

Field Safety Notice (FSN)

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FSCA ref.no. CR083144-FSCA

PRESSALIT®

Pressalit A/S



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Field Safety Notice for toilet lifter models TL3 and TL4

Concerning risks associated with product inspection.

This safety notice must be read and forwarded to all relevant persons in your organization, as well as to any organization to which the affected products have been transferred.

Please note that the notice concerns safety only in connection with inspection, repair, or maintenance of the product. There is no risk during normal use.

The attached, updated documents form part of this notice and must therefore also be forwarded.

This safety notice is issued following an incident that has been reported to the authorities.

Products:

This notice covers all variants of toilet lifter TL3 and TL4 with the following item numbers:

R9113, R9123, R9133, R9143, R9114, R9124, R9134, R9144, R8273, R8283.

Description of the issue and basis for the safety notice:

There is a risk of finger entrapment when removing the bottom cover during product inspection if the bottom cover has become lodged beneath the toilet lifter.

If an attempt is made to lower the toilet lifter, slack may occur in the chain. This may cause the toilet lifter to drop if the chain is not fully tensioned by moving the product to its uppermost position before inspection.

The bottom cover may get stuck in the following situations:

- The height of the bottom cover has been incorrectly reduced during installation.
- The toilet lifter has been installed too high, allowing the bottom cover to slide underneath. This may occur if the floor slope was not taken into account during installation.

Elimination of risk

To eliminate this risk going forward, the mounting instruction and user guide have been updated. On the following pages, you will find illustrations and a precise description of how the inspection must be carried out.

To avoid the risk of the toilet lifter falling and of finger entrapment, the product must always be moved to its uppermost position, and the up button must then be held down for 20 seconds before inspection.



The following documents are attached to this notice:

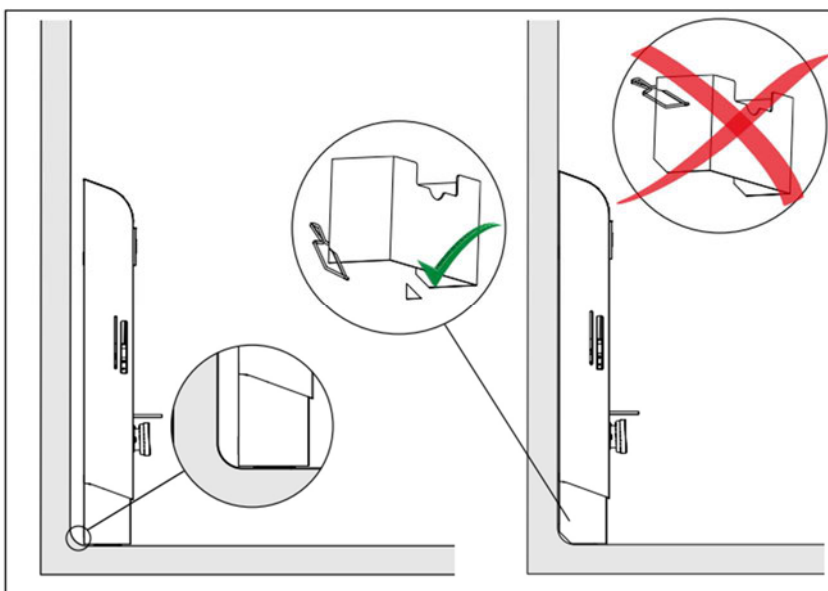
- Updated mounting instructions
- Updated user guide

These documents must be kept with the product. The latest version can always be downloaded from www.pressalit.com

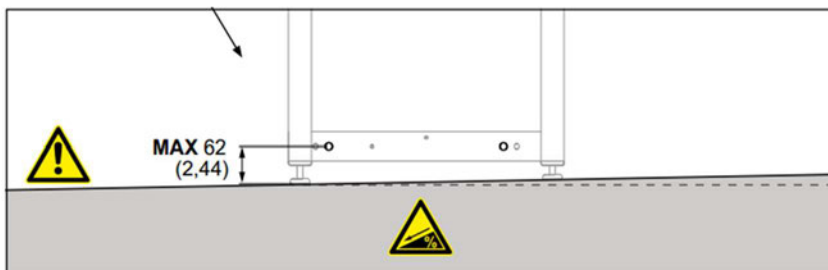
Update of mounting instruction:

The mounting instruction has been updated with the following clarifications and explanations:

- The illustration shows that only a small corner of the bottom cover may be cut off – nothing else.



- The distance from the lowest hole in the frame to the floor must not exceed 62 mm (2.44"). Always check whether the floor is sloping, as this may result in incorrect installation.



Update of user guide (section on product inspection):

The user guide has been updated with the following clarifications and explanations in the section on inspection:

- Move the toilet lifter to its uppermost position. Ensure that it is fully raised by pressing and holding the up button for 20 seconds.
- The following has been added under troubleshooting:

Symptom	Cause	Action
The product does not move down when pressing the down button.	The bottom cover may have shifted under the lifter due to incorrect mounting of the product, blocking the downward movement.	Before inspection, always ensure the motor is in the highest position by pressing and holding the up button for 20 seconds. This ensures that there is no remaining downward movement of the lifter that could cause it to drop when the bottom cover is removed.

Check your toilet lifter

To ensure that your toilet lifter is correctly installed and not too high, you can check this by moving the toilet lifter to its uppermost position and measuring the distance from the outer cover to the floor on both sides.

Do the following:

1. Move the toilet lifter to its uppermost position. Ensure that it is fully raised by pressing and holding the up button for 20 seconds.

Measure the distance from the floor to the bottom edge of the outer cover. The bottom cover does not need to be removed. Measure on both sides (left and right) (see illustration below).



✓ < 21 cm

✗ ≥ 21 cm



Evaluate:

1. If the distance is less than 21 cm (8.27"), the product is correctly installed. No further action is required.

If the distance is 21 cm (8.27") or more, the product has been installed too high. This may result in a risk of finger entrapment if the procedure in the inspection section of the user guide is not followed correctly. In this case, you can request a raised bottom cover as a remedy.

If you would like a raised bottom cover, you must send a photo of the measured distance together with the delivery address to:

Pressalit A/S - Sales operation representative

[Redacted]

We will provide a raised bottom cover free of charge. We apologize for the inconvenience this may cause and thank you for your understanding.

Kind regards

[Redacted]

[Redacted]

[Redacted]

