



## Recall and Reimbursement Notice Redpoint® & Auto-Belay Descenders

December 23, 2009

As previously announced MSA is discontinuing the Redpoint Descender and exiting the recreational market for climbing wall auto-belay systems. MSA did not make this decision lightly, and we regret any inconvenience this action may cause. As you are aware, there are alternative belay systems available from other manufacturers. While we regret having to take this action, the overriding need to ensure the safety of all those using our product on recreational climbing walls is our highest priority. MSA will continue to focus on and serve the industrial fall protection market, as we have done since 1930.

We are recalling all Redpoint and Auto-Belay Descenders covered under the previously issued Stop-Use Notice. These units include the following:

- All Redpoint Descenders (part numbers 10024873, 10027646, and 10027798) regardless of the date the unit was manufactured or last serviced,
- Auto-Belay Descenders (part number 10021806) manufactured or last serviced on or after June 30, 2000.

The return shipping is free of charge when following the shipping procedure outlined below.

The reimbursement program is described below:

### Reimbursement Program Overview

<u>Redpoint Descenders</u>	<u>Pro-rated Refund per Unit (USD)</u>
• Warranted units 3 months old or newer as of 10/14/09 (manufactured 7/15/09 – 10/14/09)	\$1,300.00
• Warranted units 4 to 18 months old as of 10/14/09 (manufactured 4/15/08 – 7/14/09)	\$1,000.00
• Units shipped (manufactured) from MSA 4/15/07 – 4/14/08	\$200.00
• Units shipped (manufactured) from MSA 4/15/06 – 4/14/07	\$100.00

The “date of manufacture” as marked on each unit will be used as the shipping date since the date of manufacture identified on the unit and the shipping date were typically the same. Refunds will be issued upon MSA receiving the Redpoint Descender unit.



Please complete the enclosed *Redpoint & Auto-Belay Descender Return Form* and return the unit(s) and the form together to MSA. The shipping is free of charge, either by using MSA's UPS account for shipments within the U.S. and Canada or by obtaining reimbursement for the shipping expense for customers outside the U.S. and Canada.

- Units in the United States should be shipped via UPS using MSA's account number A07R81. The units should be shipped along with the completed form to the following location:

MSA  
511 Bell Fork Road  
Jacksonville, NC 28540  
Attn: Jaye Nardo

- Units in Canada should be shipped via UPS using the applicable MSA account number below. The units should be shipped along with the completed form to the applicable location below:

For units in ON, QC, or PE use  
MSA account number 828E31  
and ship to:

Mine Safety Appliances  
c/o NFI - Attn C. Conroy  
6905 Kenderry Gate, Unit 1  
Mississauga, On., L5T 2Y8

For units in MB, AB, or BC use  
MSA account number 829W46  
and ship to:

Mine Safety Appliances  
c/o NFI - Attn S Goesche  
16435 118th Ave  
Edmonton, Ab., T5V 1H2

- Units outside the U.S. and Canada should be shipped along with the completed form to the nearest MSA location listed below. To obtain a refund of the shipping charge, please mail or fax the shipping receipt separately along with a copy of the completed *Reimbursement Form for Shipping Charges* to the same MSA location.

Australia  
MSA (Aust.) Pty., Ltd.  
c/o Darrell Jefferys  
137 Gilba Road  
Girraween NSW 2145  
P.O. Box 43 Wentworthville NSW  
Tel: 61 2 9688-0331  
Fax: 61 2 9688-0333

Britain  
MSA (Britain) Limited  
c/o Michael Burdon  
East Shawhead  
Coatbridge ML5 4TD Scotland  
Tel: 44 1236 424966  
Fax: 44 1236 44088



Germany

MSA AUER  
c/o Keshwar Anroedh  
Mail P.O. Box 620  
D-12006 Berlin Germany  
Ship: Thiemannstrasse 1  
D-12059 Berlin Germany  
Tel: +49 30 6886-0  
Fax: +49 30 6886-1558

Japan

MSA Japan Ltd.  
c/o Kazuya Shimoyama  
Horizon 1 Bldg 2F  
30-16, Nishiwaseda 3-chome  
Shinjuku-ku, Tokyo 169-0051 Japan  
Tel: 81-3-3209-2171 & 3209-7031  
Fax: 81-3-5291-8755

