

Field Safety Corrective Action Notice

Patterson Walking Sticks – 404 model supplied since June 2012

Due to a manufacturing issue a small number of the 404 walking sticks may contain defective handles.

We have decided to ask that all walking sticks from batches HC1207, HC1242 HC1249 be removed from use and destroyed as a precautionary measure.



Batch codes:

HC1207, HC1242
HC1249

If you have any queries please contact our Customer Services on 08444 124 330 for advice.

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Reply Letter

I can confirm we have checked the product and codes described in the FSCA and have none of these items / have removed from use (delete as applicable) as requested.

Hospital / Customer name

Account number

Name of person responding.....

Position.....

Date.....

Please complete this form and return to Customer Services at Patterson Medical by emailing retail.sales@pattersonmedical.com or fax back 08448 730 100.

Handgrip Position

We recommend that sticks should be used with the handle facing backwards and normally held in the hand opposite to the affected leg.

Length Adjustment

When the stick length is correct the user should be able to maintain an upright posture with the elbow slightly flexed. In this way body weight is taken through the stick by pushing down on the stick when walking. It is important that a walking stick is the correct length. Measure the stick with the handle resting on the floor against the arm held in a relaxed position by the side of the body (fig. 1).

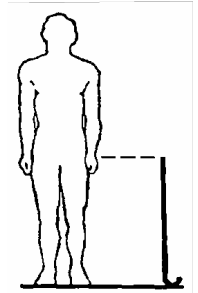


fig. 1

To adjust a stick fitted with a horseshoe clip (fig. 2) grasp the clip between the thumb and forefinger and pull it out. Slide the leg in or out to the correct position. Push the clip back firmly into the hole.

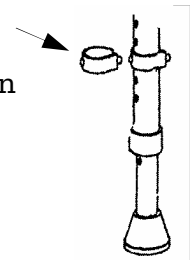


fig. 2

To adjust a stick with a spring pin press the two buttons in (fig. 3). Push the leg in and turn slightly. Adjust the leg to the required position, then turn and relocate, ensuring buttons are protruding through the holes.

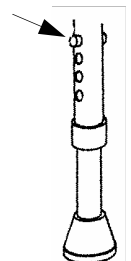


fig. 3

When it is necessary to use two sticks, the length of the sticks will need to be slightly longer, as they will be held in front of the body.

Usage

Walking

Walk placing the stick on the ground at the same time as the affected leg. Remember that the stick should normally be held in the hand opposite to the affected leg.

Getting up and sitting down chairs

The stick should be near the arm of the chair. Lean forward and, with hands on the arms of the chair, push forward and stand up.

When returning to the chair, turn round, feel the chair behind the legs. Place hands gently on the chair arms, bend forward and lower gently into the chair. The stick can be held or rested nearby.

Walking up and down stairs

Hold onto a handrail if at all possible. The Stick goes on the same step as the affected leg. The Unaffected leg should lead when going upstairs, and the affected leg leads when coming down. However, where possible, go up and down stairs in the normal manner.

Safety and Maintenance Information

Avoid wet floors, outdoor hazards such as wet leaves and ice.

Wear flat supportive shoes.

Do not store in sub-zero temperature.

Do not exceed the maximum user weight stated on the product label.

Periodically check for elongated or stressed adjustment holes. Check for split, worn or loose ferrules and loose or damaged adjustment mechanism.

Warranty Information

All Days Healthcare walking sticks are warranted for one year from the date of purchase against faulty workmanship or materials. Please contact your supplier/dealer should a fault occur.

The warranty does not extend to the consequential costs resulting from fault clearance, in particular freight and travel costs, loss of earnings, expenses, etc.

The manufacturer will not accept responsibility for any damage or injury caused by misuse or non-observance of the instructions set out above.

