

Product Update : ALLUX internal software update

Assistive products department, Accessibility Innovations Company,
Nabtesco Corporation

Dear ALLUX users,

This letter is to respectfully notify you of a potential problem with your prosthetic knee joint ALLUX and what you should to resolve it.

➤ **What is the problem?**

On some of ALLUX prosthetic knee joint which were produced from Jan, 2017 to November, 2018, plus the knee joint updated to latest version of software before December 2018, the hydraulic resistance on ALLUX may unintentionally change to lock or free in flexion during use or after the knee is left for charging battery for long time.

Product Model: NE-Z4, NE-Z4SH

Relevant serial number of the products;

From CL05105 to CL05192, From CN05107 to CN07119,

From CM05108 to CM05134, From CP05104 to CP05138

➤ **What should you do?**

Please contact the prosthetic workshop, who provided your prosthesis, for updating internal software to latest version.

Our local distributor would prepare the loaner knee for you during this updating procedure.

➤ **What to do if you feel this notice in error**

If you have felt sudden change on the hydraulic resistance, please contact prosthetic workshop as soon as possible.

Prosthetic workshop and/or distributor will verify whether the software of your knee joint should be upgraded, and then Manufacturer will update the software and will inspect the quality.

We apology for any inconvenience this product update may cause you. Our goal is ensure that your knee continues to be as reliable as possible.

Sincerely yours,

Nabtesco Corporation
Assistive Products Department