



Technical / News Bulletin

UK

BULLETIN NO.:

TB UK071

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BULLETIN DETAILS

Product Group:	Salsa M ² & Salsa M ² Mini Family		
Models Affected:	Salsa M ² , Salsa M ² HD & Salsa M ² Mini,		
Effective Date:	18 th April 2017	Serial No. Effective From:	N/A
Bulletin Subject:	Salsa M ² & M ² Mini Castor Bearing Upgrade		

Description:

Following post market surveillance and customer feedback we were made aware of an intermittent “clicking” on some Quickie and Zippie Salsa M2 and M2 Mini castor assemblies. We have now implemented an improvement to the castor bearing and wheel assembly.

It was found that the clicking resulted from castor units where free play existed between the castor bearing and inner spacer allowing it to move within its housing, causing the “clicking” noise.

All wheelchairs are now fitted with the new and improved design which includes:

- New higher quality bearing
- New inner spacer manufactured to a higher tolerance which removes any free play that exists.
- New top hat spacer design allowing increased forces to be put on the bearing and spacer to remove any free play.

Corrective Action (if required)

- Action is only required if clicking occurs from the castor, there are no adverse safety or performance issues which occur due to the “clicking” noise
- Wheelchairs in the field can be fitted with either a castor bearing upgrade kit shown to right, (part code **21508011** order via help.technical@sunmed.co.uk) free of charge or by fitting a new castor assembly (**21508004**) which comes complete with the bearings and fittings. Please note one kit only contains parts to upgrade one castor wheel.



Please find attached fitting instructions which outline how to upgrade using the new castor kits.

We have conducted extensive internal and external testing to analyse the durability of the new castor kit and so far this has proven to be a successful solution. However customer feedback and reporting of issues helps us to ensure that these solutions work in the field therefore please feedback to our Power Product Specialist (Sam Owen samuel.owen@sunmed.co.uk) on this, so that we are aware that the “clicking” castors have been resolved.

Please refer to www.sunrisemedical.co.uk, or contact your Area Sales Manager for more information

Literature Affected:

Website:	N.A
Order forms:	N.A
Owners Manual:	Available on www.sunrisemedical.co.uk

If you have any questions regarding this bulletin, please do not hesitate to contact:

Customer Services	Customer Support	Technical Service Centre	E-mail
Telephone:	+44 (0)845 605 66 88 Option 2	+44 (0)845 605 66 88 Option 3	enquiries@sunmed.co.uk
Fax:	+44 (0)845 605 66 89	+44 (0)845 605 66 89	help.technical@sunmed.co.uk

INSTRUCTIONS: SALSA M2/M2 MINI CASTER

BEARING UPGRADE KIT



Part Code: 21508011

Kit Contents

- 2 x Caster Bearing
- 2 x Spacer (fitted between Caster bearing and inside of caster fork)
- 1 x Internal Spacer (fitted between inside of bearings)

FITTING INSTRUCTIONS



1. Identify the caster which is clicking. This can be done by spinning the caster wheel when lifted from the ground.
2. Remove castor wheel axle bolt from castor fork and remove the castor wheel axle bolt, nut and washer. Retain castor wheel axle bolt, nut and washer; discard the 2 washers that mount between the castor fork and the castor wheel.
3. Remove existing bearings from each side of the wheel and remove the centre metal spacer between the bearings. **Discard these parts.**
4. Refit the castor axle bolt through the new bearings and spacer in the castor wheel – **This helps alignment of the internal spacer**

FITTING INSTRUCTIONS

5. Tighten the 4 wheel half securing screws to 8Nm.
6. Remove the castor axle bolt and ensure that the spacer between the bearings remains centered on the inner face of the bearings - **When correctly fitted the new spacer should be held in place between the two bearings – and NOT moving freely inside the bearings**

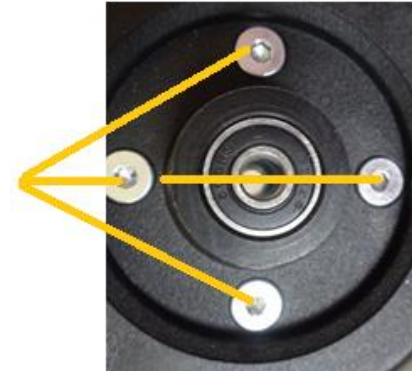


Photo 1 spacer not centered

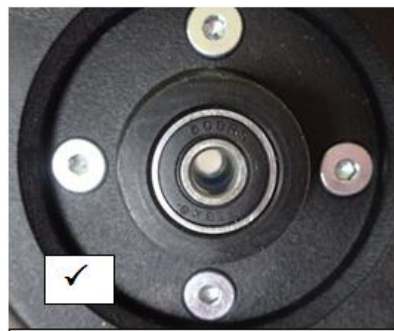


Photo 2 Spacer centered

(Repeat step 5 above if the spacer is not centered and moves freeley using torque of 8-10Nm)

Photos 1 & 2).

FITTING INSTRUCTIONS

7. Refit the castor wheel to castor fork using the new washer that fit between the castor wheel and the castor fork ensuring that the shoulder of the washer (photo 3) sits against the outer face of the castor wheel bearing. Tighten the castor axle bolt to 20Nm.



Photo 3 shoulder on washer

**THIS FACE OF
SPACER FITS TO
BEARING**