

12/22/2016

## **Safety Recall for the Enforcer (with expanded lot numbers)**

The swivel eye on some Enforcers may not be secure and in certain conditions might unscrew. This was discovered due to an incident that occurred. This recall is to improve the security of the swivel eye and to issue new user instructions specifying that the Enforcer swiveling action is for orientation, not high speed or multiple rotations.

We will do everything we can to ensure that this recall causes the least amount of inconvenience to our customers. In addition to the safety modification, we will calibrate your Enforcer for free (normal cost is \$100) and send it back with a free carabiner.

### **What happened:**

A user had an Enforcer connected to a steel cable. As the cable was loaded it unwound, twisting the Enforcer's swivel eye and the friction generated unscrewed the bolt holding the swivel and it came apart.

### **Why it happened:**

The Enforcer is assembled in a special room on its own assembly line, due to the electronics. The bolt is secured with epoxy and a setscrew, but our examination showed that there should have been more epoxy on the bolt threads. Under normal conditions of orienting the Enforcer, the bolt would not come out. But subject to the steel cable twisting as it was being loaded it was not secure enough and the bolt unscrewed.

### **What we will do:**

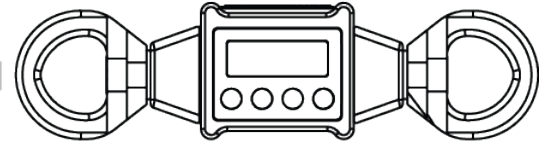
We will replace the setscrew with a pin that goes through the aluminum part and into a hole in the steel bolt. This is strong enough that even if used with highly-loaded multiple rotations, it cannot unscrew. However, please don't use it that way (see next section).

### **Which Enforcers are affected?**

Enforcer units subject to recall used the epoxy/setscrew combination, which includes all units manufactured prior to September 2nd, 2016.

### **Identify serial number & manufacturing date on your Enforcer**

Inspect the 10 digit serial number on your device to determine whether your Enforcer is subject to recall. As shown below, the first two digits of the number refer to the year of manufacture. The three digits following the year of manufacture refer to the day of manufacture during the year. All units indicating a manufacture date prior to 16246XXXXX (manufactured in 2016 on the 246th day of the year) are subject to recall. All units produced ON or AFTER this date are NOT subject to recall. The serial number is laser engraved on the side or back of the device.



**Serial Number Format**

**1 6 2 4 6 X X X X X**

YEAR of manufacture

DAY of manufacture

**Serial Number Location**

On Back of Unit

**OR**

On Side of Unit

If the serial number shows a manufacture date **BEFORE**  
**16246XXXXX**  
Then your Enforcer is  
**SUBJECT TO RECALL**

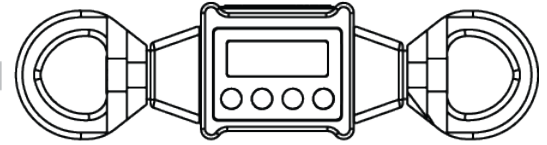
If the serial number shows a manufacture date **ON or AFTER**  
**16246XXXXX**  
Then your Enforcer  
is **NOT SUBJECT TO RECALL**

**Why the Enforcer should not be used for high-speed or multiple rotations:**

The swivel action of the Enforcer was designed to orient it so you can see the display. It rotates on plain washers and is a poor choice for multiple rotations under load. The washers are not efficient and will wear quickly and may potentially affect the accuracy of the force readout. Ball bearing swivels are the only choice for multiple rotations.

**Be careful using steel cable with any kind of swiveling device:**

Steel cable (wire rope) is twisted in manufacture and can unwind vigorously when loaded with a swivel in the system. This can create several issues, including significant loss of strength. There are special cables made that do not try to unwind when loaded. Only these should be used and only by experienced people.



