

# Swivel Snaphook Inspection Notification

*Inspection notice for Guardian Fall Protection (GFP) products featuring a possible unsafe condition due to a supplier defect in a specific style of swivel snaphook supplied to Guardian between August 26, 2011 to June 25, 2012.*

## To:

All Valued Customers and Distributors who have purchased Guardian Fall Protection (GFP) products featuring a specific SWIVEL SNAPHOOK shipped from GFP after August 26, 2011.

## Background:

GFP was made aware of a non-injury incident involving a GFP self-retracting lifeline (SRL) where a swivel snaphook experienced a failure. The nut that holds the swivel eye to the hook body backed off the hook stem and came loose. The non-injury incident was discovered during initial inspection of the equipment performed by a user.

The potentially dangerous and faulty condition was caused when GFP's supplier of a particular swivel snaphook missed a swaging operation that encapsulates the swivel eye and prevents the threaded nut from backing off of the hook stem. This situation is restricted to a certain type of swivel snaphook supplied to GFP and is identified in this notice. Upon discovery, both GFP and the supplier have increased inspection processes to ensure this cannot occur in the future. Supplier and GFP inventories have been inspected for this condition upon discovery. No defective units were found in inventory. Any products you receive after June 26th have been 100% inspected specifically for this condition and any other defect.

## Notification Action Required:

We believe the number of possible defective swivel snaphooks is very minimal. We are asking you to please inspect your inventory of GFP parts listed below. Also, we ask you to directly communicate this INSPECTION NOTIFICATION to your customers who have purchased Guardian SRLs since August 26, 2011. If customers have products with defective hooks, GFP will replace them and cover the freight costs. GFP's network of territory managers and representatives can assist you at your request.

## THIS INSPECTION NOTIFICATION APPLIES TO:

This notice applies only to the following parts with a manufacture date between August 26, 2011 and June 26, 2012:

- **MK EDGE** Series
- **YELLOW JACKET** Series
- **DAYTONA** Series
- **3-WAY RESCUE RETRIEVAL** Series
- **AARDVARK** Series
- **EDGE** Series 20ft.- 30ft. lengths (this notice DOES NOT apply to the 11ft. web EDGE style SRLs)
- **ROPE LIFELINE PART #01131** 6 dual leg shock rope lanyard with polyplus rope with aluminum rebar hooks and high strength swivel snaphook
- **CUSTOM PARTS** manufactured after August 26, 2011 with swivel snaphooks

Follow the instructions below to determine if your product contains the specific swivel snaphook that is part of this inspection notice. *Note: NOT ALL GFP PRODUCTS WITH SWIVEL SNAPHOOKS FEATURE THE HOOK IDENTIFIED IN THIS NOTICE. THIS NOTICE APPLIES TO A SPECIFIC SWIVEL SNAPHOOK MANUFACTURED BY A PARTICULAR SNAPHOOK SUPPLIER FEATURING THIS DESIGN.*

**How to identify the SWIVEL SNAPHOOKS that might contain the faulty condition:**

*NOTE: HOOKS MAY BE GOLD OR SILVER PLATED.*

**Swivel Snaphook Style:**

1. Specific to the models shown with the Guardian 'G' Gear Marking Shown:



**AND**

2. Swivel Snaphook model **01825-HS** or Swivel Indicating Snaphook model **01826-HS**

**AND**

3. Featuring the nut and swage design for swivel attachment

If you identify that your product contains the hook identified in this notice, continue to the “How to inspect for the faulty swage condition” section.

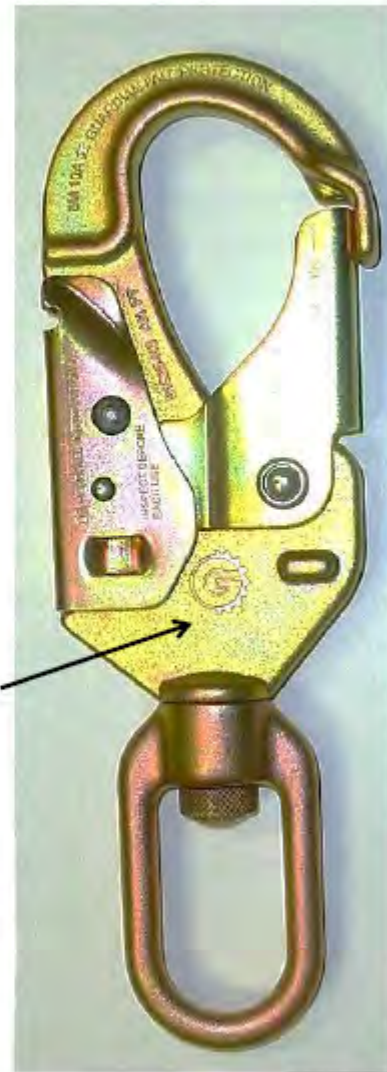
Marked with part # 01825-HS or 01826-HS on the hook body



