

Urgent SAFETY NOTICE

Scewo AG, Switzerland

Product name:

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

Software version:

- Scewo BRO with software version below than 23.4.9

Date: 03.07.2023

Ref: FSCA-50

Type of action: Update BRO software to version 23.4.9

Dear Valued Customer,

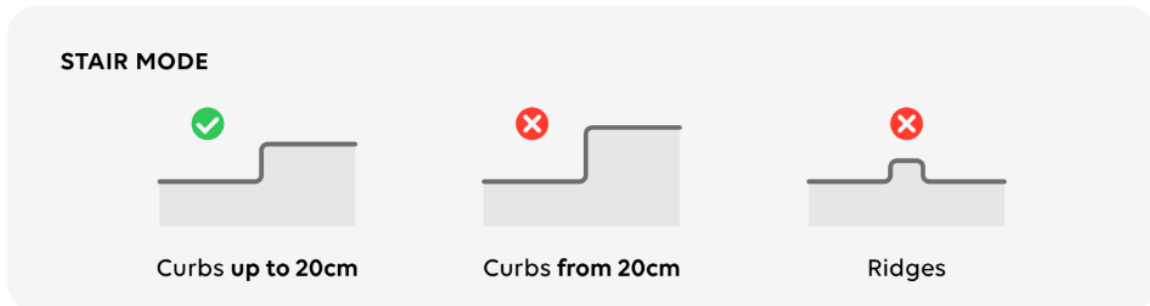
Here at Scewo the safety of our users is the top priority. We continuously monitor our internal processes and our products on the market and we strive to constantly improve our product quality to ensure the safety of our customers in every aspect and in all situations.

Description of the Situation

In May 2023, Scewo was informed of an incident that occurred on a single step with BRO. The user approached this step in track mode and wanted to go down this step. BRO notified the user about the high step in front ("cliff in front of you" notification). Then, the user switched to stair mode manually. However, the front of the tracks were already over the edge of the step when the transition was initiated. As a result, the support wheels did not have enough space to retract and the support wheels slipped down the single step while still extended. With the inertia of the impact, BRO tipped backwards.

Mitigation Actions

As part of the corrective actions, we would like to re-emphasize the instructions for use when you go **down** a single step with your BRO: for a step of 5 cm to 20 cm high, it must be overcome in **STAIR MODE**.



✓ BRO can drive over the ridge.

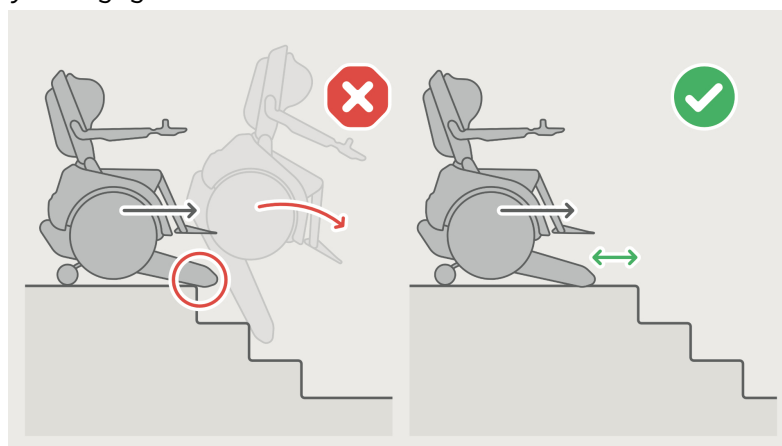
✗ Unfortunately, BRO cannot drive over the ridge.

This mode has to be chosen latest before the front of the tracks are over the edge of the step (in drive mode we recommend a minimum of 50 cm of safety distance to switch to stair mode).

Moreover, the software has been updated to minimize the effects of such a mistake by the following two features:

- BRO will deny going forwards if the BRO user switches to stair mode after a cliff was already detected by the sensors. The user has to go back to the platform completely before the stair mode gets activated.
- In case BRO falls from the step with the support system extended and tips backwards, the anti-tip system (ATS) will be triggered.

Despite these software changes you should still ensure that the front of the tracks are not over the edge before you engage stair-mode to avoid such a situation at all:



Affected devices (serial number)

All BRO users are required to update the software of their BRO with the latest version 23.4.9.

Action to be taken by the user

Update your BRO's 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.

If we notice that your device is not updated within 3 weeks, you will receive a reminder email asking you to confirm that you have understood this urgent Safety Notice.

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

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

Pascal Buholzer
Co-Founder & CTO