



URGENT MEDICAL DEVICE CORRECTION

Arial® CSK200 Series Call Stations Not Sending Low Battery Alerts Prior to Battery Depletion

Date: October 12, 2026

Control Number: 1929691-2026-001-C

Attention: Arial Emergency Call and Nurse Call System Clients Using CSK200 Series Call Stations

Dear Valued Clients:

1. Purpose of this Letter

Securitas Healthcare is voluntarily notifying clients of a potential issue affecting certain Arial CSK200 Series Call Stations. Users may experience a fully depleted call station battery without first receiving a low battery alert through the Arial software. This correction provides information regarding the issue and actions that clients should take to reduce risk while continuing to use affected products.

2. Affected Products

This issue may affect the following Arial call station models:

- CSK200
- CSK200MR
- CSK200-900
- CSK200-900MR
- CSK200-1069
- CSK200-1069MR

3. Reason for the Corrective Action

Securitas Healthcare has learned that some CSK200 Series Call Stations may experience complete battery depletion without first generating a low battery message to the Arial system. As a result, caregivers may not receive advance notification that the battery requires replacement.

Our engineering team has reproduced the issue and traced the behavior to changes in the discharge characteristics of certain Panasonic CR123A batteries supplied with these units. Testing with unused Panasonic batteries from older inventory resulted in transmission of a low battery message before battery failure. Newer Panasonic batteries are less likely to generate a low battery message before failure.

Testing shows that Duracell, Jauch, and Gold Peak (GP) batteries consistently generate a low battery message before call station failure, especially under severe test conditions. Testing with other battery brands, including Panasonic, Energizer, and ProCell, has not consistently provided low battery alerts before the battery fully depletes. Only batteries approved by Securitas Healthcare should be used in CSK200 Series Call Stations.

4. Risk to Health

If a call station battery becomes depleted without first generating a low battery alert, the call station may not transmit alarms, supervision messages, or other communications to the Arial system. As a result, requests for assistance initiated through the affected call station may not be received by caregivers until the device is restored to service.



The severity of the impact depends on the resident's clinical condition and required level of supervision. If an affected call station is unable to transmit a call for assistance, caregiver awareness of the resident's needs may be delayed, potentially resulting in a delay in the assessment of, or response to the resident's condition.

How to Recognize the Problem

Clients may recognize this issue through one or more of the following indicators:

- A "Missing Device" alert is generated and displayed in the Arial system for an Arial CSK200 series call station indicating the Arial system has not received any messages from the call station.
- Attempts to create or clear alarms through functional testing or normal use are not reflected in the Arial system.
- A battery is found to be fully depleted without a preceding low battery alert.

5. Actions to be Taken by Clients

A. Replace Affected and Non-Approved Batteries

If you have Panasonic or have installed other non-approved batteries in your call stations, or have Panasonic or non-approved batteries in inventory for future use, replace them with Duracell, Jauch, or GP CR123 size batteries. These batteries may be available from Securitas Healthcare and other retail sources. Refer to Appendix 2 for battery replacement instructions.

B. Reduce Missing Device Timeout

Reduce the Missing Device Timeout setting to 125 minutes. This may provide earlier notification of a call station with a depleted battery on some Arial systems. Refer to Appendix 1 for instructions.

C. Monitor Alerts and Battery Status

- Regularly review system alerts and battery status.
- Promptly investigate Missing Device alerts.
- Replace batteries as indicated using approved batteries.
- Verify proper operation of devices following battery replacement.

D. Implement Supplemental Measures for High-Risk Residents

Until corrective actions are completed, clients should consider implementing supplemental procedures for residents who may be at higher risk, such as increased room checks or use of alternate communication methods where appropriate. This action is intended to reduce the potential impact of an undetected battery depletion event

For assistance with any of these actions, contact Technical Support at 800-380-8883.



6. Product and Distribution Information

Product Models:

- CSK200
- CSK200MR
- CSK200-900
- CSK200-900MR
- CSK200-1069
- CSK200-1069MR

Distribution Dates: All potentially affected devices in service using affected battery shipped prior to September 17th, 2026.

Battery Type Associated with Issue: Certain Panasonic CR123A batteries.

