

## Urgent SAFETY NOTICE

Scewo AG, Switzerland

### Product name:

- Scewo BRO V1
- Scewo BRO V1.1 (Basic UDI-DI: 7649992967BRWF)

### Software version:

- Scewo BRO with a software version number lower than 22.9.3

Date: March 2023

Ref: FSCA-46

Type of action: Update BRO software

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Dear Valued Customer,

Here at Scewo the safety of our users is the top priority. We continuously monitor our internal processes and our products on the market and we strive to constantly improve our product quality to ensure the safety of our customers in every aspect and in all situations.

### Description of the situation

In Autumn 2022, Scewo identified a potential risk with the support motor's behavior at the transition of the upper platform of the stairs. During internal tests on very specific, short and steep stairs, an uncomfortable, short tipping backwards could be observed. However, at no point could we observe any tipping over backwards. Scewo fixed this issue with an update of the software and released the new version to all end-users mid of December 2022.

In January 2023, an incident occurred where a BRO tipped fully backward on top of a stair. We immediately investigated the cause of this incident and we noticed that the BRO software was not updated with this latest version and that this incident was similar to the scenario above but with a full tipping backward. If the newest software had been used, this incident could have been prevented.

With this letter, we would like to remind you that the update of the BRO' software is safety-relevant and must be carried out as soon as possible each time a software update is released.

### Affected devices (serial number)

Scewo carried out an analysis of all devices in the field and found that devices with the following serial numbers may still have an old software version installed:

06-2020-000005	BR0000037	BR0000084
08-2020-000009	BR0000039	BR0000085
08-2020-000010	BR0000046	BR0000087
10-2020-000014	BR0000050	BR0000089
10-2020-000017	BR0000053	BR0000091
10-2020-000019	BR0000058	BR0000109
10-2020-000020	BR0000061	BR0000138
10-2020-000022	BR0000073	BR0000151
10-2020-000024	BR0000078	BR0000154

All end-users having a BRO listed in this table are contacted with this letter.

### Action to be taken by the user

1. Acknowledge this letter by writing an email to [support@scewo.com](mailto:support@scewo.com) with the following:
  - a. Email subject: FSCA-46
  - b. Confirm that you have read and understood this Safety Notice
  - c. Confirm that the affected user(s) have been informed about this Safety Notice.
2. Update the app on your phone.
3. Update your BRO software (for further information, you can refer to your user manual, section 8 "Software updates").
  - Please note that depending on your phone's settings, you might not receive a notification on your phone app about a pending update. So please check for an update manually.

### Distribution of this notice

Please pass this notice on to all who need to be aware and where the potentially affected devices have been transferred.

Please maintain awareness of this notice and resulting action for an appropriate period to ensure effectiveness of the corrective action.

The relevant National Competent Authorities have been informed via a FSCA (i.e. Field Safety Corrective Actions).

## Contact reference person

If you have any questions relating to this notice or should you require any additional information, please contact:

### Customer Service at Scewo AG:

Telephone worldwide: +41 44 500 86 03

Telephone Germany: +49 634 194 39 018

Email: [support@scewo.com](mailto:support@scewo.com)

We apologize for any inconveniences caused by this Field Safety Notice.

Pascal Buholzer  
Co-Founder & CTO