

## Product Recall and Replace Notice – Immediate Action Required

**Products Involved:** 9' Cable DuraTech Leading Edge Personal Self-Retracting Lifelines

**Manufacture Dates:** February 2019 through May 2019

Dear Valued Customer,

FallTech has received a report from the field on May 30, 2019 about a potential manufacturing assembly issue and immediately issued a Product Stop Use Notice on May 31, 2019 for all 9' Cable DuraTech Leading Edge Personal Self-Retracting Lifelines (SRLs) with manufacturing dates of February 2019 through May 2019. All units should be removed from service immediately in accordance with the Stop Use notice. See chart on following page for specific part numbers.

PLEASE NOTE: No injury has been reported in relation to this potential manufacturing assembly issue.

In accordance with the statements in the Stop Use Notice, FallTech is issuing this Product Recall and Replace Notice effective immediately and will begin replacing ALL existing devices in the field, affected or not by this potential manufacturing assembly issue. FallTech has identified a potential inconsistency in the application of thread-locking fluid to the shock pack set screws and has initiated manufacturing process changes to ensure it is applied 100% of the time. In order to ensure that all replaced devices deployed in the field are fit for service, replacement units will have an updated visual indicator. This indicator will be shown on the following page of this notice.

FallTech apologizes for any inconvenience this Product Recall and Replace Notice may cause you. While replacement units are available immediately to ship free of charge, FallTech's primary concern is the safety of every worker. Therefore, we encourage our customers to do whatever is needed to get your employees back on the job safely.

Instructions on how to arrange product return and replacement are included in the following pages in this Notice. FallTech will cover all replacements free of charge. Please contact FallTech Customer Service at 1-800-719-4619 with any questions. You can also contact FallTech via email at [customerservice@falltech.com](mailto:customerservice@falltech.com).

**Affected FallTech Self-Retracting Lifelines (Manufactured February 2019 through May 2019 only):**

83909SP1	9' Cable DuraTech LE SRL, Single-leg with Steel Snap Hook
83909SP3	9' Cable DuraTech LE SRL, Single-leg with Steel Rebar Hook
83909SP5	9' Cable DuraTech LE SRL, Single-leg with Aluminum Rebar Hook
83909SP6	9' Cable DuraTech LE SRL, Single-leg with Aluminum CE Carabiner
83909TP1	9' Cable DuraTech LE SRL, Twin-legs with Steel Snap Hooks
83909TP3	9' Cable DuraTech LE SRL, Twin-legs with Steel Rebar Hooks
83909TP5	9' Cable DuraTech LE SRL, Twin-legs with Aluminum Rebar Hooks
83909TP6	9' Cable DuraTech LE SRL, Twin-legs with Aluminum CE Carabiners

**Updated Visual Indicator for Replacement Units**

In accordance with this Notice, FallTech has added an additional green tamper-proof paint visual indicator to its manufacturing process to differentiate existing units in service with the replacement units. Please see the images below depicting the added visual indicator.

**FIT FOR SERVICE**  
**REPLACEMENT UNIT**



**REMOVE FROM SERVICE!**  
**CONTACT FALLTECH TO REPLACE**



## Instructions to Return and Replace 9' Cable DuraTech Leading Edge Personal SRLs

There are two different ways to initiate your product return and replacement: directly with FallTech or through the Distributor from which the product was purchased.

### REPLACE DIRECTLY WITH FALLTECH

1. Contact FallTech Customer Service at 1-800-719-4619 and request a Return Authorization (RA) number to initiate your product return and replacement.
2. Please have the following information available so that FallTech may ship you replacement SRLs free of charge as quickly as possible:
  - a. Part numbers and quantity of product to be returned and replaced
  - b. Name of Distributor from which the product was purchased
  - c. Return Address to ship replacement product
3. Customer Service will provide you with instructions on how to return the identical quantity of recalled product to Falltech free of charge. Product must be returned to FallTech.
4. Please contact FallTech Customer Service at 1-800-719-4619 with any questions. You can also contact FallTech via email at [customerservice@falltech.com](mailto:customerservice@falltech.com).

### REPLACE THROUGH DISTRIBUTOR

1. Return the product to the Distributor from which it was purchased.
2. The Distributor will contact FallTech Customer Service and request a Return Authorization (RA) number to initiate the product return and replacement.  
NOTE: This process is identical to a normal Warranty Claim processed by FallTech Customer Service.
3. FallTech will arrange for shipment of replacement product to the Distributor or to the customer directly. Return of recalled product to FallTech will also be arranged at this time.  
NOTE: Recalled product must be returned to FallTech.
4. Please contact FallTech Customer Service at 1-800-719-4619 with any questions. You can also contact FallTech via email at [customerservice@falltech.com](mailto:customerservice@falltech.com)