

SAFETY FIRST

Frequently Asked Questions (FAQ)

1. What ropes might be affected?

Brand: TEUFELBERGER

Product name: Braided Safety Blue® with slaice® (Hi-Vee with slaice®, Ultra-Vee with slaice®, T-Vee with slaice®), Arbor Elite with slaice® and pottsblitz with slaice®, CEclimb 12 with slaice®

Colour: any

Article reference:

Braided Safety Blue® with slaice®

7350087, 7361028-1045, 7361090-1091, C5QBG0-16-00120/150/200, C5QBG1-16-00150/200, C5QBG2-16-00120/150/200, C5QBG7-16-00120/150, C5QBGA-16-00120/150, C5QBH0-16-00150, C5QBH2-16-00150, C5QBHA-16-00150

Arbor Elite with slaice® and pottsblitz with slaice®

7350098-0099, 7350100-0103, 7361020-1025, 7361043-1048, C5KBG1-16-00120/150/200, C5KBG8-16-00115/150/200, C5KBH1-16-00120/150/200, C5QBG0-16-00120/150/200, C5QBG1-16-00150/200, C5QBG2-16-00120/150/200, C5QBG7-16-00120/150/200, C5QBGA-16-00120/150/200, C5QBH0-16-00120/150/200, C5QBH2-16-00120/150/200, C5QBH7-16-00120/150/200, C5QBHA-16-00120/150/200

CEclimb 12 (with Braided Safety Blue 12.7 with slaice®)

7351330-1332

Date of production: January 2014 – September 2019

Serial number: 2014-xxxxxx to 19/09-yyy

Reason: Potential malfunction of the rope termination

2. What is the possible malfunction of the rope?

On September 17th, TEUFELBERGER was informed of an incident where one slaice on a Braided Safety Blue opened while the rope was in use. Nobody was harmed. The end termination (slaice®) of the Braided Safety Blue® might be faulty. We found one rope where the cover forming the eye was not spliced back long enough and was not caught by the stitching. A second sample from the identical batch was analysed and the result was that it had been manufactured correctly.

3. How dangerous is the malfunction of the rope?

This fault may cause severe injuries or even lead to death in case of a fall.

4. How will I know if my rope is affected?

The label shows the logo of slaice® and the product names: Braided Safety Blue®, Arbor Elite, pottsblitz.

Article reference:

Braided Safety Blue® with slaice®

7350087, 7361028-1045, 7361090-1091, C5QBG0-16-00120/150/200, C5QBG1-16-00150/200, C5QBG2-16-00120/150/200, C5QBG7-16-00120/150, C5QBGA-16-00120/150, C5QBH0-16-00150, C5QBH2-16-00150, C5QBHA-16-00150

Arbor Elite with slaice® and pottsblitz with slaice®

77350098-0099, 7350100-0103, 7361020-1025, 7361043-1048, C5KBG1-16-00120/150/200, C5KBG8-16-00115/150/200, C5KBH1-16-00120/150/200, C5QBG0-16-00120/150/200, C5QBG1-16-00150/200, C5QBG2-16-00120/150/200, C5QBG7-16-00120/150/200, C5QBGA-16-00120/150/200, C5QBH0-16-00120/150/200, C5QBH2-16-00120/150/200, C5QBH7-16-00120/150/200, C5QBHA-16-00120/150/200

CEclimb 12 (with Braided Safety Blue 12.7 with slaice®)

7351330-1332

Date of production: January 2014 – September 2019

Serial number: 2014-xxxxxx to 19/09-yyy

Ropes with slacie® produced in Europe show the slacie® logo on the label. e.g.:



Ropes with slacie® produced in the US don't show the slacie® logo, but the label is attached next to the slacie® (see below). Ropes without the slacie® end termination are not affected by the recall.



5. Can I test the rope myself?

No, the rope cannot be tested by the end user.

6. Can I bring the rope to the distributor to have it tested?

No, because the rope cannot be tested by the distributor.

7. Can I send my rope to TEUFELBERGER to have it tested?

No, because it is impossible to perform reliable test on used ropes.

8. How fast can I get a new rope for the one I had to discard because of the recall?

We offer two possible options:

- ✓ Receive a voucher, go to your dealer and choose a TEUFELBERGER product.
- ✓ Receive an exact replacement depending on availability. This can take up to 12 months.

For either option please follow these instructions:

1. Cut off the slacie® including the label
2. Take a photo of the slacie® that you have cut off and of the label with serial number.
3. Go to <https://teufelbergersafetyfirst.paperform.co>
4. Follow the instructions on the site and fill in the form

Please check <https://www.teufelberger.com/en/dealerlocator?tag=Tree%20Care> for your closest dealer.

9. What can I do if I do not have the original label on the rope anymore?

You provide a picture of the label if it is still available (e.g. in your PPE record)

10. What is the value of the voucher?

The value depends on the age of the rope. The exact value can be given after receiving detailed data through the online-application.

11. If I applied for a voucher, how long will it be valid?

Vouchers will be valid for 12 months from the date of issue

12. If I do not want to discard my rope and also do not need a replacement?

Without exception every rope, that might be affected, the sloice® must be cut off. If the affected rope with sloice® is kept in use intentionally, TEUFELBERGER cannot be held responsible for any damage as a result. The continuing use of the affected rope may lead to severe injuries or even death in case of fall.

13. How can TEUFELBERGER assure that the failure is not repeated?

The immediate measure is the implementation of a 100 % proof load in a 90° angle in both directions to the rope for each and every sloice® end termination on the affected products.

14. What TEUFELBERGER ropes are possible alternatives?

- ✓ Tachyon with sloice®
- ✓ Fly (Firefly, Dragonfly, Superfly) with sloice®
- ✓ drenaLINE with sloice®
- ✓ CEclimb 11 (with Tachyon 11.5 with sloice®)
- ✓ All other TEUFELBERGER ropes including Braided Safety Blue and Arbor Elite without end termination
- ✓ All other TEUFELBERGER ropes including Braided Safety Blue and Arbor Elite with any end termination except sloice®

15. At which distributors can I receive the replacement or other TEUFELBERGER products?

Please check <https://www.teufelberger.com/en/dealerlocator?tag=Tree%20Care> availability at your closest dealer.

16. Why are Tachyon with sloice®, Fly (Firefly, Dragonfly, Superfly) with sloice®, drenaLINE with sloice® not affected by the product recall?

The construction and the process of making the sloice® is different containing a reinforcing element within the eye caused by the thinner covers of those ropes.

17. Why are sllices® produced before 2014 not affected by this recall?

Because according to the user instructions life time is limited to 5 years and they must have been retired before. The life time statement in user instructions since April 2017 was extended to 5 years plus 3 years storage.