

Important safety and product use information about the ThyssenKrupp Access Levant Stairlift

Dear Mr./Mrs. Customer:

ThyssenKrupp Access is the manufacturer's representative for the Levant Stairlift you purchased from Boardman Medical Supply. According to our information you may own one of our stairlifts under the brand name of Levant Stairlift.

Health and safety are top priorities of ThyssenKrupp Access, and we constantly strive to ensure the safety and quality of our products. We therefore wish to inform you about the following potential safety concerns regarding your Levant Stairlift and our voluntary actions to address these potential concerns.

We have recently learned that the seat of the Levant Stairlift can be damaged as a result of the seatbelt having been trapped underneath the foldable part of the seat when the seatbelt is not buckled. This could happen anytime during the useful lift of the lift.

What could happen?

A seat that is damaged due to the trapped seatbelt could pose a safety risk as it could break and cause the user to fall from the chair if the seatbelt is not worn as intended. For this reason, please ensure that you and any other stairlift user always wear the seatbelt to ensure safe operation of the unit as shown in [the user manual](#). For information on the proper use and handling of the seatbelt, please also see the enclosed Addendum 1 of this notice.

Can you continue using your stairlift?

You may continue using the stairlift as long as you take the following precautionary steps:

1. You, a family member or a friend should check the seat for any visible signs of damage (please see the enclosed Addendum 2 for a description of visible signs of damage). Visible signs of damage for your stairlift would be similar in nature to those shown. If your stairlift seat or hinges show signs of damage, please contact the Boardman Medical Supply 1-800-443-3390 so that arrangements can be made for a repair to the seat and/or seatbelt. **Do not use a damaged stairlift.**

2. If you do not see visible damage to the seat or hinges you should also contact Boardman Medical Supply at 1-800-443-3390 so that arrangements can be made for the installation of retractable seatbelts. In the meantime, always wear the seatbelt as shown in the user manual and make sure that the seatbelt is not under the seat when you fold it down.
3. For your safety, always wear your seatbelt when using the stairlift and follow the other instructions in the user manual, especially swivel the chair onto the landing when sitting down on the chair at the upper floor.

What action will be taken to correct the potential problem?

Boardman Medical Supply will schedule an appointment for a technician to check your seat and/or applicable seatbelt on your stairlift. Retractable seatbelts will be installed to replace the existing ones. All of our actions in connection with the seatbelt, including repairs to the seat, if necessary, will be provided at no cost to you. The installation should take less than 30 minutes.

Who do I contact for more information?

If you have any questions, concerns, or would like more information about this issue, please contact Boardman Medical Supply at 1-800-443-3390.

We apologize for any inconvenience this may cause you as we address any potential safety concerns relating to your stairlift. Thank you for your cooperation and we appreciate your understanding.

Yours sincerely,

Jurrien van den Akker
President