

Urgent safety information



Kind of action:

Recall – Replacement of a swivelling standing aid

Regarding:

Swivel standing aid (production batch with manufacturing deviation)

Sender:

Burmeier GmbH & Co. KG
Industriestr. 53
32120 Hiddenhausen

Recipient:

Operator and distributor of the swivelling standing aid

Dear Sirs and Madams,

As part of our quality control process, we have discovered that a manufacturing defect has occurred in one production batch of the swivel standing aid. In rare cases, when adjusting the backrest, a resident may become trapped between the backrest and the standing aid facing the centre of the bed. To eliminate any risk, we ask that you replace the affected standing aid immediately..

Identification of the affected medical devices:

A production batch of the swivelling standing aid is affected.

Detailed information on the affected product can be found on the enclosed delivery note..

What measures must be taken by the addressee??

- Please proceed as follows:
- • We have already arranged for a free replacement. The swivelling stand-up aid is included in the package.
- • Please replace the faulty stand-up aid as soon as possible.
- • Send us the replaced stand-up aid together with the enclosed **return letter** back.

Disclosure of the information described here:

Please ensure that all users of the aforementioned products within your organisation, as well as any other persons who need to be informed, are made aware of this urgent safety information. If you have passed on the products to third parties, please forward this information to them. Please retain this letter until at least the measures have been completed.

Contact details:

Our service team will be happy to answer any questions you may have:

E-Mail: service@burmeier.com

Phone: +49 (0) 5223 9769 - 030

We apologise for any inconvenience caused and thank you very much for your support. With your help, we can work together to ensure that the safety of your customers is guaranteed at all times..

Kind regards,
Your Burmeier team

Ein Unternehmen der STIEGELMEYERGRUPPE

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Rechtsform:
Kommanditgesellschaft, Hiddenhausen
AG Bad Oeynhausen HRA 10001
p.h.G.: Burmeier Verwaltungs GmbH, Hiddenhausen
AG Bad Oeynhausen HRB 17878
Geschäftsführer: Georgios Kampisiulis Kemmler (Vorsitzender),
Reiner Rekeimeier

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