

aspiria nonfood GmbH • Valvo Park, Shedhalle B 15-17 • Essener Str. 4 • 22419 Hamburg, Germany

Valvo Park, Shedhalle B 15-17
 Essener Str. 4
 22419 Hamburg, Germany

T: +49 40 88 94 16-0
 F: +49 40 88 94 16-491

Email: info@aspiria-nonfood.de
www.aspiria-nonfood.de

Urgent Safety Information

Recall Rollator, Model no ANS-18-122

Hamburg, 14/8/2019

Consignor: aspiria nonfood GmbH
 Ms Marion Ebsen
 Essener Str. 4
 22419 Hamburg, Germany

Recipient: All end customers and users of the rollators in question

Identifying the affected medical devices:

Rollators manufactured by aspiria nonfood GmbH and sold via the retailer Aldi and Hofer in its branches in Germany, the Netherlands, Belgium, Denmark and Austria with the following batch/item numbers:

Aldi Nord:

Item no 7788, Barcode 29077885

Aldi Süd:

Item no 98582, Barcode 4088500124897

Item no 98636, Barcode 4088500130157

ALDI Netherlands:

Item no 8049, Barcode 23080492

ALDI Belgium

Item no 8629, Barcode 27086292

ALDI Denmark

Item no 8878, Barcode 25088786



Addition: Hofer Austria

Item no 98582, Barcode 4088500124910

Item no 98636, Barcode 4088500164411

Description of the problem, including the cause that has been identified:

Within the framework of our market monitoring obligation, it was revealed that if extra strain is placed on the front edge of the seat surface of the above-mentioned rollators, the seat surface may crack. This may cause the user to fall.

Bank details:

DZ Bank AG • SWIFT code: GENODEFF200

EUR: Sort code: 200 600 00 • Account number: 144 163 • IBAN: DE83 2006 0000 0000 1441 63

USD: Sort code: 200 600 00 • Account number: 300 144 163 • IBAN: DE21 2006 0000 0300 1441 63

Managing Director:

Michael Kreidler, Frank Brüllau • Hamburg District Court • HRB 116056 • VAT ID: DE815246471 •
 Company headquarters: Hamburg

Member of amfori, the leading global business association for open and sustainable trade. We participate in amfori BSCI. • WEEE no: DE 15421270

What measures need to be taken by the recipient:

With immediate effect, sales of the rollators were stopped and the customers of the distributors, Aldi Süd and Aldi Nord, were informed about the possibility of the seat cracking via posters placed in the branches, on the website and through a press release.

All customers were asked to return the rollators. In order to do this, users may return the rollators to the point of sale or request it to be collected by the following service centres:

Germany:

Sertronics GmbH, Ostring 60, 66740 Saarlouis-Fraulautern, aspiriaservice@sertronics.de

The free helpline on 0800 7238 003 (Monday to Friday, 8 am to 6 pm) and the email address aspiriaservice@sertronics.de were set up to answer any questions.

Netherlands:

Telephone: 00800 777 00 222

Email: aspiria-service-nl@teknihall.com

The free helpline on +31 20 - 80 83 359 (Monday to Friday, 8 am to 6 pm) and the email address aspiria-nl@sertronics.de were set up to answer any questions.

Belgium:

Telephone: 00800 777 00 222

Email: aspiria-service-be@teknihall.com

Denmark:

Telephone: 00800 777 00 222

Email: aspiria-service-dk@teknihall.com

Austria:

Telephone: 00800 777 00 222

Email: aspiria-service-at@teknihall.com

The purchase price will be refunded; no receipt is necessary for this purpose.

Further use of the rollator is strongly discouraged.

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Contact: aspiria nonfood GmbH
Ms Marion Ebsen
Essener Str. 4
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Telephone +49-40 889416-426
Fax +49-40 889416-446
marion.ebsen@aspiria-nonfood.de

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