

December 01, 2021

URGENT FIELD SAFETY NOTICE

Reference: FSCA_2021.12.001

Concerned devices: Batec Handbikes of the MINI, MINI 2, SCRAMBLER 2, ELECTRIC 2 (which includes RAPID 2), HIBRID and HIBRID 2 product lines.

Concerned Serial Numbers	
The device serial number on the Batec label consists of the following data:	
NNNNN-MXC-mmaa	where:
	- mm: manufacturing month
	- aa: manufacturing year
The concerned serial numbers (SN) are all those manufactured between February and September 2021, that is, all SNs ending in:	
- 0221	- 0621
- 0321	- 0721
- 0421	- 0821
- 0521	- 0921

Dear Sirs:

This letter is to inform you of a voluntary field action being initiated by Batec Mobility. The affected handbikes are the MINI, MINI 2, SCRAMBLER 2, ELECTRIC 2 (which includes RAPID 2), HIBRID and HIBRID 2 product lines. A full list of affected products is attached for your reference.

This field safety notice comprises important information that requires of your immediate action.

SITUATION:	Customers have reported noise and loss of some brake disc bolts. The possible cause of this loss of the screws is that they were not tightened properly.
IMPACT:	The loss of bolts in the brake disc leads to a loss of braking capacity.
ACTION:	<ol style="list-style-type: none">1. Please inspect your inventory, locate any of the devices identified in the attached list of affected products with an affected SN and quarantine them immediately.2. Distribute this notice to all your centres or customers to whom you have been able to supply concerned units, and to all relevant personnel of your company.

	<ol style="list-style-type: none">3. Distribute the enclosed end-user letter to all users to whom you have been able to supply concerned units.4. Contact the Technical Assistance Service to repair the concerned units.5. Complete the return slip (page 3) and send it to your national Batec Mobility distributor.
SOLUTION:	The official Technical Attention Services will carry out an inspection and repair of all the handbikes affected by this action.

This field action has been reported to the relevant competent authorities.

Please make sure this safety information is passed on to all those who need to be aware of it within your organization and maintain awareness on this notice and resulting action until the Field Safety Corrective Action is terminated to ensure effectiveness of the action.

Batec Mobility is committed to distribute only products of the highest quality standards and to provide any required support. We regret that this has occurred and any inconvenience it may cause or has caused you, your customers, or your staff.

If you have any questions, please feel free to contact us under the following contact details:

Contact Details of Subsidiary / Distributor

Manufacturer contact details (Spain):

Technical Attention Service	Inquiries about this field safety action
Jorge Lebrón	Andreu Craviotto
Technical Service Manager	Quality Manager / PRRC
sat@batec-mobility.com	acraviotto@batec-mobility.com



Return slip

Please fill in and send this information within 3 months to the contact person specified above to avoid duplication of requests.

- We confirm receipt of this Field Safety Notice.
- In our centre there are _____ concerned devices.
- Our centre distributed _____ concerned devices and we are going to manage their repair.

