

Isny, 29.08.2025

## Important safety notice

### Product Recall of AeroWalk™ Carbon rollators

Dear customers,

Unfortunately, we have identified problems with the front fork on a small number of our AeroWalk™ Carbon rollators. Although the number of affected cases is very low, the safety of our users is our top priority. As a precautionary measure, we are therefore recalling our AeroWalk™ Carbon rollators and subjecting the products to a comprehensive safety update, during which we will completely rectify the manufacturing defect at no cost to you.

#### What is the cause and what is the risk?

Due to a manufacturing defect, problems may occur with the screws used to secure the front wheel axle and front fork. This can lead to instability and even a fall. As a precautionary measure, the use of affected devices should therefore be suspended.

#### What happens next?

We will organise the complete return and refund the purchase price. The following steps are necessary for this:

- Fill out the attached confirmation form for the safety notice and send it by email to [REDACTED]
- Pack the goods and enclose the delivery note sent to you separately.
- Refunds are issued automatically for goods in their original packaging. Products that have already been opened or used will be replaced free of charge with new items.

To ensure that the end customers you support remain mobile, we are providing a complimentary replacement product – our lightweight rollator Nitro SL. End customers may use this product free of charge and keep it permanently. Once the safety update has been completed, all AeroWalk™ Carbon rollators already supplied to end customers will be replaced with the updated version.

We very much regret having to take this step and ask for your understanding.

With kind regards from the Allgäu,  
Your team at Drive DeVilbiss Healthcare

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### Product Recall of AeroWalk™ Carbon rollators

#### Which devices are affected by the recall?

The affected units can be clearly identified by their serial number (on the type plate on the frame or on the packaging):

- **ART NO. 720200010:**
  - o SN 19C2504134771–19C2504135035
  - o SN 19C2504294867–19C2504294876
- **ART NO. 720200020:**
  - o SN 19C2504135036–19C2504135300
  - o SN 19C2504294877–19C2504294886

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## Confirmation form

### Recall of AeroWalk™ Carbon rollators

Dear Sir or Madam,

Please confirm receipt of the above safety information regarding the recall of the AeroWalk™ Carbon rollator and the list of serial numbers affected by the recall. In order to maintain complete records of the safety update, it is necessary that you return this safety notice to us, fully completed.

If you have any questions about the process, we are of course available to assist you. You can contact us at [redacted] or [redacted].

#### Affected devices:

Instructions: Please complete this confirmation form in full and return it to info@drivedevilbiss.com as soon as possible, but no later than 14 days after receipt. By completing this form, you confirm that you have received the important safety notice regarding the recall of the AeroWalk™ Carbon Rollator and that you understand the problem and the measures to be taken.

[redacted]  
retailers: .....

Street, house number: .....

Postcode, town: .....

Item number: .....

serial number: .....

#### Name of the person completing the form

name: .....

position: .....

telephone number, email address: .....

Date, signature: .....

