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PRODUCT SAFETY & INSPECTION NOTICE

June 16, 2026

CSR² DOUBLE PULLEY, CSR² SINGLE PULLEY, & CSR ² SYSTEMS
Dates of Manufacture: 12/02/2015 to 02/24/2023

CSR² Double Pulley

- **Part # 300342, Lot Numbers: 16314-001 thru 19071-027**
- **Part # 300342-CE, Lot Numbers: 17146-001 thru 18296-012**
- **Part # 300342-01, Lot Numbers: 19100-001 thru 22089-024**
- **Part # 300342-CE-01, Lot Numbers: 19100-001 thru 21327-012**
- **Part # 300342-02 Lot Numbers: 22131-001 thru 23052-024**

CSR² Single Pulley

- **Part # 300343, Lot Numbers: 16312-001 thru 19071-027**
- **Part # 300343-CE, Lot Numbers: 17146-001 thru 18292-012**
- **Part # 300343-01, Lot Numbers: 19100-001 thru 22075-024**
- **Part # 300343-CE-01, Lot Numbers: 19100-001 thru 21349-012**
- **Part # 300343-02, Lot Numbers: 22131-001 thru 23055-024**

CSR² Pulley Systems:

- **Part # 500102, Pulley Lot Numbers above may be found as part of these systems**
- **Part # 500103, Pulley Lot Numbers above may be found as part of these systems**

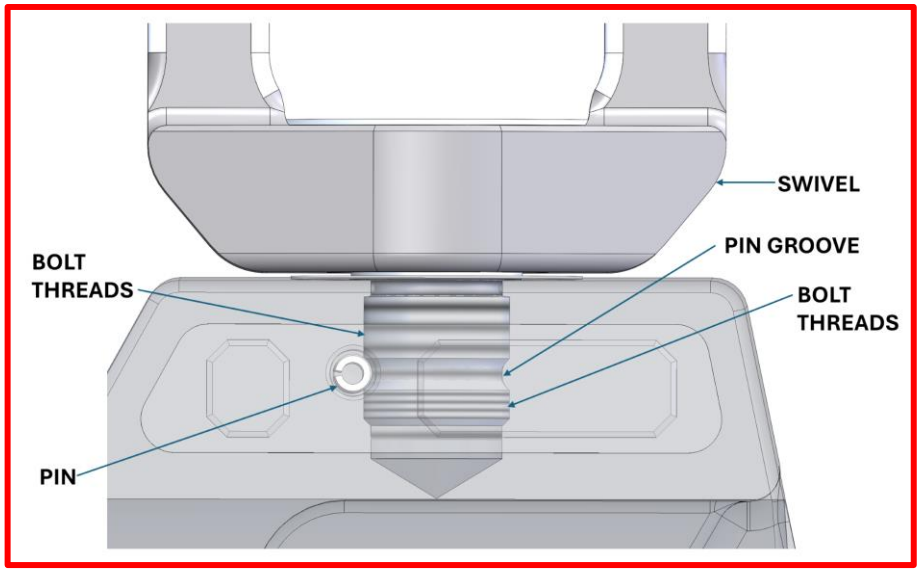
Issue: Swivel Bolt Retaining Pin

CMC has become aware of a CSR² Double Pulley (Part # 300342) manufactured in October 2022 that was missing the retaining pin that secures the swivel bolt. Upon further investigation, an additional failure was found on a unit manufactured in July 2021. These failures are expected to be isolated incidents.

Out of an abundance of caution, CMC advises that all users inspect their units, including Double Pulley (Part # 300342), Single Pulley (Part # 300343), and CSR2 Systems (Part # 500102 and Part # 500103), built in March of 2023 and earlier.

Resolution

The design of the swivel head allows for rotation of the bolt to confirm the presence of the retaining pin. In a correctly assembled unit, the bolt threads will come into contact with the pin within ¾ of a turn preventing further rotation. The following inspection process should be performed on the swivel bolt to confirm it is secure and the retaining pin is in place.



The inspection requires CMC Inspection Tool (Part # 635001) or an adjustable pin spanner wrench with a maximum pin diameter of 3/32 in (2.5 mm). The CMC Inspection Tool can be requested free of charge from CMC. If you are not comfortable performing this inspection, CMC will arrange for the item to be returned and inspected free of charge.

Location of the Part & Lot Numbers on CSR² Pulley (Right) and CSR² Double Pulley (Left)