Reference: FSCA_2021.12.001

Customer: _____

Name: _____ Date/signature: _____

ANNEX I – LIST OF CONCERNED PRODUCTS

TADE NAME- MARK	REF.	UDI-DI
BATEC MINI 2 – GRAPHITE	25.70.001	8436557354150
BATEC MINI 2 – GRAPHITE LIMIT . 6KM/H	25.70.010	8436557356109
BATEC MINI 2 – GRAPHITE LIMIT . 10KM/H	25.70.014	8436557356178
BATEC MINI 2 – GRAPHITE LIMIT . 15KM/H	25.70.018	8436557356185
BATEC QUAD MINI 2 – GRAPHITE	25.70.004	8436557354167
BATEC QUAD MINI 2 – GRAPHITE LIMIT . 6KM/H	25.70.011	8436557356192
BATEC QUAD MINI 2 – GRAPHITE LIMIT . 10KM/H	25.70.015	8436557356208
BATEC QUAD MINI 2 – GRAPHITE LIMIT . 15KM/H	25.70.019	8436557356215
BATEC MINI 2 HEMI RIGHT - GRAPHITE	25.70.007	8436557354532
BATEC MINI 2 HEMI RIGHT – GRAPHITE LIMIT . 6KM/H	25.70.012	8436557356222
BATEC MINI 2 HEMI RIGHT – GRAPHITE LIMIT . 10KM/H	25.70.016	8436557356246
BATEC MINI 2 HEMI RIGHT – GRAPHITE LIMIT . 15KM/H	25.70.020	8436557356253
BATEC MINI 2 HEMI LEFT - GRAPHITE	25.70.008	8436557354549
BATEC MINI 2 HEMI LEFT - GRAPHITE LIMIT . 6KM/H	25.70.013	8436557356260
BATEC MINI 2 HEMI LEFT – GRAPHITE LIMIT . 10KM/H	25.70.017	8436557356277
BATEC MINI 2 HEMI LEFT – GRAPHITE LIMIT . 15KM/H	25.70.021	8436557356284
BATEC ELECTRIC 2 - GRAPHITE	25.11.001	8436557350473
BATEC ELECTRIC 2 – RED	25.11.002	8436557350480
BATEC ELECTRIC 2 - WHITE	25.11.003	8436557350497
BATEC QUAD ELECTRIC 2 - GRAPHITE	25.12.001	8436557350503
BATEC QUAD ELECTRIC 2 – RED	25.12.002	8436557350510
BATEC QUAD ELECTRIC 2 - WHITE	25.12.003	8436557350527
BATEC ELECTRIC 2 HEMI RIGHT - GRAPHITE	25.53.001	8436557352989
BATEC ELECTRIC 2 HEMI RIGHT – RED	25.53.002	8436557352996
BATEC ELECTRIC 2 HEMI RIGHT - WHITE	25.53.003	8436557353009
BATEC ELECTRIC 2 HEMI LEFT - GRAPHITE	25.54.001	8436557353016
BATEC ELECTRIC 2 HEMI LEFT – RED	25.54.002	8436557353023
BATEC ELECTRIC 2 HEMI LEFT - WHITE	25.54.003	8436557353030
BATEC ELECTRIC 2 – GRAPHITE LIMIT . 6KM/H	25.52.013	8436557356291
BATEC QUAD ELECTRIC 2 – GRAPHITE LIMIT . 6KM/H	25.52.014	8436557356314
BATEC ELECTRIC 2 HEMI RIGHT – GRAPHITE LIMIT . 6KM/H	25.52.015	8436557356345
BATEC ELECTRIC 2 HEMI LEFT – GRAPHITE LIMIT . 6KM/H	25.52.016	8436557356376
BATEC ELECTRIC 2 – GRAPHITE LIMIT . 10KM/H	25.60.013	8436557353399
BATEC ELECTRIC 2 – RED LIMIT . 10KM/H	25.60.014	8436557353405
BATEC ELECTRIC 2 – WHITE LIMIT . 10KM/H	25.60.015	8436557353412
BATEC QUAD ELECTRIC 2 – GRAPHITE LIMIT . 10KM/H	25.60.016	8436557353429
BATEC QUAD ELECTRIC 2 – RED LIMIT . 10KM/H	25.60.017	8436557353436
BATEC QUAD ELECTRIC 2 – WHITE LIMIT . 10KM/H	25.60.018	8436557353443
BATEC ELECTRIC 2 HEMI RIGHT – GRAPHITE LIMIT . 10KM/H	25.60.019	8436557353450
BATEC ELECTRIC 2 HEMI RIGHT – RED LIMIT . 10KM/H	25.60.020	8436557353467
BATEC ELECTRIC 2 HEMI RIGHT – WHITE LIMIT . 10KM/H	25.60.021	8436557353474
BATEC ELECTRIC 2 HEMI LEFT – GRAPHITE LIMIT . 10KM/H	25.60.022	8436557353481
BATEC ELECTRIC 2 HEMI LEFT – RED LIMIT . 10KM/H	25.60.023	8436557353498
BATEC ELECTRIC 2 HEMI LEFT – WHITE LIMIT . 10KM/H	25.60.024	8436557353504
BATEC ELECTRIC 2 – GRAPHITE LIMIT . 15KM/H	25.61.001	8436557356307
BATEC QUAD ELECTRIC 2 – GRAPHITE LIMIT . 15KM/H	25.61.002	8436557356321
BATEC ELECTRIC 2 HEMI RIGHT – GRAPHITE LIMIT . 15KM/H	25.61.003	8436557356369
BATEC ELECTRIC 2 HEMI LEFT – GRAPHITE LIMIT . 15KM/H	25.61.004	8436557356383
BATEC RAPID 2 GRAPHITE SPECIAL EDITION	25.11.004	8436557353511
BATEC QUAD RAPID 2 GRAPHITE SPECIAL EDITION	25.12.004	8436557353528
BATEC RAPID 2 HEMI RIGHT GRAPHITE SPECIAL EDITION	25.53.004	8436557354181
BATEC RAPID 2 HEMI LEFT GRAPHITE SPECIAL EDITION	25.54.004	8436557354198
BATEC RAPID 2 GRAPHITE SPECIAL EDITION LIMIT . 6KM/H	25.52.021	8436557356536
BATEC QUAD RAPID 2 GRAPHITE SPECIAL EDITION LIMIT . 6KM/H	25.52.022	8436557356581
BATEC RAPID 2 HEMI RIGHT GRAPHITE SPECIAL EDITION LIMIT . 6KM/H	25.52.023	8436557356611

