

charder[®]
CHARDER ELECTRONIC CO., LTD.

NO.103 KUO CHUNG ROAD,
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TAICHUNG CITY 41262, TAIWAN
TEL: +886(4) 24063766
FAX: +886(4) 24065612

FIELD SAFETY NOTICE

MHS2500/MHS2600 lift scales
FSCA identifier: 22 July, 2015
Action: Mandatory Inspection

18 August, 2015

Attention: dear valued customers

Details on affected devices:

We are writing to inform you of a mandatory inspection regarding Charder Lift Scale MHS2500/MHS2600 manufactured within July 1st 2011~ April 30th 2015.

Inspection/Exchange period: **staring From July 01, 2015 to June 30, 2016. (12 months)**

Description of the problem:

Grub screws designed and applied to the sling bar from the weigh scale have come loose due to vibration or over twisting and have allowed the sling bar to unscrew itself off the weigh device. This could lead to the patients dropping off the lifter system.

Therefore Charder has decided to make a precautionary preventative action to have all lift scales inspected to make sure all internal screws in the lift scales are secured.

Advise on action to be taken by the user:

Action to be taken by the user: (If any of the following condition happened, STOP USING THE SCALE IMMEDIATELY)

- 1.) IF THE LIFT SCALE HAS BEEN USED ON NON-ROTATABLE LIFTER SYSTEM.
- 2.) MAKE A TWIST ON THE JOINT, IF THE SCALE STRUCTURE IS LOOSE, STOP USING THE SCALE IMMEDIATELY AND CONTACT DISTRIBUTORS.
- 3.) IF THE JOINT IS TWISTED, EITHER VERTICALLY OR HORIZONTALLY

If any of the above circumstances happened or are not able to be determined, please send the lift scales back to distributors for replacement. The replacement scales will be issued free of charge as this is a safety concern.

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After the device has been inspected, please sign and return the attached 'Verification of lift scale' of receipt by FAX or Email to Charder or our local distributor.

Charder should not assume the accountability for any accidents happening, provided user does not return products within inspection exchange time.

Thank you for your continuous support and we apologize for any inconvenience caused. If you have any questions, please feel free to contact your local supplier or Charder at info_cec@charder.com.tw.

Yours sincerely,

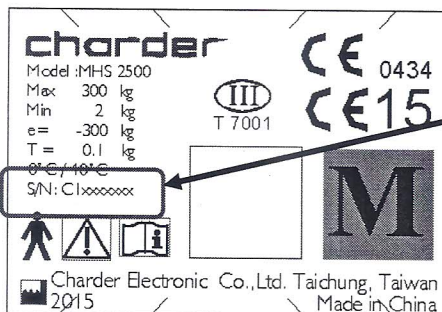
Sally Chen / Deputy General Manager

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IDENTIFYING AFFECTED MODEL

Check the serial number S/N on the back of MHS scales to see if it is involved in the marketing period (production from 2011.07.01~2015.04.30) and if so please stop using the scale and return it immediately for replacement.

To identify affected serial number S/N, locate the S/N on product label. The affected S/N by inspection exchange period begin with C11~C15, T11~T15, with the first two digits of S/N number.
Example of label



begin with 11~15

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ACKNOWLEDGEMENT OF RECEIPT

Customer Name	
Customer Address	
Signature	
Print Name	
Date	
Devices Inspected Serial Numbers	
Devices to be returned Serial Numbers	

Note:

1. Please ensure that the acknowledgement of this Field Safety Notice is completed & returned to Charder or local distributor by FAX or Email
2. All sections of the above form are mandatory.

CONTACT DETAILS FOR RETURN OF FORM

Kindly fax or email this acknowledgement of receipt to charder or local service partner.

charder/ Local Service Partner:

Address:

Tel:

Fax:

We would appreciate your help!

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啟德電子股份有限公司

CHARDER ELECTRONIC CO., LTD.

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VERIFICATION OF LIFT SCALE REPLACEMENT

DATE (YYYY/MM/DD): _____

Dear Customer,

Thank you for your support and trust on CHARDER products.
You have received the Charder MHS2500/MHS2600 lift scale inspection instructions along with this verification letter.

If still not able to determine whether the scale has been used under over-tilting, please send the lift scale back to local distributor for inspection exchange.

Please tick either option below.

I have checked by the inspection steps and the lift scale is ok. Will not send the lift scale back to distributors.

I do/ do not check the lift scale and will send the lift scale back to distributors directly.

We strongly recommend you to read the user manual as top priority before installing and operating NEW LIFT SCALE carefully.

Once received the new lift scale, please install new lift scale to replace old one immediately. To secure old version of lift scale to be taken out of service properly, please read the following and sign for verification.

I, _____ guarantee the old version of lift scale model
(your name)

MHS _____ and serial number: _____ has been taken out of service.

Please fill in the serial number of your old and new MHS lift scales below.

Status	Old lift scale	New lift scale
Model Name	MHS _____	MHS _____
S/N	_____	_____

Kindly fax or email verification to our local service partner to complete replacement process.

Charder Local Service Partner:

Address:

Tel:

Fax:

Installation person/Operator's Name: _____

(Signature)

We would appreciate your help!