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### **How to send your Enforcer to us:**

Follow the instructions below based on your region or country:

#### **NORTH AMERICA**

Customers in North America should visit [www.rockexotica.com/enforcer-recall](http://www.rockexotica.com/enforcer-recall) to begin the return process. Please be ready to provide the following information:

- Serial number
- Name
- Address
- Phone
- Email
- Place unit was purchased

We will send you a self-addressed UPS label to the email account you provide us.

#### **SOUTH AMERICA**

Customers in South America should contact [recall@rockexotica.com](mailto:recall@rockexotica.com) for more information.

#### **EUROPE**

Customers in Europe should go to [www.enforcer.rockexotica.de](http://www.enforcer.rockexotica.de) for instructions (you will be returning it to our distributor in Germany).

#### **ASIA**

Customers in HONG KONG should contact [www.icecrown.mountaineering.hk](http://www.icecrown.mountaineering.hk)

Customers in KOREA should contact [www.denalicompany.co.kr](http://www.denalicompany.co.kr)

Customers in SINGAPORE should contact [www.camperscorner.com.sg](http://www.camperscorner.com.sg)

Customers in THAILAND should contact [www.seaairthai.com](http://www.seaairthai.com)

#### **AUSTRALIA**

Customers in Australia should contact [www.southerncross.net.au](http://www.southerncross.net.au)

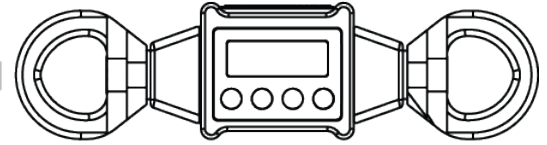
#### **NEW ZEALAND**

Customers in New Zealand should contact [www.treetools.co.nz](http://www.treetools.co.nz)

If your location is not covered above, contact the dealer or distributor who originally sold the Enforcer or contact [recall@rockexotica.com](mailto:recall@rockexotica.com) for more information.

#### **Turnaround time:**

Our goal is to send your Enforcer back within 3 weeks, if not sooner, depending on the volume of units received. We will ship by ground, which can take up to another week.



