

MEYRA GmbH  
Meyra-Ring 2  
32689 Kalletal  
Deutschland

Tel.: +49 57 33 922- 0  
Fax: +49 57 33 922-143  
info@meyra.de  
www.meyra.de

MEYRA GmbH • Meyra-Ring 2 • D-32689 Kalletal

Adresse

Ihr Zeichen, Ihre Nachricht vom

Unser Zeichen  
MN

Durchwahl  
270

Ihr Gesprächspartner  
Frank McDowell

Datum  
27.07.2023

## **Urgent safety information**

### **PM 2023/1**

Dear Ladies and Gentlemen,

As part of our market observation, we were informed today by our supplier that safety-related errors can occur with the scissor lift of the iChair Sky.

1. The iCHAIR Sky may only be used when driving.
2. The seat unit must remain in the basic position.
3. This restriction remains until the technical. Pass product verification.

Please inform the user of the above product about this safety notice and explain the limited usability.

Please confirm that you have received this e-mail and that you have read and passed on the security-related information.

Affected wheelchair with FIN/SN:

AB:

Hausanschrift:  
Meyra-Ring 2  
32689 Kalletal-Kalldorf  
Deutschland

MEYRA GmbH  
Sitz: Kalletal-Kalldorf  
AG Lemgo HRB 8117

Bankverbindung:  
Commerzbank Herford  
IBAN: DE22 4944 0043 0290 0058 00  
BIC: COBADEFF494

Geschäftszeiten:  
Mo. – Do. 08.00 – 17.00 Uhr  
Fr. 08.00 – 15.00 Uhr

Steuer-Nr.: 329/5744/2042  
Ust-IdNr.: DE815455949

Geschäftsführer:  
Tadeusz Baczyński, Frank B. McDowell, Friedrich Kottmeier, Stefan Schäfer

Unser Unternehmen ist zertifiziert nach DIN EN ISO  
13485:2016 WEEE-Reg.-Nr. DE 73325670

**Actions you should take:**

- Inform your customers about the corrective action
- Feedback to Meyra, that your customers have been informed
- Requesting the required seat carriers from customer service
- Replacement of the affected seat carriers at your customer vehicles

**Passing on the information described:**

Please ensure, that all users of the affected products and other persons are informed about this urgent safety information. If you have given the products to third parties, please forward a copy of this information and inform our contact person given below. We would like to thank you in advance for your efforts.

If you have any further questions, Mr. Frank McDowell will be happy to answer by phone +49 (0) 57333 / 922-270 or by email at [fmcdowell@meyragroup.com](mailto:fmcdowell@meyragroup.com).

All of this information and attachments are also available in electronic form on our website at [www.meyra.com/sicherheitshinweise-rueckrufe/](http://www.meyra.com/sicherheitshinweise-rueckrufe/)

With best regards

**Frank McDowell**

Managing director

Appendix 1: Confirmation form

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## **Additional information**

### **PM 2023/1**

Dear Ladies and Gentlemen,

we will contact you within the next 3-4 weeks and ask you to provide the affected wheelchair for collection and subsequent conversion.

The aim is to have completed the conversion of all wheelchairs by the end of week 37.

In the course of the conversion, we assume a processing time (incl. shipping) of approx. 1.5 weeks, insofar as only the exchange of the affected actuator is necessary. If further repair work is required on the wheelchair, we will contact you.

### **Actions you should take:**

- When the shipping office announces the pick-up date, secure the wheelchair on a pallet and provide it with an outer carton.
- Attach the note attached as an attachment to the box so that it is clearly visible (ideally in colour).

Thank you for your support.

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With best regards

**Frank McDowell**

Managing director

Appendix 1: Product identification cardboard