



## **Field Safety Notice**

### **mo-vis R-net joysticks (Micro, Multi, All-round, All-round Light, Heavy Duty)**

Doc. nr. R-36-02-01-A3

June 6, 2025

Dear Customer,

The purpose of this letter is to inform you of a voluntary medical device field correction, involving the **mo-vis R-net joysticks: P002-52 Micro Joystick R-net, P002-62 Multi Joystick R-net, P002-75 All-round Joystick R-net, P002-76 All-round Joystick R-net Light, P002-77 All-round Joystick R-net Heavy Duty**. Impacted products were manufactured before February 2023.

#### **Reason for the Voluntary Field Correction**

The mo-vis R-net joysticks are proportional joysticks intended to support power wheelchair users to control their wheelchair. Through market feedback, we are aware of one occurrence where the out of neutral did not function as expected. The user activated a mo-vis R-net joystick while not in neutral. According to design expectations, a blocking error should have prevented movement; however, this did not occur, and the wheelchair began moving unexpectedly.

Our internal investigation allowed us to reproduce the unintended drive movement upon power-up when the joystick is out of neutral. Analysis identified a race condition between the main task and the output task. Under specific conditions, the main task was executed prior to the output task, skipping the necessary neutral check. This issue does not occur consistently, appearing to depend on the wheelchair's supply voltage.

This identified issue affects all mo-vis R-net joysticks with firmware version 2.3 and lower. Since February 2023 all concerned devices have firmware version 2.6 or higher in which the issue is not present.

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[contact@mo-vis.com](mailto:contact@mo-vis.com)



### **Risk to Health**

If the user powers on the wheelchair while the joystick is out of neutral, this may lead to unexpected driving movement of the wheelchair. If the user does not release the joystick in time and does not use the required on/off button, this could lead to serious injury, for example driving into an obstacle or bystanders.

### **Affected Product**

Product Code	Product Name	Serial Numbers
P002-52	Micro Joystick R-net	1000-1690
P002-62	Multi Joystick R-net	
P002-75	All-round Joystick R-net	1000-2647
P002-76	All-round Joystick R-net Light	
P002-77	All-round Joystick R-net Heavy Duty	

The affected units can be identified easily by using the serial number. For the Micro & Multi Joystick, these can be found on the Interface Unit. For the All-round Joysticks, these can be found on the bottom of the joystick.

### **Actions Required**

Our records indicate that you have purchased one or more of the impacted units. To correct the affected products, you will need to update the firmware of the devices to version 2.6.

- 1) Based on the information provided, please identify the impacted customers and/or users that need to take action. Here is an overview of the Serial Numbers that were purchased by your company:

See attachment

- 2) If any of these devices are in stock, please upgrade them according to instructions in Annex 2 or contact us at [contact@mo-vis.com](mailto:contact@mo-vis.com) to send them back.
- 3) Notify all impacted customers by forwarding the communication below.
- 4) Please use the reply form (Annex 1) to confirm that you have read this Field Safety Notice and have informed your customers.

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### **Actions required by identified customers and/or users of the affected product**

During the next scheduled annual maintenance of the joystick, perform a software upgrade of the device. Follow the step-by-step instructions (Annex 2) to work through the actions required to update the software.

Once the update has been completed, you will be asked to verify the correction by confirming version 2.6 as shown in step 11 of Annex 2.

If assistance is needed during the software update process, please contact mo-vis: [contact@mo-vis.com](mailto:contact@mo-vis.com)

### **Contact Information**

If you have any question, please contact mo-vis at +32 9 335 28 60 or [contact@mo-vis.com](mailto:contact@mo-vis.com)

This notice needs to be passed on to all those who need to be aware within your organization or to any organization where the potentially affected devices have been transferred. Please maintain awareness on this notice and resulting action for an appropriate period to ensure effectiveness of the corrective action.

Please report all device-related incidents to mo-vis, as this provides important feedback: [contact@mo-vis.com](mailto:contact@mo-vis.com)

We are voluntarily issuing this Field Safety Notice and the applicable Competent Authorities have been notified of this action.

At mo-vis, safety of the end-users is our top priority! We apologize for any inconvenience this may cause you and thank you in advance for your cooperation.

Sincerely,

Rebecca Van Craeymeersch

Managing Director mo-vis

### **Annexes**

- Annex 1: Reply Form
- Annex 2: Letter to the distributor:  
Software upgrade instructions

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