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PRODUCT SAFETY NOTICE

February 13, 2024

CMC LEVR™ Escape System
Inspection Required

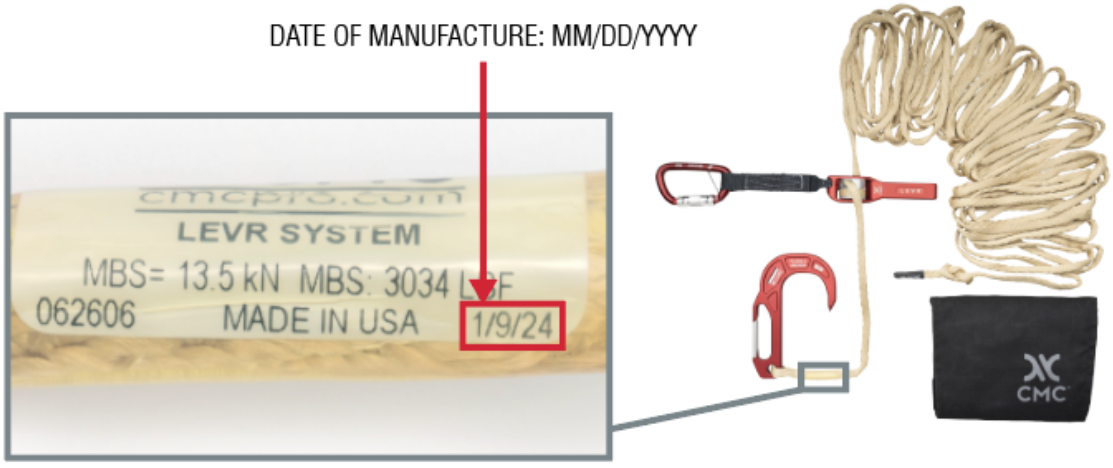
Manufacture Date Range
January 1, 2023 - February 1, 2024

CMC is issuing a Product Safety Notice and mandatory inspection for LEVR Escape Systems manufactured between January 1, 2023 and February 1, 2024.

A limited number of incorrectly reeved LEVR Descenders were detected in recently assembled systems. When incorrectly reeved, the LEVR Descender fails to provide adequate descent control, which may result in serious injury or death. While no injuries have been reported, CMC is taking the precautionary measure of requiring inspections for all LEVR Escape Systems built in the last year.

If you have a LEVR Escape System, please immediately perform the following steps:

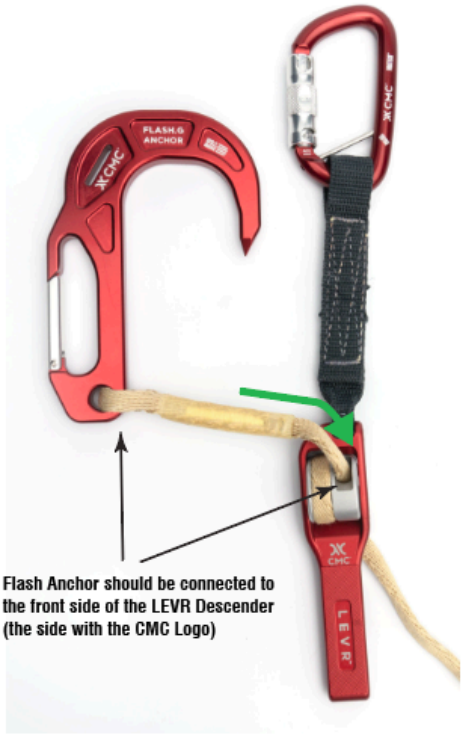
1. Check the date of manufacture for your LEVR Escape System. Refer to the image below for the location of the label showing the date of manufacture.



2. Remove your LEVR Escape System from service if the manufacture date is between January 1, 2023 and February 1, 2024 and follow inspection procedures below. As a reminder, all LEVR Escape Systems should be inspected and function tested before/after use and yearly in accordance with the **User Manual**.

3. Inspect your LEVR Escape System for proper reeving of the LEVR Descender. Refer to the images below for specific examples of passing and failing inspection.

