

Wetzlar, 2019.03.15

Security message - Patient lift CARLO Classic with disc

Product problem:	Possible breakage of the suspension
Solution	Perform a security check
Article numbers	924002000, 924002008

Dear risk manager/material manager,
Dear customer,

According to our records, you have purchased a CARLO Classic patient lift from BEKA Hospitec with serial number

Within the scope of our permanent monitoring process of approved products (complaint management), BEKA Hospitec has received one case reporting that the screw connection of the disc of a few lifts has become loose, as a result of which the screw could break.

However, in this case, the loosening of the screw connection and the resulting improper functioning of the product was caused by at least one element of inappropriate use (i.e. the use of the products contrary to their designated use).

BEKA Hospitec has investigated the incident and has concluded that in case of inappropriate use, there is a small risk of detachment of the screw connection.

The investigation furthermore has shown that the mechanically fixed screw connection could become loose, when the lift is moved by pulling the sling bracket. If the bracket is pulled multiple times or repeatedly, the screw could break due to material overstretching, thus causing the (possible) fall of the person installed in the sling which is fixed to the suspension device.

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Although any immediate risk is unlikely according to our investigations, we recommend that you no longer use the product for as long as the described safety check has not been carried out.

Only the above-described products are possibly concerned. Therefore, you can continue using all other CARLO patient lifts without the risk that the identified problem occurs.

Instructions for the safety check:

Please follow the enclosed instructions or request a check by the BEKA Hospitec GmbH technicians.

Should the CARLO lift not successfully pass the safety check, we will be pleased to propose you a repair at a special price.

The next steps

1. Please ensure that all caretakers and users of the above-mentioned CARLO patient lift are informed of this security message.
2. Please make sure that a copy of this security message is included in the operating manual of the CARLO lift for future consultation and for training purposes.
3. Please complete the enclosed customer response form and return it to BEKA Hospitec by fax: 0641/92220-35.

Forwarding of this security message:

The security message regarding the CARLO patient lift must be forwarded to all persons in your organisation, who have to be aware of the problem, as well as to any organisation to which the potentially concerned products have been transmitted.

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Please make sure that this message and the resulting measures are been properly communicated, in order to ensure the efficiency of this corrective action.

If customers would oppose against the application of this corrective action, BEKA Hospitec cannot assume any responsibility whatsoever for possible safety-related incidents nor shall BEKA Hospitec be liable if you do not respond to this letter.

We regret any inconveniences this security message may cause. Please consider this corrective action as a measure to enhance the safety of your residents/patients.

Do not hesitate to contact Robert Deschler (Managing Director of BEKA Hospitec GmbH), if you have any further questions or if you need help to complete the customer response form. You can reach Robert Deschler by mail at info@beka-hospitec.de or by phone at 0641/92220-0.

Kind regards from Wetzlar

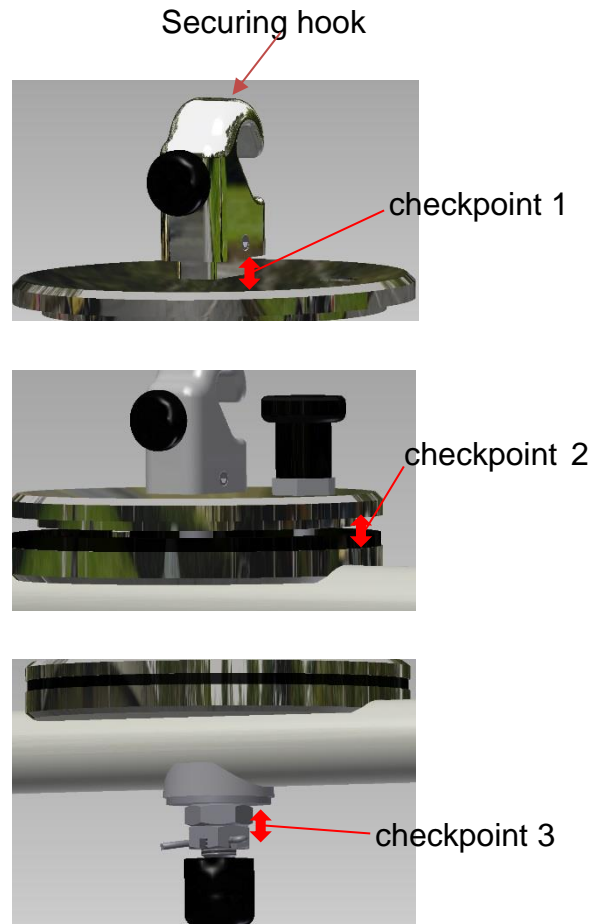
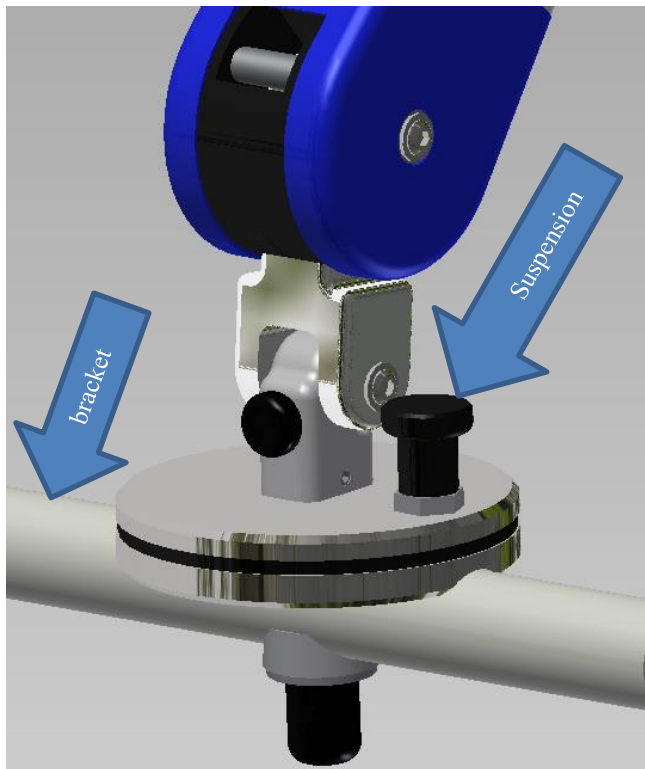
BEKA Hospitec GmbH

