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Urgent Field Safety Notice

Date 05 March 2010

SUBJECT: Modification of **VR231 Lenham adjustable height commode manufactured in November 2008**

Dear valued customer,

As a responsible manufacturer we feel we must inform you of a potential issue with the LENHAM Commode (this does not affect the other models of commodes we supply).

Product Identification

The Lenham Mobile commode can be distinguished from other commodes in the market because of its distinctive grey upholstery and the fact that it is adjustable in height. Please see the picture below.





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Identification of affected batches

This problem is a potential issue for Lenham Commodes that were manufactured in November 2008, with batch number AE08/11. On each product there will be an easily recognizable grey batch label located on the front bar. It will begin with two letters AE and then the next four numbers signify the date of manufacture i.e. AE0811 means it was manufactured in 2008 during the month of November. Any manufactured on this date needs to have the extension legs and castors exchanged.

Description of the problem

There is a possibility in certain circumstances that the castor can become detached from the extension leg. We have had two reported incidents after a period of use in the field.

Advice on action to be taken by the user

1. Please ensure all affected commodes are withdrawn from the community/customers and retained in quarantine at your premises. Please action immediately and ensure that all affected commodes are returned to your premises within three weeks of receipt of this letter.
2. Once the customer has their stock back at their premises inform Aidapt immediately using the Contact details below.
3. Aidapt will exchange the extension legs/ castors of the affected commodes.

Aidapt aim to complete the corrective action within 15 working days of any affected product being reported to us.

Aidapt will be contacting all the purchasers of the Lenham commode to inform them of this FSN personally with all the relevant information.

Please pass on this field safety notice to anybody in your organisation that needs to be aware of it or to any organisation where the affected devices have been transferred. Please maintain awareness of this notice, advice and actions for the next 6 months.

I would like to confirm that we have made the MHRA aware of this notice and we are working with them to resolve this situation safely and expediently.

Yours sincerely

Mark Benyon
Managing Director

Contact details

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