VAN ROON

Van Roon Medical UK Ltd
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URGENT: FIELD SAFETY NOTICE

Scale readings after a change to lithium-ion battery packs

Reference FSN-UK-2026-02 · **Date** 21 September 2026 · **Products** VR-7, VR-7 XW, VR-5

For the attention of: the person responsible for medical devices; the head of clinical engineering; the managers of wards and units using the products.

Products affected

VR-7, VR-7 XW and VR-5 beds in which a lithium-ion battery pack (VR7-0590 or VR5-0590) has been fitted and the battery charge profile has not been changed from “lead-acid”.

Description of the problem

We have received reports from a hospital outside the UK that three beds showed a weight 0.4 kg higher than expected after their battery packs were changed from lead-acid to lithium-ion. Our investigation found that in each case the battery charge profile had been left at its factory setting, “lead-acid”. With that setting, ripple from the charger reaches the reference circuit of the scale’s load cells while the bed is connected to the mains.

No reports have been received from hospitals in the UK or Ireland and no patient harm has been reported anywhere. The fault affects only the scale, and only while the bed is charging. Positioning, alarms and all other functions are unaffected.

The charge profile has been part of the battery-change procedure since controller firmware 4.10 (customer information CI-UK-2025-03). Every pack fitted by a Van Roon engineer has had the profile set at the time. Packs fitted by hospital engineers may not have.

Action to be taken by the user

1. Identify any VR-series bed in which a lithium-ion battery pack has been fitted by your own staff or a third party.
2. On each of those beds, check the charge profile in the service menu (Settings › Battery › Charge profile). If it reads “lead-acid”, change it to “lithium-ion” and re-zero the scale with the platform empty.
3. Until the check is done, use a separate calibrated scale for any weight used to calculate a drug dose.
4. Return the acknowledgement form to us within 30 days, even if you have no affected beds.

Passing on this notice

Please make sure that everyone who needs to know about this notice within your organisation, and any organisation to which the products have been transferred, is told about it. Keep this notice until the action is complete.

The competent authorities concerned have been told about this notice.

Contact: Van Roon Medical UK service desk, 0808 157 0614 (from Ireland +44 113 496 0391), service@vanroon.uk.

Joanne Thackray
Head of Quality and Regulatory Affairs, Van Roon Medical UK Ltd

Acknowledgement form: FSN-UK-2026-02

Please complete and return this form to customer.notices@vanroon.uk within 30 days, even if you have none of the products affected.

Hospital or organisation	
Address	
Name of contact	
Job title	
Telephone and email	
Number of products affected	
Serial numbers (attach a list if needed)	

☐ We have received and read this notice and taken the action it describes.
☐ We have none of the products affected.

Signature	
Date	