

## **SAFETY BULLETIN / STOP-USE NOTICE** **TRAILING ROPE GRAB**



### **Products involved:**

- **Trailing Rope Grab with attached 3' Lanyard, p/n # L210001**
- **Trailing Rope Grab, p/n # L210000**

Dear Werner Customer,

During an internal quality audit conducted by Werner Co., a limited number of Trailing Rope Grabs were observed not to properly achieve lock-up within our performance specifications, causing excessive slippage down the rope lifeline. There have been no field reports or complaints of any kind regarding this product or issue, but we are taking preventative action for **all Trailing Rope Grabs sold from April 2012 through January 2015.**

**As a result, Werner requests an IMMEDIATE STOP-USE TO ALL USERS of the models shown above, and a QUARANTINE OF INVENTORY to any Sellers or Distributors of this Trailing Rope Grab.**

Werner will immediately replace all product in question as follows –

- **If you are a User of this product:**
  - **IMMEDIATELY TAKE THIS PRODUCT OUT OF SERVICE AND DO NOT USE**
  - Contact Werner Co at (888)-523-3371 to arrange for return of your product and a replacement.
  - Or, complete the attached Product Return Form and email it to [customercare@wernerladder.com](mailto:customercare@wernerladder.com) (with **Attn. Allison Moser** in the Subject line) as instructed and your replacement product will be expedited.
- **If you are a Distributor or Seller of this product:**
  - **IMMEDIATELY QUARANTINE THIS PRODUCT AND REMOVE IT FROM SALE**
  - Contact Werner Co at (888)-523-3371 to arrange for return of your Inventory and its replacement.

Werner Co takes safety seriously, and we apologize for any inconvenience this may cause.





**TRAILING ROPE GRAB RETURN SHIPMENT FORM**

THIS FULLY COMPLETED DOCUMENT MUST BE INCLUDED WITH EACH RETURN SHIPMENT.

PLEASE SHIP ALL TRAILING ROPE GRAB RETURNS VIA FED-EX GROUND  
WERNER FEDEX SHIPPING ACCOUNT NUMBER:

Date Trailing Rope Grabs Were Returned to Werner: \_\_\_\_\_

**Customer Information**

Customer Name (if applicable): \_\_\_\_\_

Contact Person (if applicable): \_\_\_\_\_

Customer Phone # (if applicable): \_\_\_\_\_

**Distributor Information**

Distributor Name:  
(if you are a customer, please include the name of the distributor from which the product was purchased)

Contact Person: \_\_\_\_\_

Location: \_\_\_\_\_

Distributor Phone#: \_\_\_\_\_

Product Information  
Quantity Shipped: \_\_\_\_\_

Model Number: \_\_\_\_\_

SHIP THIS COMPLETED FORM AND ALL TRAILING ROPE GRAB PRODUCT TO:

WERNER CO.  
ATTN: Tenesha Aden  
93 Werner Rd  
Greenville, PA 16125-9499

Form can be emailed to:  
[customercare@wernerladder.com](mailto:customercare@wernerladder.com) (Attn: Allison Moser in the Subject line)  
ph: (888)-523-3371

