

## URGENT – FIELD SAFETY NOTICE

### Nimbus 4 & Nimbus Professional mattress – risk of over-inflation

**Date:** 2021-Apr-13

**Product Issue:** Mattress over-inflation

**Affected Product:** Arjo Nimbus 4 & Nimbus Professional mattress

**Affected Serial No.:** Attachment A

**Resolution:** Deactivate mattress grommet membrane

**Field Safety Notice:** FSN-SUZ-001-2021

**Pages:** 2 & Customer Response Form

**Single registration number of the manufacturer:** SE-MF-000000696



**Dear Customer,**

Our records indicate that you have one or more Arjo Nimbus 4 and/or Nimbus Professional pressure injury prevention mattress (es) within your facility (ies).

We are contacting you to provide information regarding safety-related corrective action initiated by our company to address a recently detected potential product failure.

**Note: This notice applies to the Nimbus 4 and Professional mattress systems only. No other Arjo mattresses systems are affected by this potential issue.**

Arjo has received limited reports of the Nimbus 4/Professional mattress over-inflating which requires an unusual set of circumstances to occur. This is a very rare occurrence and there have been no reports of health consequences to either patients or caregivers due to this issue.

Our investigation has concluded that there is a remote possibility that a patient could fall from the mattress if the issue was to occur and was not detected by care givers. The issue is caused by inner mattress components that may fail after a certain period of time, however this is extremely rare and unfortunately cannot be detected until the product is disassembled.



Malfunctioning mattress

**Although Arjo acknowledges there may be a potential risk related to the issue, it has never led to any patient fall.**

Please be assured that Arjo is taking this matter very seriously and therefore contacting to notify you of the potential risk and provide an instruction how to remove the risk immediately and completely – please refer to a provided video recording.

### **Next Steps**

1. Transfer the patient to another appropriate surface
2. Turn off and unplug the pump.
3. Perform grommet membrane deactivation as instructed in the video to allow the accumulated air to freely vent out. Use a screw driver with a diameter of 2 – 3 mm. Make sure that the membrane is punctured through.

**NOTE: The grommet membrane restricts the volume of excess air escaping. Removing the membrane will not affect mattress functionality in any way other than to allow excess air to escape at a slightly higher rate. This process does not introduce any new risks.**

4. Reinstall the mattress following information outlined in the Instruction for Use.
5. Place patient back on the mattress once the installation process is completed.
6. In order to confirm the completion of this process, please complete and sign the enclosed Customer Response Form and return it to the Arjo address given in Additional Comment section.
7. Note: if your facility has sold or moved the Nimbus 4 or Professional mattress, please include the new facility's information in the Customer Response Form.

We deeply regret any inconvenience that this Field Safety Notice may cause, however we greatly appreciate your understanding as we take actions to ensure the safety of our patients and caregivers.

### **Additional Comment**

If you have any further questions or require assistance in the procedure, please contact Arjo at **[insert local phone number]** or via email at **[insert email]**.

The notice has been submitted to the Regulatory Agency/National Competent Authority in your country **[insert name]**.