

FIELD SAFETY NOTICE

Date: 18.04.2019

Product: Ligero, Lightweight Rollator

Identification of affected products: Products with item numbers 322NPU (seat height 56 cm) and 323NPU (seat height 52 cm), with serial numbers 346V XXXXXX and production dates as of 2014 up to and including 2018

Originator/ Contact persons: DIETZ GmbH Reha-Produkte
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Safety Officer: Maximilian Raab, Tel.: +49 7248 -9186 33

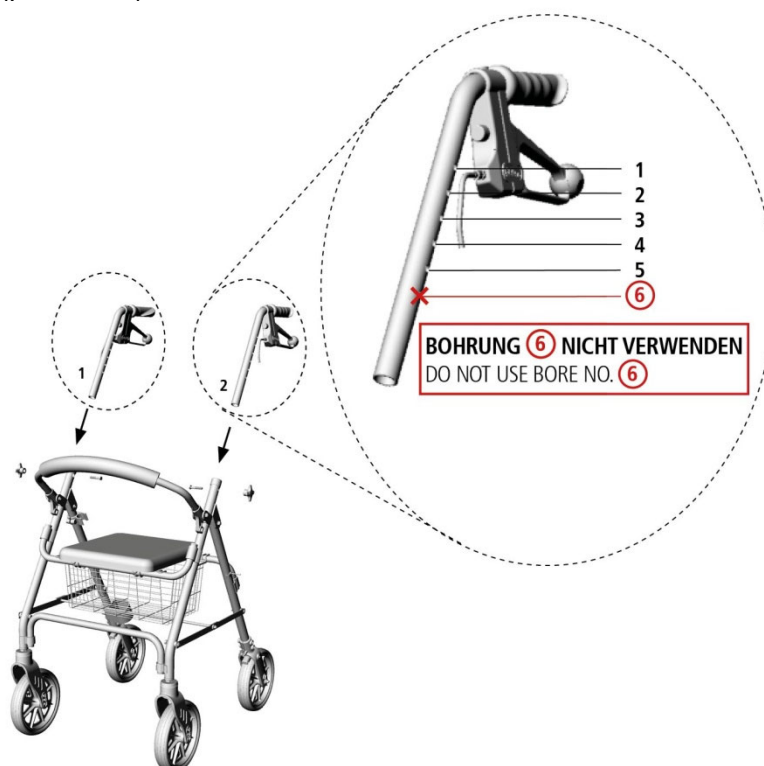
Addressee: Medical supply retailers and institutions that have purchased corresponding products.

Description of the problem and cause: If the push handles are fully elevated and the rollator is used on uneven ground, the following risks occur:

- The rollator can tilt backwards
- The rollator can tilt sideways
- The rollator can tear at the upper frame (at the level of the lower end of the inserted push handle)

This is mainly caused by the elevation of the push handles.

Advice on action to be taken by the addressee: The maximum extension length of the push handles on both sides is to be restricted to the second highest position (position 5). The maximum elevation (position 6) must not be used:



This restriction of the elevation reduces the possibility of tilting backwards as well as the possibility of the upper frame tearing.

Push handles in position 5 are at a height of 865 mm. In general, position 5 can be used by patients that have a height of at least 175 cm.

In case the positions 1-5 are not sufficient and a higher position is necessary, please contact the originator to supply push handles with a modified version.

We would also like to draw your attention to the fact that we have expanded the operating instructions to include maintenance and care specifications as well as safety instructions. We assume a service life of 5 years for rollators provided that the products are used as intended and in line with our maintenance and safety instructions. Furthermore, the note that has been included in the operating instructions since the first delivery stating that **“The Ligero rollator may only be used on solid, even surfaces”** must be observed.

The valid operating instructions can be found online at this link: bit.ly/bda_ligero

Please make sure that your employees and customers receive this important field safety notice.

Customers that have purchased corresponding products from the originator are informed separately.

Please keep this important field safety notice at least until the procedure is completed.

Maximilian Raab
Managing Director &
Safety Officer