



Urgent Field Safety Notice

Invacare® Leo®, Invacare® Orion® & Invacare® Comet®

Date: 23rd March 2015

Invacare Ref: FSN 311417

MHRA Ref: 2015/003/003/081/024

HPRA Ref: V23462

Affected product range:

Leo, Orion and Comet scooters manufactured between January 2012 and March 2012

Serial number range 12ADG0139 to 12CRB0085

Urgent Safety Information:

Invacare continuously strive to supply high quality products and safety is a crucial part of good quality as well as one of our key features.

Our scooters are equipped with various safety features to ensure customer safety. Among others, our electronic system is equipped with a self-diagnostic functionality, which automatically detect mechanical errors when switching on the scooter. Our faster scooters Invacare® Orion® & Invacare® Comet® also offer a handbrake as a standard for improved safety.

The scooter speed control- and the forward/backwards direction mechanism consists of 2 parts,- the wigwag and the VR component (inside the tiller head). It has come to our knowledge, that in very rare cases, the VR component has become loose after use.

If the VR component has become loose, switching on the scooter will make the LEDs on the tiller flash 7 times to indicate an error, and the scooter will not be able to drive as a safety protection. If the VR component becomes loose during driving, the result will be inconsistency in the wigwag response. The scooter can be controlled by using the handbrake or using the ignition key to switch off the scooter.

As the scooters in question were manufactured 3 years ago, it is very unlikely that this issue will happen; over time, a form of chemical reaction is likely to occur to tighten the position of VR to its bracket. It is our belief that a possible external factor may have escalated the screws to become loose in the few cases.



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Action:

The issue is easily rectified by tightening the screws of the VR component. We strongly recommend that you check this component on scooters within this batch next time your customer visits you for a service check. Please see picture below for clarification.



Please be advised that if you have purchased products from within the affected serial number ranges you will be notified separately by Invacare.

Please ensure that the information in this notice is made available to all relevant personnel within your organisation and / or customer base, and / or any organisation where the potentially affected devices have been transferred. Please also ensure that awareness is maintained for an appropriate period.

If you have any questions relating to this bulletin, or should you require any additional information, please contact;

Technical Services Department

Tel. 01656 776333

Fax. 01656 776244

Invacare confirm that the relevant Competent Authorities have been informed of this Field Safety Corrective Action.



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