

MAQUET

MAQUET GmbH & Co. KG | PO Box 2162, 76411 Rastatt

Rastatt, 29. September 2008

Important customer information

Please relay this information to the relevant product operators!

Products concerned: Radius Urology Examination Chair (1557.02W, 1557.03A/B/C/D)

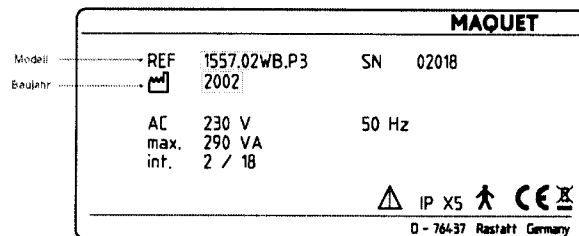
Reference: **Chair back adjustment**

Dear Sir / Madam,

We would like to point out to you a possible risk of injury in connection to the Radius examination chair used for urology.

In the framework of our product monitoring we became aware of a case where the back plate gave way under the weight of the patient. The cam switch for the upper back positioning can break either through the application of tolerances or by incorrectly positioned limit switch. As a consequence of this, the chair back adjustment can be moved up to the mechanical stop. If the mechanical end position is reached very frequently, the spindle nut can, in extreme cases, break which leads to the back plate giving way.

We must therefore make the assumption that other examination chairs exhibit this fault. From our sales documentation, we have established that your examination chair could also be affected by this. It concerns the 1557.02W, 1557.03A, 1557.03B, 1557.03C and 1557.03D models manufactured between 2002 and 2006. The model number and the year of manufacture can be found on the type plate on the lifting column.



In order to avoid any potential risk to users, it is necessary to exchange the chair back. As this is connected with the operation of the chair, the exchange can only be carried out by a

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MAQUET authorised customer service technician. They will be in contact with you shortly in this regard. The repair will be carried out free of charge.


If the cam switch is broken on your chair, we ask that you discontinue using the chair until the chair back adjustment has been changed. This can be examined as follows: When approaching the end position, the motor is normally switched off quickly and easily. If however, the cam switch is broken off, the motor travels to the mechanical stop. In so doing, the piston rod can be easily twisted and a short humming of the motor can be clearly heard.

We ask you to fill in the attached answer sheet which also serves as confirmation that you have received this letter. Please send the form back immediately to the fax number indicated thereon.

We apologise for any inconvenience, however, consider this action a preventive measure to increase your safety. For further questions please contact your MAQUET contact person.

Yours faithfully

MAQUET GmbH & Co. KG



Safety Officer for medical devices