FIELD SAFETY NOTICE

Removal of Belt Clip

Product name: Altair ceiling lifts produced between 1 January 2021 and 25 August 2026 and fitted with belt clip 71496
Article Numbers: 55200H-XX, 55210H-XX, 55220H-XX (XX = country code) Altair Lifting Solution
71496 Belt clip
Human Care Reference: FSN 2026-01
Date: 14-September-2026

Dear Valued Customer,

Human Care has identified that, under certain conditions of use, the belt clip may contribute to localized wear or damage of the lift belt. In addition, because the belt clip covers a small section of the belt, wear or damage in or around this area may not be readily visible during routine inspection. If such damage is not detected, it could progress and potentially contribute to belt failure and an associated risk of injury.

The belt clip was introduced to help protect the belt end-stitching during certain uses. It is not required for the safe operation or intended performance of the lift. Human Care is therefore initiating this Field Safety Corrective Action to remove the belt clip from affected lifts and allow the complete lift belt to remain visible for inspection, supporting the early detection of any signs of wear or damage and thereby mitigating the associated risk.

Following removal of the belt clip, the complete lift belt shall be visually inspected in accordance with the attached instructions to identify any signs of wear or damage.

Human Care ceased adding the belt clip to new Altair lift production effective 25 August 2026. Future shipments will be supplied without the belt clip. Belt clips fitted to affected units in warehouse inventory or already in service shall be removed and the complete lift belt inspected in accordance with the attached instructions.

The majority of the affected installed base is targeted for completion **within three (3) months of issuance of this Field Safety Notice**, with all remaining affected units targeted for **completion no later than six (6) months** from issuance.

We kindly ask for your cooperation in carrying out the following actions:

- **Warehouse Inventory:** Remove the belt clip and inspect both sides of the lift belt. If visible damage is found, do not dispatch the lift until the belt has been replaced by a trained technician.

- **Field / Distributor Actions:** Distributors shall provide this Field Safety Notice and the attached instructions to affected customers and instruct them to remove the belt clip and inspect both sides of the lift belt. If no visible damage is found, the lift may remain in use. If damage is found, stop using the lift and send a clear photo of the damaged area together with a photo of the product label showing the serial number to the distributor or service provider. A trained technician will replace the lift belt.

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- To ensure traceability and completion of the field action, please complete the following step:

  Confirmation and completion: Please acknowledge receipt of this notice within **10 working days** and confirm that it has been communicated to affected customers.
  Once the required field actions have been completed, please confirm completion by emailing quality@humancaregroup.com

For further information or support regarding the removal procedure or replacement-belt logistics, please contact quality@humancaregroup.com.

Sincerely,

Dilsat Pinar Pergjetani
Chief Quality and Regulatory Affairs Officer



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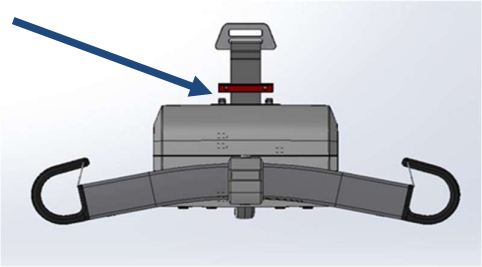
AFFECTED PRODUCTS	**Product name:** Altair ceiling lifts fitted with belt clip 71496, including lifts retrofitted (via FSN 2025-01) with the belt clip in the field and lifts manufactured with the belt clip from Week 41 of 2025 through 25 August 2026. In summary, the affected lift population includes Altair lifts manufactured from 1 January 2021 to 25 August 2026. **Part number:** 55200H-XX, 55210H-XX, 55220H-XX (XX = country code) Altair lifting solution 71496 Belt clip
PROBLEM DESCRIPTION	Human Care identified that the belt clip covers a small section of the lift belt and can restrict complete visual inspection of the belt. Human Care is therefore initiating a Field Safety Corrective Action to remove the belt clip and inspect the complete lift belt. Routine visual inspection of the lift belt is important for safe use of the lift. If such damage is not detected, it could progress and potentially contribute to belt failure and an associated risk of injury.
HOW TO IDENTIFY AFFECTED PRODUCTS	Applicable to Altair ceiling lifts fitted with belt clip 71496. The belt clip is shown in red in the illustration below:  *Figure 1: Belt clip, presented in red*
ADVICE ON ACTIONS BY CUSTOMER / USER	• Continue to perform all prescribed daily, monthly and annual inspections and maintenance in accordance with the latest applicable User Manual and service instructions. The removal of the belt clip does not replace or change these inspection requirements. User Manual: https://www.humancaregroup.com/products/altair Service Manual: https://humancareworld.com/technical-documents/ • Distributors shall forward this Field Safety Notice and the attached belt clip removal instruction to all affected customers and maintain records of implementation. • Remove the belt clip and inspect both sides of the lift belt. If no visible damage is found, the lift may remain in use. If damage is found, stop using the lift and send a clear photo of the damaged area together with a photo of the product label showing the serial number to the distributor or service provider. Belt replacement will be performed by a trained technician.
ACTIONS PLANNED BY HUMAN CARE	• Human Care will communicate this Field Safety Notice through the distributor/service channel together with the instruction for belt clip removal and belt inspection and will provide replacement belts where replacement is required. • Human Care will continue Post-Market Surveillance of Altair ceiling lifts and monitor implementation and completion of this field action.

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Appendix 1

Frequently asked questions

How should removal of the belt clip be prioritized?

*T*o support efficient, risk-based implementation, prioritize affected lifts based on the following criteria:

1. Priority 1, early implementation: Lifts used with high-weight clients, at maximum lifting height, with 2-point suspension and/or with frequent daily use.
2. Standard review: all other affected lift configurations.

What should we do if the lift belt is damaged?
Do not use the lift if fraying, wear, deformation, cuts, or other visible damage of lift belt is found. Send a clear photo of the damaged area together with a photo of the product label showing the serial number to your distributor or service provider. A trained technician will arrange replacement for the lift belt. If available, please also provide the lift data log to support further investigation by Human Care Research & Development.

What should we do with the removed belt clip?
Please ensure removed belt clips are collected and responsibly recycled or disposed of in accordance with applicable local environmental waste requirements.

What should we do with other Human Care lifts on which a belt clip has been fitted?
Belt clip 71496 was designed for Altair lifts but it could also be purchased separately and fitted to HeliQ lifts, which its design allows. It cannot be fitted to Roomer S. If clip 71496 is fitted to other Human Care lift, follow this notice to remove it and inspect the belt, regardless of model.

Will belt clip 71496 remain available for purchase?
No. Belt clip 71496 will no longer be offered by Human Care.

Is there a deadline for the removal of the belt clip?
Higher-risk (Priority 1 as mentioned above) units and locations will be prioritized for early implementation. The majority of the affected installed base is targeted for completion **within three (3) months of issuance of this Field Safety Notice**, with all remaining affected units targeted for completion **no later than six (6) months from issuance.**

What tools does the user need for belt clip removal and inspection?
For belt clip removal and inspection, an Allen key or Torx screwdriver as specified in the attached instruction is sufficient. If belt replacement is required, the trained technician performing the replacement should bring the correct replacement lift belt and the tools needed to complete it in accordance with the applicable service instructions.

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Appendix 2

Attached instruction: “Instruction – Belt clip removal”. Follow the instructions to remove the belt clip and inspect both sides of the complete lift belt. If belt replacement is required, the replacement must be performed by a trained technician in accordance with the applicable service instructions.

Following completion of this field action, continue all routine inspections and maintenance in accordance with the latest applicable User Manual and service instructions.