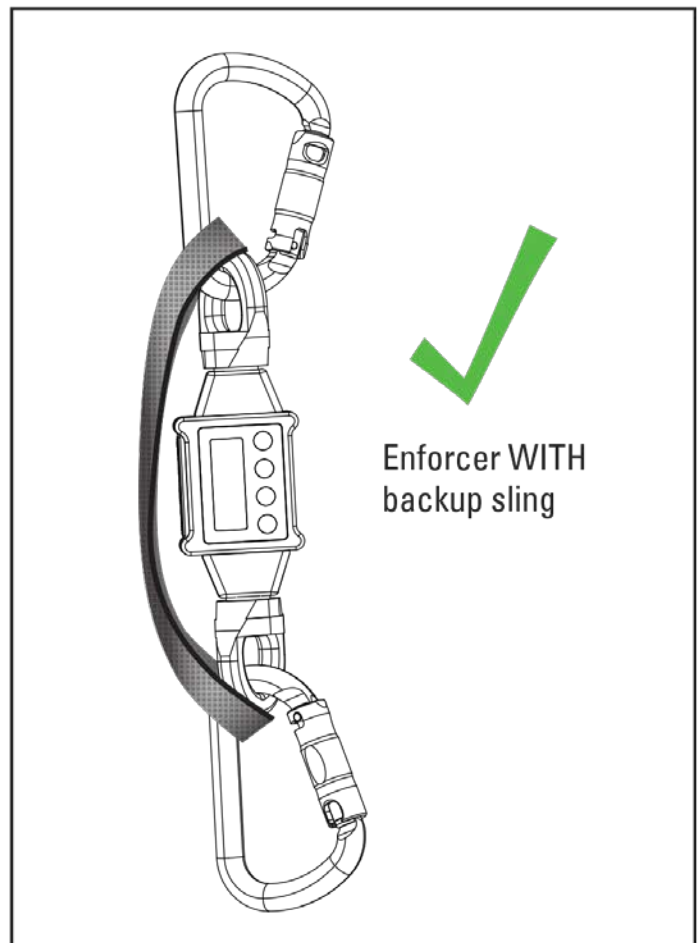
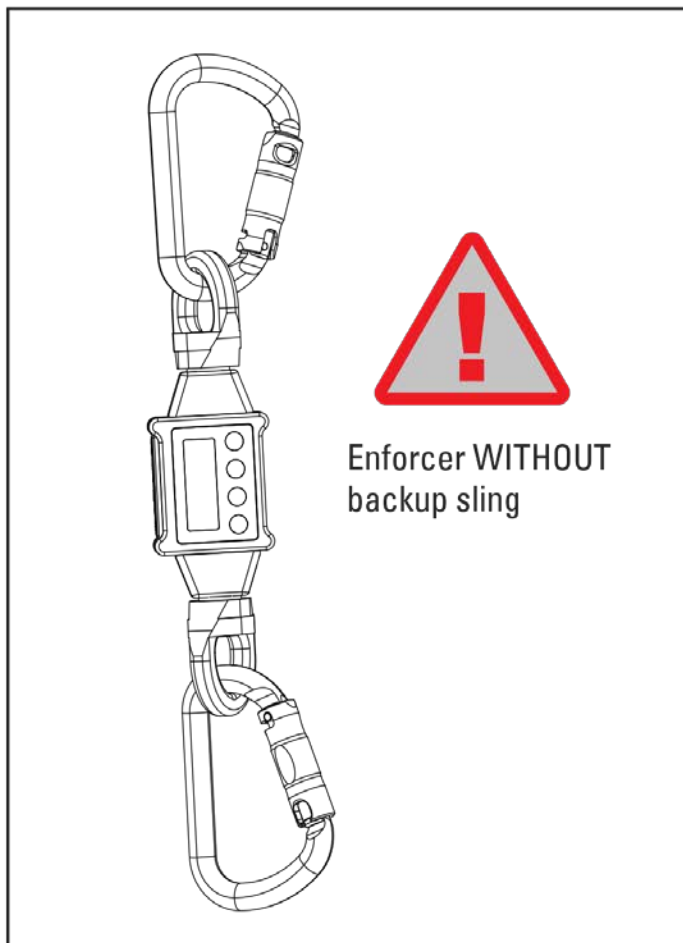
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**When you need to send your Enforcer to us:**

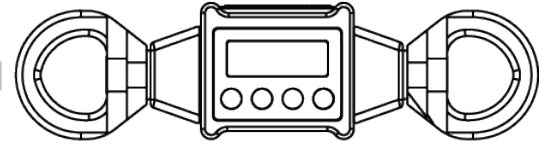
Please send it in by the end of February 2017. If you do not hear about the recall until after that, we will still accept and modify it.

**You can still use your Enforcer if:**

It is mandatory that you send your Enforcer in for the safety modifications as soon as possible. However, you can temporarily use it before sending it if you install a backup. Users are allowed to attach a PPE rated sling with MBS of 22 kN and a maximum of 25 cm (10 in) in length to the carabiners on either side of the Enforcer.



You must also: 1) inspect before and after each use, paying attention to making sure the swivel bolts are not loose, and 2) Do not use for high-speed or multiple rotations. Use for orientation only. 3) Do not use with steel cable. If you have any question of concerns, do not use it.



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**Summary**

Rock Exotica has issued a safety recall to make the Enforcer swivel eye bolts more secure. You ship your Enforcer to us. We will modify it, and do a free calibration (normally \$100) and send you a free carabiner and pay for shipping.

Please return your Enforcer to Rock Exotica as soon as possible. But until then you may use your Enforcer provided that you install the recommended backup and inspect it before and after each use. Use it only for orientation, never high-speed, multiple rotations, or with steel cable.

Thank you!