

28 January 2010

Dear Customer

Re: Safety First program for Falcon Fall Arrestors

Miller Fall Protection has identified a possible swaging issue with the Falcon Fall arrestor unit. The issue may affect units that were manufactured between January 2009 and November 2009. The findings reveal that during that period a manufacturing process used could possibly result in the unit functioning improperly in a fall situation. Although we believe the possibility of a malfunction to be remote, our customer's safety and trust remain our highest priority.

We continually recommend the need for regular checks on all fall protection equipment prior to every use, given that, **we ask all users to check the ferrule at the cable before using their Falcon fall arrestor.**

This "Stop use and inspect" notice only applies to Falcon fall arrestors which were manufactured from week 01/09 to week 46/09 – no other products are affected in any way.

Product identity and details are as follows:

Falcon Fall arrestor



Label as displayed on the product

Model/Length: 10m 1 IDC
Modèle/Longueur: Falcon SRL MP
Reference : 1017921
Date of Manufacture:
Date de fabrication: 30/09
Serial N°/Lot N°:
N° Série/N° Lot: 20294988 /034

Model

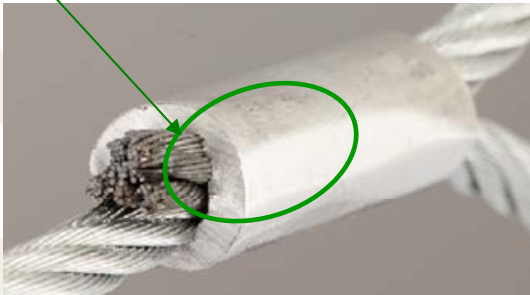
Year

Week

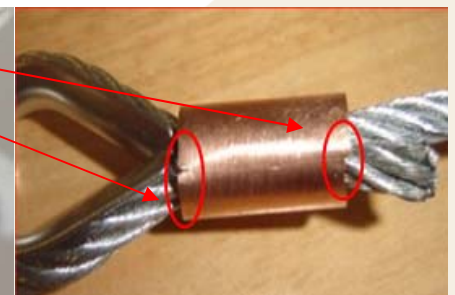
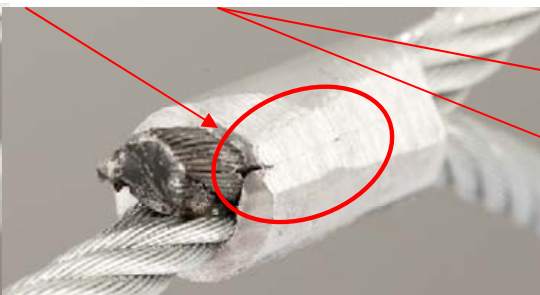
Serial
Number

FIG 1

Ferrule is OK



Ferrules with cracks





There are several ways in which we can provide a solution to any person who may have a unit which was manufactured Jan – Dec 09 and the physical inspection has revealed a possible fault.

In the case of no defect found:

Please continue to use your product with confidence, - no further action is required.

After inspection, if a defect is suspected, please take the following steps;

1. Remove the unit from service
2. You should contact the Sperian sales person in your area from the list below and they will advise and issue a Goods returned note to have the item swaged correctly or the cable assembly replaced.

VIC

Mark Grundy Regional Sales Manager 0416 134 927

NSW

James Moule Regional Sales Manager 0419 589 130

QLD

Nev Smith Area Sales Manager 0418 739 804

SA

Chris Bradburn Area Sales Manager 0417 365 799

WA

Paul Richardson Regional Sales Manager 0419 920 040

NZ

Nick Grace Regional Sales Manager 0274 734 992
Andy Dunn Area Sales Manager 0274 953 845

Please be aware the only SKU's that are affected are the Falcon Fall arrestors as listed below.

1011742	1011728	1011746
1011750	1016796	1016794
1012263	M1030039	1012261
M1030041	M1030038	1013960
M1030040	1012262	1028681
1028683	M1030056	M1020056

If you have any further questions please do not hesitate to contact myself or any of the sales team above

Kind regards

Lyn Watt
Manager of Marketing Communications.