

**BULLETIN SUBJECT:**

Oxford Dipper Service Life & Inspection

<b>Product Group:</b> Oxford Bathing Lifts	<b>Model(s) Affected:</b> Oxford Dipper
<b>Effective Date:</b> Immediate	<b>Serial No. Effective From:</b> Purchased prior to January 2023

**Description:**

This communication is regarding all Oxford Dipper hoists purchased prior to January 2023.

It has been identified that corrosion of the device's mild steel framework can potentially occur throughout the lifetime of the product.

To ensure that the product maintains its integrity, Joerns Healthcare recommends that the daily checks listed in the user guide are carried out as advised. Servicing and six-monthly LOLER examination should be conducted by a competent service provider.

**NOTE:** Lifting Operations and Lifting Equipment Regulations (LOLER) 1998 applies to the UK only.

Product located outside of the UK must be serviced/inspected in accordance with guidance within the user guide supplied with the product and available on the Joerns Healthcare website (links included at the bottom of this document) for more information.

**Action required:**

Joerns Healthcare requires all UK and Export customers who have purchased and distributed an Oxford Dipper Hoist, to notify their customer base of this technical bulletin to emphasise the need to ensure their Dipper product is thoroughly examined and load tested on a six-monthly basis, in accordance with the manufacturer's user guide and service requirements.

Joerns Healthcare instructs that each six-monthly inspection of an Oxford Dipper hoist **must include a successfully executed safe working load test at 140kg.**

**Additional checks to be conducted in the thorough examination of the Mast (illustrated to the right) to include:**

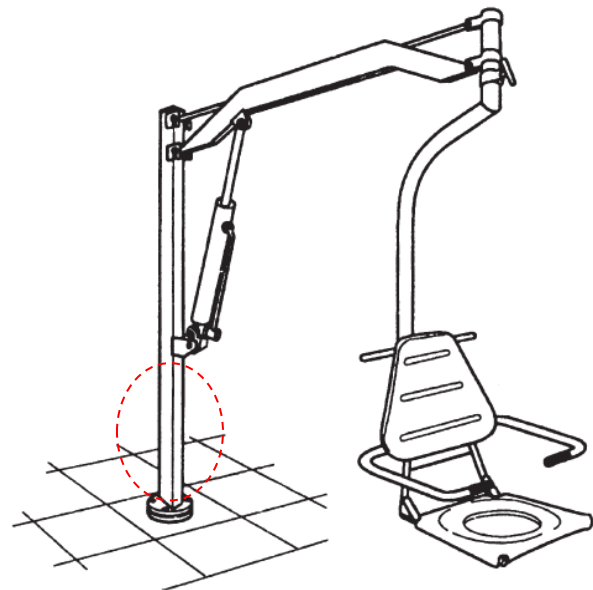
Check and ensure that the 4mm diameter drainage hole in the base of the mast is clear of any debris and allows water to exit freely. This can be verified by inserting a suitable implement to a depth of at least 50mm.

Visually check the outer white surface of the mast for any sign of corrosion, blistering or bubbling of its protective coating.

Conduct the safe working load lift at maximum safe working load of 140kg.

Check for any structural damage/ deformation of the mast after conducting the load test, particularly in the area circled in red.

A record of the six-month inspection of the Dipper product shall be documented and recorded by the competent service provider and a copy issued to the owner of the product for their retention.



**NOTE: Do not continue to use the Dipper hoist if any structural damage/deformation of the mast framework is detected after conducting the safe working load 140kg test.**

Dipper hoists purchased or Manufactured prior to January 2023, should be replaced on completion of its 7-year maximum service life. Should you require a replacement, please contact Joerns Healthcare by email [info@joerns.co.uk](mailto:info@joerns.co.uk) or call +44 (0)344 811 1158.

The replacement part numbers for affected products are as follows:

Description	Part No.
Mast Only	808003.10112-S
Oxford Dipper with Ranger Commode & Spreader Bar	OP10014
Oxford Dipper with Ranger Commode & Transporter	OP10013

**NOTE:** Please be aware that the socket (A, B or C) in which the Dipper mast is located will not require replacement, thus, there is no structural installation work necessary during renewal.

If you require further guidance or would like to discuss this further, please contact your local area manager, Joerns Healthcare directly on +44 (0)344 811 1158 or visit our website at [www.joerns.co.uk](http://www.joerns.co.uk).

### What does the Customer need to do next?

Identify and contact facilities that have historically been supplied an Oxford Dipper pool-side hoist to notify them of the updated technical bulletin, inspection statement and related manufacturer inspection guidance.

### Include links or attachments (if applicable) for:

[Oxford Dipper User Guide \(Mild Steel\) \(Rev F\)](#)

### Any other information:

As part of Joerns Healthcare continual improvement program, all Oxford Dipper hoists purchased from January 2023, are manufactured from Stainless Steel 316L with improved corrosion resistance. The expected life of the NEW Oxford Dipper hoist has been increased from 7 to 10 years from date of purchase/commissioning.

The NEW Stainless Steel Dipper Hoist may now be purchased under the new part number shown below:

Description	Part No.
Oxford Dipper with Ranger Commode & Spreader Bar	OP10014-S
Oxford Dipper with Ranger Commode & Transporter	OP10013-S

**NOTE:** All the above service and inspection requirements are to be applied to all variants of Oxford Dipper hoists as detailed within the user guide provided with each product.