

WARNING AND RETROFIT NOTICE FOR ABILITY LIFT

February 27, 2015

Product Name: The Ability Lift

Product Model: All Models From Serial # 730 - Present

Type of Action: **Retrofit Required**

It has come to our attention that the above-identified Ability Lift has a design defect. If the Ability Lift is not maintained to the required manufacturer specifications (once every three months for heavy use and twice per year for regular use), the Ability Lift may fail and result in your Ability Lift dropping downwards while you are on the lift. This may cause serious injury or harm.

As a result of the above-identified design defect, the Saskatchewan Abilities Council is undertaking an extensive Retrofit Campaign. This notice is to inform you that a qualified technician will install a newly designed fall arrest system on your Ability Lift at no charge to you.

Customers are asked to comply with the following:

- The Ability Lift **MUST** be maintained as required by the manufacturer's specifications.
- The manufacturer's specified useful lifespan of the Ability Lift is 15 years when properly maintained.
- If the Ability Lift has not been maintained to manufacturer's specifications and you are unable to maintain your Ability Lift, please contact your dealer or the Saskatchewan Abilities Council immediately.
- Please complete the attached form telling us whether you still have your Ability Lift and if so, confirming your contact information so that we may send a trained technician to your home to install the fall arrest system for you.

The Saskatchewan Abilities Council is committed to providing quality products and services to people with varying abilities to enhance their independence and participation in the community through vocational, rehabilitation, and recreational services. We wish to sincerely apologize for any inconvenience caused as a result of this Warning and Retrofit Notice.

Regards,



Doug Helfrick
Retrofit Campaign Leader

If you have any questions or comments arising from this customer communication, please contact us at the following:

Contact: Doug Helfrick, Retrofit Campaign Leader
Saskatchewan Abilities Council
1410 Kilburn Ave. Saskatoon, SK. S7M 0J8
Toll Free #: 1-877-233-2053 Fax: 306-244-7115
Email: retrofit@abilitiescouncil.sk.ca