



BULLETIN DETAILS

Product Group:	Power Wheelchairs – Q Series	
Model Affected:	Q400M / Q500M	
Effective Date: October 2022	Serial No. Effective From:	N/A
Bulletin Subject:	Q400M / Q500M Updated Castors	

Q400 M / Q500 M Castor Design Update

As part of our continuous improvement program, we have a commitment to enhance the quality of our products. In some cases, we can use technology developed for a product within our fleet and use this in neighbouring models. With this principle, we have updated the castor wheels of the Q400M and Q500M bases, based on improvements which were previously made to the Q700M.

We have retained the existing softness for a smooth and comfortable ride, and we are adding reinforcement strings inside the castor tyre. This, in turn, offers increased safety benefits. As these rims are not visible from the outside, the tyres are marked with N, as pictured below.



Old Spare part numbers (expire October 2022)

Part Code	Description	Models
247566	7" Castor Wheel	Q400/500M
247566-ET	7" Castor Wheel	Q400/500M
247565	Castor Wheel, Right	Q400/500M
161934	Castor Wheel, Left	Q400/500M

New Spare part numbers:

Part Code	Description	Models
256209	7" Castor Wheel	Q400/500M
256209-ET	7" Castor Wheel	Q400/500M
256211	Castor Fork Assembly	Q400/500M

Benefits now given to the customer:

With the reinforcement strings inside the castor tyre, we will avoid issues of the tyre coming off the rim.

For any queries on any of these updates please contact our either your local Area Sales Manager or our Product Specialist Ryan Windmill (ryan.windmill@sunmed.co.uk).

Customer Services	Customer Support	Technical Service Centre
Telephone	+44 (0)845 605 66 88 Option 1-1	+44 (0)845 605 66 88 Option 1-2
Email	enquiries@sunmed.co.uk	technical@sunmed.co.uk
Fax	+44 (0)845 605 66 89	+44 (0)845 605 66 89