

## FIELD SAFETY NOTICE

**Date:** 18.04.2019

**Product:** Ligero, Lightweight Rollator

**Identification of involved products:** Products with article code 322NPU (Seat height 56cm) and 323NPU (Seat height 52cm), with serial numbers of 346XXXXXXX and production dates as of 2014 to 2018

**Originator/ Contact persons:** DIETZ GmbH Reha-Produkte  
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Safety responsible: Maximilian Raab, Tel.: +49 7248 -9186 33

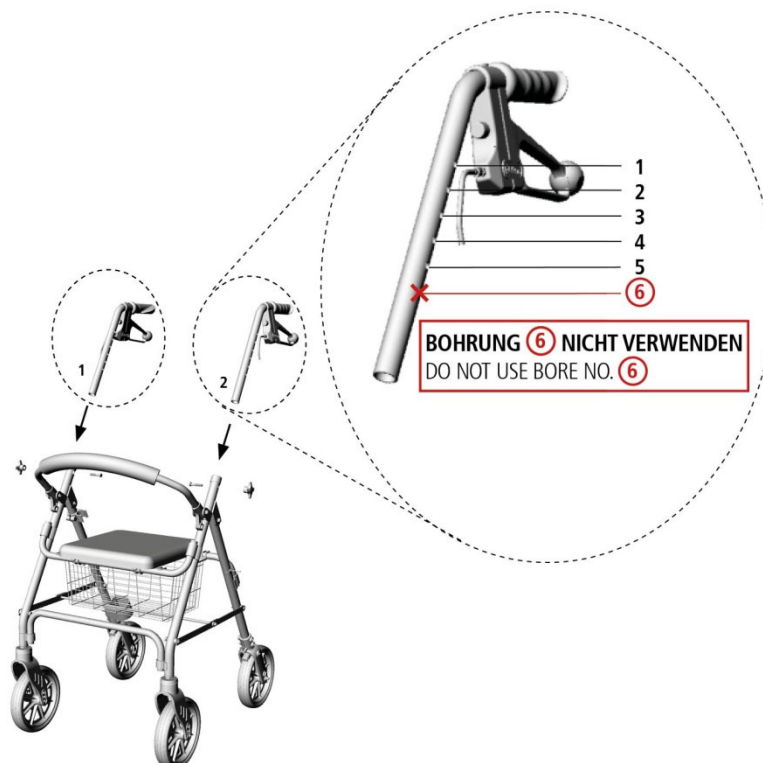
**Addressee:** Distributors and dealers that have purchased identified products.

**Description of the problem and cause:** If the push handles are fully elevated and the rollator is used on uneven ground the following risks occur:

- The rollator can tilt backwards
- The rollator can tilt sideways
- The rollator can tear at the upper frame (at the level of the lower end of the inserted push handle)

This is mainly caused by the elevation and the construction of the push handles.

**Advice on action taken by the addressee:** The maximum elevation (position 6) must not be used.



This reduction of the elevation reduces the possibility to tilt backwards as well as the possibility that the frame can tear.

Push handles in position 5 are on a height of 865mm. In general this can be used by patients that have a body height of 175cm or less.

In case the positions 1-5 are not sufficient and a higher position is necessary, please contact the originator to supply push handles with a modified version

Furthermore the intended purpose of the rollator „**The Ligero rollator may only be used on solid, even surfaces**“ has to be followed.

Please make sure that your employees and customers receive this important safety warning.

Customers that have purchased products from the originator are informed separately.

Please keep this important safety notice until the procedure is completed.

**Maximilian Raab**  
**Managing director &**  
**Safety responsible**