



**Monarch PRIDE Hybrid 4 Wheel Units
Replacement of Fuses
Hybrid 4 units manufactured from January 4, 2008 through October 12, 2009**

30th April, 2015

SWEP – Ballarat Health Services
PO Box 1993
Bakery Hill, Vic 3354

RECEIVED

04 MAY 2015

MAIL

To Whom It May Concern:

This letter advises you of a fuse replacement program for Monarch PRIDE Hybrid 4 wheel units manufactured from January 4th 2008 through October 12th, 2009.

Since the date of manufacture and sale of these units around the world there has been not one reported incident of failure of any fuse, nor any consumer complaint about the operation of the fuses. Standard quality control testing in America indicated that a batch of fuses was not manufactured to Pride's specification.

There is a theoretical risk of fuse failure. The fuse replacement will eliminate the potential risk of failure.

SWEP has been identified as a purchaser of a number of Hybrid's that fall within the fuse replacement program. The serial numbers of the unit purchased by you in our records are as follows:

SD430608114JDO. Purchased 12/03/09
SD430608137JDO. Purchased 12/03/09
SD430608138JDO. Purchased 12/02/09
SD412809259JDO. Purchased 01/09/09
SD412809261JDO. Purchased 20/09/10
SD412809262JDO. Purchased 27/07/09
SD412809264JDO. Purchased 07/08/09
SD412809272JDO. Purchased 01/06/09
SD412809274JDO. Purchased 12/11/09
SD412809287JDO. Purchased 24/06/09
SD412809293JDO. Purchased 24/06/09
SD412809297JDO. Purchased 01/06/09
SD412809301JDO. Purchased 24/06/09
SC712211002008. Purchased 20/01/09

To enable you to carry out the replacement of fuses, please confirm either by email, phone or letter that these scooters are still in your possession and currently operational. We will then send a set of replacement fuses for each of the scooter together with an instruction leaflet showing how to replace the fuses and a reply paid confirmation of replacement to return to Pride Mobility Products Australia.

If you are unable to perform the fuse replacement or if you have any questions about doing so, please contact us immediately.

We apologize for any inconvenience this action may have caused you.

Thank you for your support in this matter.

Best Regards

Wendy Blake
Branch Manager
Dandenong Branch

Sales and Service

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