

Field Safety Notice 103584

Important Field Safety Notice to customers and users of Euroflex 24V electronics.

With this updated message, Eurovema Mobility AB would like to inform about safety measures for the Euroflex 24V electronic system.



EXL



Background

In 2022, an incident occurred involving a short circuit on the card where a fuse was missing. In March 2022, Eurovema introduced a fuse adapter as a first measure to secure the electronics already in the market. Fuses have been installed on all chairs delivered by Eurovema since April 1, 2022.

Furthermore, in 2022, there was an incident where the 3.5mm connectors were not functioning properly. Due to the connector being able to move outward and reach an intermediate position, this could lead to unintended initiation of electronic functions. In 2022, Eurovema developed a new 24V electronic system with integrated fuses, overvoltage protection, and replaced the 3.5mm connector with a fixed Mini-DIN variant. The new 24V electronic solution was implemented on November 1, 2022. Since then, work has been ongoing to replace the previous electronics.

Actions

Eurovema proposes the following corrective actions to ensure that the chairs in the market are upgraded to the new electronics. When replacing the control box, the toggle boxes are also replaced with new models featuring a Mini-DIN connector.

- 1) Electronics replacement
 - a. Eurovema carries out the electronics replacement at the distributor. The distributor collects the chairs and informs Eurovema when the replacements should take place.
 - b. Customers provide a list of addresses where the chairs are located. Eurovema performs the electronics replacement on-site at the user's location.
 - c. For international customers, Eurovema requests distributors to handle the electronics replacement. Eurovema covers the cost of labor.

Regardless of the handling method, Eurovema provides replacement electronics.

Affected products

The corrective action applies to all Euroflex work chairs with 24V electronics manufactured between February 1, 2020 and November 1, 2022.

Product	From (serial number)	To (serial number)
Euroflex 24V Electronics	1040263169	1040405376

Timeline

Fuse adapters have been sent out previously, and Eurovema does not see any risk for the chairs on the market. However, the replacement should be carried out promptly. Planned completion by December 2023.

Information

Eurovema requests customers who have purchased the mentioned chairs to inform all relevant parties within their own organization. Please also inform users and third parties who require this information. Please keep this document until the measure is completed.

Please sign **Annex 1** and send it to Eurovema as confirmation that the information has been received.

Annex 2 provides instructions on how to replace the electronics.

Images of the parts

The image below depicts the old 24V electronics and the new one, as well as the differences between them.





Contact Information

For questions and to discuss how you prefer to proceed with the replacement, please return to:

Demir Masinovic, Technical Manager
Telephone: +46 (0)73-442 5911
Demir.masinovic@eurovema.se

Customer Support
Telephone: +46 (0)73-442 5900
E-mail: support@eurovema.se

Address
Eurovema Mobility AB
Baldersvägen 38
332 35, Gislaved
Sweden

Yours Sincerely,

Demir Masinovic
Technical Manager



Annex 1 - Confirmation of Receipt of FSN

I hereby confirm as the owner/responsible person of the above-mentioned product that I have received the Important Field Safety Notice with reference **103584**.

Name: _____ Date: _____

Title: _____

Institute / Department: _____

Address: _____

Telephone: _____

E-mail: _____

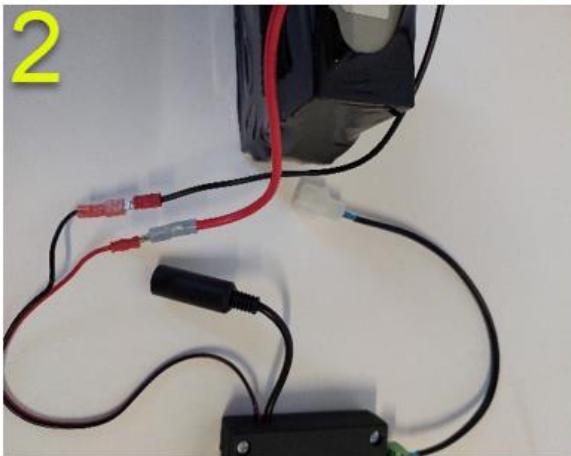
Please return the confirmation to Eurovema via email to our technical contact, Demir Masinovic (demir.masinovic@eurovema.se). Alternatively, you can send it by mail to Eurovema's postal address.

Eurovema Mobility AB
Baldersvägen 38
332 35, Gislaved
Sweden

Bilaga 2 – Instruction, replacement of electronics



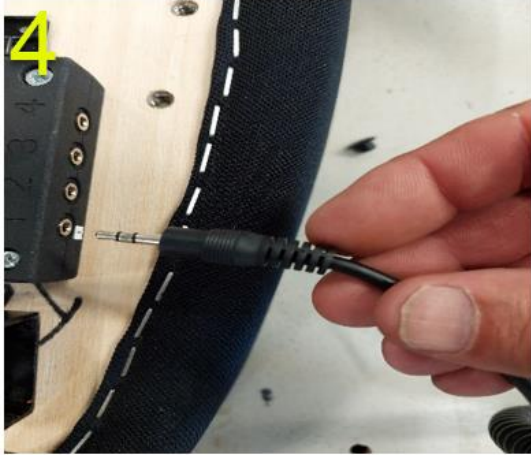
1. Loosen the toggle box by pushing forward out of the armrest plate's profile. Cut off the zip tie that secures the spial cable, as well as any other zip ties that secure the cables under the seat.



