

PRODUCT RECALL

CAMP Safety GIANT multifunctional descender Ref.0997 and 099703



Ref.0997 – Giant



Ref.099703 – Giant Black

On Thursday, July 19th 2018 C.A.M.P. was informed by a training centre of a functional issue when using a Giant in a simulated two-person rescue scenario. This issue was related to the impossibility to start the rescue descent with a rescue load and it is due to a possible manufacturing defect of the internal mechanism for the batches 12 17 and 03 18.

For this reason it is not possible to guarantee the rescue load of 210 kg. For the affected units the maximum working load is approximately 120 kg for a 10 mm rope and 180 kg for a 11 mm rope.

All units of the Giant are still fully compliant with the marked standards for the single person use with all the compatible ropes.

The following single person loads marked on the device are confirmed:
120 kg for EN standards, 141 kg for ANSI standard.

The possible risk is that two persons hanging on the device attached to the rope may not be able to descend. No accidents or injuries have been reported.



C.A.M.P. wishes to guarantee the best quality and functionality of all its products and we are aware that the rescue load is a main and fundamental feature of the Giant. For this reason we are asking all customers and users to take the following actions.

We ask that you:

- **immediately stop using all pieces of Giant (ref.0997) and Giant Black (ref.099703) with manufacturing batches 12 17 and 03 18.**
- **return them to C.A.M.P. S.p.a., to C.A.M.P. subsidiaries or to C.A.M.P. distributor in your country (at our expense).**

We have already identified a technical solution and all pieces of the Giant can be easily repaired in our manufacturing plant in Premana, Italy.
All of the returned pieces of the Giant will be professionally disassembled and inspected, the defective piece will be replaced and the Giant will be returned to you.

The Giant will be available for sale again during the fourth quarter of 2018.

For more information about this recall you can:

- consult the Giant recall FAQ attached to this document;
- contact the distributor in your country;
- contact C.A.M.P. S.p.a. or a C.A.M.P. subsidiary:

C.A.M.P. S.p.a. - ITALY

by email at contact@camp.it or by phone at +39 0341 890117.

C.A.M.P. USA Inc.

by email at safety@camp-usa.com
or by phone at +1 (303) 465-9429.

C.A.M.P. France sarl:

by email at contact@campfrance.fr
or by phone at +33 04 50937405.

We are fully aware of the inconvenience caused by this issue, please accept our sincere apologies. Thank you for your cooperation and continued trust.

Quality System Manager
(Antonio Codega)

CAMP Safety GIANT Recall

Frequently Asked Questions (FAQ)

Why is the Giant being recalled?

On Thursday, July 19th 2018 C.A.M.P. was informed by a training centre of a functional issue when using a Giant in a simulated two-person rescue scenario.

The matter was related to the impossibility to start the descent with a rescue load and it is due to a possible manufacturing defect of a component of the internal mechanism.

We have observed the possibility that two persons may remain hanged on the rope during a simulated or real rescue.

CAMP wishes to guarantee the best quality and functionality of all its products and we are aware that the rescue load is a main and fundamental feature of the Giant. For this reason the recall is needed.

Have there been any accidents or injuries with the Giant?

No accidents or injuries have been reported.

What actions did you take?

After the feedback, we have immediately analysed the issue, found the cause and identified the solution.

We have stopped all the deliveries, informed our subsidiaries and distributors, immediately worked on the recall procedure and started the manufacturing of the corrected component.

What should I do with my Giant?

Please immediately check if the Giant has one of the following batch numbers: 12 17 or 03 18. You can find the batch number on the lever's side of the descender, it is laser engraved together with the serial number on the left of the CAMP Safety logo (see drawing below).



03 18
XXXX

03 18 or 12 17=
Batch number
(month and year
of manufacturing)

XXXX=
individual serial number



If you own a Giant from these batches please contact your shop or the C.A.M.P. distributor or subsidiary in your country and follow their instructions.

If the Giant has been already used, please pack your Giant and add an identification tag with your name, address, batch and serial number (you can use the form that you can find in the last page of this document).

If the Giant is new, unused and packaged this procedure is not needed: the Giant will be replaced with another one.

Your shop/distributor/subsidiary will give you instructions about how to send it back at our expense.

I'm currently in a country where there is not a C.A.M.P. distributor. What should I do?

In this case please directly contact C.A.M.P. S.p.a. Italy by email at contact@camp.it or by phone at +39 0341 890117.

Can I keep and use my Giant for normal single person use?

No. We recommend to send the Giant back also if you do not expect to carry out simulated or real rescue operations: during the normal lifetime of the descender it may happen that it will be used with rescue loads and we want to be sure that a rescue can be carried out smoothly at all times.

How is the repair of the Giant being managed?

At our production plant in Premana, Italy, the pin at the center of the lever will be unriveted by means of a precision milling machine, the internal mechanism will be disassembled and after full verification, the defective piece will be replaced with the corrected component and the Giant re-assembled.

What is the timing for the repair?

The repairs will be able to start in early September following first production of the new internal part to be replaced.

Once we receive your Giant, three weeks is a reasonable maximum time to send it back to you.

How can I check if a Giant is a repaired one?

A "R" letter (meaning "repaired") will be laser engraved after the batch number (i.e. 12 17 R or 03 18 R). From this you can check that a Giant has been repaired and it is able to perform correctly during rescue activities.

When will the Giant be available again for sales?

The Giant will be available on the market again during the fourth quarter of 2018.



CAMP Safety GIANT Recall

RETURN FORM

Please attach this form to the Giant descender that you are sending back for repair.

IDENTIFICATION OF THE OWNER

Name and Surname:

Address:

Postcode and City:

Country:

Email address:

Telephone number:

Name of the dealer / distributor / CAMP subsidiary:

IDENTIFICATION OF THE DEVICE

Giant Red/Grey ref.0997

Giant Black ref.099703

Batch no:

Serial no:

I hereby authorize the use of my personal details in relation to the Italian Legislative Decree n° 196/2003 and the European regulation EU 2016/679.

Signature:

Date:

For CAMP internal use only:

Numero di reso:

Data di ricezione: