingenuity CT 728326	(01)00884838059498
728323	Ingenuity CT 728326	(01)00884838059504
728324	Ingenuity Core128/Elite China	(01)00884838059863
728325	Ingenuity CT Family Brazil	N/A
728326	Ingenuity CT	(01)00884838059511
728332	IQon Spectral CT	(01)00884838059542

To identify if your system is affected:

Refer to Appendix A on the list of product model name, product code, and serial number combinations. Identify the product model name and product code, and the system serial number (S/N) below the product code on the back of the gantry in the bottom right corner as shown in Figure 1.

Figure 1. Example system label



Intended Use:

Philips Computed Tomography X-ray systems produce cross-sectional images of the body by computer reconstruction of X-ray transmission data taken at different angles and planes. These devices may include signal analysis and display equipment, patient and equipment support, components, and accessories.

4. Actions that should be taken by the customer / user in order to prevent risks for patients or users

- You may continue to use your system(s) in accordance with the intended use and by following the recommendation listed below.
- Observe the warning listed in Instructions for Use (IFU): Make sure that the patient is strapped

securely to avoid dangling of the hands. Ensure that the patient is placed securely on the patient table and is not in danger of falling.

- Please complete and return the attached response form to Philips promptly and no later than 30 days from receipt. Completing this form confirms receipt of the Urgent Field Safety Notice, understanding of the issue, and required actions to be taken.
- Circulate this Urgent Field Safety Notice to all users of this device so that they are aware of the issue. Please retain this letter with your system(s) until your system is inspected, and corrected if necessary; ensure the letter is in a place likely to be seen/viewed.

5. Actions planned by Philips to correct the problem

Philips will contact you to schedule a time for a Philips Field Service Engineer (FSE) to visit your site and to inspect the affected system (FCO 72800832), and correct the system if necessary (FCO 72800833).

Please be assured that maintaining a high level of safety and quality is our highest priority. If you need any further information or support concerning this issue, please contact your local Philips representative at the Philips Customer Care Service Centre by:

Telephone: UKI : +448000260086
NI: +448000260430
ROI: +3531800832340

Email: UKFCO@philips.com

This notice has been reported to the appropriate Regulatory Agencies.

Sincerely,

Idan Lazar
Head of Quality, CT/AMI

Appendix A: Affected product model name, product code, and serial number (S/N) combinations

Product code: **728235**; Product Model: **Brilliance CT 40 Channel**; Serial number:
9115 9223 9225 29144

Product code: **728240**; Product Model: **Brilliance 16 Power**; Serial number: 6022

Product code: **728242**; Product Model: **Big Bore RT**; Serial number: 766018

Product code: **728256**; Product Model: **Brilliance CT 6 Slice**; Serial number:
3290 3347 3499 3664 30117

Product code: **728317**; Product Model: **Ingenuity Flex**; Serial number:
345031 345040 345048 345050 345053 345055 345056 345063 345100 345117 345122 345131 345133
345155 345171

Product code: **728307**; Product Model: **CT 6000**; Serial number:
87118 87150 87164 87166 87168 87169

Product code: **728311**; Product Model: **Brilliance iCT SP**; Serial number:
200016 200024 200030 200041 200048 200060 200069 200097 200098 200112 200136 200200 200209
200211

Product code: **728243**; Product Model: **Brilliance CT Big Bore Oncology**; Serial number:
7179 7238 7273 7418 7467 7608 7618 7634 7801 7925 75035 75045 75111
75119 75132 76023 750019

Product code: **728244**; Product Model: **Brilliance CT Big Bore**; Serial number:
7271 7878 7979 76054 76135 76147 76171 76230 76234 76270 750003 760019 760057
760058 760075

Product code: **728324**; Product Model: **Ingenuity Core 128/Elite China**; Serial number:
336817 336821 336823 336824 336826 336828 336847 336857 336876 336894 336936 336947 336948
336952 337012 337074 337090 337116 337127 337136 345016 345032 345099 345104

