

Immediate Product Stop Use, Recall and Repair Notice

Notice #: KS03-SUR

September 4, 2025
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Dear Valued Customer,

KStrong Inc. is committed to ensuring the safety and reliability of all our products. During a recent quality inspection, we identified a manufacturing issue involving the KStrong® BRUTE™ Backer™ LE V2 Class 2 - Dual SRL-P.



Specifically, it was found that in some units, the anaerobic adhesive (thread lock) was not applied to the set screws that secure the block swivel pin. Without this adhesive, the set screws may loosen over time, potentially causing the swivel pin to disengage and the block to become separated from the energy absorber.

IMPORTANT: Although there have been no reported incidents resulting in an injury, we are issuing this Immediate Stop Use, Recall, and Repair Notice out of an abundance of caution.

AFFECTED PRODUCTS

Any products noted below purchased and received on or before August 25th, 2025.

PART NUMBER	DESCRIPTION
UFS310206LDV2	KStrong® BRUTE™ Backer™ LE V2 Class 2 - Dual Interchangeable 8.5 ft. Cable SRL-P with Swivel Snap Hooks
UFS314006LDV2	KStrong® BRUTE™ Backer™ LE V2 Class 2 - Dual Interchangeable 8.5 ft. Cable SRL-P with Rebar Hooks
UFS316106LDV2	KStrong® BRUTE™ Backer™ LE V2 Class 2 - Dual Interchangeable 8.5 ft. Cable SRL-P with Aluminum Rebar Hooks
UFS319006LDV2	KStrong® BRUTE™ Backer™ LE V2 Class 2 - Dual Interchangeable 7.5 ft. Cable SRL-P with 2.5 ft. Web and Tie-Back Hook
UFS350206LDV2	KStrong® BRUTE™ Backer™ LE V2 Class 2 - 8.5 ft. Dual Interchangeable Web SRL-P with Swivel Snap Hooks
UFS354006LDV2	KStrong® BRUTE™ Backer™ LE V2 Class 2 - 8.5 ft. Dual Interchangeable Web SRL-P with Steel Rebar Hooks
UFS356106LDV2	KStrong® BRUTE™ Backer™ LE V2 Class 2 - 8.5 ft. Dual Interchangeable Web SRL-P with Aluminum Rebar Hooks

REQUIRED ACTION

REPAIR DIRECTLY WITH KSTRONG INC.

1. IMMEDIATELY STOP USE of any units listed above.
2. Contact KStrong Inc. Customer Service at recalls@kstrong.com or 1-833-578-7664 and request a Return Authorization (RMA) number to initiate your product return and repair. Customer Service will provide prepaid shipping labels for you to send the recalled

units at our expense to an Authorized Service Center for repair and return back to you. **We will repair all units within 24 hrs. of being received and return back via expedited freight.**

3. To expedite the return process, please include the following information in your message:

- a. Quantity of SRL's to be returned and repaired.
- b. Name of Distributor from which the product was purchased (if known).
- c. Return Address to ship repaired product.

4. Please direct any questions you may have to Customer Service at recalls@kstrong.com or 1-833-578-7664.

KStrong Inc.'s primary concern is the safety of every worker. Therefore, we encourage our customers to do whatever is needed to get your employees back on the job safely. KStrong Inc. apologizes for any inconvenience this Product Stop Use, Recall and Repair Notice may cause you.

KStrong Inc. will post this Notice on its website at www.kstrong.com. Please direct any questions you may have to Customer Service at 1-833-578-7664 or email recalls@kstrong.com.