

Field Safety Notice

Alber e-motion M25

Date: 22-Jun-2026

Ref. Alber: FSN_02_2026_e-motion M25

Ref. BfArM: 26760/26

1. Important Information

Following reports of two hacking attempts targeting our e-motion M25 product—which did not result in any risky situations, Alber GmbH would like to bring the following important information to your attention as a precautionary measure in the interest of our users' safety.

To prevent unauthorized access to the drive wheels, additional measures have been implemented to further enhance the system's security.

- For e-motion systems manufactured and shipped before 1st January 2021 (without a QR code), the remote function and cruise function will be disabled.
- For e-motion systems manufactured and shipped on or after 1st January 2021 (with a QR code), our user manuals have been updated accordingly. These can be accessed online on our website under ['Alber Service – Downloads'](#).

Amended, relevant documents:

- e-motion M25 user manual
- e-motion M25 Mobility App user manual
- ECS Remote Control User Manual

2. What actions are required by the users?

- For e-motion systems manufactured and delivered before 1st January 2021

Please update your drive wheels. The software required to perform the update is available via the Mobility App.

- For e-motion systems manufactured and shipped on or after 1st January 2021

After pairing your e-motion wheels, please remove the QR code stickers used for encryption (on top of the wheel; starting in April 2026, back of the wheel) and keep them in a safe place.

Please ensure that this information is made available to all relevant persons within your organisation and your customer base, and that awareness of it is maintained for an appropriate period of time.

Alber GmbH confirms that the relevant authorities have been informed of this measure.

We thank you for your attention and cooperation in this important matter.

If you have any questions regarding this safety notice or require further information, please contact us:

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