

Incidentprocedure

To ensure our products meet the highest international quality and safety standards, they are tested by recognized test institutes like TNO, TÜV and Handikapp Institut. For product complaints Handicare follows a strict incident procedure, which has been reviewed by the Dutch Health Inspection.

In short, in case of an incident, the product involved must be returned to Handicare for investigation to identify the origin of the failure. To establish the risk involved, we do a risk analysis, in accordance with the European Guideline 'Product Safety in Europe', which takes into consideration the nature and probability of the potential injury as well as the user group involved. Depending on the nature of the issue and the results of the risk analysis, the incident is reported to the Health Inspection and if required corrective action is taken.