

## RECALL FOR INSPECTION KINETIC (1st GENERATION)

**Serial Number : 04/19, 05/19, 07/19, 08/19, 10/19**

Vienne, February 16th 2021

**Dear Partner,**

Our quality system took in charge several claims about broken handles.

In very rare cases, the handle can present some slack which may generate an additional force that can cause the breakage of the handle.

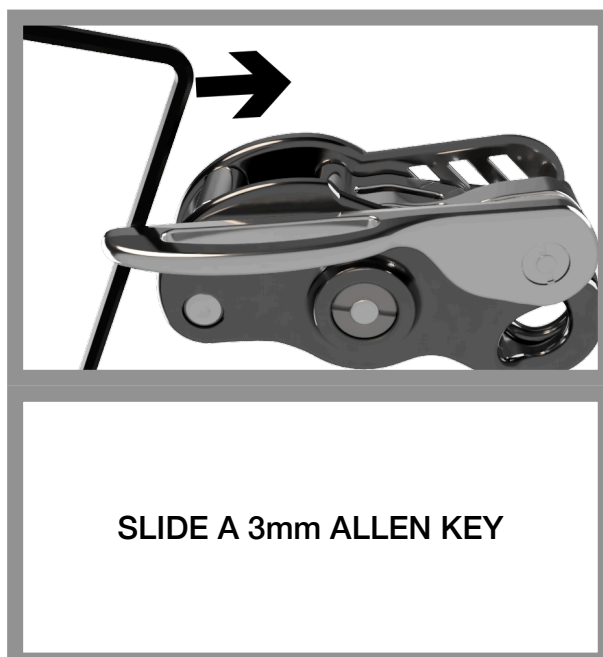
**It is important to note, that even in the case of broken handle the system remains locked. The assisted braking function is not affected. A fall hazard is thus impossible. The problem comes from the fact that the system can not be unlocked, so alternative solutions must be implemented to lower the climber.**

**To avoid any risk, it is necessary to inform your clients, who bought a KINETIC, with a serial number xx/19, about this issue and ask them to inspect the KINETIC device following the procedure described below :**

You will also find attached a document you can communicate to consumers or display.

We invite you to contact your clients and display the procedure during 6 months.

### **•How to inspect the KINETIC**





IF THE ALLEN KEY DOES  
NOT EXCEED THE  
MIDDLE OF THE HOLE

**OK**



IF THE ALLEN KEY  
EXCEEDS THE MIDDLE OF  
THE HOLE

**RETURN**

**•Replacement with KINETIC 2020**

Mail to : or call us : +33 4 74 78 88 88 with the following informations :

- First Name, Last Name, Phone number, address, email, serial number.

We sincerely apologize for the inconveniences and we thank you for your collaboration.

**Matthieu DAMEY,  
Brand Manager**