

Field Safety Notice

Patterson Walking Frames – All models supplied between June and November 2017 (Batch codes DMW23/2017 – DMW46/2017 inclusive)

It has come to our attention that a small number of Patterson Walking Frames (both wheeled and non-wheeled) are arriving at customers with the pins from the spring clips in the height adjustable legs having broken off. This has not yet been isolated to a particular batch(s) due to the low number of returns. As a precaution, we are including frames manufactured in the previous six months within this notice.



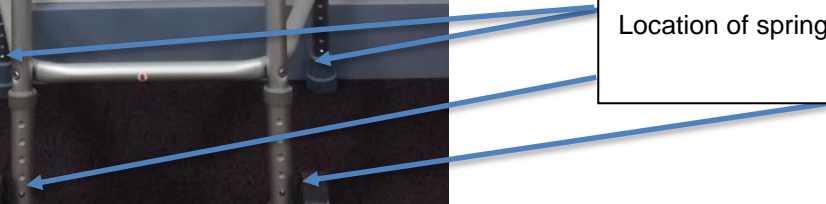
Batch codes DMW23/2017 – DMW46/2017

ACTION REQUIRED: As a precautionary measure and in accordance with the information within our instructions for use (height adjustment section), **please ensure you make the following checks before issuing a walking frame to a patient:**

Ensure that each leg has both spring clip pins present in the front and rear legs. If a spring clip pin is missing (see photos below), please contact Performance Health (details on page 4) in order to arrange a return. Any walking frames found with missing spring clip pins on the spring clips will be replaced or credited, as preferred.



