

Information	Claim – Field action required
Product	Hudson Shower bed – Article: 40-25023-XX, 40-25026-XX, 40-25029
Date	January 12 th 2012
Action required	Replacement kit from Ropox must be mounted on all Hudson shower beds

Dear Customer,

Unfortunately a UK customer has experienced a case of a broken wire. The wire is a part of the connection between the lifting unit and the shower tray. The function of the wire is to control and hold the fold-up function of the shower tray.

A consequence of a broken wire is a release of the shower tray, which will then fold down very fast, without the normal slow down function.

The Hudson shower bed, from the UK incident, will be returned to Ropox for further investigation in the R&D department.

Replacement kit

Although we do not know the specific circumstances around the incident and the possible impact from other factors, our decision is to immediately eliminate any risk of similar incidents.

Therefore a replacement kit has been defined including a guideline for replacement. This kit will be send to the dealers who have received a Hudson shower bed. The replacement kit is free of charge!

We ask you kindly to return the replaced parts to Ropox.

Ropox have kept track of all deliveries of the Hudson Shower bed!

All delivered Hudson shower beds must be replaced with this kit!

Replacement kits must be installed on following deliveries	Our invoice no.	Your purchase order

For your information the incident has been reported to the Danish Medicines Agency.

We apologies for the inconvenience this will cause, but the decision is to prioritise safety!

If you have any questions, please contact customer service at Ropox.

Best regards,

Poul-Erik Pedersen
Technical Director
Ropox A/S

<p><u>Attachments:</u></p> <ol style="list-style-type: none"> 1. Guideline for replacement 2. Invoices from deliveries
