

CMC Rescue, Inc.

6740 Cortona Drive
Goleta, CA
93117-5574 USA

TEL | 800 235 5741
805 562 9120

FAX | 800 235 8951
805 562 9870

cmcrecue.com



An employee-owned company

PRODUCT RECALL NOTICE

August 2, 2016

REQUEST FOR IMMEDIATE RECALL of CMC Rescue 3D product, #300880 (Lot Numbers 16001 – 16203)

Dear Valued Customer,

CMC Rescue has learned of an unexpected release of the 3D descender's locking center bar that happened during a recent training exercise. We immediately conducted a thorough investigation to discover the root cause, determining that additional 3Ds from certain lot numbers may also be at risk for improper operation.

CMC is issuing a Product Recall for the following lots of 3D descenders: Lot numbers 16001 – 16203. All affected products will be replaced by CMC at no cost to the customer.

The product Lot Number is laser engraved on the lower black bar of the 3D to the left of the UL Classification information. See photo for a detailed view of the Lot Number location. *(Lot #16060 shown)*



CMC Rescue 3D

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CMC Rescue Product Recall Notice *(cont'd)*

REQUIRED ACTION

- Immediately remove any affected 3D products from service.
- Contact CMC Customer Support at (800) 235-5741, (805) 562-9120, or via email at recall@cmcrestue.com to initiate the return process.
- Return the 3D directly to CMC for a no-cost full replacement of the product. CMC will issue a call tag for pick-up of the item and cover all cost of shipping.

Thank you for your continued support and trust!

The CMC Rescue Team