



Date: 2020-04-29

## Urgent Field Safety Notice, FSN

Product: Mobile patient bath lift TR9650

Manufacturer FSN document number: 2534

Dear customer,

According to our records, you have a TR9650 patient lift in your facilities.

The TR9650 mobile bath lift family has three different models, TR9650 Chairlift, TR9650 Stretcher lift and TR9650 Combi lift.

Part numbers:

0542000 TR9650 Chairlift  
0542010 TR9650 Stretcher lift  
0542020 TR9650 Combi lift

Serial numbers for affected TR9650 mobile bath lifts:

From 1203-20410 to and including 1501-22465.



Reason for the Field Safety Notice:

It has come to our attention that one of the gears inside the motor gear box of the TR9650 mobile bath lift family, produced between 2012 and March 2015, have been produced in a material that might be worn out and brake after some years of use. If the gear breaks during use with a patient on the lift the seat will sink down.

**Head office**

TR Equipment AB, Sweden  
Phone: +46 140 38 50 60  
info@trequipment.se  
www.trequipment.se

**Group Subsidiaries**

TR Group Inc, US, Phone: +1 (800) 752 6900  
TR Equipment Ltd, UK, Phone: +44 (0) 844 335 8386  
TRanspoRehaMed GmbH, Germany, Phone: +49 (0) 212 645850-0





Action required by user:

1. Check all the TR9650 lifts in your facilities to see if they have a serial number from 1203-20410 to and including 1501-22465.
2. If you have a serial number **from 1203-20410 to and including 1501-22465** TR Equipment AB recommends that the motor shall be replaced as soon as possible. Part number for the motor is 2419640.
3. Contact TR Equipment AB or a TR Equipment representative to order a replacement motor to a discounted price

Manufacturer action:

1. A service instruction how to replace the motor will be available on the TR Equipment homepage from 2020-05-01:  
<https://www.trequipment.com/products/tr-9650>

Distribution/transmission of this Field Safety Notice:

This Urgent Field Safety Notice, FSN must be distributed to those who need to be aware within your organization or to any other organization where the TR9650 Mobile patient bath lifts, with specified serial numbers have been distributed from your facility.

We apologize the inconvenience this Urgent Field Safety Notice may cause.

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## Customer response form

Field Safety Notice (FSN): 2534 (manufacturer)

Date: 2020-04-29

Affected product: TR9650 Mobile patient bath lift family  
Part number: 0542000 TR9650 Chair lift  
Part number: 0542010 TR9650 Stretcher lift  
Part number: 0542020 TR9650 Combi lift

<input type="checkbox"/>	I confirm that I have received this Urgent Field Safety Notice, FSN number 2534 and that I have read and understand the information sent.	Date:
<input type="checkbox"/>	The information and required actions have been brought to the attention of all relevant users or organizations.	
<input type="checkbox"/>	I confirm that the motor has been replaced on the TR9650 Mobile patient bath lift according to the instructions given on your homepage <a href="https://www.trequipment.com/products/tr-9650">https://www.trequipment.com/products/tr-9650</a>	Specify serial number/s on the TR9650 mobile patient bath lifts where the motors has been replaced below.

Serial numbers:

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Please provide contact details:

Customer information	
Organization name:	
Address:	
Postal code:	
City:	
Country:	
Telephone:	
Email:	
Contact name:	
Signature:	

Distributor information	
Distributor name:	
Address:	
Postal code:	
City:	
Country:	
Telephone:	
Email:	
Contact name:	
Signature:	

Please return a signed and completed form by email to [info@trequipment.com](mailto:info@trequipment.com). We need a signed form in return for our internal documentation and it's important that you confirm that you have received this Field Safety Notice 2534. Your answer is necessary for us to be able to monitor the corrective actions.

**If you have any additional questions, please contact:**

TR Equipment AB

Fredrik Dungmark

[Fredrik.dungmark@trequipment.se](mailto:Fredrik.dungmark@trequipment.se) / +46 (0)70 850 19 63

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