



TECHNICAL BULLETIN

Product(s) Affected:

LimbLogic
LLV-2000-L
LLV-2000-T
LLV-2002-L
LLV-2002-T

Please note that not all LimbLogic users will be impacted by this change. Only those users who charge a LimbLogic pump in a hot environment and users who delay charging the pump until complete battery exhaustion will be impacted.

Description of Problem:

WillowWood has identified an inconsistency among LimbLogic pumps that can prevent units from being adequately charged and result in the LimbLogic pump shutting down due to an over-heating condition at the battery. Continued charging of LimbLogic units at relatively high temperatures may lead to permanent degradation in battery life.

Solution

LimbLogic pumps are now being assembled with (1) thermal insulation between the battery and heat generating parts, and (2) the battery in direct thermal communication with the pump unit.

To verify the update, all above-listed LimbLogic pumps are currently being screened by charging them at 90 degrees Fahrenheit as part of our standard production test procedure.

Return Process

If you are experiencing issues with any LimbLogic pump holding a charge, please contact WillowWood Customer Care at 1.800.848.4930 with the serial number. We will issue an RMA and replace the pump with a revised pump. Revised pumps will be available June 9th. The warranty of the replacement pump will be the number of days remaining on the original warranty.