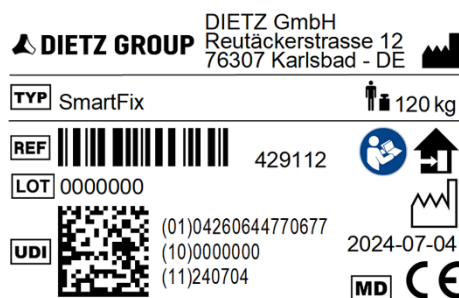


SAFETY INFORMATION

- Date:** 13 December 2024
- Product(s):** REF 429112: SmartFix, RTS, 3-level HA, with armrests, white, and
REF 429100: TSE 2.0-SC, 3-level HA, with armrests, white
- Identification of the affected products:** Products with article numbers 429100 and 429112, and production dates between June 2024 and September 2024.
- Sender/contacts:** DIETZ GmbH
Reutäckerstraße 12
76307 Karlsbad
Germany
Customer Service: Jürgen Schlittenhardt, Phone: +49 7248-9186 65
Qualified Person MDR: Maximilian Raab, Phone: +49 7248-9186 33
- Recipient:** Specialist dealers for medical equipment and organisations that have purchased the mentioned products.
- Description of the problem and its cause:** It has been found that raised toilet seats of SmartFix and TSE 2.0 types with erroneous information on the type plate have been placed on the market during the period from **1 June 2024 to 1 September 2024**. These erroneous type plates falsely indicate a maximum user weight of **130 kg**. The correct figure would be **120 kg**. This presents a risk to potential users with a body weight exceeding 120 kg.
- Measure(s) to be implemented:** The erroneous type plates should be replaced with correct type plates provided by DIETZ GmbH wherever possible. Please refer to the image below.



Dietz GmbH has been implementing measures to affix correct type plates on the manufactured products since August 2024.

Maximilian Raab
Managing Director
Qualified Person MDR