

FIELD SAFETY NOTICE

Installation of belt clip that prevents wearing out of the seam on the lifting belt

Product name: Altair Lifting Solutions

Article No: 55200H- / 55210H- / 55220H-country codes

Reference: FSN 2025-01

Date: 2025-10-01

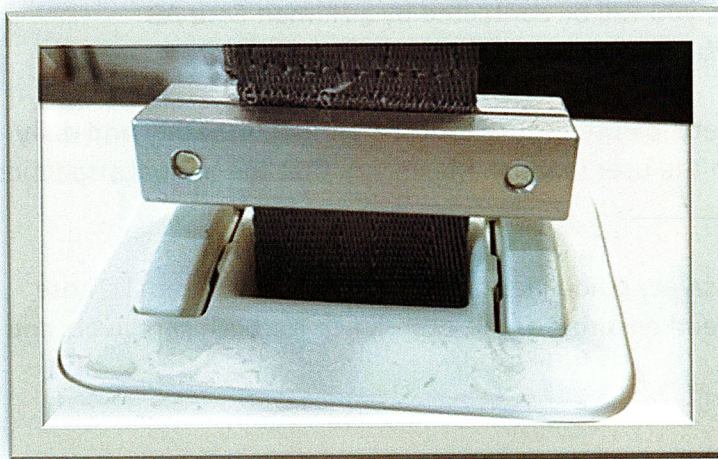
Dear Valued Customer,

This letter is to inform you of a Field Safety Notice regarding Human Care AB Altair Lifting Solutions. There was a potential risk of fall incident if the latest user manual was not followed, regular inspections were not conducted, and the belt was not replaced as recommended. Under extreme conditions of not following the above while heavily continuing to operate the lift, the lifting belt could come loose from the ceiling mount in the event of the of the belt stitching becoming outworn. Therefore, as an additional safety measure to the existing ones, Human Care AB will implement the belt clip in production of the device. For devices already in use, the manufacturer will provide a belt clip where a potential risk is identified.

Issue Description:

Human Care have been informed of a fall incident caused by the failure to replace the belt annually as recommended in our inspection protocol and user manual. This incident highlights the vital importance of adhering to Human Care's recommended maintenance schedule to ensure both safety and optimal performance. To further enhance safety of the lifting device, a safety belt clip will be installed; this clip will prevent the wearing out of the lifting strap seam and consequently reduce the risk of the belt coming loose.

Image of the belt clip on the lift belt:



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Recommended Mitigations:

- As an additional safety measure, Human Care will implement the belt clip in the next production of the device. For devices already in use, the manufacturer will provide a belt clip where a potential risk is identified.
- The User manual is updated. Human Care would like to emphasize to all users, technical and service people and caregivers of the importance of referring to the latest version of our User Manual, which can be accessed at any time on our official website (<https://www.humancaregroup.com/products/altair> and then please go to **Documents**).
 - The User Manual is under “Documents” and provides essential guidance for safe and effective use, ensuring that you have the most current information and safety instructions.
 - The Annual Inspection service protocol can be found for Human Care’s distributors, technical and service people on our Intranet website (<https://humancareworld.com/technical-documents/>).

Please scan this QR code for easy access to have latest version of user manual and annual inspection service protocol.

ANNUAL INSPECTION SERVICE PROTOCOL



USER MANUAL



Required Actions by Customers:

With the receipt of the acknowledgement, you will be contacted by a Human Care AB representative, and a date will be set for the installation of the belt clip.

To maintain optimal performance and safety, please ensure that the **annual, monthly and daily** inspections are conducted as instructed in the user manual. Make sure that the annual inspection protocol is saved.

Additionally, please adhere strictly to the safety guidelines outlined in the User Manual. These guidelines are crucial for minimizing risks and ensuring a safe experience for both caregivers and users.

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Additional Information:

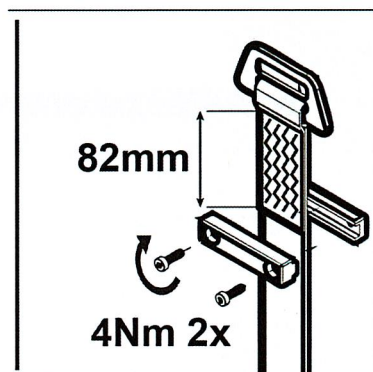
The affected units include Altair Lifting Solutions manufactured between January 2021 and September 2025.

Human Care AB is issuing this letter to inform customers that an additional safety belt clip will be installed to affected existing devices and will be implemented in production immediately.

We kindly request that you carefully read and understand this letter and provide a confirmation via email to quality@humancaregroup.com filling out the Customer Response/Acknowledgement Form (Page 4). Upon receipt of the acknowledgement, you will be contacted by a Human Care representative.

To ensure all our customers are informed, we kindly request Human Care AB distributors and dealers to distribute this letter to all customers who have purchased the affected products.

The placement of the belt clip will be indicated on the belt clip's product label, as shown in the excerpted image below;



Thank you for your attention to these important safety practices. Your safety is our highest priority, and we appreciate your time and attention in reading this important notice.

Dilsat Pinar Pergjetani
Chief Quality & Regulatory Officer
Human Care HC AB

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CUSTOMER RESPONSE / ACKNOWLEDGEMENT

Instructions: Complete and return this form to Human Care AB as soon as possible, not later than 30 days after receiving the notice. By completing this form, you confirm that you have received the Field Safety Notice, understand and know the necessary actions that must be taken.

Customer /Recipient/Establishment Name: _____

Address: _____

Contact number: _____

Contact email address: _____

If this response applies to additional establishments, please identify them above as well.

Customer Actions:

- Read and understand the Field Safety Notice.
- Complete and the form to Human Care AB quality@humancaregroup.com
- A Human Care AB technician will contact you regarding the installation

Name and contact details of the persons completing this form:

Name and Surname: _____

Title: _____

Date: _____

Signature: _____

Return the completed form by to quality@humancaregroup.com