



ITD GmbH • Sportplatzstraße 3 • 84381 Johanniskirchen • Germany

Company  
Contact person  
Street, street number  
ZIP Code, City  
Country

In December 2015

## Safety is important to us!

### Component replacement, in the case of monitor mounts and support arms with rotatable VESA 75 / 100 adaptation

Dear Ms / Mr .....,

we have within the framework of our ongoing quality checks unfortunately ascertained that in the case of the article **"VESA 75 / 100 adaptation with rotation"**, which is part of our **monitor mounts and support arms**, the riveting of the rotation may possibly not have been carried out according to the specifications. In exceptional cases, it can lead to a loosening thereof, respectively to a loosening of the connection plate in the case of continuous use, which can in turn lead to a risk to patients, users or third parties. For this reason we have decided to carry out a replacement action.

On account of the fact that no case of damage has hitherto occurred in practice, this relates to preventive measure with regard to our deliveries, for the limited time period from May to November 2015.

Based on our records, we have discerned that you have been supplied by us, with the affected products, during the aforementioned time period. A detailed list of relevant orders can be found in an annex to this letter.

In order to avoid possible risks to patients, users or third parties, the affected adapter plates with rotation (exact details, see annex) **must** be replaced. We are for this purpose offering you the following procedure:

We are offering you the delivery of a free immediate replacement, whereby you can thereupon independently replace the adapter plates. Corresponding instructions for the conversion are shipped with the replacement delivery. You shall pursuant to the shipment of the confirmation letter to us; receive a compensation of € 50.00, for each replaced connection plate. A pre-printed form of the confirmation letter is enclosed with each replacement product.

This recall action is being coordinated in your country with the national supervisory authorities and we are therefore obliged to demonstrate the complete replacement of all adapter plates. We to this end request you to confirm to us the replacement of the potentially

Bankverbindung / Bank Account: VR-Bank Rottal-Inn eG  
Kto-Nr.: 909 602, BLZ 740 618 13  
IBAN – International Bank Account Number:  
DE75 7406 1813 000 9096 02, BIC/Swift GENODEF1PFK

Geschäftsführer / Managing Director: Wolfgang Eder  
Sitz der Gesellschaft: 84381 Johanniskirchen  
Handelsregister: 84028 Landshut HRB 4170  
USt-Id-Nr.: DE 812067539

Es gelten unsere allgemeinen Liefer- und Zahlungsbedingungen / Please observe our general terms of delivery and payment



affected connection plates, in each case by signature. The replaced parts must be scrapped and the accompanying confirmation of the replacement that is attached to the replacement shipment must in each case be returned to the designated address:

Our e-mail address: [service@itd-cart.com](mailto:service@itd-cart.com)  
Our fax number: +49 8564 9632 - 69  
Our postal address: ITD GmbH  
Quality Assurance Department  
Sportplatzstraße 3  
84381 Johanniskirchen  
GERMANY

We are convinced that we are in the case of this procedure, also acting in your best interest and request you to excuse us for the related inconveniences.

**Please submit to us, the contact details of the contact person, who is responsible for the processing of this action in your company. We likewise also require a shipping address for the delivery of the replacement parts.**

You should as usual feel free to contact us in the case of any further questions. Via e-mail, [service@itd-cart.com](mailto:service@itd-cart.com) or by phone, tel.: +49 8564 9632 - 0.

We sincerely want to thank in advance for your support.

Best regards

Alfons Brummer  
Sales Director

Annexes:  
Pre-printed form of the confirmation letter  
Conversion instructions information sheet  
List of orders delivered to your company



ITD GmbH • Sportplatzstraße 3 • 84381 Johanniskirchen • Germany

ITD GmbH  
Abteilung Qualitätssicherung  
Sportplatzstraße 3  
84381 Johanniskirchen  
GERMANY

Bitte schicken Sie dieses Dokument je ausgetauschter Platte an:  
*Please send this document per exchanged adapter plate to:*

Email: [service@itd-cart.com](mailto:service@itd-cart.com)

Fax: +49 (0) 8564 9632 - 69

Oder die oben genannte Postadresse / or the above mentioned postal address:

## **Bestätigung zu Rückruf- und Austauschaktion für „VESA 75 / 100 Adaption mit Rotation“**

### ***Confirmation callback- and exchange action for „VESA 75 / 100 adapter with rotation“***

Wir bestätigen, dass wir den Austausch der gelieferten Teile gemäß Anleitung durchgeführt haben.

