

Kristianstad 2016-03-16

Dear Partner and Customer

Urgent field safety notice

Important information on delivered Footrest Vacuum Pumps with Germa article reference number: 271 000 701.

Footrest Vacuum Pump is a product supplied with Germa produced vacuum mattresses e.g. Ready2go kit or purchased separately.

We have identified a quality deviation in the latest production lot of Footrest Vacuum Pumps. During Germa quality check before delivery, the Footrest Vacuum pump works normal and according to our test procedure. The quality deviation in latest production lot may occur after some time of use, when the pump has been exposed to greater forces making rigid evacuation.

Identification of the latest production **lot is batch 10707-1**, clearly labelled on each pump, see next page with picture.

Actions for correction

We have identified supplied orders that includes Footrest Vacuum Pumps from the lot with quality deviations, shipped to you or direct to your customer on your behalf. Attached you will find information on the order numbers and dispatch date from AB Germa.

All Footrest vacuum pumps, within this production lot has to be returned and exchanged for a new Footrest Vacuum Pump, this is our responsibility and an important safety action that has to be performed. We appreciate your cooperation to make sure information reach users of this equipment and make sure to exchange when identified.

Please, contact us for more detailed information how you prefer to make the correction process in cooperation with us at AB Germa. The undersign confirms that this notice has been notified the appropriate Regulatory Agency.

We are very sorry for the inconvenience, extra work and badwill this may cause you. We hope and trust on your cooperation to make customers and users satisfied with our products.

Best regards
AB Germa / Quality team.

| Postadress/Postal address | Adress/Goods address | Telefon/Phone | Telefax/Fax | E-mail/Web page | VAT No. | Bankgiro Bank account |
|--|---|------------------|--------------------|-------------------------------|----------------|--------------------------|
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AB GERMA®



Footrest vacuum pump to be exchanged if the batch number is equal to picture above.

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