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PRODUCT INSPECTION & SAFETY NOTICE

May 20, 2026

CAPTO 11 mm Gray and CAPTO 13 mm Red
Part #: 336011 & 336013 all versions
Serial Numbers Affected: 23191-001 through 26085-034

Issue: Cam Set Screw Thread Locker

Through our internal inspection processes, CMC has found certain instances where the thread locker that secures the CAPTO cam set screw may not have fully cured. This potentially affects CAPTO 11 MM Gray (Part # 336011) and CAPTO 13 MM Red (Part # 336013) models from serial number 23191-001 through 26085-034 (See Figure 3 to locate Serial Number). If the set screw becomes fully unthreaded, the cam spring may fall out, causing the cam to not function as intended. We have corrected this issue for current and future CAPTO production.

There have been no reports of any set screws coming loose in the field. Out of an abundance of caution, we request that customers inspect for the presence and position of the set screw to ensure that it is installed properly. If the set screw is in the correct position, the device is safe for continued usage.

For a video guide of the inspection procedures for the CAPTO cam set screw and pulley flange, click here or on the thumbnail below.



Resolution

Inspect your CAPTO unit and remove it from service immediately if it does not pass any of the following:

1. Verify there are no exposed threads on the cam screw. The set screw should be flush or slightly below the pocket (see Figure 1). If there are any exposed threads, this is unacceptable.
2. Check the cam function. Ensure that it moves freely when actuated by hand and returns to the closed position when released. If the cam function is impeded, or does not close properly, this is unacceptable.



(Figure 1: Correct and Incorrect Cam Screw Height)

Issue: Pulley Flange Thread Locker

The same thread locker is also used as a secondary method to secure the pulley flange. While we do not expect any issues, CMC still advises that customers also inspect the pulley flange while inspecting the set screw position. The flange should be securely attached to the main body of the CAPTO. Any looseness or motion is unacceptable.

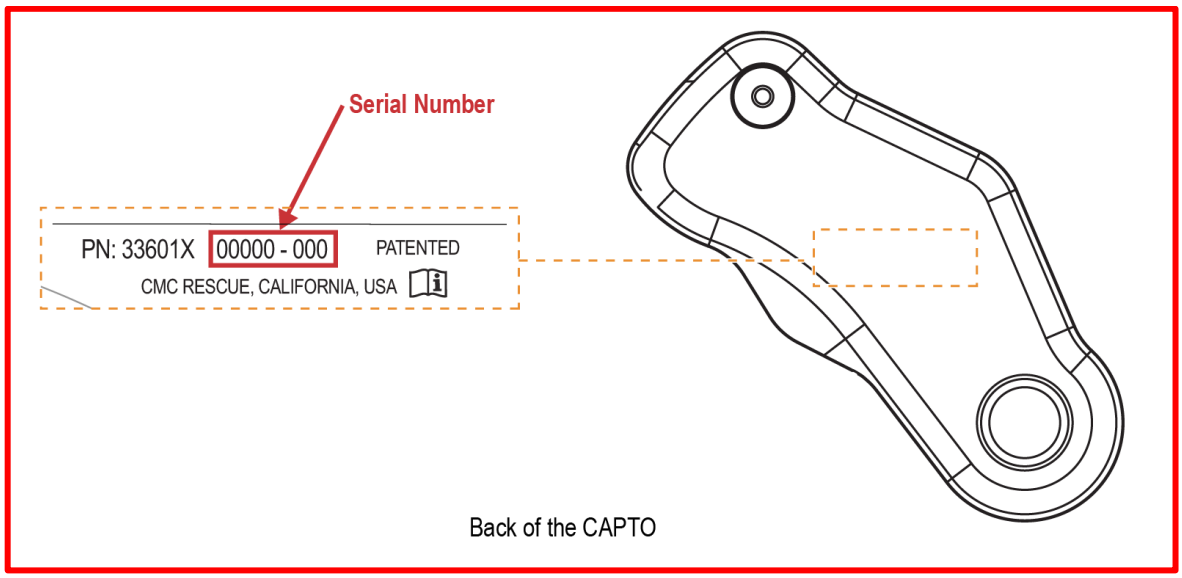
Resolution

Inspect your CAPTO unit and remove it from service immediately if does not pass any of the following:

1. Verify that the pulley flange is firmly attached to the chassis. If it moves at all when twisted by hand, this is unacceptable (See Figure 2).
2. Check the side plate function. If it does not close smoothly or the pulley flange impedes its normal path, this is unacceptable.



(Figure 2: Any Movement of Pulley Flange is Unacceptable)



(Figure 3: Serial Number Location on CAPTO)

If you have a CAPTO that does not meet any of the passing inspection criteria above, we request that you remove your CAPTO from service immediately and contact Customer Support for a repair or replacement unit by filling out this form or calling 800-513-7455.

As with all life safety gear, CMC recommends a detailed inspection at least annually and a functional inspection before and after each use. CAPTO PPE Inspection forms and procedures can be found here.

Thank you for your continued support and trust!