

PRODUCT SAFETY NOTICE – THRG2 ROPE GRAB

The THRG2 Rope Grab has a detachable pin that can only be removed by pressing the safety release button identified as "A" in the accompanying image. This mechanism is designed to ensure the safety of the user by preventing any accidental disengagement of the pin.



Unless the safety release button is first pressed, the pin should not be able to be removed.

We have received reports that some users are able to remove the pin of the THRG2 rope grab without depressing the safety release button, which is a safety concern. Therefore, we request that the affected products be returned to us for replacement.

After investigation, we have determined that the problem impacts THRG2 Rope Grabs that have the following batch numbers:

Faulty Batch Numbers

- 2005
- 2007
- 2012
- 2104

If you are in possession of a THRG2 Rope Grab, please follow the steps overleaf to ensure the safety of you, your staff and/or your customers.

ACTION REQUIRED:

1) If you are in possession of a THRG2 rope grab, please check the batch number (marked "B" in image).

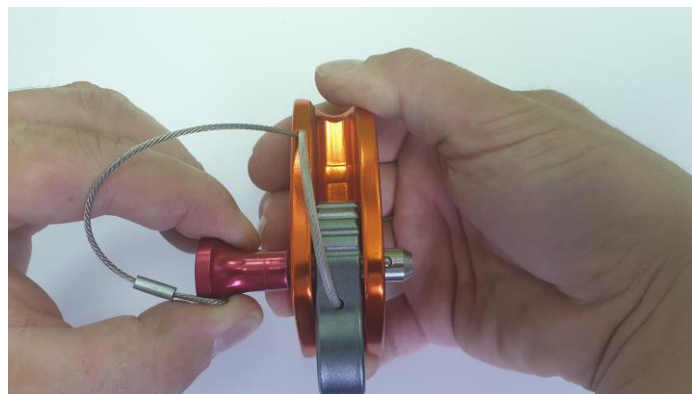


If you have a THRG2 with one of the batch numbers listed on the previous page, please:

- a) Remove the item from use/stock.
- b) Call us on +44 01553 768 346 or email support@arbortec.com to arrange for the faulty product to be returned and replaced.

2) If you have a THRG2 with a batch number that is NOT listed above please check the device as follows:

Pull the pin as shown below, without first pressing the safety release button.



If, using reasonable force and without the safety button being pressed, the pin can be removed from the body of the THRG2 Rope Grab, please make a note of the batch number and:

- a) Remove the item from use/stock.
- b) Call us on +44 01553 768 346 or email support@arbortec.com to arrange for the faulty product to be returned and replaced.

If you have any questions regarding the safety of the THGR2 or any other Treehog item, please do not hesitate to contact us by either calling us on 44 01553 768 346 or emailing support@arbortec.com.