Product code: **728325**; Product Model: **Ingenuity CT Family Brazil**; Serial number:
338014 338019 338028

Product code: **728326**; Product Model: **Ingenuity CT**; Serial number:
30006 30007 30013 30026 30029 30031 30034 30043 30044 30045 30046 32045 300017
300019 300039 300045 300089 300090 300096 300097 300114 300133 300148 300160 300163
300203 300209 300228 300230 300231 300236 300238 300239 300249 300251 300259 320103

Product code: **728231**; Product Model: **Brilliance CT 64 Channel**; Serial number:
9058 9089 9194 9522 9580 9605 9671 9688 9694 9703 9767 9784 9799
9806 9808 9821 9830 9837 9852 9868 9869 9877 9934 9965 9974
9990 10006 10025 10031 10051 10060 10098 10137 10141 10153 10161 10199
10205 10218 10245 10247 10267 10275 10281 10307 10309 10310 10315 10330
10344 10348 10391 10393 10394 10418 10429 10431 10433 10443 10468 10494
10496 10511 10515 10518 10521 10522 10531 10535 10536 10544 10559 10560
10566 10568 10574 10590 10607 10609 10622 10628 10649 10662 10666 10668
10683 10706 10712 10718 10729 10734 10774 10788 29039 29045 29062 29068

90124 90128 90144 90161 90162 90170 90804 95025 95054 95116 95144 95203
 95217 95225 95234 95303 95328 95341 95349 95362 95395 95399 95402 95453
 95488 95491 95492 95498 95502 95520 95521 95621 95630 95632 95639 95647
 95673 95692 95695 95698 95710 95725 95729 95757 95758 95759 95776 95781
 95790 95791 95795 95807 95813 95821 95823 95834 95848 95852 95858 95871
 95872 95886 95914 95928 95932 95933

Product code: **728246**; Product Model: **Brilliance CT 16 Slice**; Serial number:

3578 5029 5286 5305 5307 5388 5411 5412 5422 5424 5497 5504 5515
 5584 5624 5668 5698 5771 5814 5834 5839 5869 5872 5900 5907
 5928 5939 5944 5993 6137 6153 6160 6182 6199 6209 6219 6271
 6272 6302 6313 6330 6343 6357 6358 6369 6405 6410 6490 6532
 6547 6558 6563 6590 6635 6669 6691 6738 6752 6755 6756 6776
 50017 50028 50129 50219 260046 260074

Product code: **728306**; Product Model: **Brilliance iCT**; Serial number:

85007 85014 85016 85018 85028 85035 85041 85053 85057 85058 85061 85062 85065
 85069 85082 85087 85104 85118 85121 85124 85127 85129 85136 85142 85144
 85147 85153 85169 85173 85180 85189 85196 85200 85202 85211 85215 85217
 85221 85233 85236 85243 85249 85265 85276 87004 87013 87015 87031 87037
 87045 87211 100038 100043 100064 100068 100074 100081 100082 100097 100098 100111
 100113 100117 100119 100123 100130 100133 100134 100141 100150 100157 100158 100160
 100161 100172 100173 100180 100188 100189 100191 100196 100201 100203 100204 100211
 100215 100222 100226 100227 100230 100234 100241 100245 100247 100249 100253 100264
 100268 100285 100288 100292 100294 100301 100302 100310 100314 100315 100321 100332
 100336 100349 100352 100354 100365 100374 100380 100385 100389 100393 100401 100404
 100412 100413 100424 100427 100429 100435 100438 100443 100445 100446 100455 100456
 100461 100462 100487 100497 100498 100500 100502 100505 100510 100511 100513 100601
 100603 100604 100612 100622 100627 100631 100635 100653 100656 100657 100663 100669
 100672 100673 100677 100678 100682 100683 100685 100686 100687 100691 100695 100698
 100704 100707 100708 100711 100712 100717 100718 100727 100734 100735 100744 100745
 100763 100766 100769 100770 100775 100779 100780 100783 100784 100788 100794 100797
 100800 100807 100809 100814 100815 100816 100821 100828 100829 100831 100832 100834
 100836 100837 100840 100851 200045

