

# Important Safety Notice

## Voluntary Repair Program

Fujitsu Displays P34-9 UE/US and P27-9 TE QHD/TS QHD

August 21, 2023

Dear valued customer

The quality and safety of our products is of utmost importance to Fujitsu, and we would like to inform you of a potential safety concern regarding a limited number of Fujitsu displays which were delivered to the market between April 2022 and July 2023.

Individual production batches of the following displays are affected:

Product Name	Part Number	Product Model
DISPLAY P34-9 UE	S26361-K1695-V140	YVFW
DISPLAY P34-9 US	S26361-K1695-V160	YVEJ
DISPLAY P27-9 TE QHD	S26361-K1693-V140	YVHU
DISPLAY P27-9 TS QHD	S26361-K1693-V160	YVDX

It has come to our attention that under certain conditions, a residual electric charge could discharge from the device if you come into direct contact with the metal pins of the power plugs at the power cord or the housing of the device. We want to emphasize that this issue does not affect the regular use of the product. However, we take any potential safety concern seriously and want to address it proactively.

To address this matter, we have launched an online tool where you can quickly find if your unit is affected. We recommend you to have your product repaired under the voluntary repair program that Fujitsu has initiated. Please, follow the necessary steps described in the online tool.

### Online tool

<https://support.ts.fujitsu.com/IndexProdSupport.asp?OpenTab=DisplayRepair>

Please find attached further detailed information on this issue and the relevant safety instructions. In the meantime, if you require further assistance, please do not hesitate to contact our dedicated support team at <https://support.ts.fujitsu.com>.

We apologize for any inconvenience this may cause and we appreciate your understanding and cooperation.

Sincerely

**Fujitsu Technology Solutions GmbH**

## **Important Information on Product Safety**

We have identified a product defect that causes the residual electrical charge stored in the internal circuit of the affected displays to discharge after disconnection from the mains with some delay, i.e. not within the normal period of time.

**This discharge can cause a short electrical shock if you unplug the power cord and immediately touch the metal pins of the power connector at the housing of the display or at the power cord.**

This can happen even when the display is turned off.

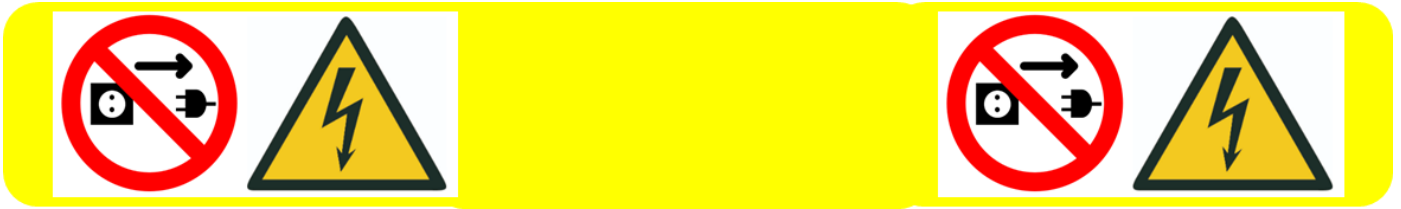
After disconnection from the mains, the residual charge soon reduces to an uncritical level that would be comparable to an electrostatic charge. We would like to emphasize that the regular use of our product does not pose a risk other than that described. It is solely limited to the short period of time after disconnecting the display from the power supply.

**Please carefully observe the Important Safety Instructions below for safe operation until your display is repaired.**

### **Important Safety Instructions**

- **Leave the display in an existing workplace installation and do not unplug it from the mains.**
- **Displays not currently installed (for example: packaged; scheduled for rollout) must be repaired before further use.**
- **The power cord (both ends) should not be unplugged from the housing of the display or from the power outlet. The same also applies to the mains plug of a multiple socket strip with a connected display that may be used.**
- **Appropriate, clear prohibition and warning notices must be attached to the power cords (both ends) of displays that have already been installed, stating that the display must not be unplugged, otherwise there is the possibility of an electric shock (please refer to the exemplary warning pattern below Picture 1 and Picture 2).**
- **If the display is accessible to persons who are unlikely to understand and follow the prohibition and warning notice (e.g. small children), special attention and, if necessary, intervention is required.**
- **If you remove the power cord for the purpose of having repaired the device, or if removal is necessary for any other reason, we strongly recommend following the Dismantling Instructions below.**

**Exemplary warning pattern (Picture 1) to be attached to both ends of the power cord (Picture 2)**



Picture 1: Print out for example on HERMA No. 4698 ( hard-wearing labels white, 210 x 297 mm) or other suitable labels.