*We confirm, that the exchange of the delivered adapter plates has been done according instruction.*

ITD Auftrag / ITD Order : \_\_\_\_\_(von uns vorbelegt)

Serien-Nr. / Serial # of arm: \_\_\_\_\_

Ort / Place: \_\_\_\_\_

Datum / Date: \_\_\_\_\_

Name / Name: \_\_\_\_\_

Position / Position: \_\_\_\_\_

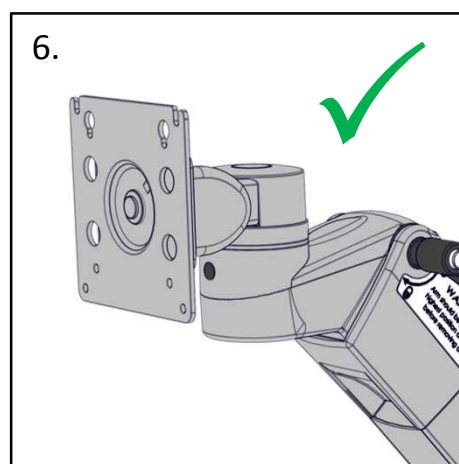
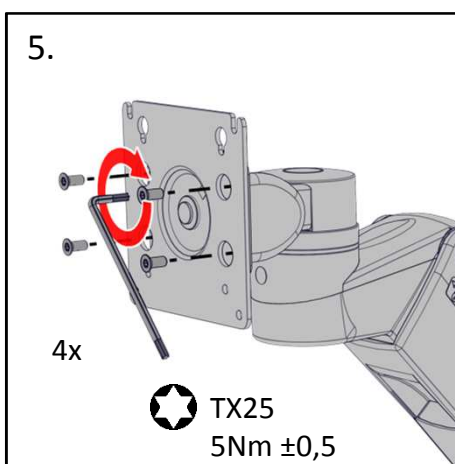
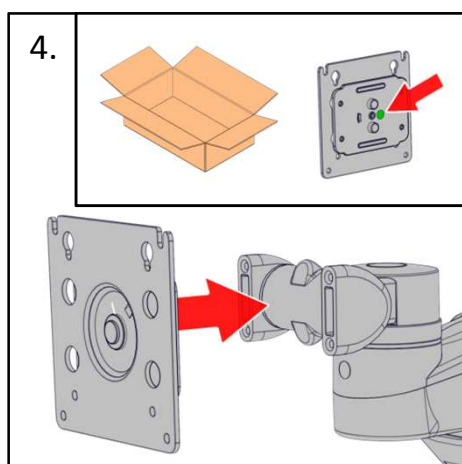
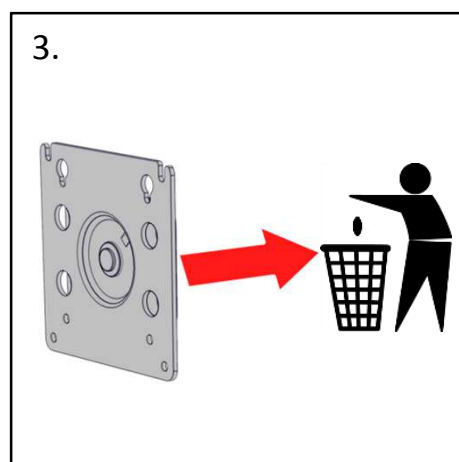
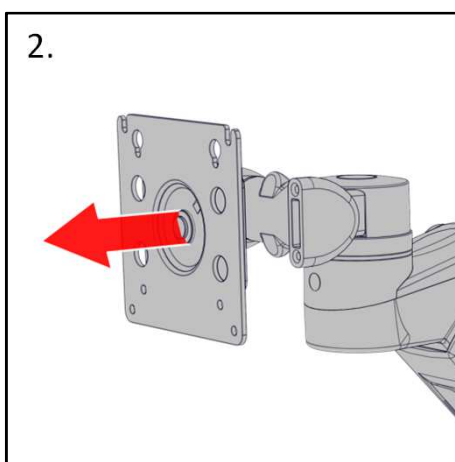
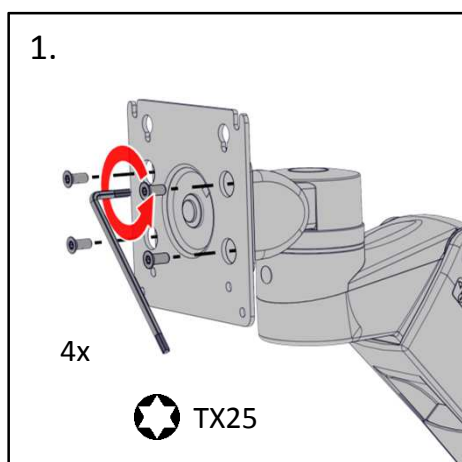
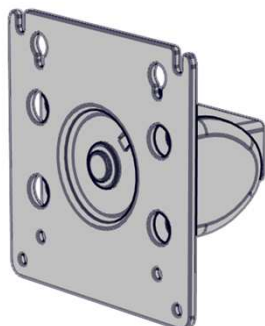
Unterschrift / Signature: \_\_\_\_\_

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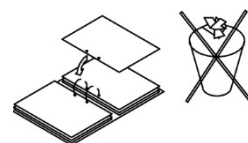
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flexion-port, rm-port, mf-port



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