

Urgent Field Safety Notice

BEN NG wheelchair – Self Propelling Rear Wheel Mounting fixation bolts

Date: 10th June 2022

Ref: 2022_FSCA_Screw_M6X45_BEN_NG_SP

Important information

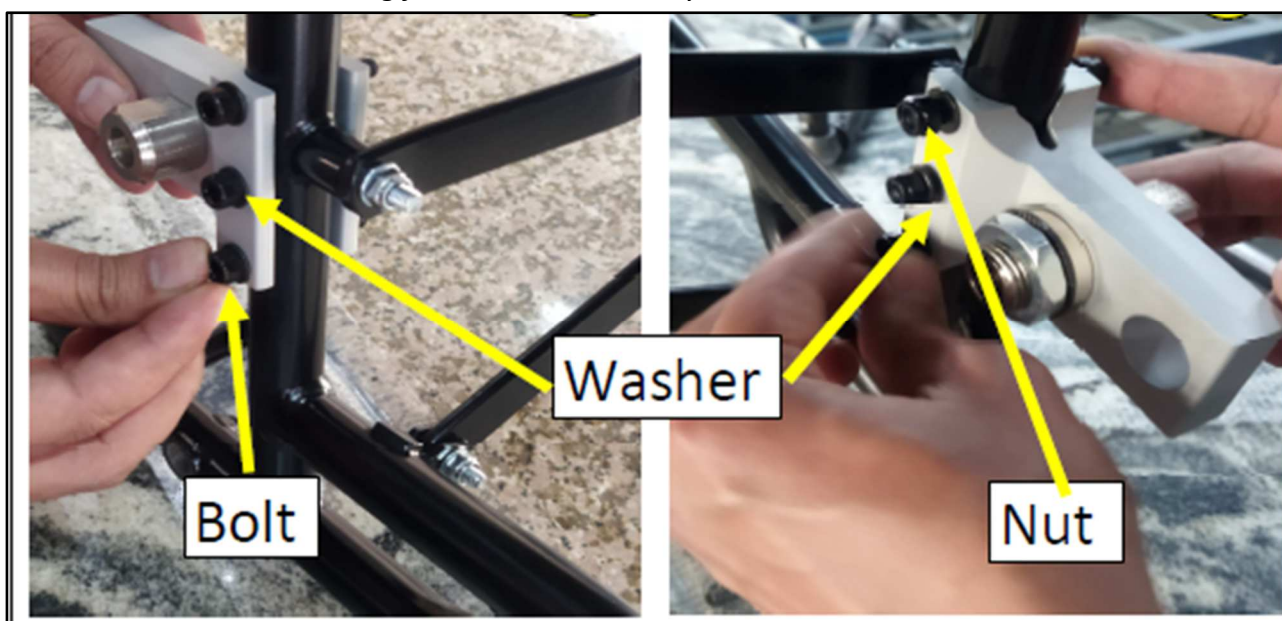
This letter is to provide you with important information concerning a field notice involving the Invacare BEN NG Self-Propelling Wheelchairs.

Issue description

Invacare has identified that a limited quantity of bolts M6x45 used in the assembly of the Self-Propelling Rear Wheel Mounting fixation bolts on some BEN NG wheelchairs manufactured between December 2021 and March 2022 (Serial Number Range 21LFM006150 to 22CFM000268) are not within the specification.

The durability of the Rear Wheel Mounting fixation bolts involved (as per images below) are impacted with a possible adverse effect on the resistance of the front rear wheel mounting fixation that can break up prematurely during use in worst case.

BEN NG Rear Wheel Mounting fixation bolts assembly:



Therefore, Invacare has decided to perform an inspection on those BEN NG Self-Propelling wheelchairs to ensure that the M6 bolts used are within the specification.

Invacare UK Operations has quarantined the batch of non-conform bolts and is delivering BEN NG Self-Propelling wheelchairs with a secured batch of bolts since March 2022.

Why are you being contacted?

According to our records, you received one or more potentially affected BEN NG Self-Propelling wheelchairs, manufactured between December 2021 and March 2022 (Serial Number Range 21LFM006150 to 22CFM000268).

What actions are required?

1. Invacare UK will contact the customers in alignment with the affected serial number range.
2. Stop using the devices and place them in quarantine.
3. Invacare UK will supply free of charge bolts and assembly instructions or will arrange the return of device(s) from customers in the affected serial number range for inspection.
4. Confirmation of the executed activities will be recorded by Invacare UK, e.g. via "Customer Reply Form".

Please ensure that the information in this notice is made available to all relevant personnel within your organization and / or customer base, and that awareness is maintained for an appropriate period.

Invacare confirms that the relevant Competent Authorities have been informed of this
Field Safety Notice.

Thank you for your immediate attention to this important matter.

We appreciate your cooperation.

If you have any questions relating to this Field Safety Notice, or should you require any additional information, please contact us at: Quality and Regulatory Affairs department

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