



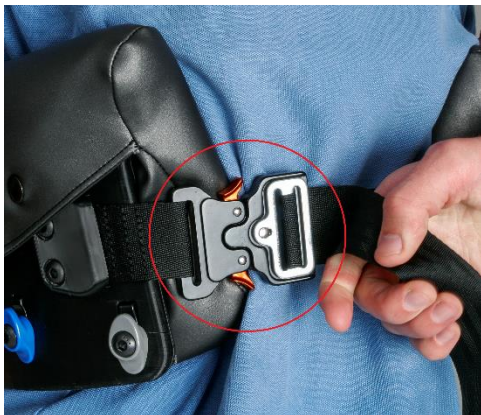
Rifton Equipment
PO Box 260
Rifton, NY 12471

800.571.8198
www.Rifton.com

Urgent Field Safety Notice
K310 & K320 TRAM, K660 E-Pacer
Device Modification

Dear [Customer Name]

Rifton Equipment in conjunction with Glencar Medical their distributor in Ireland is voluntarily recalling the body support buckle from the Rifton TRAM and E-Pacer. The TRAM and the E-Pacer are transfer and mobility devices that can be used for seated transfers or as a support for standing or ambulation. The body support buckle helps to secure the client in the body support system. Rifton Equipment has received complaints of buckles failing to latch securely, presenting a risk of falling. **Serious injuries and/or deaths could occur due to the failure mode associated with this recall.**



The Body Support Buckle

What is the reason for the recall?

A design change within the buckle may lead to the buckle's internal springs breaking over time, making the buckle more difficult to securely latch, which could result in a sudden release during transfer.

Which products does this recall affect?

This recall affects K310 and K320 TRAMs manufactured between July 4, 2012 and April 4, 2018; and K660 E-Pacers manufactured between June 12, 2017 and April 5, 2018. Our records indicate that you ordered the following TRAMs or E-Pacers which are subject to this recall:

Product name:
Serial Number:
Issue date:
Invoice Number:



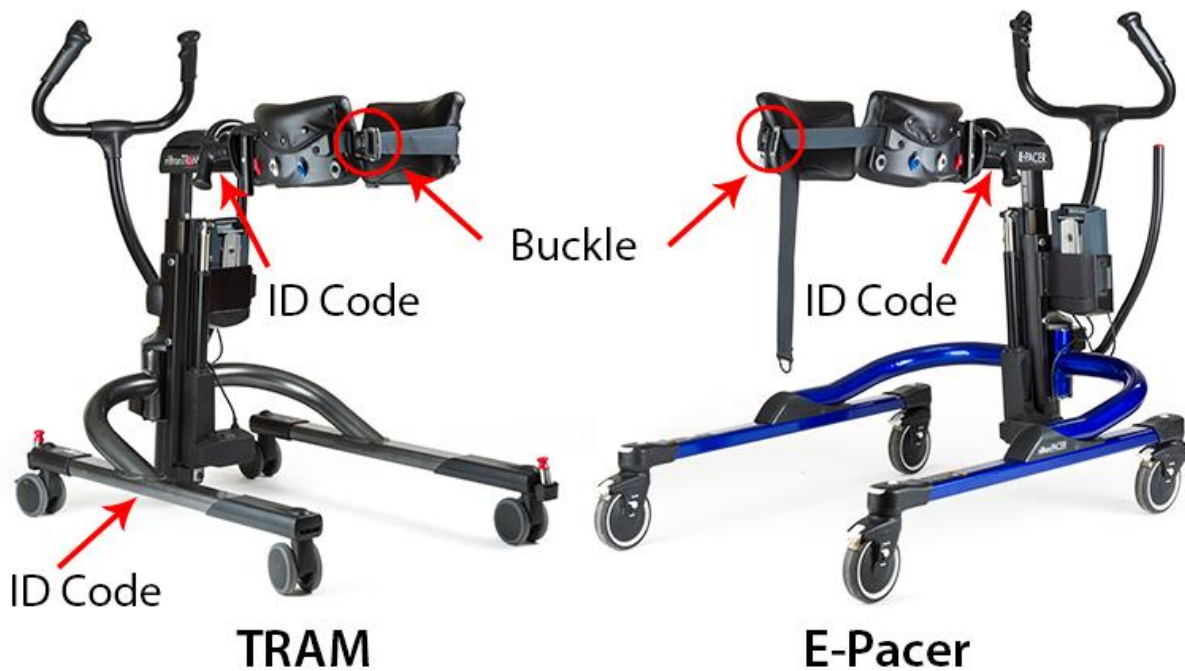
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Ordering Authority:
Delivered to:
Purchase Order Number:

Where is the ID Code?

The ID code can be found either under the horizontal mast, right below the “Rifton TRAM” or “E-Pacer” label, or under the left leg:



What should I do now?

1. **Please discontinue use of your TRAM or E-Pacer immediately until the buckle is replaced.** We will contact you in the coming days to arrange the on-site replacement of the affected buckle.
2. Please pass this field safety notice on to all those within your organization who need to be aware of it.

Replacement

The replacement is simple and should not take more than fifteen minutes. The replacement parts will include:

- A replacement buckle and strap assembly



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A service technician from Glencar Medical will perform the replacement and will need to remove and discard the old strap, buckle and bolts, and install the new one with the new bolts.

I don't have the TRAM or E-Pacer anymore

If you have further distributed the TRAM or E-Pacer, please forward a copy of this notification email to the customer(s) who received the device(s) from you. Please also reply to us to let us know that you do not have the product anymore, and provide us with contact information for the person(s) who received the device(s) from you.

Have any National Competent Authorities been informed?

Yes, the relevant National Competent Authorities have been informed of this Field Safety Corrective Action.

More information?

You may email us info@glencar, or call us at 01-8900201 if you have further questions regarding this recall.