

30<sup>th</sup> April 2015

Janet Colbourne  
Asset Management Team Leader  
State Wide Equipment Program

Dear Janet

**Re: KCare HD Shower Chairs – Field Safety Notice**

Thank-you for your important feedback about a possible manufacturing fault in the KCare HD Shower Chair.

We understand that a screw which attaches the plastic seat to the plastic clip-on mold has been found to be missing from some KCare HD Shower Chairs.

We have inspected all stock on hand and found that the issue is not isolated, with some chairs affected while others are not.

We have also notified the manufacturer, KCare Pty Ltd of the fault and lodged a complaint about the breach of Quality Control procedures by KCare. Aidacare requires that KCare fully completes the assembly of all chairs prior to delivery, including proper insertion of these screws. The final assembly done by Aidacare is to clip the complete seat onto the frame.

As a result of the failure in our suppliers QC process, Aidacare has now implemented a process of checking every unit in stock and prior to dispatch. If a screw is missing Aidacare will replace it so that the chair works safely as intended.

To assist SWEP to minimize the risk of potentially affected units in the field, we will undertake a field review. We have examined our records and found there have been 54 units distributed to SWEP customers. The names and details of these customers is attached.

Aidacare will:

- a) Make contact with each customer to advise them of the potential issue and to take care / avoid using the chair until it is inspected and rectified. Phone contact to be completed by close of business May 4<sup>th</sup> 2015.
  
- b) Arrange an appointment to physically inspect the unit purchased and perform any rectification work required – inserting screws. Subject to availability of client, it is our intent to complete physical inspection by close of business Friday May 8<sup>th</sup>.

We will report back to SWEP on the results of each inspection.

Regards



Shane Walker  
General Manager