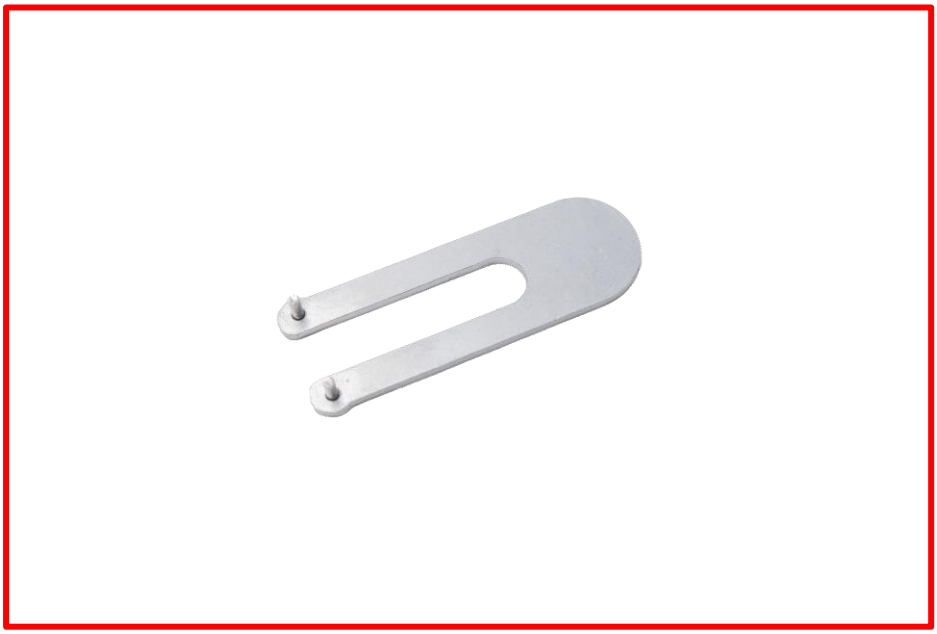
For a video of the inspection procedure for the CSR² swivel bolt, click here or thumbnail.



Tools Needed for Inspection

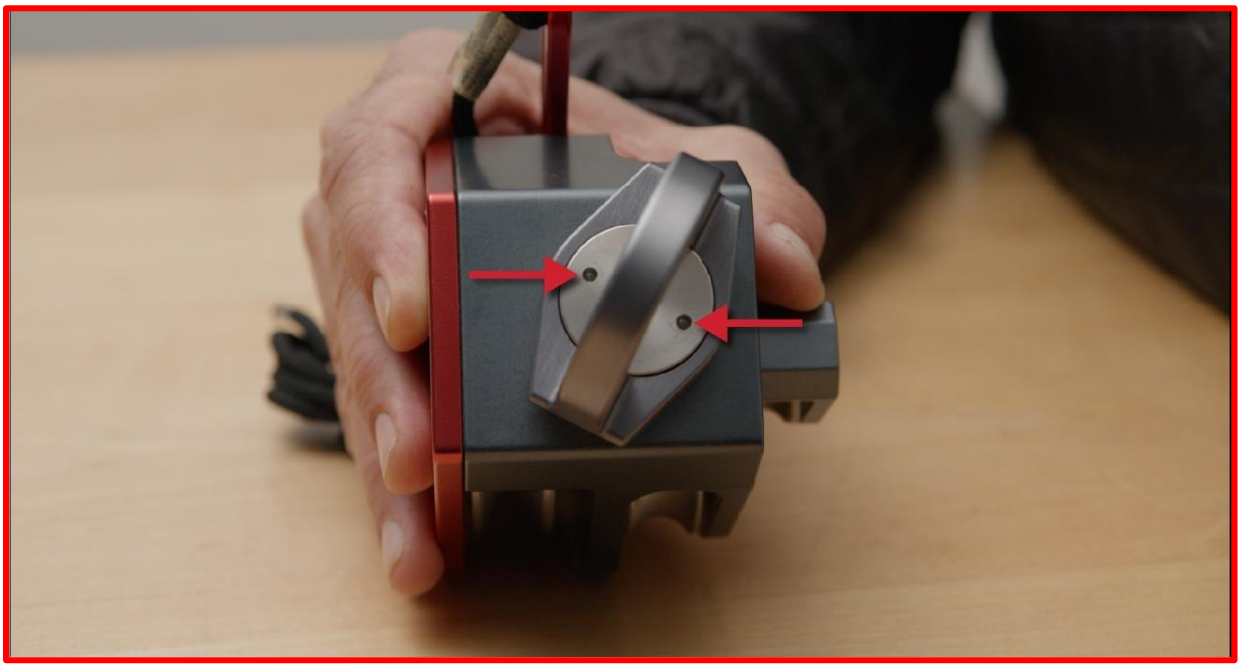
- Marker or Pencil
- CMC Inspection Tool (Part # 635001)

