

November 1, 2016

Important Field Safety Notice regarding Vertical Support

Non-conforming coach bolt (article number 90002944)

It has come to Handicare AB's knowledge that a limited amount of coach bolts attaching the rail to Vertical Supports may fracture. The fracture of the coach bolts may cause the rail and Vertical Support to detach from the wall. The affected coach bolts were delivered to customers from August 31st until October 27th in 2016.

Affected Products

Affected article numbers:

50400242

50400190

50400235

90001106

90002944

Product name:

Vertical support adjustable 3000

Vertical support adjustable

Coach bolt kit

Vertical support bracket

Coach bolt M10x30 DIN603 Fzb



Figure 1. Affected coach bolts (article number 90002944) are marked with NEXO 4.8



Figure 1. Break surface of coach bolt (article number 90002944) – bolt head separated from bolt rod

Action required

Due to the risk of coach bolts (article number 90002944) fracturing, users are requested to not install products listed above until further notice from Handicare AB. Our company will provide further instructions on appropriate remedial actions shortly.

Please return signed *FSN Read Receipt* to your local Handicare sales representative by mail or e-mail upon receiving this letter. Make sure to enter "C045" in the subject field of your e-mail.

Transmission of this Field Safety Notice

Relevant Competent Authority has been contacted.

Circulate this information among relevant members of your organization and among your customers and service partners, if applicable.

Handicare AB would like to apologize for any inconvenience caused and underline that these steps have been taken with the safety of our users in mind.

If you have any further questions, please contact your local Handicare sales representative for assistance. Should you need further assistance, please contact us by e-mail at customerservice@handicare.se or by telephone at +46 (0)8 557 62 200.



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Regulatory Affairs Officer

Handicare AB