

# URGENT Product Safety Alert

## SL228 ARRESTA Vertical Line Fall Arrestor

23 October 2023

Dear SAYFA Customer,

We have identified a potential safety concern with a specific batch of Mini Shock Absorbers, supplied by Spanset and used in our SL228 ARRESTA Vertical Line Fall Arrestor with energy absorber. Some of the units in this batch may have a manufacturing defect that could compromise the safety and reliability of the shock absorber.

### What is the issue?

One side of the shock absorber has not been appropriately stitched and is only held in place with glue. This means that the loop that retains the karabiner will come loose during a fall event, and the shock absorber will fail. This scenario could lead to a significant injury or death.



For further instruction on what to do next, please read pages 2 and 3.

Should you have any concerns or you require assistance please contact

- Pat Driscoll: 03 8727 9000 [pat.driscoll@sayfa.com.au](mailto:pat.driscoll@sayfa.com.au)
- Richard Pantling: 03 8727 9000 [qualitycontrol@sayfa.com.au](mailto:qualitycontrol@sayfa.com.au)

Kind Regards,

Anton Voss  
Managing Director

**ANY UNIT THAT IS MISSING STITCHING MUST IMMEDIATELY BE REMOVED FROM SERVICE AND MUST BE RETURNED TO SAYFA.**

E: [sales@sayfa.com.au](mailto:sales@sayfa.com.au)

Ph: 1300 301 755

## Action Required

### 1. Inspection

If you own a SpanSet Mini Shock absorber with a serial number within the range 197669010100 to 197669010300, we urgently request you to inspect the item for any signs of defects or irregularities immediately. See the picture to locate the Serial number.



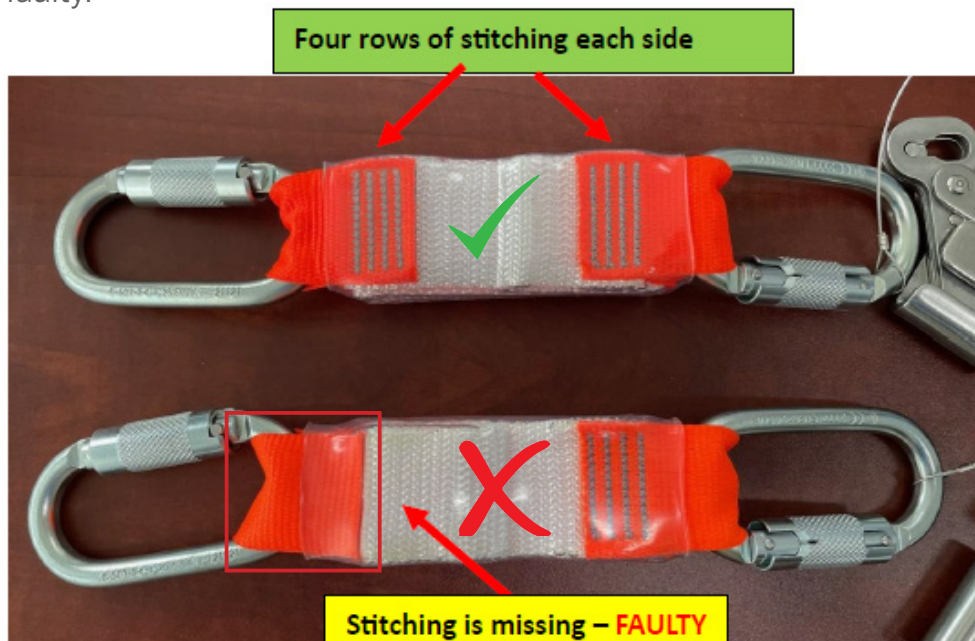
### 2. Notify SAYFA

Scan the QR Code and fill out the form.



### 3. Remove Faulty Shock Absorbers

If, during the inspection, you discover any faults or have doubts about the integrity of the product, immediately remove it from service. The fault is shown below. The top unit is compliant. The bottom unit is faulty.



4. Return the complete SL228 Unit to SAYFA

Please follow the return instructions outlined below:

- Securely package the faulty or doubtful product.
- Ship the lanyard to the following address:

**SAYFA GROUP  
1029 MOUNTAIN HIGHWAY  
BORONIA VIC 3155**

**ATTN: QUALITY CONTROL**

We apologise for any inconvenience this may cause and assure you we are taking immediate steps to rectify the situation and prevent potential safety risks.

For any questions, concerns, or additional information, please do not hesitate to contact SAYFA.