Picture 2

# Dismantling Instructions

## How to disconnect the display from the mains

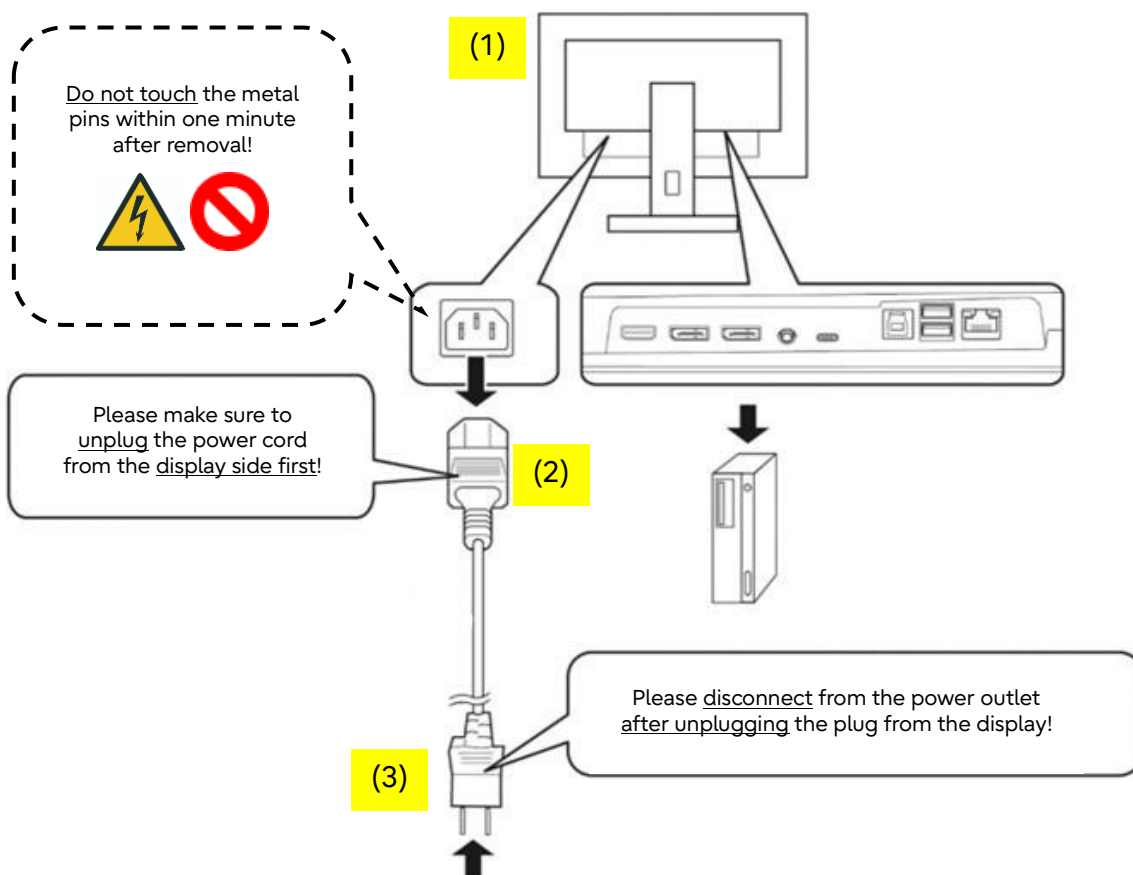
Disconnection of the display from the mains should only be carried out by a person who has been informed about the problem, the Important Safety Instructions and these Dismantling Instructions.

Please strictly follow the steps:

- (1) Switch off the display,
- (2) First, unplug the power cord from the display.
- (3) Then unplug power cord from the power outlet.

Please refer to Picture 3 below.

**Warning:** After having removed the power cord from the display, do NOT touch the metal pins of the power plug integrated in the housing of the display for one (1) minute!



Picture 3