



Dear Sir

## Field Safety Corrective Action - 2000 Series Seats

Our stringent inspection and testing procedures have identified a risk (quantified at 0.1% of products) of a safety issue developing on our 2000 series seats under certain circumstances. Since 2005 this has affected 5 users.

This relates to seat part numbers 02000, 02000P, 02010, 02010P, 02210P, 2130, 2130P and 02230P. As part of our product vigilance programme this has been notified to the MHRA.

This is fully described in the **Field Safety Corrective Action Notice** which is attached to this letter.

Our records show you have acquired some of these seats which we believe may be affected by this risk. If you hold stock of the part numbers listed above which have not been installed please fit reinforcement kits as detailed in the Field Safety Notice. Reply paid packs and cards are enclosed for you to pass on to your clients – please add their addresses to the labels.

If you are unable to undertake these activities please will you supply full contact details of your clients to enable alternative arrangements for this process to be made on your behalf by AKW.

A design change has been implemented for future products and our independently validated product test regime is now more rigorous than the requirements of BS EN 12182 and BS EN 12727 which had been previously achieved.

If you have any queries regarding this Notice please contact Sarah McArdle on +44 (0) 1624 691626 or email her at [sarah@akw-medicare.com](mailto:sarah@akw-medicare.com). Thank you for your co-operation in this matter.

Yours faithfully

AKW MediCare is a trading name of DLP Limited



DLP Limited ■ Unit L ■ Snugborough ■ Braddan ■ Isle of Man ■ IM4 4LH ■ British Isles

Tel: +44 (0)1624 691626 ■ Fax: +44 (0)1624 626364 Email: [ism@akw-medicare.com](mailto:ism@akw-medicare.com) ■ Web: [www.akw-medicare.com](http://www.akw-medicare.com)

Registered in the Isle of Man Company No. 001642V Reg. Office, First Floor, Millennium House, Victoria Road, Douglas, Isle of Man, IM2 4RW

Directors N.J. Parsons (Chairman / Managing Director) • R.W. Stimpson • J.P. Sherrard (Company Secretary)



ISO 9001:2000 Cert No. 11 500770



Nick Parsons, Chairman

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## FIELD SAFETY NOTICE AKW 2000 SERIES SHOWER SEAT

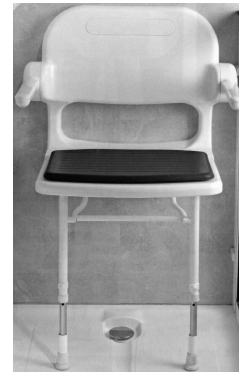
**FOR IMMEDIATE ATTENTION** by Installers and users of  
02000, 02000P, 02200P, 02010, 02010P, 02210P, 02130,  
02130P and 02230P MODELS (with or without cushions)



02000, 02000P, 02200P



02010, 02010P, 02210P



02130, 02130P, 02230P

### PROBLEM:

Our stringent inspection and testing procedures have identified, and accordingly notified the MHRA, of a risk of a safety issue developing on some of our 2000 series seats under certain circumstances.

In a small number of incidents, users sitting on the edge of 02000 and 02010 seats have experienced flexure of the seat sufficient to cause the legs to deflect from the vertical and the feet to move outwards, resulting in the uncontrolled folding of the seat to a 45 degree downwards position, causing the user to slip from the seat and fall.

This is attributable in two instances to insufficient wall fixings being used to install the product.

No incidents involving 02130 type seats with back and arms have been identified, however it uses the same leg mechanism and is therefore included in this notice.

### ACTION:

**Any unused stock should be fitted with reinforcement kits as per the instructions overleaf.**

The following actions should be completed promptly upon receipt of this notice. We advise the seat should be used with caution until this is carried out.

To eliminate this risk of uncontrolled seat movement there is a need to conduct the following inspection of the seats that we have supplied to you, and to make a small modification which should not take longer than 10 minutes per seat;

1. To confirm that the specified number of wall fixings has been used;
2. To confirm the seat has been installed in a horizontal position;
3. To install a leg reinforcement kit ( the required part and a hand tool are supplied).
4. Leave a copy of the User Instruction sheet with the end user.

The reinforcement kit can be installed with the seat in the fitted upright or horizontal position, or boxed. It comprises two sets of parts, one set to be fitted at the top of each leg. A hexagon key is supplied with the kit. No other fitting tools are required. **Installation details are shown overleaf.**

If you have any queries concerning this notice, please contact Sarah McArdle of AKW at the address shown below.

