

Memmert GmbH + Co. KG · P.O. Box 1720 · D-91107 Schwabach

Your ref.:
Our ref.: FSN 2013-1
In charge/phone:
Date: 29.04.2013

Urgent field safety notice

Reinforcement of castor supports
concerning Memmert SF 750

Dear ,

Please read this letter carefully as your safety is important to us.

Identification of medical products concerned:
The following product delivered to you could be affected:



Memmert GmbH + Co. KG
Außere Rittersbacher Str. 38
D-91126 Schwabach

Tel.: +49 (0) 91 22/925-0
Fax: +49 (0) 91 22/1 45 85
E-Mail: sales@memmert.com

Director:
Christiane Riefler-Karpe

Ltd. Partnership in Schwabach
Registered at Nuremberg HRA 01333

Active Partner:
Memmert GmbH at Euxlebenbach
Registered at Nuremberg HRR 5945

Description of the problem, including the root cause discovered:

Due to an error in the assembly of a small batch recently manufactured and shipped, a lack of firmness of the castor supports may occur in individual cases. In some cases, the directional castors could tip sideways.

What action must be taken by those receiving this letter?

Please reinforce the castor supports of your device according to the enclosed upgrade guide. In case you have not received a set of materials with an upgrade guide or you need any help, please contact our customer service.

Please undertake the upgrade in any case even if you cannot detect impairment.

Please fill out the enclosed form and send it back to us!

Passing on the information described here

Please ensure that, in your organisation, all users of the products described above and other persons to be informed are briefed about this urgent field safety notice. In case the products have been delivered to a third party, please forward a copy of this information to them or contact the person specified below.

Please retain this information at least until the action has been completed.

The German Federal Institute for Drugs and Medical Devices has received a copy of this urgent field safety notice.

Contact:

Memmert GmbH + Co. KG

Customer Service



Phone: +49 (0)9171 9792911

Fax: +49 (0)9171 9792979

Email: service@memmert.com

We apologise for any inconvenience this may have caused you. However, since we are anxious to rule out any risk and maintain our high quality standards by all means, this corrective action can unfortunately not be avoided.

We would like to thank you for your cooperation,

Yours sincerely,

A solid black rectangular box used to redact the signature of the Head of Customer Service.

Head of Customer Service
Memmert GmbH + Co. KG

Please complete this without fail since Memmert GmbH + Co. KG must verify that a corrective action has been performed!

REPLY BY FAX to +49 (0)9171 9792979

Memmert GmbH + Co. KG, Customer Service department

Confirmation of corrective action

Customer name: _____

Address: _____

Postal code, city: _____

Phone / fax / email: _____

Date of receipt of the urgent field safety notice: _____

The castor supports for Memmert device model SF 750 with serial number XXXXXXXXXX has been reinforced in accordance with the upgrade guide.

Date	Name, signature of employee responsible	Stamp
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