

# Immediate Product Stop Use, Recall and Replace Notice

Notice #: KS01-SUR

March 17, 2021  
Notice Number: KS01-SUR

Dear Valued Customer,

During a regular raw material inspection, KStrong Inc. was made aware of a manufacturing concern with its UFC409151 connector (please refer to the pictures). **Though there have been no reports from our customers regarding any incidences of malfunction of the UFC409151 connector,** there is still a possibility that one or more of these may be present in the field.

Out of an abundance of caution, we are issuing an Immediate Stop Use, Recall and Replace Notice.

Besides the UFC409151 being sold separately, it is also provided for use with the following KStrong Inc. Self-Retracting Lifelines:

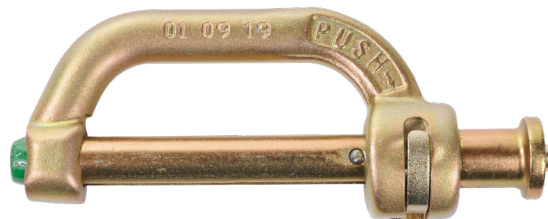
\*Micron™ Dual SRL Series Model Numbers that include one (1) UFC409151 Connector: UFS350002D, UFS351102D, UFS354002D, UFS356002D, UFS359002D

\*Backer™ LE SRL-LE Series Model Numbers that include one (1) UFC409151 Connector: UFS310206L, UFS310206LD, UFS314006L, UFS314006LD, UFS316106L, UFS31606LD

\*BRUTE™ Series Model Numbers that include one (1) UFC409151 Connector: UFS359506, UFS359506D

**\*Only the UFC409151 connector is needing to be recalled and replaced.** Comparable connectors to KStrong Inc.'s UFC409151, such as KStrong Inc.'s UFC401101 (refer to pictures below), that meet the minimum standards of ANSI Z359.12-2009 may be utilized until your new replacement UFC409151 connector is received from KStrong Inc.

UFC409151 - Side 1



UFC409151 - Side 2



Alternative Option: UFC401101



Dual Connection Installation of UFC401101



New UFC409151 replacement connectors, identified by the letter “N” laser etched marking found on the body of the connector (see image to right), will be dispatched **free of charge** upon request by contacting KStrong Inc. directly or through an authorized KStrong Inc. distributor (please see options below).

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 Replace Notice may cause you.

#### REPLACEMENT OPTION 1

##### REPLACE DIRECTLY WITH KSTRONG INC.

1. Contact KStrong Inc. Customer Service at 1-833-578-7664 and request a Return Authorization (RA) number to initiate your product return and replacement.
2. Please have the following information available so that KStrong Inc. may ship your replacement connector free of charge:
  - a. Quantity of connectors to be returned and replaced.
  - b. Name of Distributor from which the product was purchased (if known).
  - c. Return Address to ship replacement product.
3. Customer Service will provide you with instructions on how to return the identical quantity of recalled product to KStrong Inc. free of charge. Product must be returned to KStrong Inc.
4. Please direct any questions you may have to Customer Service at 1-833-578-7664 or email [contact@kstrong.com](mailto:contact@kstrong.com).

#### REPLACEMENT OPTION 2

##### REPLACE THROUGH DISTRIBUTOR

1. Return the product to the Distributor from which it was purchased.
2. The Distributor will contact KStrong Inc. Customer Service and request a Return Authorization (RA) number to initiate the product return and replacement.
3. KStrong Inc. will arrange for shipment of replacement product to the Distributor or directly to the customer. Return of affected connector(s) to KStrong Inc. will also be arranged at that time.

##### NOTE: Product must be returned to KStrong Inc.

4. Please direct any questions you may have to Customer Service at 1-833-578-7664 or email [contact@kstrong.com](mailto:contact@kstrong.com).

KStrong Inc. will post this Notice on its website at [www.kstrong.com](http://www.kstrong.com). Please direct any questions you may have to Customer Service at 1-833-578-7664 or email [contact@kstrong.com](mailto:contact@kstrong.com).

#### Replacement UFC409151 Distinguishing “N” Mark