**N Parsons**, Chairman and Managing Director

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Directors N.J. Parsons (Chairman / Managing Director) • R.W. Simpson • J.P. Shorrad (Company Secretary)



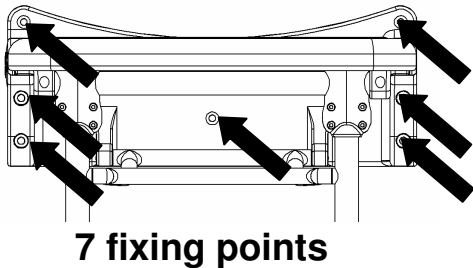
ISO 9001:2000 Cert No. HV 600790

## FIELD SAFETY NOTICE AKW 2000 SERIES SHOWER SEAT

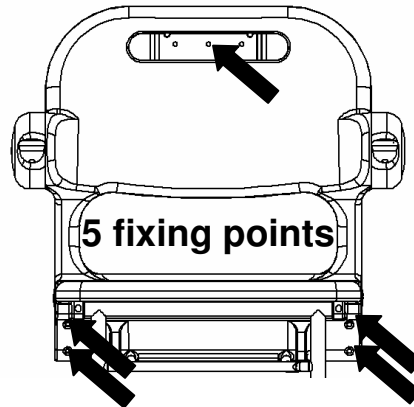
**FOR IMMEDIATE ATTENTION** by Installers and users of  
02000, 02000P, 02200P, 02010, 02010P, 02210P, 02130,  
02130P and 02230P MODELS (with or without cushions)

### SEAT INSPECTION AND ACTION INSTRUCTIONS

1. Confirm that **7 wall fixings (02000/02010 seats) or 5 wall fixings (02130 seats) have been used** (confirm fixings are below any hole coverplugs)



02000, 02000P, 02200P  
02010, 02010P, 02210P



02130, 02130P, 02230P

2. Confirm the **seat has been installed horizontally** - place a **spirit level** on the seat aligned front to back so it can be viewed from the side of the seat. If the seat is not horizontal adjust or refit the seat to the wall.
3. **Install the leg reinforcement kit** – follow the instruction pictures below.  
Recycle, reuse or responsibly dispose of the hexagon key after use.

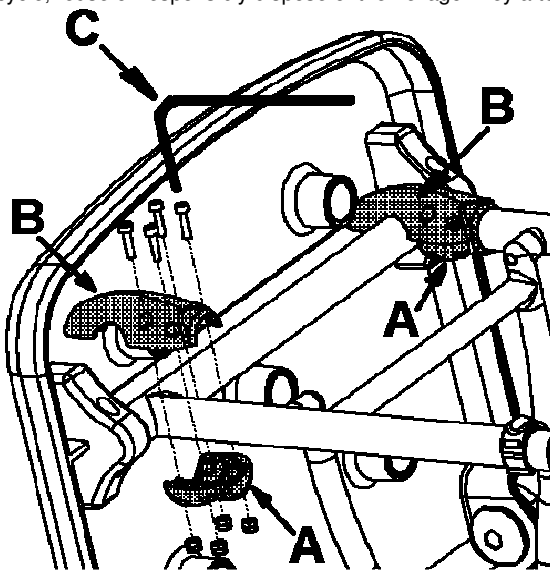


Fig 1 assembling the reinforcement kit

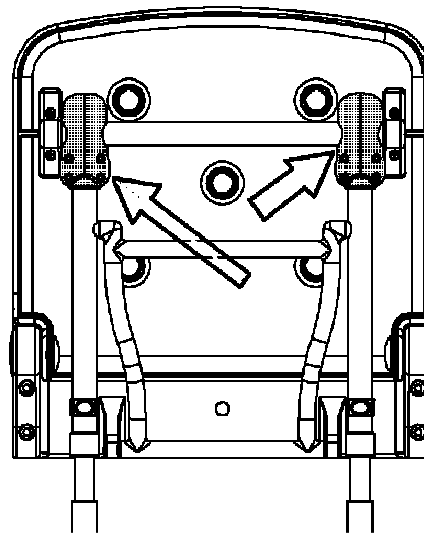


Fig 2 kit correctly installed

- Insert qty 4 “nyloc” nuts into the smaller back moulding “A”;
- Insert qty 4 hex socket heads screws through the larger front moulding “B”;
- Locate the bigger moulded part over the cross bar and leg at the same time then screw both parts together using the hexagon key “C”.

All screws must be **firmly hand-tight using the hexagon key** with screw visible through the retaining sleeve in the nut. Do **NOT** use power tools to fit the screws as these may overtighten the screws and damage the mouldings.

4. **Leave a copy of the User Instruction sheet with the end user.**

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