



Precautionary Safety Recall Notice – SafeDown auto belay return to designated Service Agent

Notice Date: April 2023

Manufacture: Broadoak Engineering Ltd

Assembly Controller: SafeClimb Ltd

Distributor: SafeClimb Ltd.

1 Rock Lane West

Rock Ferry

CH42 1RE

Tel: 0333 200 2602

[info@safeclimb.co.uk](mailto:info@safeclimb.co.uk)

Affected Product: SafeDown auto belay. Faulty Pinion. Serial numbers: **SD-100518 to SD-100914** inclusive with a counter reading of 150,000 or above

SafeClimb Ltd hereby give notice for a return to service agents of the SafeDown auto belay, due to faulty material being discovered in one pinion manufactured after August 2018. Below serial numbers may be affected and will need to be recalled for further investigation and possible replacement. Please remove the stated belays with immediate effect and return to the stated service agent for further investigation.

SD-100518 to SD-100914 inclusive with a counter reading of 150,000 or above.

**Pinion failure will cause the loss of descent control and may cause serious injury or death.**

All returned units will be investigated for material fault. If found, the pinion will be replaced.

**Immediate Action required for a precautionary test.**

If any of your devices related to the serial numbers below, please remove from your wall. We will also try and contact everyone directly with instructions, but your service agent will also contact you. If you hear nothing in the next 7 working days, please contact your nearest service agent on the details above, or [info@safeclimb.co.uk](mailto:info@safeclimb.co.uk), for further instructions.

We try and limit the impact on our customers, we have the available options for your consideration:

Option1: - Return your Safedowns to the nearest service agent for a full pinion and ring gear investigation. Any faults found will be mean total replacement. However, your SafeDown will not be serviced and will be returned, without extended certification.



Option 2: - Return your Safedowns to the nearest service agent for a full pinion investigation. Any faults found will be mean total replacement. A standard service can be carried out at the usual cost of £145 (or local currency equivalent), and a full years certification will be issued. Additional parts required (ie replacement ropes ect) will still be chargeable at the usual rate.

Option3: - Return your Safedowns to the nearest service agent for a full pinion. Any faults found will be mean total replacement. However, due to the age of some SafeDowns you make take the opportunity to use your SafeDown as a sizeable discount towards a NEW Dyno Compact auto belay.

We apologise for the inconvenience we know this will cause, but your safety is always our priority. We all endeavor to work as hard as we can to turn around any effect SafeDown as soon as possible.

We thank you for your patience on co-operation on this management service required.

With Kind Regards

The SafeClimb Team.

**SD-100518 to SD-100914** inclusive with a counter reading of 150,000 or above.