



REBOTEC® Rehabilitationsmittel GmbH

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Quakenbrück, den 01.07.2025

Urgent safety information

Recall concerning - Forearm crutches Magic-Soft – black 10510

Dear Ladies and Gentlemen,

With this letter we would like to inform you about a recall of our product

Magic-Soft forearm crutches, black **article 10510** and ask for your attention:

Identification of the affected medical device:

Item: 10510	Batch: 25/21-L00244	Quantity: 220 pairs
Date: 03.06.2025	Document: delivery note 2025 - 207124	

Description of the problem, including the cause identified:

Upper part of the forearm crutch broken in the shaft area

Weakening of the cross-section in the fracture area due to air inclusion

Determined cause: The upper parts had not cooled down enough in the area of the shaft when they were demolded. When the pipe core was retracted, the still liquid mass was then pulled into the pipe holder. This creates a cavity in the part, which seriously weakens the cross-section of the part.

Since we cannot rule out that the forearm crutches from the delivery specified here are affected, we would like to recall all potentially affected items.

What measures are to be taken by the addressee?

Attached you will find a form which please use as soon as possible for a collection of all should be returned to us.

Please ensure that all users of the above products and other persons to be informed are aware of this "**urgent Safety Information**".

Please keep this information at least until the action has been taken. was completed.

The Federal Institute for Drugs and Medical Devices has a copy of this "Urgent Security Information".

Contact person at **REBOTEC** Rehabilitationsmittel GmbH for exchange and pick-ups:

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Magic-Soft Art. 10510 - Recall

Customer/Stamp



Customer-No.: _____

Contact: _____

Phone: _____

Email: _____

_____ box(es) **Magic-Soft, black Art. 10510** _____ pair (please specify both)

Chargen-Nr.: _____

Delivery note number: _____

Ready for collection from: _____

Different pick-up address:

Company: _____

Street: _____

Zip code: _____ City: _____

Please reply an: m.weinberger@rebotec.de

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