Location of spring clips



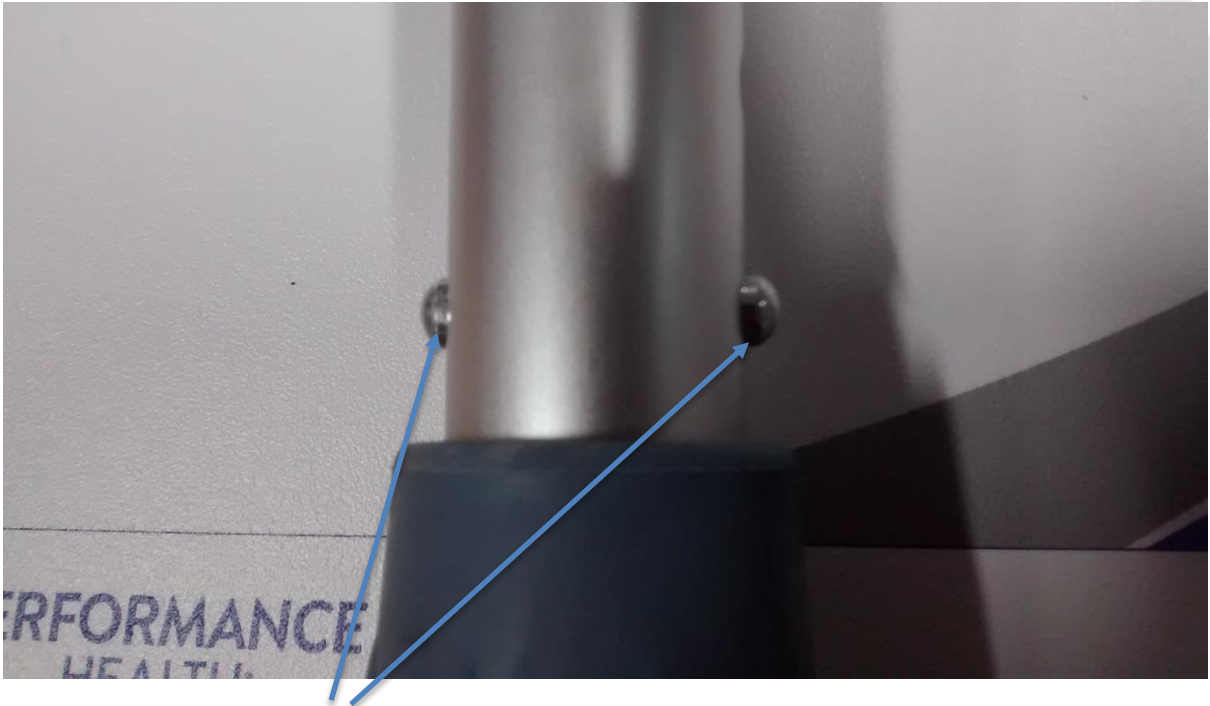


Image 1 – Both spring clip pins present

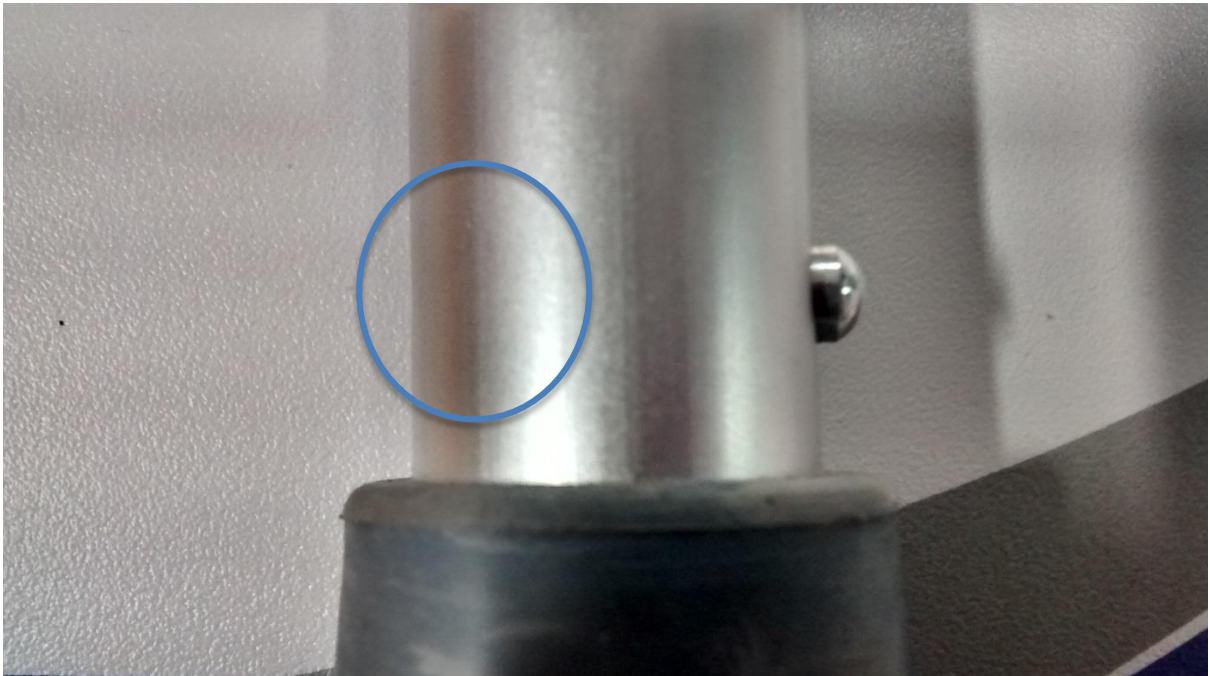


Image 2 – One spring clip pin missing

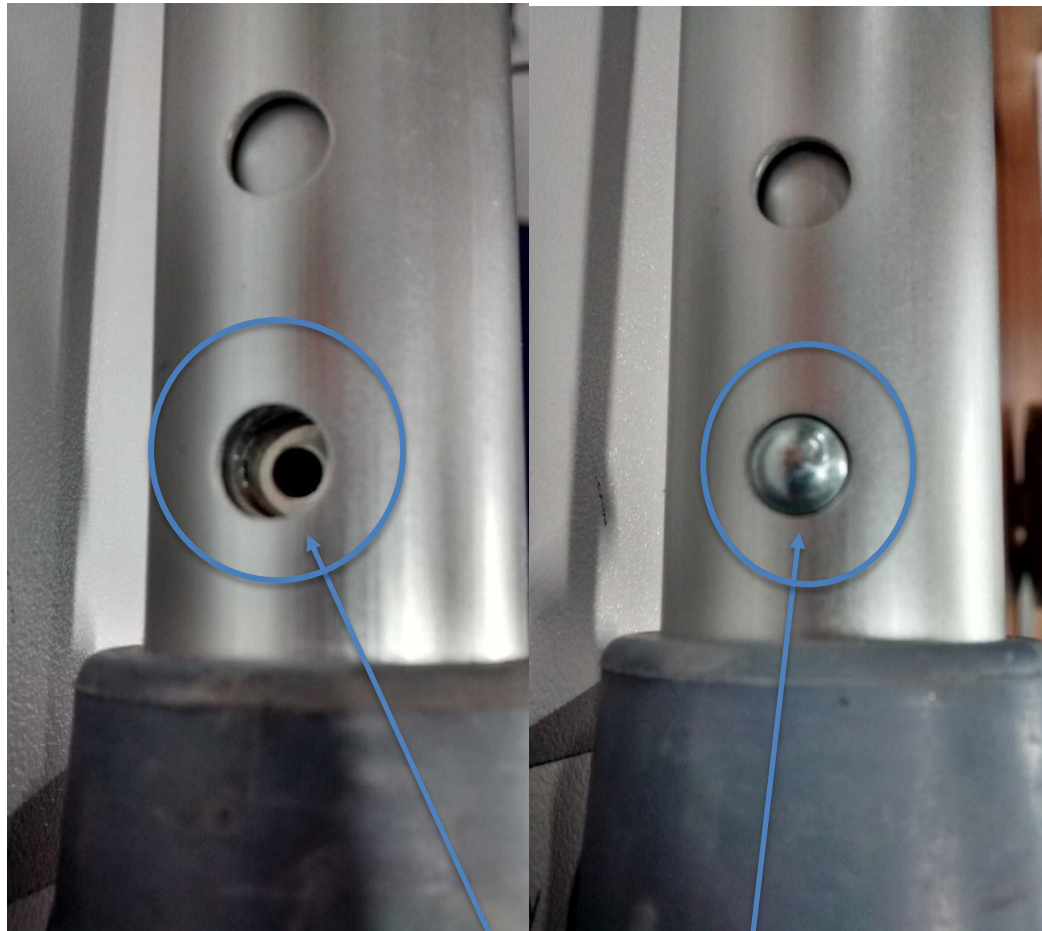


Image 3 – Appearance of frame with missing pin and pin present

If during these checks you find the above issues or any other fault with the walker please contact our **customer services** on **03448 730 035** for advice.

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Reply Letter

I can confirm we have inspected the product and codes described in the FSN and have none of these items / have checked (delete as applicable) as requested.

Hospital / Customer name

Account number

Name of person responding.....

Position.....

Date.....

Please complete this form and return to Customer Services at Performance Health by email international@performancehealth.com or fax back 03448 730 100