

Dear Moor Instruments MS2 Mobile Stand User,

## **CUSTOMER NOTICE.**

### **Important! Urgent User Safety Notice - MS2 mobile stand**

**DO NOT use the MS2 mobile stand unless the fail safe mechanism has been fitted.**

**DO NOT adjust the scan head height with a patient or volunteer positioned below the scan head even with the fail safe mechanism fitted.**

We are writing to you with **important** safety information regarding your MS2 mobile stand which is used together with the moorLDI laser Doppler imager. Under certain conditions the scan head can drop unexpectedly making the MS2 unsafe to use. We have had one such case reported to us and in this case the failsafe mechanism did prevent the scan head from falling more than a few centimetres. The exact cause of the problem is being investigated as an urgent priority but as a precautionary measure we are issuing the following important instructions to all users.

#### **IMPORTANT INSTRUCTIONS–**

1. **DO NOT adjust the scan head height with a patient or volunteer positioned below the scan head. The winder handle must not be turned or the fail safe lever operated with the patient under the scan head.**
2. **Having ensured that no one is below the scan head adjust the scan head height using the winder mechanism in the normal way.**
3. **Once you have achieved the desired height and before placing the scan head over a patient, test the winder mechanism by releasing the failsafe lever.**
  - **If the winder mechanism is working correctly, the scan head should stay in the same position. Re-engage the failsafe and then proceed with the scan of the patient.**
  - **If there is a fault in the mechanism, the scan head will begin to fall. Re-engage the failsafe and contact [service@moor.co.uk](mailto:service@moor.co.uk) as a matter of urgency and do not use the system.**
4. **Please note: There are NO user serviceable parts within the can head. Attempts to lubricate, repair or service the MS2 must NOT be made by untrained staff and can render the equipment unsafe to use.**

Additional Advice;

- Check your MS2 immediately to see that the failsafe mechanism has been fitted. See failsafe lever below.



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- Check that the “Do Not Oil” label has been fixed to the winder mechanism. See “do not lubricate” label below.



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- Do not remove your hand from the winder handle whilst the failsafe mechanism is disengaged. See hand on winder handle below.



- - Check the operation of the winder monthly over the full length of the upright column. If the winder is unusually stiff or you do not hear the familiar clicking sound when winding the scan head up, **do not continue to use the system** and contact Moor Instruments or your distributor urgently.

We will contact you soon to arrange a visit by a service engineer at no cost to you. The engineer will check that the failsafe is fitted correctly and to inspect and correct any defects within the winding mechanism, at which point you will be able to operate the system as normal.

We apologise for this temporary restriction in use of the stand but the safety of customers and patients is of paramount importance.

Please let us know if you have any questions or concerns, either by email to [service@moor.co.uk](mailto:service@moor.co.uk) or by telephone, +44(0)1297 35715 option 3.

You are also welcome to email or call your normal Moor contact if you prefer.

With best regards,

  
**Sales and Marketing Manager (on behalf of) Moor Instruments Ltd**