



08/26/24

**URGENT: Field Safety Notice**

Kinova Jaco assistive robotic arms

**Attention to Customer:**

Customer Name  
Street Address  
City, State, Zip Code

Dear Jaco Customer,

**Purpose of this letter**

The purpose of this letter is to advise you that Kinova is voluntarily conducting a field safety corrective action on all the Kinova Jaco assistive robotic arms. **Serious injury could occur due to the issue associated with this field action.**

**Reason for the Field Safety Corrective Action**

Kinova has discovered a potential installation issue that could result in a fire hazard in the event of an interaction between a damaged Jaco arm and a wheelchair exhibiting electrical leakage. We are aware of two occurrences of the issue. To ensure your safety, we are voluntarily conducting this field action.

A “wheelchair exhibiting electrical leakage” refers to a potentially damaged, malfunctioning, or inappropriately modified powered or electric wheelchair having a defect causing unintended or unsafe passage of electricity outside its intended path, such as through metallic chassis/frame or any other electrically conductive material.

**Potential Risk to Health**

If a damaged Jaco arm is in contact with a wheelchair exhibiting electrical leakage, electrical current could flow through the Jaco arm, which could result in melting of the arm or fire, posing a risk of thermal injury to the user, including burns.

**How to Recognize that your Jaco Arm Could be Affected**

Jaco arms at risk of this issue are those that have missing parts or scratches, chips, cracks, nicks, or other visible damage to the outer coating of the arm.

**Immediate actions to be taken by the Jaco User**

1. Please contact Rahana Life as soon as possible for an assessment at the contact information below.
2. Before the assessment is conducted, please ensure that, if the wheelchair is in contact with a damaged part of your Jaco arm in any position at any time, **you must unplug your Jaco arm from the power source immediately and contact us at the contact information below.**



3. Read carefully the updated user guide from Kinova’s website at the link below:  
<https://assistive.kinovarobotics.com/product/jaco-robotic-arm>

**Product and Distribution Information**

All units from all lots of the following Kinova Jaco assistive robotic arms are covered by this field action: model PJ 0000 0001, PJ 0000 0012, PJ 0090 0001, PJ 0090 0006, and KR MJ2 0001

**Action Being Taken by Kinova**

Kinova representatives or their distributors will conduct assessments for all current Jaco robotic arm users that contact the company per the instructions above. During this assessment, the Kinova representative or their distributors will assess the robotic arm’s installation, review the robotic arm for damage, and assess wheelchair integrity as relevant to the integration with the robotic arm. Following the assessment with the user, if a potential hazard is identified, Kinova will send a protective pad and installation instructions to the user, to minimize contact between the Jaco arm and other metallic parts from the integration. Further, Kinova has revised the user guide and installation guide with additional warnings and installation requirements; the revised user guide will be provided and reviewed with users during the assessment. Kinova will also send a printed copy of the updated user guide to each Jaco user by September 2024.

If you have any questions about this correction notice, please contact Rahana Life:

Regus Park House, Bristol Rd S, Rubery, Rednal, Birmingham B45 9AH  
By phone @ 07464964142  
From Monday through Friday, 9:00 AM to 5:00 PM  
By email at [simon.fielden@rahanalife.co.uk](mailto:simon.fielden@rahanalife.co.uk)

Please promptly return the attached “Acknowledgement and Receipt Form” provided hereafter and return by mail or e-mail to Rahana Life.



## FIELD SAFETY NOTICE RETURN RESPONSE Acknowledgement and Receipt Form

Response is Required

### Customer Information:

[Customer Name]

[Street Address]

[City, State, Zip Code]

[Country]

### Kinova Jaco assistive robotic arms

I have read and understand the recall instructions provided in the  
08/26/24 letter.

Yes  No

Please send the completed response form to us via one of the following methods:

#### By Mail:

Using provided postage-paid envelope

Rahana Life:

Regus Park House, Bristol Rd S, Rubery, Rednal, Birmingham B45 9AH

#### By email:

simon.fielden@rahanalife.co.uk