

10/09/30 @

PENSAFE™

STRENGTH & SECURITY

RECALL NOTICE

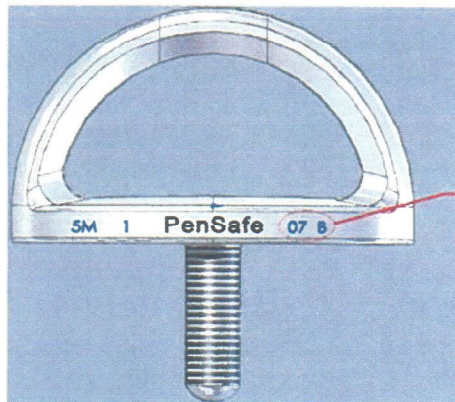
3730 Anchorage Connector

PenSafe
563 Barton St.
Stoney Creek, Ontario,
Canada
L8E 5S1

September 30, 2010

We have identified an issue with a batch of 3730 Anchorage Connectors manufactured in the latter part of 2007 and distributed by PenSafe Inc. from June 2008 through June 2009. We have examined a part as part of a root cause analysis which exhibits a heat treatment deficiency. The result is a potential embrittlement on anchorage connectors with the 07 B year and heat code. This embrittlement may cause the threads on the stem to fracture prematurely from the stress created by the torque of the nut during installation. Note that this may not be evident at the time of installation and the fracture may develop over time.

In order to find and remove the defective parts from use, PenSafe is issuing this recall for all 3730 anchorage connectors with manufacturing code "07 B". The diagram below identifies the location of this manufacturing code for positive identification of the suspect product. It will appear to the right of the PenSafe name.



If you have received this notice, we have determined that you have purchased some of these suspect parts. We ask that you forward this recall notice throughout your supply chain in order to ensure that all potential users who may have suspect product are notified

10/09/30 (2)

and instructed to remove the product from use immediately, and return it for replacement product.

PenSafe apologizes for the inconvenience caused by this processing error and accepts responsibility for the return and replacement of the suspect parts. Upon receipt of returned suspect product, please contact PenSafe Customer Service to obtain a RMA number. Arrangements will then be made to provide the replacement product as well as shipping arrangements for the return.

In response to this issue PenSafe has implemented a corrective action change in the approach to the proof loading of the 3730. The threaded portion is now mounted in a plate and subjected to proof load in conjunction with the load on the ring. Should you have additional questions or concerns with regard to this issue, please contact PenSafe directly at 1-866-212-2211, and ask for Bob Claus at extension 233, or Keith Smith at extension 243.

Thank you for your patronage.



Bob Claus
Engineering & Product Integrity Manager
(905) 643-7188 Ext. 233