

## **Urgent Field Safety Notice (FSN)**

### **OXFORD Battery Charger for Mermaid & Historic Oxford Hoists**

**FSN Reference: 000002 Rev 2**

**Type of action: Re-issue of Previous Field Safety Notice**

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**Date: 2<sup>nd</sup> November 2009**

Attention: All distributors, installers, therapists, carers and users of Oxford Mermaid and Oxford hoists

**Details on affected devices:**

OXFORD Mermaid & Historic Oxford Hoists

#### **Description of the problem:**

On 8<sup>th</sup> September 2008 a Field Safety Notice was issued on the correct use of the battery charger for the Oxford Mermaid and Historic Oxford Hoists.

Due to the minimal number of FSN Receipt forms returned from the market place it is not possible to confirm whether the communication has been effectively distributed. In accordance with MHRA guidelines it is therefore necessary to re-issue the FSN and FSN Receipt Form.

**Failure to follow the updated instructions for use may result in the battery charger overheating with the possibility of fire hazard.**

#### **Action to be taken by the distributor/installer:**

- If not done so already, communicate this Field Safety Notice to all customers that have been provided the Oxford Charger described in this FSN.
- To confirm your understanding and compliance to this FSN, complete the FSN Receipt form enclosed, and return it to Oxford Customer Services dept. as instructed.

#### **Action to be taken by the therapist/carer/user:**

- Read, understand and communicate this Field Safety Notice to all persons involved with using an Oxford Charger described in this FSN.
- To confirm your understanding and compliance to this FSN, complete the FSN Receipt form enclosed, and return it to Oxford Customer Services dept. as instructed.

## Charging instructions for Oxford Mermaid & Historic Oxford hoists

### Oxford battery charger part numbers:

\* 338-00090

### Oxford Battery

\* TS-2923W (Battery & Case white)

\* TS-2923B (Battery & Case blue)



Connectors may have red or blue colouring

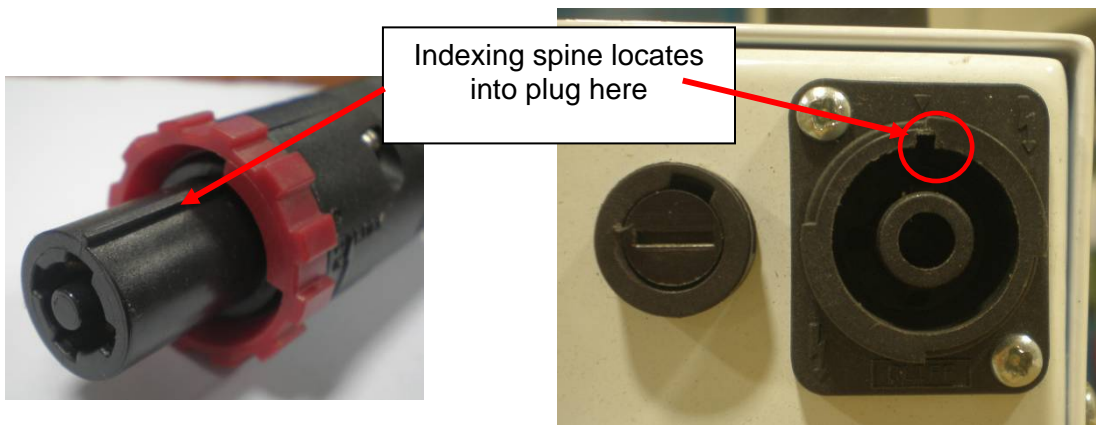


### Oxford Lifts charger/battery related to:

- \* Midi Electric prior to March 2003
- \* Mini Electric prior to March 2003
- \* Stowaway Electric prior to March 2003
- \* Maxi 255 Electric prior to March 2003
- \* Mermaid Electric – Current

## PLEASE READ THE FOLLOWING CHARGING INSTRUCTIONS CAREFULLY

1. Disconnect the battery charger from the mains supply
2. Connect the battery charger plug to the battery **POWER/CHARGER POINT** socket. The plug is indexed and can be fitted only one way (Ensure the indexing spine is on the top of the plug as shown below). Make sure the red/blue locking ring on the charger plug is in the unlocked position (moulded pointer on the locking ring pointing to the “unlocked position”). Connection is achieved with a straight push into the socket and then the locking ring can be twisted to lock position. A light push should be sufficient to engage plug **DO NOT FORCE**.



3. Plug the charger mains plug into a suitable mains outlet and switch the mains supply **ON**.
4. Charging is fully automatic. The status of the charging is indicated by two LED indicators (see table below) **Note:** even if the charger is left plugged in for extended periods it will not allow the batteries to over charge. However it is recommended to switch off the mains supply to the charger when not required and then disconnect the charger from the battery.
5. To return the lift to service, switch **OFF** the mains supply, twist the locking ring on the charger plug to “unlocked” and disengage the plug from the **POWER/CHARGER POINT** with a straight pull. **DO NOT** pull on the cable to disengage the plug.
6. **DO NOT** reconnect the battery charger lead to the battery without first disconnecting the mains plug from the mains supply.

