

Product Recall

ZIGZAG Petzl mechanical Prusik for arborists

Sku. D22



This information is complementary to and supersedes the Safety Alert issued April 19, 2013

Summary of the facts

On Friday, April 12, Petzl was informed of an accidental fall in a training center in Germany. This fall was related to a failure of the rope end attachment hole of the Petzl ZIGZAG mechanical Prusik.

We have since been informed of another identical failure.



These failures were the result of a particular configuration of a cantilevered and off-axis loaded upper carabiner (see photo).

Petzl believes that this incorrect positioning of the connector could inadvertently occur during normal use with the potential for serious injury or death.

Continued use of the ZIGZAG poses a risk of serious injury or death.

Petzl Action Plan

Petzl has decided to immediately recall all ZIGZAGs.

As a measure of precaution, we ask that you:

- **immediately stop using the ZIGZAG**
- **return the ZIGZAG, with proof of purchase, to the Petzl distributor in your country**
(at our costs).

You can then choose from the following options:

- credit for other Petzl products (total equal to the retail price of the ZIGZAG + 30%)
- a complete refund at the purchase price (including taxes and shipping)

For more information about this recall:

- consult the ZIGZAG recall FAQ
- contact the Petzl distributor in your country (www.petzl.com/pro/contact)

A new version of the ZIGZAG is currently being developed and will be available in January 2014.

We are fully aware of the inconvenience caused by this issue. Please accept our full apologies. Thank you for your continued trust.

FAQ

Petzl ZIGZAG Recall

Why are you recalling the ZIGZAG?

On Friday, April 12, Petzl was informed of an accidental fall in Germany. According to the injured person's account, the fall was the result of the failure of the rope-end attachment hole of the ZIGZAG mechanical Prusik. Petzl's investigation and further testing has lead us to conclude that this failure was the result of a particular configuration of the cantilevered and off-axis upper carabiner. Although it's the responsibility of every user to ensure that connectors are correctly positioned, Petzl believes that this incorrect positioning of the connector could inadvertently occur during normal use. Inadvertently loading the system in this configuration could result in the failure of the ZIGZAG's rope-end attachment hole, potentially leading to serious injury or death. On April 23, 2014, we were informed of another identical failure without serious consequences. As continued use of the ZIGZAG poses a risk of serious injury or death, Petzl has decided to recall all ZIGZAGs from the field.

Is my ZIGZAG affected by this recall?

Yes. All ZIGZAGs are being recalled.

All units with a serial number 13108***** or below are affected by this recall.

Have there been other incidents involving the ZIGZAG?

To our knowledge, there have been no other incidents involving the ZIGZAG besides the two outlined above.

What is the medical situation of the injured person?

The injured person was hospitalized for two days and then released. He is at home and we wish him a rapid recovery.

What have been your actions regarding these problems?

- On April 15, 2013 we published a Safety Information to inform users of the accident in Germany and provide them with recommendations of use.
 - Four days later, on April 19, we informed users about the exact cause of the accident and as a measure of precaution, we asked users to stop using their ZIGZAG. At the same time, we stopped production and sales of the device.
 - On April 24, 2013, we published a recall notice affecting all ZIGZAGs.
- At the same time our research and development department is working to develop a new version of ZIGZAG, which will be available in January 2014.

How will you be compensating customers who have bought a ZIGZAG?

As part of this recall, Petzl is offering two choices:

- credit for other Petzl products (total value equal to the retail price of the ZIGZAG + 30%)
- a full refund of the purchase price (including taxes and shipping)

How do I get a refund?

The Petzl distributor in your country will refund you the purchase price of the ZIGZAG. A copy of the receipt is required for a refund.

I would rather have a credit for other Petzl products. How does that work?

After we have received your ZIGZAG, with a copy of the receipt, the Petzl distributor in your country will process the order. You may choose Petzl products from our catalog equivalent to the retail price of the ZIGZAG plus 30% (shipping included). Please contact the After Sales Service department of the Petzl distributor in your country for more details on returning your ZIGZAG. www.petzl.com/pro/contact

I lost the receipt. What do I do?

Please contact the After Sales Service department of the Petzl distributor in your country for more details on returning your ZIGZAG. www.petzl.com/pro/contact

Where do I send my ZIGZAG?

Please contact the after sales service department of the Petzl distributor in your country for more details on returning your ZIGZAG. www.petzl.com/pro/contact

Will you pay for shipping?

Yes. Petzl will cover all costs associated with the ZIGZAG recall. Please contact the After Sales Service department of the Petzl distributor in your country for more details on returning your ZIGZAG. www.petzl.com/pro/contact

I'm currently in a country where there is not a Petzl distributor. What should I do?

Please contact the After Sales Service department at the Petzl headquarters in France.
Email: rappel.zigzag@petzl.fr. Telephone: +33 (0)4 56 58 19 32

When will a replacement be available?

We are currently working on a new version that will be available January 2014

Can I keep my ZIGZAG and/or modify it to back up the connection point or maintain connector orientation?

No. It is critical that you stop using the ZIGZAG and return it to us immediately. The existing connector retaining solutions applied to the ZIGZAG do not fully guarantee that the upper carabiner will not pivot in the particular cantilevered and off-axis configuration. Do not modify the ZIGZAG in any way. Please follow the recall procedures.