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Adresse

Ihr Zeichen, Ihre Nachricht vom

Unser Zeichen
DT

Durchwahl
426

Ihr Gesprächspartner
Dominik Theunert

Datum
20.12.2023

Urgent safety information

PM 2023-02

Precautionary check of the stand-up device of the iCHAIR SKY electric wheelchair (model no. 1.620)

Dear Sir or Madam,

As part of our constant market surveillance, we became aware of a possible weak point in our iCHAIR SKY electric wheelchair.

The welded connection in the area of the seat support under the seat plate of the stand-up device could be damaged. These could occur particularly if the wheelchair is used improperly or is overloaded and lead to functional restrictions. This could also result in a possible risk of injury.

To avoid such restrictions and to ensure our high quality and safety standards, the welded connections must be visually inspect at short notice. This can be done either at the respective end user's site or at your specialist retailer. In order to complete the review as quickly as possible, we need your urgent help.

We therefore ask you to take the following measures immediately:

- Immediately **inform** the end users of your affected wheelchairs (**Appendix 1**) of the need for a visual inspection
- Send the enclosed **confirmation form (Appendix 2)** signed back to us immediately, but no later than **January 31, 2024**.

Hausanschrift:
Meyra-Ring 2
32689 Kalletal-Kalldorf
Deutschland

MEYRA GmbH
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AG Lemgo HRB 8117

Bankverbindung:
Commerzbank Herford
IBAN: DE22 4944 0043 0290 0058 00
BIC: COBADEFF494

Geschäftszeiten:
Mo. – Do. 08.00 – 17.00 Uhr
Fr. 08.00 – 15.00 Uhr

Steuer-Nr.: 329/5744/2042
Ust-IdNr.: DE815455949

Geschäftsführer:
Ralf Rütten, Frank B. McDowell, Friedrich Kottmeier, Stefan Schäfer

Unser Unternehmen ist zertifiziert nach DIN EN ISO
13485:2016 WEEE-Reg.-Nr. DE 73325670

- Inspect the affected wheelchairs according to **inspection instruction (Appendix 3)**

Passing on the information described:

Please ensure that all end users of the affected products (Appendix 1) and all other persons to be informed are aware of this safety information. If you have given the products to a third party, please forward a copy of this information and inform the contact person specified below.

We would like to thank you in advance for your efforts.

We would like to point out, that new vehicles that were produced from December 1, 2023 no longer need to be checked, as an update of the stand-up device has already been installed. You can receive further information via newsletter or from our marketing department.

If you have any further questions, please contact your area sales manager, your power specialist or Mr Dominik Theunert on the telephone number +49 (0)57333/922-426 or by email at dtheunert@meyragroup.com.

All of this information and appendices are also available to you in electronic form on our website at www.meyra.com/sicherheitstippe-rueckrufe/.

Best regards

Frank McDowell

Management

Dominik Theunert

Qualitymanagement

Appendix 1: List of affected wheelchairs

Appendix 2: Confirmation form

Appendix 3: Inspection instruction