

Customer information

PRODUCT RECALL

Medisana GmbH is recalling the following ecomed heating products due to possible problems with the controller.

In rare cases, the controller's housing may come apart at one of the screwed connection points. Continued use may lead to the housing opening completely. This will result in a risk of electric shock, should the user come into contact with the exposed controller.



HP-40E Heating pad

Article number: 23001
EAN: 4015588230011

LOT number:
R170959D9



HP-46E Back and neck heating pad

Article number: 23011
EAN: 4015588230110

LOT numbers:
R171059E3
R180259E3

The **LOT number** is to be found on the bottom of the packaging and the controller:



Please proceed as follows:

Please refrain immediately from further use of the stated heating articles from batches R171059E3, R180259E3 and R170959D9. Take or send the heating pad to your dealer. It goes without saying that the purchase price will be reimbursed to you.

Should you have any queries, Medisana GmbH has set up a free hotline which can be reached on the following telephone number. Tel.: 0800-1004204 (office hours Mon-Thurs: 8 a.m. - 6 p.m., Fri 8 a.m. - 2 p.m.) or send your questions by e-mail to: reply-ecomед@medisana.zendesk.com

Please accept our apologies for the inconvenience.

Your Medisana team