Stefan Uhl
Quality-Management

Attachments

Device: Sling lift Carlo Classic Alu
Component: suspension of the belt strap

Reason: Loosening of the screw connection with the potential risk of mechanical breakage due to multiple incorrect operation of the sling lift



examination 1:

1. Remove the hangar bar from the lift.
2. Put it on a stable surface.
3. Hold the bracket with one hand.
4. Grasp the safety hook at the top with the other hand and try to move it vigorously back and forth.



There should be no movement between the elements of the suspension and the belt bracket (checkpoint 1 – 3).

If you notice a movement in the suspension, the hangar bar is not safe and must not be reused.

examination 2:

1. Park the lift in a safe position.
2. Establish the rear castors.
3. Move the belt strap to a position where you can reach checkpoint 1.

4. Position yourself on the side of the lifter.

Put your foot behind the lifter leg.

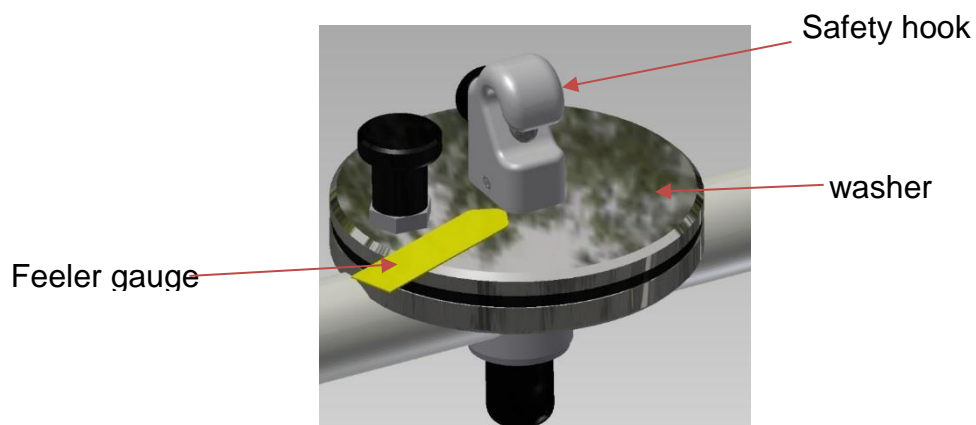


5. Hold the belt strap as far down as possible and push it away from you.

Stop with your foot.



6. Try to slide the supplied feeler gauge (thickness 0.2mm) between the top washer and the safety hook.



If you can push the feeler gauge at one point between the washer and the safety hook, the screw has been stretched. The hangar bar is not safe and must not be reused.

Device: CARLO Classic sling hoist with disc
Component: Suspension of the hanger bar

It is important that you return this duly completed form/acknowledgement of receipt to us by way of confirmation of your receipt, thus providing us with the necessary information.

Please fill out the following form with the correct information and **promptly return it to us**. Please mention the shipping address, the authorised person and a contact person for the exchange. Thank you in advance.

Name of the institution: _____

Address of the institution: _____

Zip code: _____ City: _____

Name of the responsible employee: (in block letters) _____

Contact person: _____

Signature: _____ Date: _____

Title: _____ Tel.: _____

E-mail: _____ Fax: _____

Serial no.: _____

- We would like to request a check by a technician from the company BEKA Hospitec GmbH.
- We need a repair, send us a tender.
- We have checked the CARLO sling hoist in accordance with the test instructions and were unable to find the described error. We will continue to use the sling hoist and have trained our operating staff.
- We have distributed potentially concerned sling hoists to the following recipients and forwarded the letter to them (please fill out the name and the address of the recipient and make copies of the answer):

Name/contact: _____

Address: _____

Zip code/City: _____

Tel.: _____

Please return the form:

By fax: 0641/92220-35 either by e-mail: Info@beka-hospitec.de