

Field Safety Notice

HCM FSN 001

Notice of upgrade work required to Handicare (HCM) Trophy Scooters

HCM Ref.: QA6688

MHRA ref: 2016/001/026/292/023

Date: October 2016

For the Attention of: all Sunrise Medical HCM dealers of the Trophy Scooter

Applicability:

This FSN applies to Trophy scooters previously manufactured and sold by Sunrise Medical HCM (formerly known as Handicare B.V.) and manufactured prior to September 2012 and within the following serial number range:

Model:	Serial Numbers:	Delivery Date:
Trophy	< QT02400	< 1-Sept.-2012
Trophy 20	PBxxxx only	< 1-Jan.-2012

UPGRADE/REPLACEMENT OF TROPHY MOTOR CONTROLLER INTERFACE

As part of our on-going product testing and evaluation, we have identified a potential problem with the lifetime durability of the motor controller interface affecting units within the serial number ranges noted above. Over time the motor controller interface may degrade through the ingress of moisture and dirt and in some circumstance this has the potential to overheat leading to the possibility of injury occurring.

To provide continued reliability and prevent this potential problem, Sunrise Medical HCM will provide a replacement motor controller interface.

Action required

Dealer Notice:

Our records show that you have received Trophy Scooter(s) within the serial number range shown above. Please be aware of the following update to our service and maintenance manual.

If, during the recommended annual maintenance of the scooter in the production range described above, you see evidence of the ingress of either moisture and or dirt contamination of the motor controller interface, or the slightest signs of internal heat marks on or in the motor controller interface, please exchange the affected motor controller interface for the available new version (Item No. 1018560).

Please send back the affected old motor controller interface via our regular RMA process with a special comment to mention the reference of QA6688 to the RMA and the serial number of the Trophy involved. This will give you the assurance that the return of the motor controller interface will be covered by our extended warranty policy.

The instruction how to exchange the motor controller interface is described in our service manual and as discussed during our training program.

The affected motor controller interfaces can be identified by:

Grey Cover



Black Cover



Metal Base



Metal Base



- Metal Base
- One side with 4 white connectors

Please Note, the new Motor Controller Interface; looks very similar to the affected motor controller interfaces as shown above, but the new ones can easily be identified by having only 3 white connectors, and a plastic base.

Transmission of this Field Safety Notice:

- Please ensure that the information in this notice is made available to all relevant personnel within your organisation and/or customer base.
- Please be advised that this notice will only be sent by Sunrise Medical HCM to those Dealers who have purchased Trophy scooters from Sunrise Medical HCM.
- If you have any questions relating to this notice, or should you require any additional information, please contact your local Sunrise Sales Team.
- The undersigned confirms that this notice has been communicated to the appropriate Regulatory Agency.
- If you have an affected Scooter and require new updated parts please order part code 1018560 via orders@sunmed.co.uk and return the old controller via warranty quoting QA6688

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