



Product Recall

ZIGZAG Petzl mechanical Prusik for arborists

SKU: D22



This information is complementary to and supersedes the Safety Alert issued April 19, 2013

Summary of the facts

On Friday, April 12, Petzl was informed of an accidental fall in a training center in Germany. This fall was related to a failure of the rope end attachment hole of the Petzl ZIGZAG mechanical Prusik.

We have since been informed of another identical failure.



These failures were the result of a particular configuration of a cantilevered and off-axis loaded upper carabiner (see photo).

Petzl believes that this incorrect positioning of the connector could inadvertently occur during normal use with the potential for serious injury or death.

Continued use of the ZIGZAG poses a risk of serious injury or death.

Petzl Action Plan

Petzl has decided to immediately recall all ZIGZAGs.

As a measure of precaution, we ask that you:

- **Immediately stop using the ZIGZAG**
- **Contact Petzl America After Sales and Service: zigzagrecall@petzl.com -or- (877) 807-3805 to initiate the return process**
- **Return the ZIGZAG to Petzl America**

Petzl America will pay for all shipping costs.

You can then choose from the following options:

- Credit for other Petzl products (equal to the retail price of the ZIGZAG + 30%)
- A complete refund of the purchase price

For more information about this recall:

- Consult the ZIGZAG recall FAQ, below
- Contact Petzl America: zigzagrecall@petzl.com -or- (877) 807-3805

A new version of the ZIGZAG is currently being developed and will be available in January 2014.

We are fully aware of the inconvenience caused by this issue. Please accept our full apologies. Thank you for your continued trust.



FAQ

Petzl ZIGZAG Recall

Why are you recalling the ZIGZAG?

On Friday, April 12, Petzl was informed of an accidental fall in Germany. According to the injured person's account, the fall was the result of the failure of the rope-end attachment hole of the ZIGZAG mechanical Prusik. Petzl's investigation and further testing has led us to conclude that this failure was the result of a particular configuration of the cantilevered and off-axis upper carabiner. Although it's the responsibility of every user to ensure that connectors are correctly positioned, Petzl believes that this incorrect positioning of the connector could inadvertently occur during normal use. Inadvertently loading the system in this configuration could result in the failure of the ZIGZAG's rope-end attachment hole, potentially leading to serious injury or death. On April 23, 2013, we were informed of another identical failure without serious consequences. As continued use of the ZIGZAG poses a risk of serious injury or death, Petzl has decided to recall all ZIGZAGs from the field.

Is my ZIGZAG affected by this recall?

Yes. All ZIGZAGs are being recalled.

All units with a serial number 13108***** or below are affected by this recall.

Have there been other incidents involving the ZIGZAG?

To our knowledge, there have been no other incidents involving the ZIGZAG besides the two outlined above.

What is the medical situation of the injured person?

The injured person was hospitalized for two days and then released. He is at home and we wish him a rapid recovery.

What actions has Petzl taken regarding this issue?

- On April 15, 2013 we published Safety Information to inform users of the accident in Germany and provide them with recommendations for use.
 - Four days later, on April 19, we informed users about the exact cause of the accident and as a measure of precaution, we asked users to stop using their ZIGZAG. At the same time, we stopped production and sales of the device.
 - On April 24, 2013, we published a Recall Notice affecting all ZIGZAGs.
- At the same time our research and development department is working to develop a new version of the ZIGZAG, which will be available in January 2014.

How will you compensate customers who have purchased a ZIGZAG?

As part of this recall, Petzl is offering two choices:

- credit for other Petzl products (total value equal to the retail price of the ZIGZAG + 30%)
- a full refund of the purchase price

How do I get a refund?

Contact Petzl America After Sales and Service to initiate the refund process: zigzagrecall@petzl.com or (877) 807-3805



I would rather have a credit for other Petzl products. How does that work?

After we have received your ZIGZAG, you may choose Petzl products from our catalog equivalent to the retail price of the ZIGZAG plus 30% (shipping included).

Where do I send my ZIGZAG?

Contact Petzl America After Sales and Service — zigzagrecall@petzl.com or (877) 807-3805 — to initiate the return process. Petzl America will provide you with a pre-paid UPS Call Tag.

Will you pay for shipping?

Yes. Petzl will cover all shipping costs associated with the ZIGZAG recall.

I'm currently in a country where there is not a Petzl distributor. What should I do?

Please contact the After Sales Service department at the Petzl headquarters in France.
Email: rappel.zigzag@petzl.fr. Telephone: +33 (0)4 56 58 19 32

When will a replacement be available?

We are currently working on a new version that will be available January 2014.

Can I keep my ZIGZAG and/or modify it to back up the connection point or maintain connector orientation?

No. It is critical that you stop using the ZIGZAG and return it to us immediately. The existing connector retaining solutions applied to the ZIGZAG do not fully guarantee that the upper carabiner will not pivot in the particular cantilevered and off-axis configuration. Do not modify the ZIGZAG in any way. Please follow the recall procedures and return the device as soon as possible.