

URGENT Field Safety Notice

Warning of rope lock to Redcord Axis

Date: 2019-04-29

FSCA-identifier: 19/04005

Type of action: Device warning

Urgent Safety Information:

Detail on affected device:



Rope lock in Redcord Axis 110050

Defect In some cases the casing inside the rope lock may crack or break the rope lock.

Hazard If the defect occurs whilst in use the rope lock may break causing user to fall and or other serious injuries.

What to do Consumers should immediately stop using the Axis with the rope lock.

What we are doing Redcord is sending out our CLEAT as a permanent replacement of the Rope Lock. Our Cleats have been in the market for over 20 years with no issues.

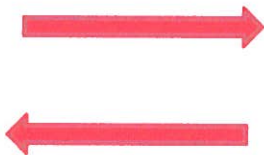
Contact details You can contact your provider or contact Redcord directly: phone +47 37 03 00 00 or email: ropelock@redcord.com

Dear Valued Customers,

It is with deep regret that we notify you of a faulty product. Redcord strives to create durable, quality products. The problems with the Axis rope lock once again is not acceptable. To eliminate this problem, we are sending out our CLEAT as a permanent replacement. Our Cleat has been on the market over 20 years with no issues. Distributors will be sent out replacements with or without upcoming orders. Domestic customers will be contacted and sent out replacements. The replacement period is valid to May 1, 2020.



New



Old

Transmission of this Field Safety Notice:

This notice needs to be passed on to all those who needs to be aware within your organisation or to any organisation where the potentially affected device has been transferred (if appropriate)
Please transfer this notice to other organisations on which this action for an appropriate period to ensure effectiveness of the corrective action (if appropriate)

We thank you for your careful attention to this issue and your continued support

Reference person:

Julia Haugen
President/CEO

Redcord AS

Contact person:

Björg Bøyum
Logistics QA Manager

Redcord AS

The undersign confirms that this notice has been notified the appropriate Regulatory Agency

(Closing paragraph)

Handwritten signature of Julia Haugen in blue ink.

Signature

Handwritten signature of Björg Bøyum in blue ink.

Signature