

Enger, 23.09.2022

Attention - Safety-relevant product recall

You are registered in our company as a purchaser of our product **Climbtec CT-02**, a moving fall arrester for LMB safety ladders. The device was certified and introduced to the market for PPE products after successful testing by independent testing institutes.

In the course of regular safety tests, it has now become apparent that there may be situations in which the Climbtec CT-02 does not lock reliably and protect the user from falling in a hazardous situation.

We ask you to inform **immediately** all users of the Climbtec CT-02 in your company of the following

- of the Climbtec CT-02 in your company,
- to prohibit the use of this climbing fall arrester,
- confiscate the equipment in question and
- return them to us at the above address.

If you have resold or otherwise passed on equipment of this type to third parties, please forward this information to them immediately so that these users are also protected from the dangers of a fall situation. It is imperative that you refrain from any intended resale / transfer of the units to third parties.

We apologise for any inconvenience this may cause. We will of course bear the costs for the return of the affected units.

At the same time, the necessary technical tests and investigations are already underway to reliably determine the cause of the fault and any necessary changes to the unit.

As soon as the cause and solutions for the problems that have occurred have been finally clarified, we will rework the runners accordingly and return them.

BANKVERBINDUNG:

Volksbank Bad Oeynhausen-Herford eG
Konto : 373 000 00
Bankleitzahl : 494 900 70
IBAN : DE87494900700037300000
BIC/SWIFT : GENO DE M1 HFV

Ust.-IdNr.:

DE 251 857 128
GESCHÄFTSFÜHRER:
Petra Bergmann

REGISTERGERICHT:

Amtsgericht Bad Oeynhausen, HRA 6900
KOMPLEMENTÄR:
SHE Solution Bergmann Verwaltung GmbH

Having to initiate such a product recall is not easy for SHE Solution Bergmann GmbH & Co. KG is not easy. However, we consider it our duty to inform you as quickly and, above all, transparently as possible in order to protect you and your employees.

Trust in security technology can only be built if problems are openly mentioned and not swept under the carpet.

With this in mind, we hope for your understanding and that you will continue to place your trust in our products in the future.

With kind regards

SHE Solution Bergmann GmbH & Co. KG


Petra Bergmann

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