

March 19, 2014

To our partners

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Field Safety Notice

Regarding wing handles for ReTurn 7400 and 7500



Affected devices

Wing handles for ReTurn7400 and ReTurn7500, where the **screws are not properly inserted into the handles**, marked in red in figure 1. This affects **only ReTurn models where the ladder is attached to the chassis according to figure 2**. All ReTurn7400 and ReTurn7500 of this design, delivered until May 2011 may feature the affected wing handle. The spare part "Wing handles", article number 7322, delivered during the period June 2009 to July 2011 is also affected.



Fig. 1 Wing handle to ReTurn where the attachment of the screw is visible in the handle.



Fig. 2 Attachment of the ladder on affected ReTurn models. Wing handle, catch and ladder.

Background information and reason for the Field safety corrective action

During the period April 2009 to May 2011, Handicare AB used a wing handle in which the screw and the handle, after repeated tightening, may slide apart. This causes a small play in the attachment of the ladder, which in turn results in high load at the attachment holes of the ladder. Eventually this may cause mechanical fatigue in the material of the ladder.

Since Handicare changed suppliers of the wing handle in May 2011, the wing handle has a design that keeps the screw safely in the handle, fig. 3, and thereby keeps the catch close to the ladder, minimising the risk of play.



Fig 3 New, safer model of wing handle. The thread runs into the handle.

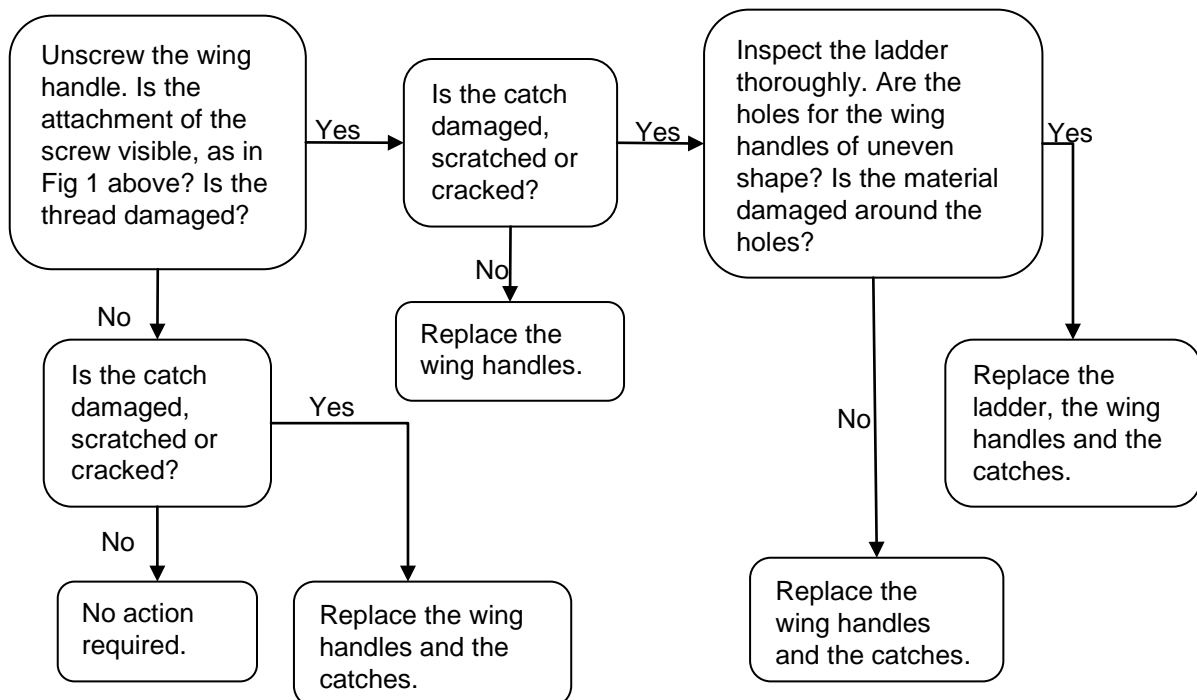
As a measure of precaution, Handicare has decided to replace all wing handles where the attachment of the screw is visible.

Actions to be taken by our partners

A check of all ReTurn subject to having the affected wing handle should be performed without any delay. Inspect all devices in service and in warehouses. Remove and scrap all affected components.

Inspection of wing handles and ReTurn ladders

The inspection of wing handles and ladders should be performed according to the flow chart below:



Inspect all ReTurn regarding wing handles, catches and ladders on all future service or reconditioning occasions, according to the latest version of the service manual.

Transmission of this Field Safety Notice

This notice needs to be passed on to all those who need to be aware within your organisation or to any organisation where the potentially affected devices have been transferred.

Further information and technical advice

Handicare AB will provide wing handles, catches and ladders for replacement of affected components. To order attachment devices or ladders, please contact our customer service at customerservice@handicare.se or telephone +46 (0)8-557 62 200.

For questions and technical advice regarding this issue, please contact:

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Handicare AB sincerely apologizes for any inconvenience this may cause our partners.

This notice has been notified the appropriate Regulatory Agency.

For and on behalf of
Handicare AB

Malin Wallström
Quality and environment manager