

25th November 2024



RECALL NOTICE STRETCHER WHEELSET

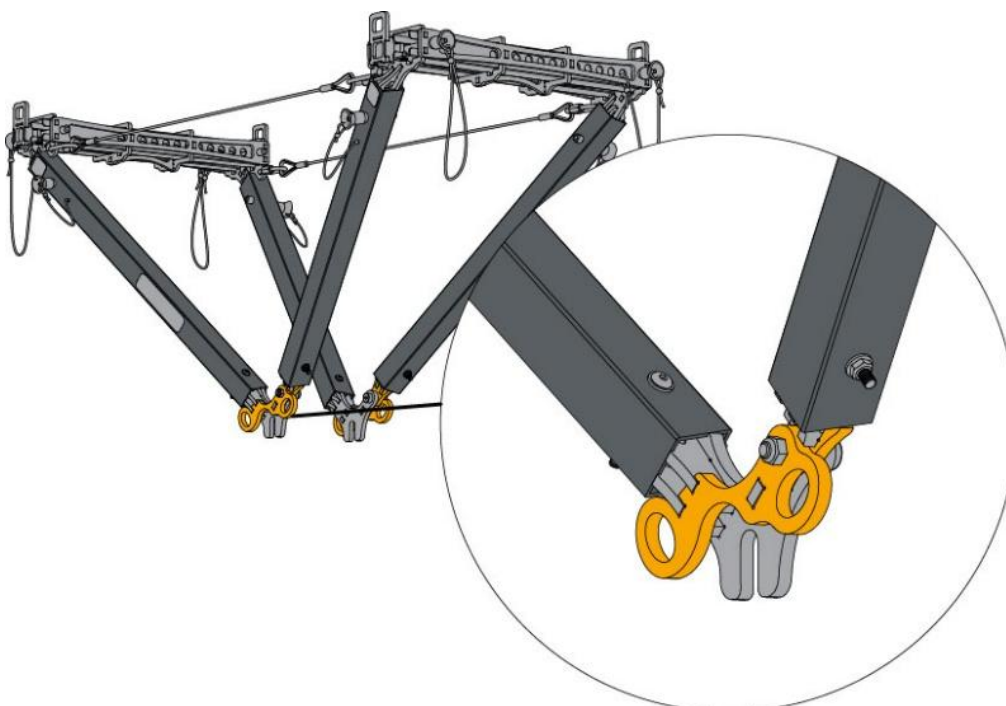
It has come to our attention that there has been a small manufacturing error in a very limited batch of Lyon Stretcher Wheel Sets.

Two components within the Lyon Stretcher Wheel Set, have been found to be out of tolerance by 1 mm. The two parts affected, highlighted in orange in the diagram below, are part of the welded hinge assembly that connects the wheel to the rest of the frame.

The out of tolerance parts means that there is the potential for slightly more movement in the hinge assembly, than the product is designed to have.

Affected product codes are:

- LSWS Stretcher Wheelset
- LSWS PLUS Stretcher Wheelset with Bag



Affected product is within a very small, identified batch with idN ending:

- 00090
- 00091
- 00092
- 00093
- 00094
- 00095
- 00096

There have been no reported incidents with this product.

At Lyon Equipment Limited we are committed to providing the best products and service. Although we are confident the difference in component parts does not affect the usability or strength of the product, this difference does not meet our standards.

As such, we would like to offer you a replacement hinge assembly. Replacement parts are being worked on and will be ready for early January 2025.

We can confirm that it is safe to continue using the product until the parts are ready. Please contact us at helpdesk@lyon.co.uk to book in the repair as soon as possible. You will be provided with a unique case number, and we will be in contact to collect the product as soon as the parts are available.

We apologise for any inconvenience.

Kind regards
Lyon Equipment Limited

