



Urgent Field Safety Notice

Dolomite rollators: Futura, Melody, Legacy, Maxi+, Alpha, Symphony, Jazz 520 and Jazz 600. **Amendment of User Manual**

Date: 06th October 2015

Invacare Ref: FSN 284459

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Urgent Safety Information:

In the interests of the safety of our customers we would like to bring to your attention certain amendments of the manuals of all models of below Invacare Dolomite Rollators:

- Futura
- Melody
- Legacy
- Maxi+
- Alpha Basic and Alpha Advanced
- Symphony
- Jazz 520 and Jazz 600

We are aware of several incidents where a front wheel has detached from a Rollator. We are sure that an improvement to the maintenance procedures can mitigate this risk. Please note that sections of the User Manuals were reviewed and amended during 2013-2014. Especially the statement in the User Manual that the expected service life of these products is five years when used in accordance with safety instructions, maintenance intervals and correct use is an important addition.

Current revisions of the User Manuals for the above Rollators can be downloaded from Invacare website – www.invacare.co.uk/

To further simplify the maintenance and care of our products, Invacare would like to inform you also about a new Service Manual for these Rollators. This document contains all information needed for the service of these Rollators. The Service Manual contains information about service life, warranty, maintenance and technical data. The Service Manual states explicitly that control and maintenance of the product must be carried out regularly.

The Service Manual for the above Rollators can be downloaded from Invacare website – www.invacare.co.uk/



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Please ensure that the information in this notice is made available to all relevant personnel within your organisation and / or customer base, and / or any organisation where the potentially affected devices have been transferred. Please also ensure that awareness is maintained for an appropriate period.

Invacare acknowledges that this may be an inconvenience; however it is not an option and must be done immediately to mitigate the potential safety risk.

If you have any questions relating to this bulletin, or should you require any additional information, please contact;

Technical Services Department

Tel. 01656 776333

Fax. 01656 776244

Invacare confirm that the relevant Competent Authorities have been informed of this Field Safety Corrective Action.



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