

Subject: Fellow Classic rollators

FSN-reference No.: FSN-2013-2200

Type of measure: Information related to design change and instruction for measures that shall be performed when all products, which are produced before October 2012, are being reconditioned

The products which are affected by FSN:

All products: 88009 Fellow Standard, 88109 Fellow Low, 88309 Fellow Wide, 88509 Fellow Narrow and 88609 Fellow High which are manufactured before October 2012.

Background information:

Several reports on front forks, which in some cases came loose, have been reported to us in 2012. Affected rollators have been analysed carefully and we have found out that if the hub cap falls off, locking washer can be removed if for example the basket gets trapped. This can lead to loose of front fork from the frame if the rollator is being lifted up from the ground.

There is a risk the user can fall, if front fork comes loose from the frame when the rollator is being lifted for example from the pavement, in and out of the car or similar.

Probability for incident with above mentioned criteria is very low.

In October 2012 design with locking washer has been replaced by locking nut. There are no risks for front fork to come loose from the frame with this new design.

Advice on action to be taken by the customer:

Instruction for checking the hub cap and locking washer, when Fellow Classic rollators are being reviewed, has been added to Reconditioning manual. For more information please see Reconditioning manual 99210 revF on our website. The hub cap must be assembled on front fork to make sure that locking washer can not be removed from it's place. This applies to rollators delivered before 2012.

Previous design of front fork has been terminated and now it's only possible to order new front forks which fits all rollators irrespective of manufacturing date. Item numbers for these parts can be found on Reconditioning manual.

Please confirm that this information has been received and report it to Human Care as soon as possible.

For further information please contact Human Care

Human Care 2013-01-25

