SKYLOTEC GmbH
Im Mühlengrund 6-8
56566 Neuwied
Deutschland

Call for inspection regarding

Inactive handle on SIRIUS descender

27th August 2020

AFFECTED PRODUCTS

All SKYLOTEC SIRIUS devices produced before August 2020.

DESCRIPTION OF THE FAULT

In July 2020 there were 2 reported cases of SIRIUS devices where on virtually unused descenders the handle ceased to engage the cam in the descent phase. The handle could be pulled down to its terminal position without affecting the movement of the cam in any way. No incidents were reported.

After disassembling the faulty specimen it was discovered the handle's cam – an internal non-visible component – was impeded in its full swath of rotation. It became blocked in the contracted position due to friction with the underlying bed of the handle to which it is riveted. It was discovered upon inspection the riveting has been too tight. The contracted position of the handle's cam serves to reset the handle after it passes in the second stop. If it becomes blocked in the contracted positon it cannot engage the main rope blocking cam resulting in inability to descend.

WHAT ARE THE IMPLICATIONS FOR SAFETY

This fault does not in any way lower the descender's strength or braking ability. There is no danger the device releases the rope or the user slips down the rope because of this fault. The user would remain hung on the rope and without alternatives cannot escape the hanging position. In regular working environments, rescue plans are usually in place and such incidents resolve without health consequences. In some rare circumstances the inability to descend might represent risks. E.g. rescue scenarios where speed is important. These might include escaping from a burning building or unfavourable meteorological conditions when fast retreat is imperative.

Because of the nature of the problem, it would reveal immediately after the start of usage or better during pre-use check. **Characteristically after the device has passed over the 2nd stop for the first time.** Handle's cam rotation may only improve over usage, not deteriorate.

SKYLOTEC has already adopted measures to eliminate this problem.

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WE ASK ALL OWNERS OF SIRIUS DEVICES PRODUCED BEFORE AUGUST 2020 TO CHECK FOR PRESENCE OF THE DESCRIBED FAULT IN THE FOLLOWING WAY:

1. Orient the SIRIUS in the upside down position.
2. Without inserting the rope, press the cam closed (figure 1).
3. Pull the handle over its full swath of rotation to its terminal 2nd stop position while still pressing the cam closed (figure 2 and 3).
4. Slowly return the handle in the locked (park) position to reset the system.
5. Repeat step 3 and 4 a couple of times.
6. During all pulls of the handle the cam must react to the pull by gradually rotating and finally clicking back in the closed position in the 2nd stop phase.

The cam is readily reacting upon the pull of the handle.

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SAFE TO USE WITH RESPECT TO THE DESCRIBED FAULT.

The cam does not react upon the pull of the handle.

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THE DEVICE IS FAULTY.

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We kindly ask all owners of faulty devices to return them to their respective SKYLOTEC distributors or directly to SKYLOTEC GmbH for a free replacement. Find further instructions below.

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Figure 1: press the cam closed while pulling the handle.



Figure 2: pull the handle and check if the cam is reacting.



Figure 3: pull the handle in its terminal position and let the cam click into the 2nd stop.



Figure 4: Reset the handle by locking it and repeat the process.



RECLAIMING A FAULTY DESCENDER

How do I send in my SIRIUS descender?

Dealers in Germany/EU

Please send an email to XXX@skylotec.de including your collection address, telephone number, number of packages and weight of the packages. We will then arrange for

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your goods to be collected free of charge and will send you confirmation. Please make sure you enclose our return form with your shipment.

End customers in the EU

We offer our end customers in the EU countries two options:

Shipment to SKYLOTEC directly:

Please use the return form for direct shipment to us. In order to make it fast and convenient for you to send your products back, you can create your GLS returns label here for free shipment. The costs of shipment via a different parcel service cannot be covered.

Shipment via dealer:

You can send in your SIRIUS through the dealer, where you originally purchased it. Bring your faulty device and your proof of purchase to your dealer, who will then take care of the shipment.

Please feel free to contact us with any questions you might have:
+49 (0) 2631 – 9680 – 633
+49 (0) 2631 – 9680 – 631
Email: XXX@skylotec.de

Dealers & Customers in Switzerland

Please contact Bacol AG, our partner in Switzerland to organise the shipment. Please enclose our return form with your shipment.

BACOL AG (Ochlenberg)
Stauffenbach 14
3367 Ochlenberg | Switzerland
Phone: +41 (0) 62 961 94 60
Fax: +41 (0) 62 961 94 11
Email: jaba@bacol.ch

How long will the replacement action last? When will I get my set(s) back?

The replacement takes approximately 10 working days. Custom regulations specific to each country may result in delivery delays.

Is it possible SKYLOTEC issues me a refund for the returned SIRIUS?

No refunds are possible.

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How does the replacement work?

After the set is registered at Goods Receipt, it is transferred to Quality Control. There, the devices are inspected. If they prove faulty, they will be replaced with new ones without charge and sent back to its owner.

Please feel free to contact us with any further questions over telephone, email or the web-based contact form. We are here for you.

Tel: +49 (0) 2631 – 9680 – 633
+49 (0) 2631 – 9680 – 631
E-Mail: info@skylotec.de

SAMPLE OF THE APPENDED RECLAMATION FORM

SKYLOTEC GmbH
Service Centre, Precautionary Inspection Check of SKYLOTEC SIRIUS
Im Mühlengrund 6-8
56566 Neuwied
Germany

Precautionary Inspection Check of SKYLOTEC SIRIUS descender

Please enclose this note with your descenders for inspection, whether they are being sent directly to SKYLOTEC or via your dealer.

The inspected device should be sent directly back to:
First name: _____
Surname: _____
Street: _____
Address line 2: _____
Postcode / Town: _____
Country: _____
E-mail address: _____

Please enter the item number and the serial number of your device here.
You can find the serial number on the backside of the device under the handle.



Item number: _____
Serial number: _____