

Technical Bulletin

Bulletin Ref.:

UK-Q2-8-25

Date Issued:

4 July 2025

BULLETIN DETAILS

Product Group: Joysticks

Model(s) Affected: Mo-Vis R-net

**Effective
Date:**

4 July 2025

Description of Changes/ Diviations:

Quantum Rehab has been informed of a Field Safety Notice issued by mo-vis regarding a firmware issue affecting certain mo-vis R-net joystick models. This voluntary field correction addresses a rare but potentially serious software condition that may result in unintended wheelchair movement.

Affected Products

The following mo-vis R-net joysticks are affected if manufactured **before February 2023** and running firmware version 2.3 or lower:

- 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

Issue Summary

In rare cases, if the joystick is powered on while not in neutral, the system may skip the neutral check and allow unintended drive movement. This behaviour is linked to a race condition between system tasks and may vary depending on supply voltage.

Action Required

For Dealers and Providers:

1. Identify affected units using serial numbers (see mo-vis notice or contact your Quantum Rehab Specialist for assistance).
2. Perform a firmware update to version 2.6 at the next scheduled service or annual maintenance visit.
3. Units still in stock should also be updated or returned to mo-vis for correction.
4. Inform any affected customers or organisations who may have received the impacted joysticks.

See below firmware update instructions:

<https://quantumrehab.co.uk/wp-content/uploads/2025/07/Firmware-Upgrade-Instructions.pdf>

Documentation Affected: ☐ Owner's Manual ☐ Order Form(s) ☐ Spec Sheets ☒ Other ☐ N/A

Link to new version of affected document: <https://quantumrehab.co.uk/wp-content/uploads/2025/07/Firmware-Upgrade-Instructions.pdf>

For more detailed information, please contact your local designated Area Sales Manager.

NB: This Bulletin is for informational purposes only and DOES NOT replace the Specifications.

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