



Doc. nr. R-35-01

## Field Safety Notice

### Scoot Control

06/10/2023

SRN nr.: BE-MF-000000729

Dear customer,

The goal of this letter is to inform you that mo-vis bv has important safety information regarding the Scoot Control.

#### Safety information:

In some cases, the lever of the throttle can get temporarily stuck during the movement and does not come back to its neutral point by itself. If this happens during usage, an unwanted movement of the chair could be the result.

This can happen in Scoot Controls R-net (P015-61) with serial number **3114**, **3148-3154** and **3170-4385** and in Scoot Controls LiNX (P015-71) **1000-1024**.

The chance of this lever getting stuck and resulting in a dangerous situation is low.

- If the lever gets stuck when the Scoot Control is off: turning the Scoot Control on will give you an error and you will not be able to drive the wheelchair.
- If it gets stuck during driving, normally the attendant will notice right away and can bring it back to the neutral position easily or push the on/off button.
- If it gets stuck during driving and the attendant would not notice and step away from the wheelchair, then the wheelchair could drive by itself.

#### Why do you receive this letter:

You receive this letter, because our data shows that you distribute this medical device.

#### Why do we send out this field safety notice about the Scoot Control?

Please inform your customer that they have to exercise extra caution.

Do not use higher torque than indicated (1 Nm) when adjusting the placement of the throttles.

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contact@mo-vis.com



If the lever of the throttle gets stuck, the Scoot Control should not be used anymore. The device needs to be sent back to mo-vis for further investigation.

**What do we ask you to do:**

- 1) Read this field safety notice carefully.
- 2) Keep a copy of this notice with the product.
- 3) Share this letter with others at your site who need to be made aware of this safety warning and with all other facilities that have received the affected product from your site.
- 4) Please keep the content of this message updated until all affected products have been used up.

**Available support:**

If you have any questions about this security alert, please contact mo-vis bv, Quality Manager, [REDACTED]

We apologise for the inconvenience. We know you value our products and we appreciate your cooperation in this matter.

mo-vis bv is committed to maintaining your confidence in the safety and quality of its products.

Sincerely,

[REDACTED]

Quality Manager

[REDACTED]

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