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Wetzlar, 2018.06.06

Urgent security message - Patient lift CARLO with disc

Product:
Problem:
Lifts concerned:
Article numbers:

Dear risk manager/material manager,
Dear customer,

According to our records, you have purchased a CARLO patient lift from BEKA Hospitec with serial number.....

Within the scope of our permanent monitoring process of approved products (complaint management), BEKA Hospitec has received a very small number of cases reporting that the screw connection of the disc of a few lifts has become loose, as a result of which the screw could break.

However, in all known cases, the loosening of the screw connection and the resulting improper functioning of the product was caused by at least one element of inappropriate use (i.e. the use of the products contrary to their designated use).

BEKA Hospitec has investigated the incident and has concluded that in case of inappropriate use, there is a small risk of detachment of the screw connection.

The investigation furthermore has shown that the mechanically fixed screw connection could become loose, when the lift is moved by pulling the sling bracket. If the bracket is pulled multiple times or repeatedly, the screw could break due to material overstretching, thus causing the (possible) fall of the person installed in the sling which is fixed to the suspension device.

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Although any immediate risk is unlikely according to our investigations, we recommend that you no longer use the product for as long as the described safety check has not been carried out.

Only the above-described products are possibly concerned. Therefore, you can continue using all other CARLO patient lifts without the risk that the identified problem occurs.

Instructions for the safety check:

Please follow the enclosed instructions or request a fee-based check by the BEKA Hospitec GmbH technicians.

Should the CARLO lift not successfully pass the safety check, we will be pleased to propose you a repair at a special price. You can find the terms and conditions thereof in the enclosed tender.

The next steps

1. Please ensure that all caretakers and users of the above-mentioned CARLO patient lift are informed of this security message.
2. Please make sure that a copy of this security message is included in the operating manual of the CARLO lift for future consultation and for training purposes.
3. Please complete the enclosed customer response form and return it to BEKA Hospitec by fax: 0641/92220-35.

Forwarding of this security message:

The security message regarding the CARLO patient lift must be forwarded to all persons in your organisation, who have to be aware of the problem, as well as to any organisation to which the potentially concerned products have been transmitted.

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Please make sure that this message and the resulting measures are been properly communicated, in order to ensure the efficiency of this corrective action.

If customers would oppose against the application of this corrective action, BEKA Hospitec cannot assume any responsibility whatsoever for possible safety-related incidents nor shall BEKA Hospitec be liable if you do not respond to this letter.

We regret any inconveniences this security message may cause. Please consider this corrective action as a measure to enhance the safety of your residents/patients.

Do not hesitate to contact Robert Deschler (Managing Director of BEKA Hospitec GmbH), if you have any further questions or if you need help to complete the customer response form. You can reach Robert Deschler by mail at info@beka-hospitec.de or by phone at 0641/92220-0.

Kind regards from Wetzlar

BEKA Hospitec GmbH

Name
(Function)

Attachments