**FAILURE TO FOLLOW** the above charging instructions may result in the battery charger overheating, with the possibility of a fire hazard.

If the charger feels hot to touch, **DISCONNECT IMMEDIATELY** and contact your local Oxford Dealer/service provider.

**LED Indicator table (prior to 2006 – refer to instruction sheet supplied with the charger)**

Charger Status	LED Indicators	Action Required
Bulk charge mode	Yellow – static ON	No action
Battery charged (Float charge mode)	Green – static ON	Disconnect from mains supply and battery
Battery reversal detected	Yellow – Flashing	Switch off mains supply and check plug correctly inserted into socket. If fault still indicated do not use – replacement battery or charger required contact your Oxford Dealer
High temperature detected	Yellow + Green flashing simultaneously	Disconnect from mains supply and battery. Allow charger to cool down. If status is repeatedly indicated do not use – replacement may be required contact your Oxford Dealer.
Short circuit	Yellow + Green flashing alternately	Disconnect from mains supply and battery. Do not use – replacement battery or charger required contact your Oxford Dealer
Open circuit	Yellow + Green static simultaneously	Disconnect from mains supply and battery. Do not use – replacement battery or charger required contact your Oxford Dealer

**LED Indicator table (from 2006 – refer to instruction sheet supplied with the charger)**

Charger Status	LED Indicators	Action Required
Bulk charge mode	Yellow – static ON	No action
Battery charged (Float charge mode)	Green – static ON	Disconnect from mains supply and battery
Battery reversal detected	Yellow – Flashing/ Green static ON	Switch off mains supply and check plug correctly inserted into socket. If fault still indicated do not use – replacement required contact your Oxford Dealer
Trickle charge, low battery voltage detected	Yellow - Flashing	Battery voltage abnormally low. Either incorrect battery or battery discharged below recommended level. May require replacing battery – contact your Oxford Dealer.
Short circuit	Yellow + Green flashing alternately	Disconnect from mains supply and battery. Do not use – replacement battery or charger required contact your Oxford Dealer
Open circuit	Yellow + Green static simultaneously	Disconnect from mains supply and battery. Do not use – replacement battery or charger required contact your Oxford Dealer
Time out forced end of charge	Green - Flashing	Possible battery fault, charging time exceeded 18 hours. Disconnect from mains supply and battery and obtain a replacement by contacting your Oxford Dealer

**Transmission of this Field Safety Notice:**

This notice needs to be passed on all those who need to be aware within your organisation or to any organisation where the potentially affected devices have been transferred. This includes a copy of the FSN Receipt Form.

Please maintain awareness on this notice and any resulting action for an appropriate period to ensure effectiveness of the corrective action.

**Contact reference person:**

Nigel Heales CEng MIMechE  
 Quality and Technical Manager  
 Joerns Healthcare Ltd  
 Tel: +44 (0)1384 446751  
 Fax: +44 (0)1384 446601

The undersign confirms that this notice has been notified to the appropriate Regulatory Agency

This FSN will be made available on the MHRA website ([www.mhra.gov.uk](http://www.mhra.gov.uk))

Additional contact information: Oxford Customer Services dept. +44 (0)1384 44 66 22 or via email [info@joerns.co.uk](mailto:info@joerns.co.uk)



Nigel Heales CEng MIMechE  
 Quality and Technical Manager

## FSN Receipt Form

URGENT FIELD SAFETY NOTICE: Ref No. 000002 (Rev 2)

Date: 2<sup>nd</sup> November 2009

**Re: OXFORD Battery Charger for Mermaid & Historic Oxford  
Hoists (Re-issue)**

Joerns Healthcare requires your acknowledgement as confirmation that you have received (and understood) the important safety information contained within the above Field Safety Notice (FSN). Please complete the details below (print clearly): -

I, \_\_\_\_\_ (Name), acknowledge I am in receipt of the above FSN and that the information contained within this FSN has been communicated to all users who I /or my company have supplied/provided the above products to. (This includes spares)

*(If required, this blank form may be copied and distributed to end users as part of your management activity in communicating this FSN)*

In respect of this product, I am the:-

Please specify: \_\_\_\_\_ (carer, partner, relative, friend, dealer etc)

Organisation (if applicable): \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Post Code: \_\_\_\_\_

The information forwarding has been completed.

Date completed: \_\_\_/\_\_\_/\_\_\_

Completed by (Print clearly): \_\_\_\_\_

Signature: \_\_\_\_\_

Please return this completed form to Joerns Healthcare Ltd  
by faxing to **01384 446601** or emailing to: [nigel.heales@joerns.co.uk](mailto:nigel.heales@joerns.co.uk)