



Ideen bewegen mehr

AAT Alber Antriebstechnik GmbH · PF 100560 · D-72426 Albstadt

Kinco Corporation ApS
Sören O. Sloth
Overgårdvej 4
DK 7500 Holstebro

kontor@kinco.dk

Albstadt, 25. September 2020

Important: Urgent safety information for your AAT stair climbers

Dear Sir or Madam,

During an extended quality control of preassembled stair climber components, provided by an external supplier, we detected a potential safety risk.
The potential assembly failure requires a safety check of all AAT stair climbers, which are listed in the attachment.

Description of the potential failure:

A locking ring was possibly not installed in the correct position during the assembly.

Description of the potential risk:

If the circlip is lost, the wheel can move on the axle, which could result in a loss of braking effect or the loss of the entire wheel.

Required measures

- Do not use the affected stair climber any more
- Please check and if necessary, correct the device using the enclosed instructions
- For a clearer illustration of the safety check, watch the video at the following link:
help.aat-online.de

To carry out the safety check, there are two different circlip pliers and matching circlips needed. We will provide you with the required tools and circlips at no charge. Please let us know how many tool sets you need.

Reimbursement of the field action

We will reimburse EUR 75 per device for your efforts at this field action. You will receive the expense compensation immediately after we have received the completed documentation form.

Unsere Hausanschrift
AAT Alber Antriebstechnik GmbH · Ehestetter Weg 11 · D-72458 Albstadt-Ebingen
Tel. +49.7431.1295-0 · Fax +49.7431.1295-35 · info@aat-online.de · www.aat-online.de
Postfach 100 560 · D-72426 Albstadt-Ebingen

Unsere Bankverbindungen
Svenska Handelsbanken Ndl Frankfurt
Swift Code: HAND DE FF XXX
IBAN: DE77 5142 0600 0013 7310 05

Amtsgericht Albstadt HRB 401006 · Sitz: Albstadt · Ust ID Nr. DE 173669635
Geschäftsführer: Martin Kober



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If you have any questions, please contact our service team directly by email servicecenter@aat-online.de or phone + 49 7431 12 95 550.

It is ensured that all stair climbers that will be produced in future will only be delivered with properly installed circlips.

Thank you for your help in advance. We apologize for any inconvenience.

With best regards

A handwritten signature in blue ink, appearing to read 'M. Kober', is positioned above the printed name.

Martin Kober
CEO AAT Alber Antriebstechnik GmbH

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DOCUMENTATION FORM

Reply: Safety check affecting loss of the braking efficiency stair climber

Your entries:

Customer number:
302880

Customer:
Kinco Corporation ApS

The following devices are affected:

Type serialnumber	Circlips checked and		Date / Signature
	correction not necessary	correction carried out	
CargoMaster Typ CC200 CC200219116			
CargoMaster Typ CC200 CC200219117			
Cargo Master Typ C141 Vario C1413190632			
Cargo Master Typ C141 Vario C1413190633			
Cargo Master Typ C141 Vario C1413190634			
Cargo Master Typ C141 Vario C1413190635			
Cargo Master Typ C141 Vario C1413190636			
Cargo Master Typ C141 Vario C1413190637			
Cargo Master Typ C171 Vario C1713190037			
Cargo Master Typ C171 Vario C1713190038			
Cargo Master Typ C171 Vario C1713190039			
Cargo Master Typ C171 Vario C1713190040			
Cargo Master Typ C171 Vario C1713190041			
Cargo Master Typ C171 Vario C1713190042			
CargoMaster Typ CC200 CC200220006			
CargoMaster Typ CC200 CC200220007			
Cargo Master Typ C141 Vario C1413200108			
Cargo Master Typ C141 Vario C1413200109			
Cargo Master Typ C141 Vario C1413200110			
Cargo Master Typ C141 Vario C1413200111			
Cargo Master Typ C141 Vario C1413200112			
Cargo Master Typ C141 Vario C1413200113			
CR230 Typ CR2304 CR230420001			

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DK 7500 Holstebro

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Urgent safety information

Safety check
affecting
loss of the braking efficiency c- devices

Albstadt, 25. September 2020

Sender:

AAT Alber Antriebstechnik GmbH, Ehestetter Weg 11, D 72458 Albstadt, Germany

Addressee:

Authorized medical supply stores, sales representatives, ambulance services

Identification of the affected medical products:

Product category:	Stair climber of the c-device family
Name of model:	c-max 140; c-max 160; CR23
Serial number:	See supplementary sheet

Description of the problem including the detected cause:

At an extended product check was found out that possibly products have been launched on the market which could show the following misconduct:

It is possible that while operating, the stair climber mentioned above, a wheel could change its position on the axle and thus a loss of braking effect at the edge of the stairs could occur.

In worst case the wheel could be completely lost, which could result to a fall on the stairs.

The reason for this is an incorrect fitted locking ring at the inner side of the wheel, which is difficult to see when the wheel is mounted.

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Geschäftsführer: Martin Kober



Which measures should the addressees take?

- Do not use the concerned stair climber any longer
- Check the device exactly according the enclosed instructions
- For a clearer illustration of the review, watch the video at the link provided in this letter
- Please use the enclosed tools for disassembly and assembly of the locking rings
- Clean with the enclosed brake cleaner the braking surface in the rim
- Do not use the device again until it has been checked and the final function test has been completed

Distribution of the here described safety information

Please make sure that all users of the above-mentioned products and other persons involved are informed about these Urgent Safety Information. Should you have given the product to a third party, please send a copy of this information along or inform the contact person stated below.

Please keep this information at least until measures have been completed.

The Federal Institute for Drugs and Medical Devices received a copy of this „Urgent Safety Information“.

Contact person:	<i>For technical questions, regarding the inspection or for a possible return to AAT</i>	<i>§ 30 (2) Medical Devices Act, MPG</i>	<i>§ 30 (2) Medical Devices Act, MPG</i>
	<i>AAT Service – Center Richard Lindner</i>	<i>Holger Staib Safety officer for medical devices pursuant to § 30 (2) Medical Devices Act, MPG</i>	<i>Daniel Mohr Assistant Safety officer for medical devices pursuant to § 30 (2) Medical Devices Act, MPG</i>
Tel.:	<i>+ 49 7431 12 95 550</i>	<i>+ 49 7431 12 95 530</i>	<i>+ 49 7431 12 95 502</i>
Fax:	<i>+ 49 7431 12 95 540</i>	<i>+49.74 31.12 95-35</i>	<i>+49.74 31.12 95-35</i>
E-mail:	<i>servicecenter@aat-online.de</i>	<i>Sicherheitsbeauftragter-MP@aat-online.de</i>	<i>Sicherheitsbeauftragter-MP@aat-online.de</i>

Best regards,

AAT Alber Antriebstechnik GmbH
 Holger Staib / Daniel Mohr
 Safety officer for medical devices pursuant to § 30 (2) Medical Device Act /
 Assistant Safety officer for medical devices pursuant to § 30 (2) Medical Devices Act, MPG