

**Joh. Stieglmeyer GmbH & Co. KG** Ackerstr. 42, 32051 Herford (Germany)

For the attention of all operators of **Mobilo** Patient Stretchers  
in the Kingdom of Saudi Arabia

**Date:** 2014-05-22  
**Ref.:** bb/ent  
**Phone:** +49 (0) 05221 / 185-0  
**Subject:** **Urgent Safety Information**  
Instability of the mattress support platform of the  
**Stieglmeyer Mobilo Stretcher**

Dear Sir or Madam,

Our records disclose that we have supplied you with the above Patient Stretchers.

As part of our standard ongoing certified quality management policies and procedures we have identified a potential risk factor associated with the incorrect use of the stretchers that has been observed in isolated incidences.

In accordance with international healthcare safety standards it is our duty to advise you on how to remedy this potential risk to ensure the correct handling of the stretchers for the safety of your staff as well as your patients.

The information on the following pages is therefore pertinent for safety compliance:

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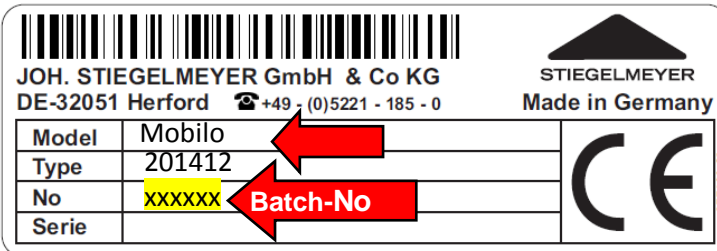
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**For the attention of:**

All people in charge of Mobilo stretchers, e.g. the agency in charge of the medical facility, nursing service administration, medical technology administration etc.

**Identifying the affected medical products:**

	
<p><b>Mobilo Stretcher</b></p>	<p><b>Details:</b> Stretcher type plate: Head end on the inside of the stretcher</p>

**Affected products:** All Mobilo stretchers:

<b>Model</b>	Mobilo
<b>Type</b>	201412
<b>No</b>	208730; 222328; 255681; 270907

**Description of the problem and its cause:**

Possibility of instability of the mattress support platform because of defective gas springs of the tilting mechanism in the undercarriage due to heavy duty use/ overload.

**Measures to be taken by the parties in charge:**

**By our local authorised representative: Al-Hammad Medical Services**

1. The gas spring will be replaced by ratchet tubes, which will increase resistance to the operating forces to optimal design parameters.
2. The replacement will be performed by our local authorised representative free of charge for the operator/ medical facility.

**By the operator/ medical facility**

1. Prior to modification by our local authorised representative, please take care not to overload the stretcher. Avoid unbalanced loads on the ends (head-/ foot end of the mattress support platform). For further details refer to your Mobilo user manual.
2. Our representative will contact you within the next few weeks to co-ordinate the replacement.

**Forwarding the information provided in this letter**

- Please make sure that all users of the above product and any other relevant people within your organisation are made aware of the above safety procedures. If you have transferred Stretchers to a third party, please forward a copy of this letter and of the enclosed materials to them or notify the contact person detailed below.
- Please circulate and keep this letter active until the measures described here have been fully implemented and completed.
- The Saudi Food & Drug Authority has been provided with a copy of the safety procedures as set out in this letter.

**Contact person:**

**Al-Hammad Medical Services**, Eng. Mohammad Refai  
P.O.Box 4212, Riyadh 11491, Tel +966) (1) 2038222 ext: 2464  
E-mail: [m.refai@alhammadmedical.com](mailto:m.refai@alhammadmedical.com)

Stieglmeyer continues to supply highest quality products and we pride ourselves to excel in after sales services.

We thank you in advance for your understanding and support.

Yours sincerely,



Georgios Kampisiulis Kemmler  
(Management)



Ralf Wiedemann  
(Management)