Product code: **728321**; Product Model: **Ingenuity CT 728326**; Serial number:

31001 40009 52007 52017 52025 52037 52039 52056 52063 52084 52103 52121 52122
 52153 52157 52161 52194 68106 310005 310009 310019 310030 310033 310038 310050
 310053 310057 310075 310095 310098 310101 310108 310126 310157 310170 310171 310221
 310230 310233 310238 310259 310262 310274 310283 310286 310288 310293 310294 310317
 310323 310326 310340 310356 310378 310382 310397 333020 333021 333024 333053 333061
 333077 333092 333107 333118 333124 333130 333131 333132 333135 333151 333153 333166
 333179 333193

Product code: **728323**; Product Model: **Ingenuity CT 728326**; Serial number:

30016 30035 32001 32003 32004 32010 32014 32016 32028 32046 32048 32058 32061
 32065 32072 32076 32084 32089 32094 32096 32103 32105 32118 32130 32135
 32136 32137 32143 32149 32163 32169 32177 32180 32185 32188 32205 32207
 32211 32216 32231 32283 32291 32323 32330 32338 32339 32346 32358 40030
 40038 40044 40063 40075 40085 68116 68131 68155 68159 68164 68187 320008
 320017 320019 320037 320042 320055 320070 320071 320084 320099 320101 320104 320108
 320117 320122 320129 320233 320251 320258 320270 320271 320278 320281 320284 320300

320304 320311 320313 320314 320315 320320 320322 320327 320346 320352 320353 320356
320363 320365 320368 320375 320376 320379 320382 320397 320409 320417 320420 320422
320424 320432 320439 320450 320494 333019 336028 336030 336033 336056 336067 336069
336070 336076 336107 336108 336109 336113 336114 336115 336118 336129 336130 336158
336175 336177 336237 336246 336259 336266 336286 336354 336355 336387 336391 336396
336403 336423 336433 336437 336447 336492 336704 336708 336735 336754 336758 336762
336767 336768 336769 336770 336772 336774 336781 336783 336784 336785 336796 336797
336801 337000 338034 341006

Product code: **728332**; Product Model: **IQon Spectral CT**; Serial number:

60001 60003 60007 60010 60012 60013 60019 60027 60030 60031 60036 60041 60053
60054 60055 60058 60079 60123 60129 60145 60152 395003 395005 860008 860009
860011 860013 860019 860020 860022 860023 860024 860025 860030 860036 860041 860046
860049 860054 860055 860058 860065 860066 860070 860072 860073 860076 860077 860085
860086 860088 860095 860101 860102 860103 860104 860117 860120 860121 860124 860125
860131 860136 860150 860152 860157 860158 860164 860167 860168 860175 860176 860179
860185 860191 860194 860196 860207 860208 860209 860215

URGENT Field Safety Notice Response Form

Reference: Brilliance, Ingenuity, IQon Spectral CT Patient Support Table Descending could Result in Injury to the Patient 2023-PD-CTAMI-009

Instructions: Please complete and return this form to Philips promptly and no later than 30 days from receipt. Completing this form confirms receipt of the Urgent Field Safety Notice, understanding of the issue, and required actions to be taken.

Customer/Consignee/Facility Name: _____

Street Address: _____

City/State/ZIP/Country: _____

Customer Actions:

- Refer to the instructions provided in section 4 of the Urgent Field Safety Notice.

We acknowledge receipt and understanding of the accompanying Urgent Field Safety Notice and confirm that the information from this Letter has been properly distributed to all users that handle the affected Philips CT system.

Name of person completing this form:

Signature: _____

Printed Name: _____

Title: _____

Telephone Number: _____

Email Address: _____

Date (DD / MMM / YYYY): _____

Please return this completed form to **UKI_Quality_CR@philips.com**.