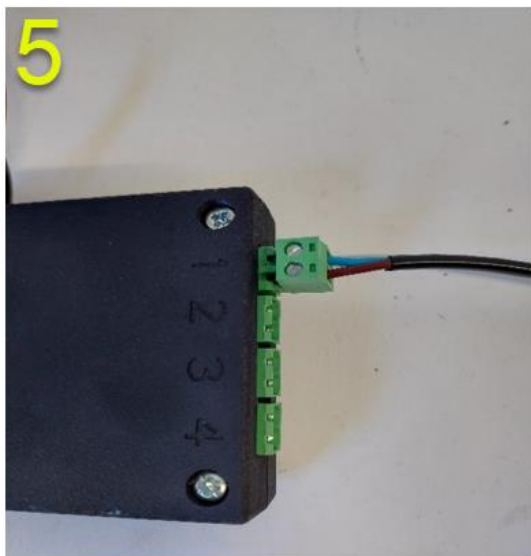
2. Disconnect the battery connections to make the chair power-free.



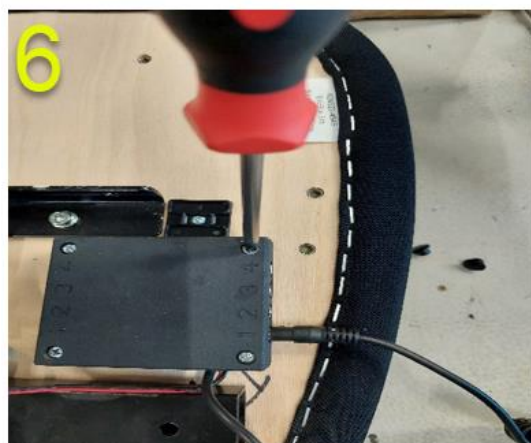
3. Separate the charging connector.



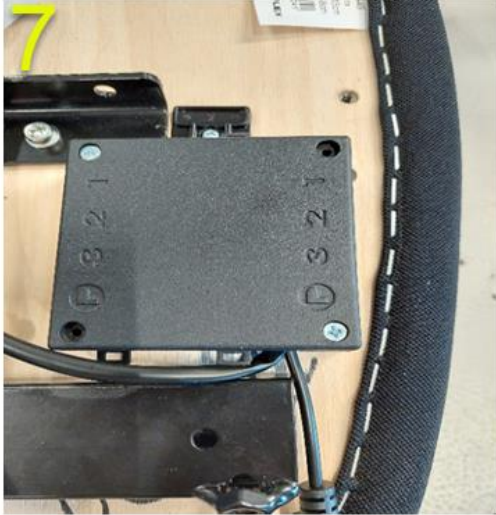
4. Remove all 3.5mm connectors from the electronic box.



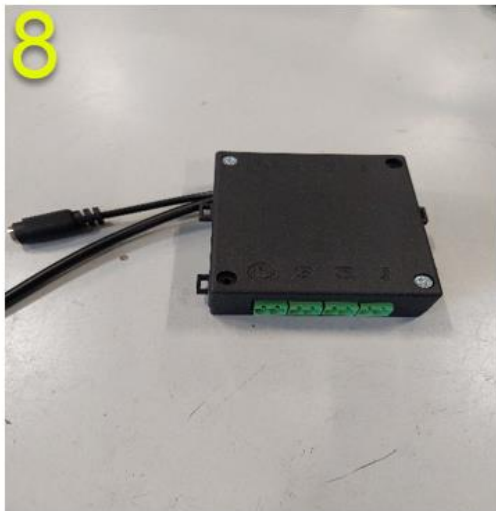
5. Disconnect the motor cables by pulling the straight outward.



6. Unscrew the electronic box using two screws with a crosshead screwdriver.



7. Install the new electronic box using the provided screws, ensuring that the motor connectors are directed towards the center point of the seat.

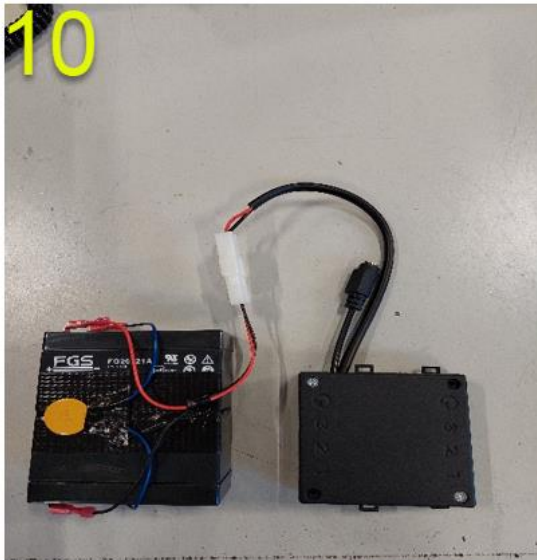


8. Connect the motor connectors as follows:
 - 1 - Seat lift
 - 2 - Tilt
 - 3 - Electric backrest
 - 4 / P - Electric brake



9. Connect Mini-DIN connectors as follows:
 - 1 - Seat lift
 - 2 - Tilt
 - 3 - Electric backrest
 - 4 / P - Electric brake

The remaining connector is for charging and should be connected to the available Mini-DIN connector.



10. Connect the electronics to the battery.



11. Secure the cables properly with zip ties. The electronic box is equipped with two loops for attaching zip ties. Install the toggles boxes and secure the spiral cable with zip ties through the holes in the armrest profile (refer to the first image).