



December 6, 2017

PRODUCT ALERT

USERS OF THE FOLLOWING CROSBY PRODUCTS:

5/8" G-450 WIRE ROPE CLIP, PN 1010177

[shipped between November 17, 2017 and December 2, 2017]

Product Identification Codes (PIC): 5SK 5SI

PLEASE CAREFULLY REVIEW AND ACT UPON THE FOLLOWING INSTRUCTIONS.

THE CROSBY GROUP's focus has always been on providing products of uncompromising quality, and we go to great lengths to engineer and test our products to ensure that our quality is second to none. Nothing is more important to us than the satisfaction and safety of our customers. To that end, we are providing this Product Alert to advise you that a small percentage of the above-listed G-450 Wire Rope Clips have shipped between November 17, 2017 and December 2, 2017 with incorrect sized nuts, due to an internal bagging error. This is not the result of a production or manufacturing issue.

The loose fit of the threads and inability to achieve recommended torque with the oversized nuts, makes the incorrect sizes easy to identify, and prevents an installation using the wrong components.

Use of the 5/8" Wire Rope Clips with the oversized hex nuts will result in the clips not functioning properly, and could result in injury to person or property.

Insert Table

If the correct installation torque was achieved on already installed clip assemblies, the proper nuts were supplied, and no further action is necessary.

The following corrective action should be followed:

1. Please immediately inform your customer(s) of these 5/8" G-450 Wire Rope Clips of this Product Alert.
2. Immediately inspect the hex nuts on all 5/8" Wire Rope Clips (shipped 11/17/17–12/2/17) with PICs of 5SK and 5SI.
3. The across flats dimension of the hex nut can be used to determine acceptability.
 - **Correct** nuts for 5/8" G-450 Clips measure 15/16" across flats.
 - **Incorrect, oversize** nuts for 5/8" G-450 Clips measure 1-1/16" across flats.
 - An appropriately sized wrench or socket can be used to determine if hex nuts are oversized.
4. If any assemblies are discovered with incorrectly sized hex nuts in the bags, **DO NOT USE**.
5. Contact Crosby customer service at 1-800-772-1500 to arrange replacements, using one of two options:
 - a. Request replacement hex nuts and substitute them into the assemblies. Requires no returns to Crosby.
 - b. Request replacement of complete clip assemblies. This requires incorrect assemblies be returned.

We regret the inconvenience this may cause you and your organization and thank you for your cooperation. We are committed to providing you with the absolute best in Crosby quality and would like to ensure that is the level of quality you receive. Crosby will provide expedited shipping for replacements related to the affected wire rope



clips in this notice, and will pay shipping costs for the returned items. If any clip assemblies with incorrect hex nuts are found as part of a box or larger shipment, the entire box or shipment may also be exchanged.