Example 1: LEVR Descender Reeved Incorrectly



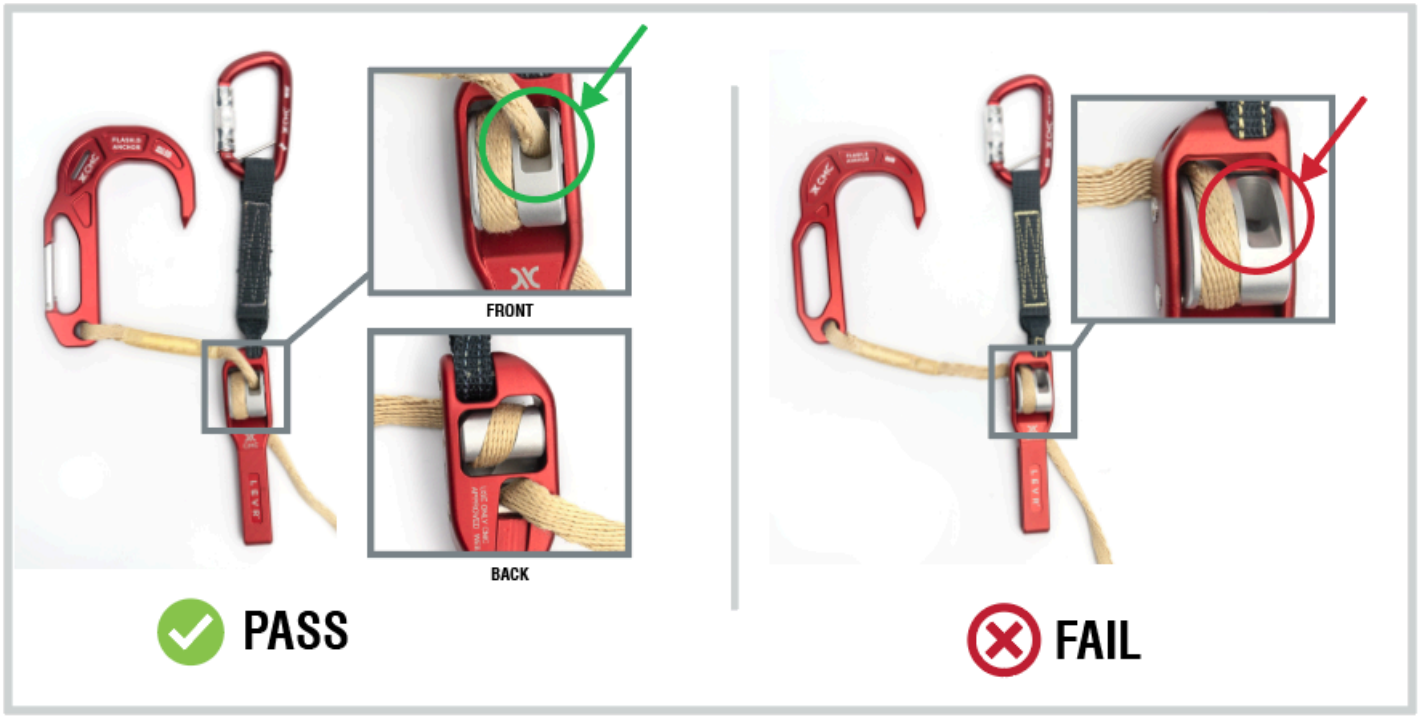
PASS



FAIL

Inspection Procedure: Hold the LEVR Descender with the CMC Logo facing you. Does the Flash Anchor connect to the front side of the LEVR Descender? No = system fails inspection.

Example 2: LEVR Descender Reeved Incorrectly



Inspection Procedure: Hold the LEVR Descender with the CMC Logo facing you. Does the Fire Escape Web enter the hole in the metal Bollard, go around the Bollard once, and exit on the backside of the LEVR Descender?
No = system fails inspection.

4. **If your LEVR Escape System does not pass inspection, or if you have any questions,** **please complete our online form**. This form will allow us to better assist you with inspections and repairs. We are available to review photos, conduct calls, or otherwise assist with this process. We will provide shipping labels for the return and repair of affected systems free of charge.

5. You may resume using your LEVR Escape System once the inspection is complete and the product is determined to be unaffected, or it has been sent back to CMC for repair and all necessary corrections have been made.

We apologize for any inconvenience this may cause you. We will work with you to resolve this issue in a manner that meets your needs and operational requirements. Through our Root Cause Investigations, we have identified and implemented process improvements to ensure the accurate assembly of all future LEVR systems.Thank you for your continued support and trust.