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TADE NAME- MARK	REF.	UDI-DI
BATEC RAPID 2 HEMI LEFT GRAPHITE SPECIAL EDITION LIMIT. 6KM/H	25.52.024	8436557356642
BATEC RAPID 2 GRAPHITE SPECIAL EDITION LIMIT. 10KM/H	25.60.029	8436557356543
BATEC QUAD RAPID 2 GRAPHITE SPECIAL EDITION LIMIT. 10KM/H	25.60.030	8436557356598
BATEC RAPID 2 HEMI RIGHT GRAPHITE SPECIAL EDITION LIMIT. 10KM/H	25.60.031	8436557356628
BATEC RAPID 2 HEMI LEFT GRAPHITE SPECIAL EDITION LIMIT. 10KM/H	25.60.032	8436557356659
BATEC RAPID 2 GRAPHITE SPECIAL EDITION LIMIT. 15KM/H	25.61.009	8436557356550
BATEC QUAD RAPID 2 GRAPHITE SPECIAL EDITION LIMIT. 15KM/H	25.61.010	8436557356604
BATEC RAPID 2 HEMI RIGHT GRAPHITE SPECIAL EDITION LIMIT. 15KM/H	25.61.011	8436557356635
BATEC RAPID 2 HEMI LEFT GRAPHITE SPECIAL EDITION LIMIT. 15KM/H	25.61.012	8436557356666
BATEC SCRAMBLER 2 - GRAPHITE	25.13.004	8436557355263
BATEC QUAD SCRAMBLER 2 - GRAPHITE	25.14.004	8436557355256
BATEC SCRAMBLER HEMI RIGHT - GRAPHITE	25.55.004	8436557355249
BATEC SCRAMBLER 2 HEMI LEFT - GRAPHITE	25.56.004	8436557355232
BATEC SCRAMBLER 2 – GRAPHITE LIMIT. 6KM/H	25.52.017	8436557356390
BATEC QUAD SCRAMBLER 2 – GRAPHITE LIMIT. 6KM/H	25.52.018	8436557356420
BATEC SCRAMBLER HEMI RIGHT – GRAPHITE LIMIT. 6KM/H	25.52.019	8436557356451
BATEC SCRAMBLER 2 HEMI LEFT – GRAPHITE LIMIT. 6KM/H	25.52.020	8436557356499
BATEC SCRAMBLER 2 – GRAPHITE LIMIT. 10KM/H	25.60.025	8436557356406
BATEC QUAD SCRAMBLER 2 – GRAPHITE LIMIT. 10KM/H	25.60.026	8436557356437
BATEC SCRAMBLER HEMI RIGHT – GRAPHITE LIMIT. 10KM/H	25.60.027	8436557356468
BATEC SCRAMBLER 2 HEMI LEFT – GRAPHITE LIMIT. 10KM/H	25.60.028	8436557356505
BATEC SCRAMBLER 2 – GRAPHITE LIMIT. 15KM/H	25.61.005	8436557356413
BATEC QUAD SCRAMBLER 2 – GRAPHITE LIMIT. 15KM/H	25.61.006	8436557356444
BATEC SCRAMBLER HEMI RIGHT – GRAPHITE LIMIT. 15KM/H	25.61.007	8436557356475
BATEC SCRAMBLER 2 HEMI LEFT – GRAPHITE LIMIT. 15KM/H	25.61.008	8436557356512
BATEC HIBRID 2 - GRAPHITE	25.57.001	8436557354280
BATEC QUAD HIBRID 2 - GRAPHITE	25.58.001	8436557354303
BATEC MINI - GRAPHITE	25.09.001	N/A
BATEC MINI – GRAPHITE LIMIT. 6KM/H	25.52.001	N/A
BATEC MINI – GRAPHITE LIMIT. 10KM/H	25.60.001	N/A
BATEC QUAD MINI - GRAPHITE	25.10.001	N/A
BATEC QUAD MINI – GRAPHITE LIMIT. 6KM/H	25.52.004	N/A
BATEC QUAD MINI – GRAPHITE LIMIT. 10KM/H	25.60.004	N/A
BATEC MINI - RED	25.09.003	N/A
BATEC MINI – WHITE LIMIT. 6KM/H	25.52.003	N/A
BATEC HIBRID - GRAPHITE	25.05.001	N/A
BATEC QUAD HIBRID - GRAPHITE	25.06.001	N/A

ANNEX II – LETTER TO FINAL USER

Dear Sir or Madame:

This letter is to inform you of a voluntary field action being initiated by Batec Mobility. The affected handbikes are the MINI, MINI 2, SCRAMBLER 2, ELECTRIC 2 (which includes RAPID 2), HIBRID and HIBRID 2 product lines.

The reason for this action is that some of our customers have reported noise and loss of some brake disc bolts. The possible cause of this loss of the screws is that they were not tightened properly.

If you have purchased your Batec Handbike during the current year 2021, it is very likely that your device is affected by this action. For that, we ask you to **contact immediately to your vendor**. They are going to manage the repair of your handbike with no further cost for you.

Batec Mobility is committed to distribute only products of the highest quality standards and to provide any required support. We regret that this has occurred and any inconvenience it may cause or has caused you.

Contact Details of Vendor
