

Product Stop Use & Recall Notice – Immediate Action Required

Products Involved: Rotating Self-Retracting Device Cradle Anchorage Connectors

Manufacture Dates: August 2014 to October 2021

Dear Valued Customer,

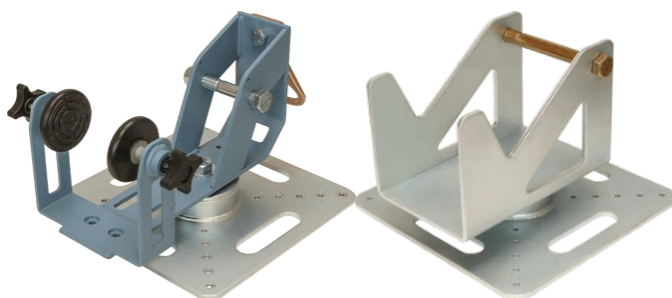
FallTech has received a report from the field about a potential manufacturing defect and is immediately issuing this Product Stop Use notice for 7395A and 7395D Rotating Self-Retracting Device (SRD) Cradle Anchorage Connectors with manufacturing dates of August 2014 through October 2021. FallTech is simultaneously issuing a Product Recall notice for the affected products. All units should be removed from service immediately in accordance with this Product Stop Use & Recall Notice. See table below for specific item numbers effected.

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

Due to global supply chain issues, FallTech will not be able to offer an immediate replacement item for all recalled units. All recalled units will be refunded in full upon shipment to FallTech. See following page for instructions on how to return recalled Rotating SRD Anchorage Connectors.

FallTech apologizes for any inconvenience this Product Stop Use and Recall Notice may cause you. 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.

Please contact FallTech Customer Service at 1-800-719-4619 with any questions. You can also contact FallTech via email at customerservice@falltech.com.



Affected FallTech Rotating SRD Cradle Anchorage Connectors (Manufactured August 2014 thru October 2021 only):

Item #	Description
7395A	Deluxe Rotating SRD Anchor w/D-Ring
7395D	Contractor Rotating SRD Anchor

Instructions to Return Rotating SRD Cradle Anchorage Connectors

Please follow the steps below to initiate your product return and refund 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 refund.
2. Please have the following information available so that FallTech may refund you as quickly as possible:
 - a. Part numbers and quantity of product to be returned
 - b. Name of Distributor from which the product was originally purchased
 - c. Name and address to whom the refund will be sent
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.

Distributors: Please contact FallTech Customer Service at 1-800-719-4619 or email at customerservice@falltech.com to organize return and credit for any recalled products that you may have in stock. Please immediately forward this Notice to any customer who has purchased a recalled product.