



1st August 2006 – Dealer Technical Bulletin – Essential Safety Upgrade!

Models Affected: Strider Maxi 3, Maxi 4 & Midi 4 Plus

Re-issue / Update of Dealer Technical Bulletin of 24th March 2006

Following the recent MHRA safety alert regarding Sungift 500 scooters and the risk of fire emanating from overloading battery cables and having carried out investigations into general battery / power circuitry, Days Healthcare and Kymco, its scooter manufacturer, have decided to carry out a mandatory upgrade to the main battery power circuits to further protect the *Strider* Maxi 3, Maxi 4 and Midi 4 Plus scooters – our heavy duty range - against the risk of circuit overload and consequent potential risk of fire.

Although all *Strider* scooters have been fully tested and conform to all CE, EN12184 and ISO 7176 test requirements, a small number of scooters have shown signs of overheating and burning, under heavy and severe use. Therefore, we feel that it is necessary to increase the factor of safety on all of our higher powered scooters.

We therefore request that you contact all customers of *Strider* Maxi 3, Maxi 4 and Midi 4 Plus scooters to arrange to carry out this essential upgrade. The upgrade will include a simple wiring change. It is expected that the upgrade will be completed within the next 4 - 5 weeks, but we would urge you to treat this upgrade as a matter of urgency, due to customer safety!

You have been sent a list of serial numbers for the above models that have been supplied to you with the required upgrade kits and detailed instructions to enable the necessary work to be carried out.

Please inform your customers of this action as soon as possible and in cases of suspected heavy users, we would request that the battery cables, plugs and sockets running from the controller to the battery terminals, be inspected for any signs of overheating or burning, as a matter of urgency.

We would like to apologise for any inconvenience that this action may cause to you and our customers and would stress that we feel it is essential to put customer safety first at all times. We thank you for your support!

Should you have any questions relating to this bulletin, please do not hesitate to contact our Technical Services Department on: 01656 664747.

Assuring you of our best attention at all times!

Yours faithfully,
Days Healthcare U.K. Ltd.