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## IMPORTANT PRODUCT SAFETY ALERT

### **Subject: Potential Safety Issue with Clamp Pads for Campbell SAC (Screw Adjusted Cam) Plate Clamps Model No. SAC-1, SAC-3, SAC-6**

We have recently determined that Campbell SAC (Screw-Adjusted Cam) Plate Clamps in models SAC-1, SAC-3, and SAC-6 shipped to our customers with clamp pads that were zinc plated may be subject to hydrogen embrittlement. Hydrogen embrittlement is a phenomenon where hydrogen, either gaseous or aqueous, diffuses into a metal during processing then is unable to escape as the metal finalizes processing. The captured hydrogen acts as a stress enhancer creating cracks which may lead to possible subsequent failure. This alert only pertains to clamp pads that have been zinc plated; pads that are self-colored (not plated) are not affected.

In the interest of safety, Apex is replacing all affected clamp pads immediately, even if the pad appears to be functioning properly. Apex will replace the pads free of charge.

The part numbers of the SAC plate clamps with affected pads are identified below. The affected pad part is shown on the next page. Replacement cam/pad repair kits purchased during the dates listed below are also affected by this Safety Alert.



<b>Clamp / Repair Kit Part Number</b>	<b>Dates Shipped</b>
SAC-1 - 6421000 Repair Kit - 6501000	April 2017 to December 2017
SAC-3 - 6421001 Repair Kit - 6501010	April 2017 to December 2017
SAC-6 - 6421002 Repair Kit - 6501020	April 2017 to December 2017

**Although these clamps may still appear to be functioning properly, the affected clamp pads should be removed and replaced immediately. Please follow the instructions below to obtain replacement pads.**



**For Existing Distributor Inventory - (Applies to all clamp and repair kits still in your inventory):**

- 1) Stop all shipments and use of these clamps and repair kits.
- 2) Contact Betty Smith – Campbell Customer Service (**919-387-2541**) with your inventory quantity of each clamp model. Apex will issue a credit or refund and a return authorization to ship the clamps or cam/pad kits back to:

Attn: Susan Hammond  
Apex Tool Group – York Operation  
3990 East Market St.  
York, PA 17402  
Email: [susan.hammond@apextoolgroup.com](mailto:susan.hammond@apextoolgroup.com)  
Phone: 717-755-2933 Ext. 2289

- 3) If you need replacement clamps or repair kits, please enter an order for replacement.

**For Product in the Field:**

Product safety is our primary concern. Therefore, we are requesting your assistance in locating any of these products that are in the field or that were sent on to your customers. Replacement pad kits are available for field clamp repairs. Contact Betty Smith - Campbell Customer Service (**919-387-2541**) to obtain a replacement pad kit. Your cooperation and assistance is both essential and greatly appreciated.

Notify your customers of the problem identified in this notice. At a minimum, please provide your customers with a copy of this Alert.

Replacement clamps and pads are expected to be available the week of February 5<sup>th</sup> for the SAC-1 and SAC-6 clamps and the week of February 19<sup>th</sup> for the SAC-3 clamp.

If you have any questions about this notice, please call or email Susan Hammond and I will be glad to assist you.

We greatly appreciate your cooperation and assistance in ensuring the integrity of these products. We regret the inconvenience that this action may cause you and your customers. Apex Tool Group believes that this action is necessary because Apex is committed to providing safe and reliable products.

Sincerely,

Susan Hammond

Manager, Quality Assurance