



MURRAY'S MEDICAL EQUIPMENT LTD  
AIRTON PARK, AIRTON ROAD  
TALLAGHT, DUBLIN 24, IRELAND

Date: 10 August 2011

Subject: Urgent Safety Notice (Product Recall) – EXPLORER LOOP 4 WHEELED ROLLATOR

Dear Sir/Madam,

It has come to our attention that *Explorer Loop 4 Wheeled Rollators* manufactured by Jiangsu Kongung Medical Equipment Co. Ltd, China, supplied to the Irish market by us are not CE marked, as required by medical devices legislation.

**Background:** This issue affects devices purchased between January 2007 to May 2011. Although the *Explorer Loop 4 Wheeled Rollators* are labeled with a CE sticker, they do not meet the requirements of the Medical Devices Directive 93/42/EEC. As such, we cannot guarantee that these products have been manufactured to the appropriate standards and therefore, may not reach the required standards of safety and quality, as required by European medical device legislation.

**Recommendations/Action required:** We are advising any customers that are currently using the *Explorer Loop 4 Wheeled Rollator* to discontinue use with immediate effect and contact us to obtain an alternative product.

From our records, we can see that you purchased the below units from January 2007 to May 2011:

Date of Despatch:

Delivery Note No:

Please forward this safety notice to all relevant health care professionals and end user's of this product for review as per instructions where this device is still in use. To ensure that all of our customers have been contacted with regard to this, I have attached a form which needs to be completed and returned to us by either post or fax (all relevant details below).

All enquiries in relation to this Field Safety Notice should be addressed to:

Customer Service (Homecare)  
Murrays Medical Equipment  
Airton Park  
Airton Road  
Tallaght  
Dublin 24

Ph: (01) 855 5696

Fax: (01) 855 5880

Email: [service@murrays.ie](mailto:service@murrays.ie)

Please accept our apologies for any inconvenience caused.

With Best Regards,

Sincerely,

*Sarah O'Loughlin*

Liaison Administrator (Customer Service & Marketing)