7. Actions Being Taken by Securitas Healthcare

Securitas Healthcare continues to investigate this issue and evaluate additional battery brands for use in UL-listed systems. Until the investigation is complete, Securitas Healthcare has suspended the use of Panasonic CR123 batteries in CSK200 Series Call Stations and is working closely with Panasonic to identify the root cause of the observed change in battery behavior. Additionally, Securitas Healthcare is developing a firmware update intended to further enhance the low battery detection capabilities of CSK200 Series Call Stations.

8. Additional Information

For additional information or clarification of this notification, please contact:

Garth L. Jack

Director of Quality and Regulatory Compliance

Phone: 402-742-9335

Email: garth.jack@securitas.com

Available Monday through Friday, 8:00 AM to 5:00 PM Central Time.

Attachments

- Appendix 1: Instructions to Reduce "Missing Device Timeout" to 125 Minutes
- Appendix 2: Battery Replacement Instructions
- Appendix 3: Reconnection and Verification Instructions

Sincerely,

Garth L Jack

Director of Quality and Regulatory Compliance



Appendix 1 Instructions to Reduce “Missing Device Timeout” to 125 Minutes

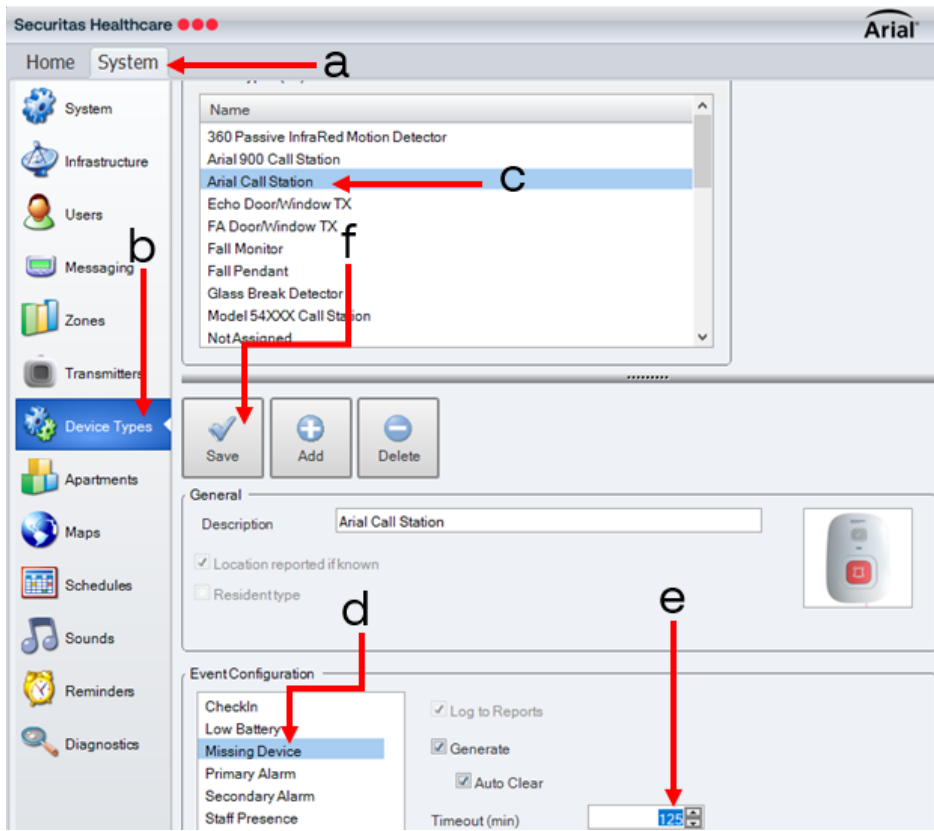
You must complete the following steps using Arial Client software. This can be done at the server PC or a client PC running the Arial Client software. You cannot complete these changes using Arial Web Client.

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.

The screenshot shows a portion of the Arial Client software interface. At the top, there is a window title bar with a close button (X). Below it, a button labeled "Log out" is visible. Below the "Log out" button is a "Login" dialog box. The dialog box has a title bar with the word "Login". Inside the dialog box, there are two input fields: "Name" and "Password". Below the input fields are two buttons: "Login" and "Cancel".

