
Urgent safety information FIELD SAFETY NOTICE (FSN) / Safety notice in the field

Type of measure: Safety notice / precautionary measure in the field (FSCA)

Concerning:

- Forearm crutches: KLASSIKER, KIDDY, JUNIOR, EASY
 - Aluminium walking sticks: KIDDY
 - Rubber capsule with steel inlay

FSN reference number: 30146-25-FSN

Date: 18 December 2025

1. Sender

Ossenberg GmbH

SRN: DE-MF-000009947

2. Addressees

This FSN is addressed to:

- Specialist retailers / medical supply stores / distributors
- End users (via retailers)
- Other economic operators who have placed the affected products on the market or store them

3. Identification of affected medical devices

Some of the products sold during the following period may contain a defective batch of rubber capsules.

Product groups:

- Forearm crutches: KLASSIKER, KIDDY, JUNIOR, EASY
- Aluminium walking sticks: LM-Stock KIDDY
- Rubber capsule with steel inlay

A list of item numbers is attached.

Sales period: 08/2024 – 08/2025

Affected rubber capsules (colours):

- Blue
- Grey
- Black

Important note:

Only a subset of the products on the market is affected, as only a portion of the delivered rubber capsules originate from the potentially defective batch.

4. Description of the problem, including the identified cause

Some of the products delivered may contain rubber capsules from a batch that wear out faster than usual.

Premature wear is usually noticeable after 2–3 weeks of use and typically manifests itself in the following ways:

- Visibly increased wear on the tread
- Cracks/material degradation
- lower tread

Premature wear of the rubber capsules may lead to the following under certain circumstances:

- reduced slip resistance
- unstable position of the aid
- potential risk of falling for users

5. Measures taken by users/specialist retailers

5.1 Measures for users

- Check the rubber caps regularly for wear.
- If premature wear becomes apparent:
 - Stop using immediately if stability/slip resistance appears to be impaired.
 - Take the crutches or walking stick to a specialist retailer immediately so that the rubber caps can be replaced.

5.2 Measures for specialist retailers/distributors

- Inform all affected customers and downstream entities about this FSN.
- Support users in replacing the rubber capsules.
- Document any complaints and report them to Ossenberg GmbH.

6. Contact

If you have any questions or would like to order spare parts, please contact:

Ossenberg GmbH

Kanalstraße 79, 48432 Rheine, Germany

Tel.: +49 5971 980460

E-Mail: info@ossenberg.com

Web: www.ossenberg.com

Date, place, signature of CEO

Signature of PRRC