



August 14, 2012

Important Safety Notice

Johnson Health Tech (JHT) has identified a potential issue with the seat engagement system on the Johnny G Krankcycle® by Matrix product. In multiple instances, users apparently did not fully engage the seat hooks prior to use, causing the seat to fall. While these instances were isolated, JHT is taking a very cautious approach in handling this situation and is contacting you to make you aware of some action that you should take ***immediately***.

After completing all of our research and analysis, we have concluded that all Krankcycles, including those existing in the field and new ones yet to ship, need to convert to either a 1) fixed-seat or 2) seat-free design.

Fixed Seat

If you choose to convert the Krankcycles in your facility to the fixed-seat design, JHT will dispatch a service technician with a modified seat. The technician will bolt the seat to the Krankcycle frame, thus preventing users from removing the seat. This is the permanent fixed-seat solution. In the meantime, we ask that you ***immediately remove the seats from any Krankcycles you have in your facility*** and hold the seats until we can permanently affix the seats.

No Seat

If the primary purpose of your Krankcycle is for wheelchair use, you may choose to continue with the seat-free design option. In this case, we ask that you ***immediately remove the seats from any Krankcycle that you have in your facility and hold them aside until we can retrieve them***. In exchange we will issue a \$100 rebate per unit to those customers who chose the seat-free option.

If you have multiple Krankcycles on site it is possible to have both fixed-seat and seat-free options in your facility.

If you have not yet converted your Krankcycles to one of the new designs, please immediately contact Johnson Health Tech North America toll-free at (866) 218-3674 from 8 a.m. to 5 p.m. CT Monday through Friday to arrange for the change to be made.

Thank you for your assistance in this matter.

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