cmcpro.com
6740 Cortona Dr.
Goleta, CA 93117
800-235-5741
805-562-9120

PRODUCT INSPECTION NOTICE

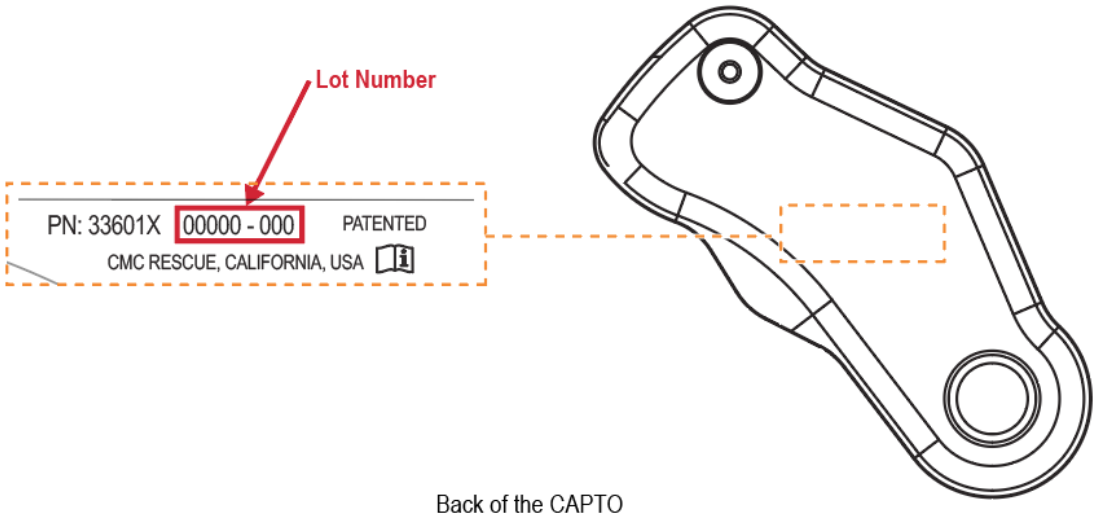
January 11, 2024

CAPTO 11 MM Gray
Part # 336011
Lot number affected: 23356-XXX

CMC has become aware of an isolated manufacturing issue that occurred in late December with the Gray 11MM CAPTO (CMC Part #336011) lot numbers starting with “23356-”. The CAPTOs were incorrectly inscribed on the outside and inside of the product, see inspection instructions below. There is no known risk to user safety. We have corrected this issue for current and future CAPTO production.

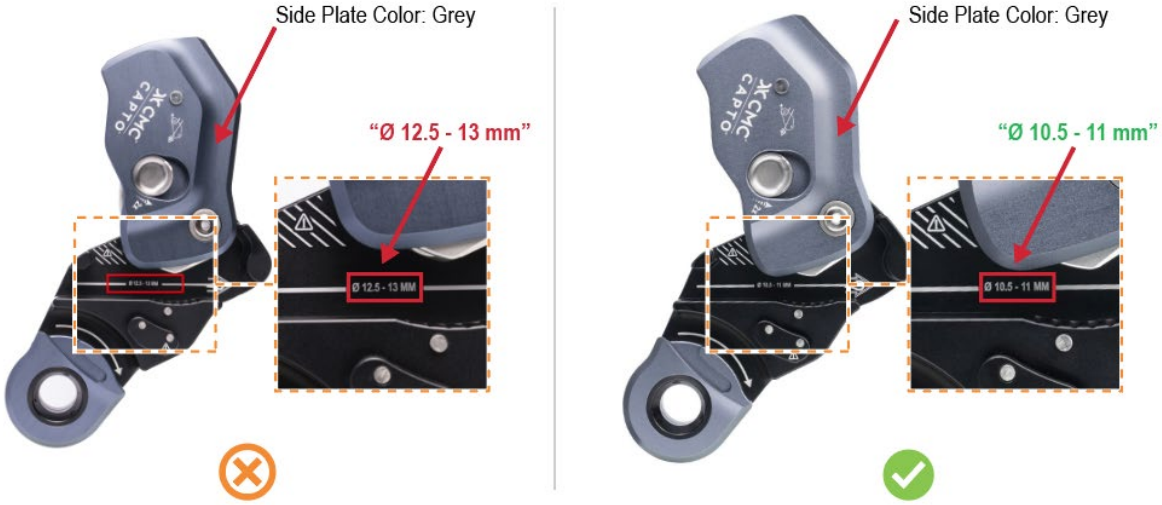
Resolution: Inspect your CAPTO unit and remove it from service if it **meets ALL 3 of the following criteria**:

1. The lot number starts with “23356-”. The lot number is located on the back of the CAPTO, see image below.



Back of the CAPTO

2. The faceplate is gray
3. The rope diameter number indicated on the inside of the device says “12.5-13 MM”, see image below.



If you have a CAPTO that meets <u>ALL 3</u> of the criteria illustrated above, we request that you remove your CAPTO from service and contact Customer Support for a replacement unit by calling 800-513-7455, or emailing info@cmcpro.com.

Thank you for your continued support and trust!