

Invacare® Birdie® EVO Lifter

Alert for the correct attachment of the Sling Loops on the Spreader Bar Hooks

Date: 10 Dec 2019

Dear Valued Customer

Important Safety Information:

The design of the Invacare® Birdie® EVO Lifter hook is in compliance with harmonized standards and safe for use, when following the instructions in the User Manual.

We would like to advise of a Product Correction notice from the manufacturer regarding the correct attachment of the sling loops on the spreader bar hooks.

It is possible for the sling loops to detach unintentionally from the spreader bar hooks when they are wrongly attached.

This affects all range of Invacare® Birdie® EVO lifters manufactured and still in use in the market with the new hook design manufactured since June 2018.

The User Manual and Quick Guide are updated accordingly to show in a more visualized way the correct attachment of the sling loops on the spreader bar hooks. The updated Instructions for Use and Quick Guide are accessible on our website

Additionally, a new adhesive label has been created to be placed on the spreader bar above each hook, to alert and inform users of the correct attachment of the sling loop

From Monday 16 December, Invacare will be mailing out a Product Correction notice, a Customer Acknowledgment letter and an adequate supply of the adhesive labels to all our customers affected by the Product Correction.

We request that our Customers provide a response via the Customer Acknowledgment no later than 90 days after receipt.

Due to the delay in shipment of the adhesive label from the manufacturer, our Invacare® Birdie® EVO range and Spreader Bar accessories in-stock have been placed on quarantine hold.

We expect to receive the instructional label by Thursday 12 December and aim to release all sales orders on back-order by Friday 13 December 2019.

We apologise for the inconvenience and appreciate your patience. Should you have any queries please feel free to contact the Invacare Quality Department at gara@invacare.com.au

Kind Regards



Merissa McLocklan
Quality Assurance Officer