

**Product Name:** 826068 – Folding Walking Frame

**Warning Notice Number:** 2024\_FA\_001

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**Date :** 09/01/2024

**Attention :**

- Distributors/Retailers
- Pharmacists

**Concerned Device :** 826068 – Folding Walking Frame

**Batch Numbers:** 91548

**Issue Leading to the Action:**

The walking frame has a design flaw at the foot. Indeed, the foot has 2 drilling holes which weaken the stability of the product. This weakness can lead to the foot breaking during use. There is therefore a risk of the patient falling and being injured. IDENTITES 49 is voluntarily recalling batch 91548.

**Recommended Measures for Users:**

Please:

- Immediately check for the presence of these devices in your inventory and place them in quarantine without fail
- Verify the presence of these devices at end users and retrieve products for destruction
- Immediately cease using or distributing these products
- Send the products in your possession to the following address:

IDENTITES 49

ZA Pôle 49,

Boulevard de la Chanterie

49124 Saint Barthélémy d'Anjou

- You can also destroy the product on your premises provided that you send us the certificate of destruction.
- Complete and sign the acknowledgment of receipt form and send it within 5 working days to the above address or by email to [qualite@identites.tm.fr](mailto:qualite@identites.tm.fr)
- Keep a copy of this warning notice

**Batch number recuperation :**

The batch number is shown on the product label stuck to the right/left foot support bar.



Aware of the disruptions this situation may cause and in order to assist you, our services are at your disposal for any additional information:

Phone: +33 (0)2 41 96 18 48

Email: [serviceclient@identites.tm.fr](mailto:serviceclient@identites.tm.fr)

The ANSM has been informed of this action. Ensure that all concerned parties are informed of this recall and the resulting action to guarantee its effectiveness. We also remind you of the necessity to report any adverse effects observed with these devices to the ANSM by email at [materiovigilance@ansm.sante.fr](mailto:materiovigilance@ansm.sante.fr) or by phone at +33 (0)1.55.87.30.00. We sincerely apologize for the inconvenience caused by this measure and are grateful for your attention to this notice. Please accept the expression of our sincere greetings.

**ACKNOWLEDGMENT OF RECEIPT  
RESPONSE FORM**

Urgent Notification:

**IDENTITES 49****Recall – Warning Notice 2024\_FA\_001****09/01/2024****Attention :**

- Distributors/Retailers
- Pharmacists

**Contact:** Phone: +33 (0)2 41 96 18 48 or email: [serviceclient@identites.tm.fr](mailto:serviceclient@identites.tm.fr)**Health Establishment:****Name :****Fonction :**

**We confirm having received and taken note of this urgent notification.** Our inventory has been checked and the results are as follows:

We have checked all storage locations and premises of the establishment and we do not/have no more products in stock.

We have certain concerned products in stock listed in the table below.

If products cannot be returned, please indicate if they have been lost or destroyed.

Reference	Invoice Number	Batch Number	Quantity to Return	Quantity Lost or Destroyed

**Date :****Signature :**



FICHE D'AVERTISSEMENT – Urgent Field Safety Notice

RAPPEL DE LOT - Recall

**If you wish to destroy the product yourself, please send us a destruction certificate.**  
Please return this form within 5 working days by mail or email [qualite@identites.tm.fr](mailto:qualite@identites.tm.fr)  
We once again apologize for the inconvenience caused.