

DBI-SALA Lad-Saf™ Sleeve Recall: Distributor Reminder & Recall Status Update

On August 30, 2016, Capital Safety/3M (“3M”) voluntarily recalled the original Lad-Saf™ sleeve and launched a program to replace the original sleeves with completely redesigned next generation X2 and X3 Lad-Saf sleeves. We sent you the enclosed letter and Recall Notice informing you of the recall and providing instructions for what to do with the recalled sleeves and how to obtain replacement sleeves. As the Recall Notice explained, the recall requires users of original Lad-Saf sleeves to stop using and quarantine all original Lad-Saf sleeves immediately.

We are continuing to replace original Lad-Saf sleeves with X2 and X3 sleeves. Sleeve owners have the option to request either the X2 or X3, whichever is preferred. **Alternatively, sleeve owners have the option to receive a reimbursement payment of \$200 USD per sleeve** instead of replacement sleeves.

We established a dedicated website at www.LadSafRecall.com and call center at 1-833-Lad-Saf1 (1-833-523-7231)¹ to serve you and your customers during this recall program. Sleeve owners can submit requests through either of those support mechanisms to receive new sleeves or cash benefits. We pre-pay all shipping costs and provide shipping boxes to make participation in the recall as easy as possible.

We developed the enclosed Reminder Notice for you to (1) post on your website(s) and (2) send your customers and end-users. We would be happy to contact your customers and end-users directly if you can provide us names and mailing addresses or email addresses.

Lastly, we would appreciate hearing from you about the steps you have already taken to notify customers and end-users of the original Lad-Saf sleeves identified above. Please complete the brief survey available at www.LadSafRecall.com/DistributorSurvey.aspx. We will use your responses to support the recall effort.

Thank you for your continued support and cooperation.

Frank Courtemanche, Global Quality Manager, 3M Fall Protection.
10/3/2017

¹ Callers outside of the United States and Canada should first dial their countries’ “exit codes” and then the 1-833-Lad-Saf1 number. For example, a caller in the United Kingdom would dial 00-1-833-523-7231. The call center provides English-speaking and Spanish-speaking representatives from 9:00 AM EDT until 5:00 PM EDT. Callers wishing to communicate with the program in a language other than English or Spanish and/or at a different time during the day may email us at Info@LadSafRecall.com. Long distance charges may apply for callers outside of the United States.