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.

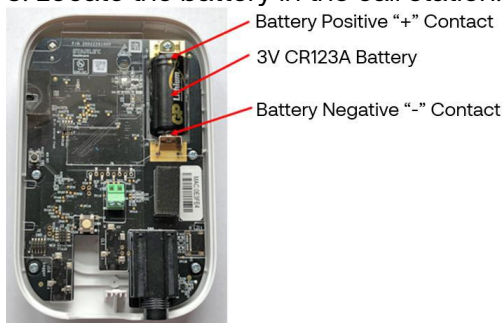
NOTE: This is a captive screw so it will not come all the way out.



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.



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.

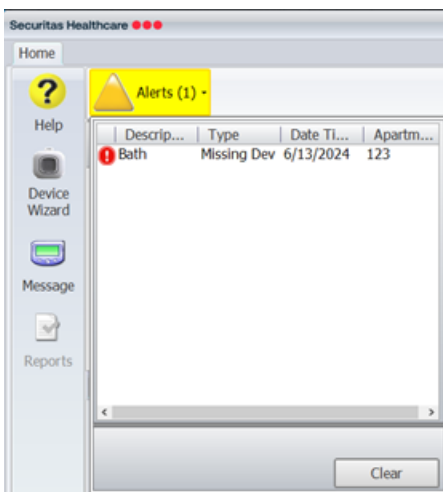
6. Re-hook the top of the call station over the upper case hooks on the back cover, then carefully swing the bottom of the call station back towards the wall to align the case halves.



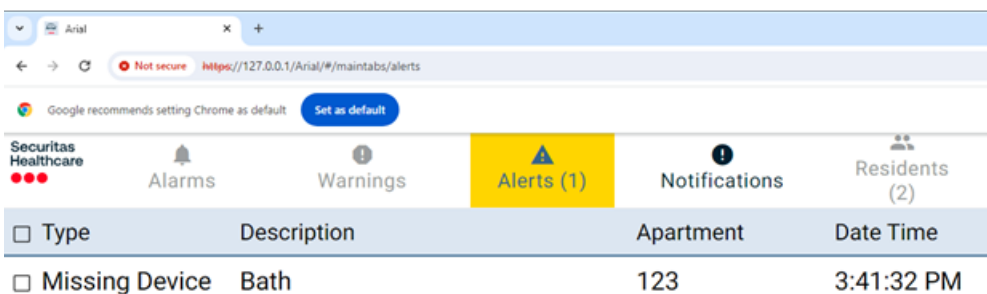
7. Use a Phillips #2 screwdriver and tighten the screw to secure the two halves of the call station together.
8. Test the call station by following the instructions provided in Appendix 3 to verify that alarms are being transmitted and can be received by the caregivers. If a Missing Device Alert was present, confirm it has cleared. Follow instructions in Appendix 3 for additional details.

Appendix 3 Reconnection and Verification Instructions

1. When Arial receives low battery messages or 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 by clicking on the banner to display the details about the device or devices that are in Alert status.
4. 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. Low battery messages would be indicated similarly.



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.

6. After you replace the battery, test the alarm by pressing the red call button on the CSK200 Series 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 confirm the activation of 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.

The screenshot shows the Arial Software Client interface. At the top, there is a header bar with 'Securitas Healthcare' and 'Arial'. Below the header, there is a navigation bar with 'Home (1)', 'Help', and 'Device Wizard'. The main area displays a table with the following data:

Type	Apartment	Description	Location	Time/Date
Primary Alarm	123	Bath		3:00 PM 6/13/20

Active Alarm for Device on Arial Server or Arial Software Client

The screenshot shows the Arial Web Client Workstation interface. At the top, there is a header bar with 'Securitas Healthcare' and 'Arial'. Below the header, there is a navigation bar with 'Alarms (1)', 'Warnings', 'Alerts', 'Notifications', 'Residents (2)', 'Reports', and 'admin'. The main area displays a table with the following data:

Type	Description	Apartment	Zone	Location	Date Time
Primary Alarm	Bath	123	Zone 2		3:43:24 PM

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



No Alerts

Arial Web Client with no Alarms or Alerts