

## Urgent FIELD SAFETY NOTICE

**Subject:** Possible uncontrolled movement of Electrical Lift Table  
**Product affected:** Electrical Lift Table  
**Function affected:** Lifting operation  
**Type of action:** Follow the instruction in this Notice  
**FSCA-identifier:** CAPA-2015-009  
**Date:** 2015-10-30

Dear Customer,

As a result of continuous monitoring of the performance of our products, we have identified a potential safety issue that may affect the performance of the Electrical Lift Table under certain circumstances as described below. This Field Safety Notice is intended to provide you details about the problem and actions to **be taken by you** to avoid the occurrence of the **identified error**.

We sincerely apologize for any inconvenience caused. We are working on a new version of the product with corrected functionality. We will provide you the replacement Hand Control (incl. cable to the Electrical Lift Table) as soon as it is available.

### Affected device:

Electrical Lift Table, Part No.: HA03-000#002, HA03-010#002

### Problem Description:

When the Electrical Lift Table is connected to the mains power, in a very rare occasion, the table may start to move up in an uncontrolled manner. To prevent this error from occurring, please follow the instruction in the section below until this problem is completely resolved.

### Actions to be taken to prevent the error from re-occurring:

➤ *Before receiving the replacement part:*

Disconnect the mains power connection of the Electrical Lift Table after setting up the table and BP<sup>2</sup>. The Table must not be connected to the mains power when its electrical functions are not in use for alignment.

➤ *After receiving the replacement part:*

A new Hand Control including its cable will be sent to you when it is ready. The replacement instruction will be included in the shipment. After you receive the shipment, immediately replace the original one.



*Hand Control and its cable*

## **Distribution of this Field Safety Notice:**

Please distribute this notice to all those who need to be aware within your area of responsibility where the affected product is in use.

Please maintain awareness of this notice and any resulting action until we have provided you with a new version of the hand control.

We would kindly ask you to acknowledge the receipt of this Field Safety Notice. Please sign and send back the attached Confirmation of Receipt within **four weeks after the receipt of this Field Safety Notice**.

We sincerely apologize for any inconvenience caused. We are working on a new product version with corrected functionality. We will ship it to you as soon as it is released, together with the installation and verification instructions.

## **Contact information**

Should you have questions or require additional information, please contact the Customer Service Team at:

### **South and Middle America, USA, and Canada:**

IBA Dosimetry America  
Bartlett, TN, USA

[USService@iba-group.com](mailto:USService@iba-group.com)

Phone: +1 901 386-2242

Fax: +1 901 382-9453

### **Asia Pacific, Australia and New Zealand:**

IBA China, Dosimetry Dept.  
Beijing, China

[ServiceAPAC@iba-group.com](mailto:ServiceAPAC@iba-group.com)

Phone: +86 10 8080 9107

Fax: + 86 10 80809298

### **All other countries:**

IBA Dosimetry GmbH, Service Dept.  
Schwarzenbruck, Germany

[service-dosimetry@iba-group.com](mailto:service-dosimetry@iba-group.com)

Phone: +49 9128 607-38

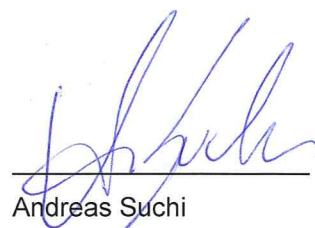
Fax: +49 9128 607-26

Yours sincerely,



Salih Arican

Safety Officer and Product Manager



Andreas Suchi

Director QA / RA

## Confirmation of Receipt

<b>Product</b>	Electrical Lift Table
<b>Subject</b>	Possible uncontrolled movement of Electrical Lift Table
<b>FSCA-ID</b>	CAPA-2015-009

Please sign, date this form, and return it with one of the two options indicated below

- I have read and understood this notice and confirm that I will implement the requested action until arrival of the replacement part.
- I need further support, please contact me.

Site Name \_\_\_\_\_

Site Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Recipient's Title and Name \_\_\_\_\_

Phone number \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

Scan and email to: [fsn@iba-group.com](mailto:fsn@iba-group.com)

Or, fax to: +49 9128 607 26

Attn. Ms Josiane Maroun

Service Department, IBA Dosimetry GmbH