Marked with Guardian logo at hook base

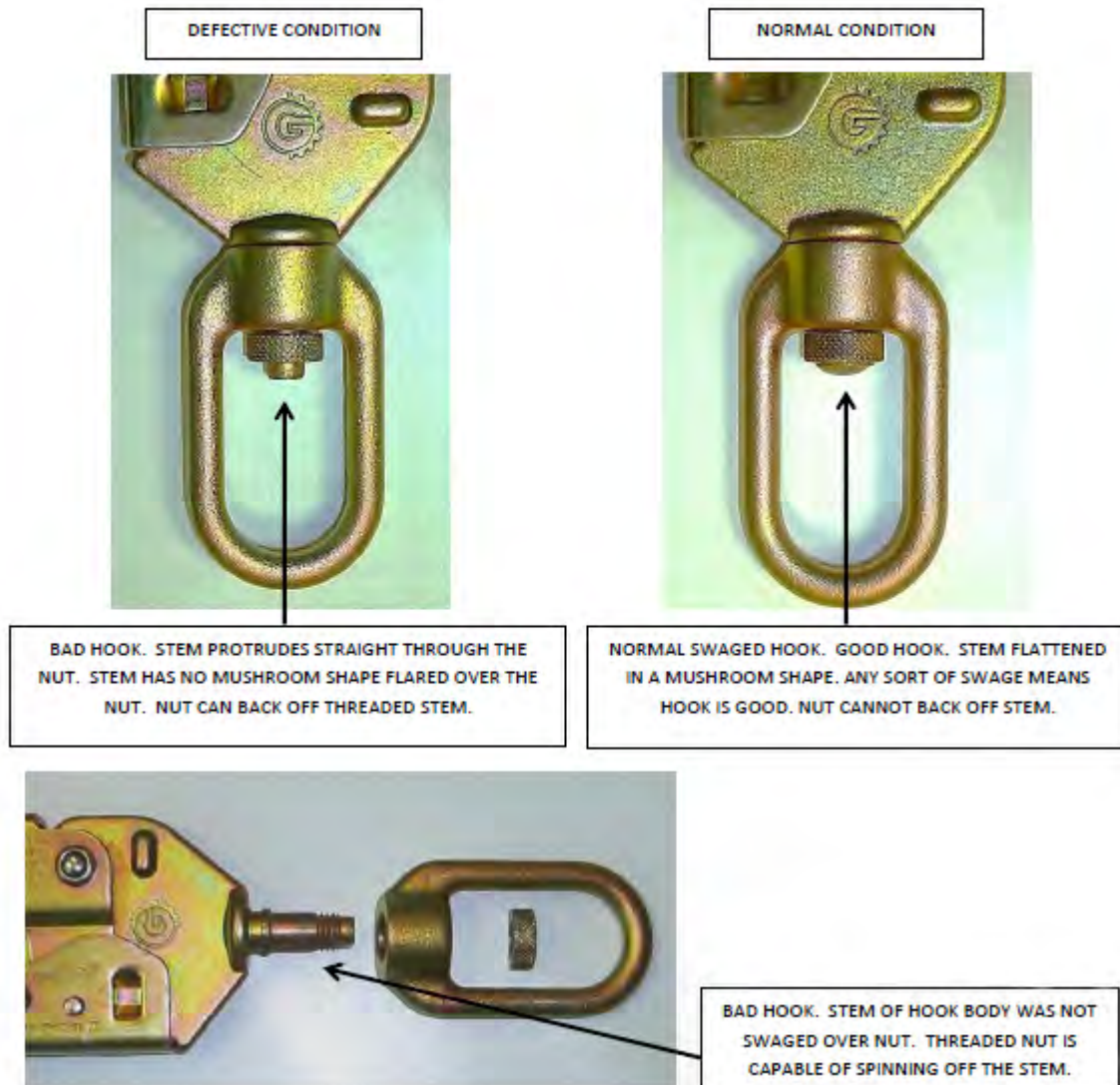
Marked with part # 01825-HS or 01826-HS on the hook body

Full photo of the potentially defective swivel snaphook.



### How to inspect for the faulty swage condition:

Use the photos below as guides for inspecting the hooks identified above. Inspect the swivel assembly for proper stem swaging. A properly swaged stem will form a mushroom shaped cap over the swivel nut. A defective snaphook will NOT BE SWAGED and will look like a stem protruding through the swivel nut without any swaging.



### **What to do if you identified that your product has a defective hook:**

Remove the product from service immediately.

Contact Customer Service at GFP (**1.800.466.6385**) to be assigned a unique RQC - return number. Guardian will provide shipping instructions for returning products and coordinating replacements for units that have the defective swivel snaphooks. Guardian will replace the product and cover the freight costs.

If you have any questions relating to this inspection notice, contact Guardian's customer service department at **1.800.466.6385**. GFP's network of territory managers and representatives can assist at your request.

### **Our reassurance and dedication to quality:**

We at GFP recognize and appreciate that our customers choose GFP products for a variety of reasons. Quality and safety should be automatic. Minimizing the impact of this condition on our

customers is a key goal. We take any steps we can to ensure that your products are as safe as possible. While it is our belief that this situation involves only a very small potential of actual defective product, we want to be proactive in reaching out to make this situation known.

This situation also exemplifies the importance of the pre-use inspection process outlined by manufacturer's instructions. By noting this particular known issue, we hope to increase awareness and stress the importance of following the inspection guidelines for SRLs. If any issue on the SRL's inspection is in question the unit should be removed from service until that issue can be resolved.

We have taken this situation and used it as a learning opportunity to further promote our goal of making the safest and most reliable products on the market. GFP's Quality team and all of our employees are dedicated to minimizing the impact of this inspection notice for you and your customers. If you have any questions or need further assistance please do not hesitate to contact us.

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