Request Your Free CMC Inspection Tool Here

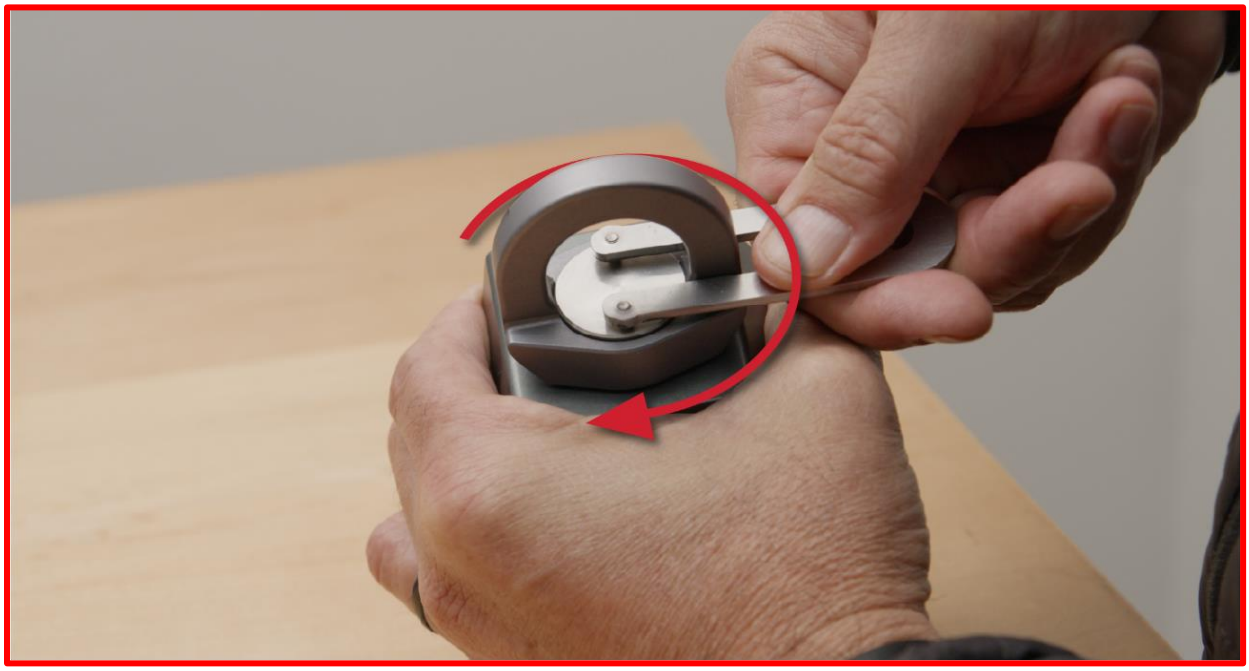


Procedure

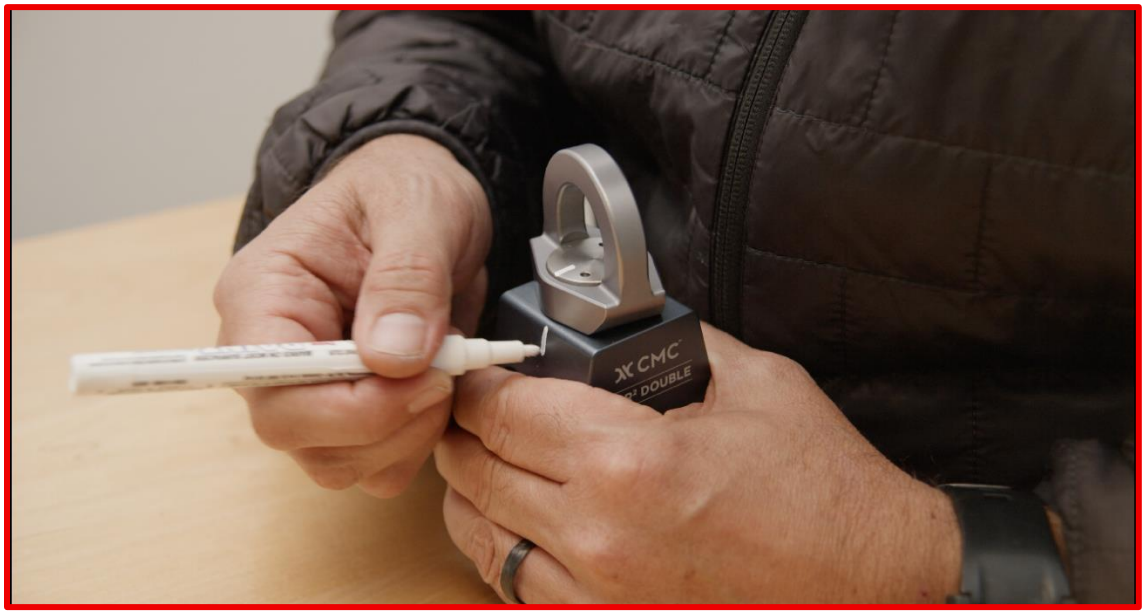
1. **Insert the pins of the tool into the holes of the CSR2 swivel bolt head.**



2. **Confirm that the bolt is fully tightened by turning the bolt head clockwise.**



3. **Place an alignment mark on the head of the bolt and on the chassis of the CSR.**



4. **Loosen the bolt by turning counterclockwise until resistance is felt. Do not force the bolt beyond initial contact with the pin as it can damage the threads.**



5. **Record the amount of rotation relative to the alignment marks. The maximum allowable rotation of the bolt should not exceed ¾ of a turn (270 degrees).**

   If the bolt stopped rotating before the max allowable rotation, this is acceptable. Reseat the bolt by turning in the clockwise direction until tight. This unit can be placed back into service.



If the bolt can be loosened beyond ¾ of a turn, this is unacceptable. This is deemed a failure, and the unit should be removed from service immediately and returned to CMC for service and inspection.



If you have any questions, concerns, or a CSR^2 unit that does not meet any of the passing inspection criteria above, we request that you remove your product from service immediately and contact Customer Support for a 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.

Thank you for your continued support and trust!
CMC Employee Owners