

Urgent safety information***Power Wheelchairs Quickie Q700-UP M & Quickie Q700-UP F***

Sender: Sunrise Medical GmbH, Kahlbachring 2-4, D-69254 Malsch / Heidelberg / Germany

Addressee: All customers who have received a product from the relevant batch.

Identification of the affected medical products:

All customers who have received a wheelchair from the relevant batch will be informed in writing. The affected medical products can be clearly identified using the serial number. It only affects wheelchairs produced between 2019-02-19 and 2019-02-28 and between 2020-01-28 and 2020-04-01.

The following serial numbers are affected at your company:

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Description of the problem including the cause which has been identified:

During the assembly process, a non-approved cable attachment has been assembled. As a result, the cable can be pinched, which in an unfavorable case could lead to a short circuit and to a smoldering cable.

What measures must be taken by the addressee?

The non-approved cable attachment must be replaced with an approved cable attachment. The required parts and installation instructions are included with this information. Please confirm the exchange of the cable attachment with the approved version with the return form by post, fax or email by May 31, 2020.

Distribution of the information described here:

Please make sure that, within your organisation, all users of the products mentioned above and other individuals who need to be informed are made aware of this urgent safety information. In the event that you have passed the products onto a third party, please send them a copy of this information or advise us accordingly.

Please retain this information at least until the measures have been completed.

Contact person:

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