



**HANDI**  
medical

## Urgent Medical Recall

September 4, 2025

Dear Valued Handi Medical Supply Customer,

Max Mobility/Permobil has voluntarily expanded its recall of the SpeedControl Dial, a wired control option for the SmartDrive MX2+ Power Assist Device, due to safety and performance concerns. This voluntary action applies to all SpeedControl Dials in the market, including SpeedControl Dials that were replaced as part of the existing/prior recall. This decision reflects Permobil's ongoing commitment to delivering high-quality products to our customers and the safety of our end-users.

Users should immediately discontinue use of the SpeedControl Dial to reduce the likelihood of a potentially hazardous or harmful situation and use an alternate method to control the SmartDrive MX2+ Power Assist Device.

**Customers can still use Max Mobility/Permobil's SmartDrive MX2+ Power Assist Device, with the following available control options:**

- A wired SwitchControl, which can be used with a mono jack port to connect with an optional Buddy Button.
- Wirelessly through the SmartDrive MX2+ App utilizing an Apple iWatch or Samsung Galaxy Watch.



ControlSwitch



ControlSwitch with Buddy Button

### Reason for the Expanded Voluntary Removal:

Through ongoing complaint monitoring and subsequent investigation, Max Mobility/Permobil identified a new design issue with the SpeedControl Dial that may lead to unexpected behavior of the SmartDrive MX2+ motor. This design issue has been part of the SpeedControl Dial since it was first introduced to the market in April 2022, and impacts all SpeedControl Dials manufactured and distributed, which occurred between April 25, 2022 to July 08, 2025. Specifically, if there is an intermittent electrical connection

between the SpeedControl Dial and SmartDrive MX2+ motor, the following performance issues could occur:

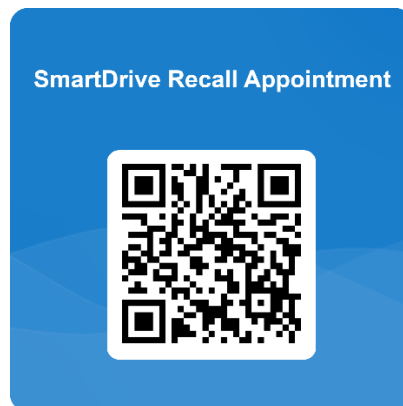
- **Continued drive:** The SmartDrive MX2+ Power Assist Device fails to fully stop when the SpeedControl Dial is pressed inward.
- **Involuntary movement:** Unintended activation of the SmartDrive MX2+ motor without intentional user input to the SpeedControl Dial while the dial is at zero position and dial light is flashing in stand-by-mode.

Max Mobility/Permobil has identified 54 complaints that may be associated with this issue. Of these complaints, two (2) involve serious injuries related to bone fractures.

### **Actions Required**

Handi is offering wired control options from Permobil and will be hosting the SmartDrive days listed below to assess, install, and program your device with an alternative controller. Handi ATPs, rehab technicians, and service technicians will be available to complete this process. If you have additional repair needs or would like to discuss starting the process for new equipment, we are happy to assist with that as well.

Please use the QR below to schedule your appointment- if you have any questions, please call our service department at 651-644-9770.



We apologize for any inconvenience this may cause.

Sincerely,

A handwritten signature in black ink, appearing to read "Jim Gillen".

Jim Gillen

Purchasing Manager

Handi Medical Supply Inc.