Malaysia

MSA Safety Malaysia Sdn Bhd  
c/o Jeffrey Tan  
No. 9, Jalan P10/15  
Kawasan Perindustrian Miel  
Fasa 4, Seksyen 10  
43680 Bandar Baru Bangi  
Selangor Malaysia  
Tel: +603-8925 7208  
Fax: +603-8925 3208

Middle East

MSA Middle East  
c/o Talal Hasan  
402 – 4<sup>th</sup> Floor Arab Monetary Fund Bldg.  
Along Corniche Road  
Abu Dhabi, UAE  
Tel: 00 971 2 633 3926  
Fax: 00 971 2 633 3962

Hong Kong

MSA Hong Kong Ltd.  
c/o Hugh Turner  
25<sup>th</sup> Floor, Jupiter Tower  
No. 9 Jupiter Street, Hong Kong  
Tel: 852 2258 7588  
Fax: 852 2547 8780  
Email: info.hk@msanet.com

Mexico

Joel Pina  
Repair and Service  
MSA de México S.A. de C.V.  
Av. del Conde No. 6  
Parque Industrial  
C.P. 76246  
El Marqués, Queretaro  
Tel: 01 442 227 3960  
Conm: 01 442 227 3900

Poland

MSA-Safety Sp. Z. O. O.  
c/o Roman Gyurov  
Ul. Wschodnia 5A  
P. O. Box 46338  
PL-05-090 Raszyn  
Poland (Warsaw)  
Tel: 48 22 711 50 00  
Fax: 48 22 711 50 19

South Africa

MSA Africa  
c/o Hayley Arnesen  
City Deep Production Park  
83 Heidelberg Road  
City Deep, 2001 Gauteng S. Africa  
P.O. Box 83669  
South Hills 2136 Gauteng S. Africa  
Tel: 27 11 623 2213  
Fax: 27 086 520 1392



For customers eligible to receive a refund on the unit or the shipping, a payment to the company identified on the form will be made to the address provided on the form within 60 days of receipt of the unit or shipping receipt and the completed form.

If you have any questions, please contact MSA Customer Service in North America at 1-866-MSA-0005 or your nearest MSA affiliate listed above or at [www.MSAnet.com](http://www.MSAnet.com).

Very truly yours,

A handwritten signature in black ink that reads "Charles J. Seibel, Jr." The signature is written in a cursive style with a large, stylized initial "C".

Charles J. Seibel, Jr.  
Manager of Product Safety

PPL08040-42



**Redpoint® & Auto-Belay Descender Return Form**

Enclose a copy of this form with each shipment of Redpoint and Auto Belay Descenders. Please return all Redpoint and affected Auto-Belay Descenders regardless of whether they are under warranty or eligible for a refund. The shipping is free if using the procedure described in the Recall and Reimbursement Notice.

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

E-Mail: \_\_\_\_\_ Date: \_\_\_\_\_

Provide the following information from the label on the back of each unit being returned:

Part Number	Serial Number	Date of Manufacture	Applicable Refund
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Total Refund - \_\_\_\_\_

(If returning additional units, please provide an additional form.)

Note: Keep tracking number available should it become necessary to track the shipment.

For MSA Use Only

Received by: \_\_\_\_\_ Date: \_\_\_\_\_ Approved by: \_\_\_\_\_ Date: \_\_\_\_\_



**Reimbursement Form for Shipping Charges**

**- For Locations Outside the United States and Canada Only -**

Complete this form to obtain reimbursement of shipping charges when returning affected Redpoint and Auto-Belay Descenders to MSA in response to the Recall and Reimbursement Notice.

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

E-Mail: \_\_\_\_\_ Date: \_\_\_\_\_

Quantity of Units Returned: \_\_\_\_\_

Date Units Returned: \_\_\_\_\_

Shipping Charges: \_\_\_\_\_

Send this form along with a copy of the shipping receipt(s) to the nearest MSA location listed in the Recall and Reimbursement Notice.

For MSA Use Only

Received by: \_\_\_\_\_ Date: \_\_\_\_\_ Approved by: \_\_\_\_\_ Date: \_\_\_\_\_