

## SERVICE NOTE

**Service Note Number:** 002

**Supersedes:** N/A

**Title:** First Generation HAVwear

**Situation:**

Under certain circumstances the electrical contact pins on first generation HAVwear modules can become tarnished due to an electrochemical reaction on the surface of the pins. Such contamination of the pins can affect charging reliability in the future.

The wrist strap is designed to isolate these interface pins from the wearer. However it has recently been reported that one user incorrectly assembled the HAVwear to the wrist strap resulting in the HAVwear module being held directly against the skin. After use the wearer suffered an ultra-low voltage burn. It is also possible that in extreme conditions that the strap could become heavily contaminated allowing an electrical current to pass between the contact pin and the operator, which again over an extended period could result in an adverse skin reaction or ultra-low voltage burn.

A design change was implemented mid-2016, to fully prevent the possibility of an electrochemical reaction on the pins by isolating the pins electrically through an internal electronic circuit change.

**Action: Time bounded until the 31<sup>st</sup> Aug 2017 to encourage action to take units out of use**

As a precautionary measure REACTEC is enacting a voluntary return for upgrade of first generation HAVwear modules. HAVwear modules with serial numbers HVW000003640 or lower should be returned to REACTEC for exchange.

REACTEC would like to remind all HAVwear users that the Wrist strap is a personal item to each operator and should be subject to appropriate occupational hygiene procedures regarding cleaning and replacement.

**Serial Numbers:**

Product HVW-001: HAVwear Module, serials: HVM000000001 - HVW000003640  
No other items of the HAVwear system are affected by this notice

**Contact:**

Email [support@reactec.com](mailto:support@reactec.com)

Telephone: 0131 221 0922

| AUTHOR        | APPROVED BY       | SERVICE NOTE # | DATE  |
|---------------|-------------------|----------------|---|
| Leif Anderson | Jacqui McLaughlin | 002            | Issued: 12 Jan 2017<br>Updated: 29 Jun 2017 |



| AUTHOR        | APPROVED BY       | SERVICE NOTE # | DATE  |
|---------------|-------------------|----------------|---|
| Leif Anderson | Jacqui McLaughlin | 002            | Issued: 12 Jan 2017<br>Updated: 29 Jun 2017 |