

Likamed GmbH
Raußmühlstraße 7 • D-75031 Eppingen

Customer information regarding our product – NOVO X 550 – Central arrest

Dear sir or Madam,

We would like to inform you about the following issue:

Regarding our NOVO X 550 we got the response that in rare cases there can be a problem with the central arrest of our beds. Internal tests and investigations show that this is caused by a defective screw, which can loosen itself after some time. The process is a gradual process over some time.

Affected by this problem are the following products with the serial numbers:

11XFL0473 to 13XFL0214

We ask you kindly to check if you have any Beds which are within this serial number range. If this is valid, please check if the central brake working normal, that means if the break is activated the bed does not move. In the unlikely event of a failure of the brakes, please get in touch with your dealer immediately, to solve this problem quickly. For Safety reasons, the bed has to be put away to prevent further use.

If you have no problems at all, the beds will be checked during the normal maintenance.

We are very sorry for the trouble this may cause, therefore we would like to solve this problem as quick as possible. Thank you very much for your understanding.

Best regards

Likamed GmbH

Sebastian Lipp
Commercial CEO

Geschäftsführer: Rudolf Lipp; Sebastian Lipp; Bernhard Gaupp • Reg.-Nr. HRB 103039 • Amtsgericht Stuttgart

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Bankverbindungen

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BIC: GENO DE 61WIE

USt.-ID: DE 145777191

Kreissparkasse Heilbronn
(BLZ 620 500 00, Kto.-Nr. 556 2)

IBAN: DE43 6205 0000 0000 0055 62
BIC: HEISDE66XXX



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