

HEAD RUSH TECHNOLOGIES

SAFETY ALERT 0004 Q&A



TBSD BACKUP SLIDER

Key Account

Revision	Description	Author	Date
1	Initial Release	K. Corbin	16Jul2024

This document was created to help answer questions regarding the recent Safety Alert for certain TRUBLUE Speed devices. Please do not share this document publicly.

1 GENERAL TOPICS

1.1 Which units are impacted by this Safety Alert (SA)?

Affected Production Dates: 31-May-2017 through 07-July-2021
Product Names: TRUBLUE Speed
Affected Serial Numbers: TBSD00098 through TBSD01180
Model Names: TRUBLUE Speed TBSD150-20 (16m), TRUBLUE Speed TBSD150-20 (12.5m)

1.2 Which service centers are part of the SA repair process?

Any HRT authorized service center

1.3 Will the service center pay for the shipping?

Yes, please contact your local service center to arrange freight pickup

<https://headrushtech.com/distribution/find-a-distributor/>

1.4 Can I get a new unit?

No

1.5 Can I return the unit and get a refund?

No

1.6 Can I exchange my impacted unit for a new one?

No

1.7 Can I exchange impacted unit for a different model?

No

1.8 Will you be providing loaner units?

No

1.9 Can HRT send an official statement to us that we can send to our customers that explains the issue and that HRT products are safe? (we need to reinforce our quality and safety standards)

All pertinent information is available in the safety alert, which is available on the HRT site to download

1.10 Why wasn't this caught during your QC prior to shipping? Don't you test every unit that goes out the door?

During early TRUBLUE Speed production, we developed a QC procedure that was checked and certified by a third-party organization as required by our CE certification. Missing this incorrectly manufactured part was an unforeseen phenomenon that has caused us to make changes to our processes.

1.11 What is your QC process moving forward with your vendors? How can we be sure it won't happen again?

We have updated our quality control processes during manufacturing and annual service to more thoroughly ensure both brake engagement mechanisms are functioning properly.

1.12 How long will it take to inspect my device and when will it be returned?

Once a unit is received by a service center it will be inspected and, if needed, repaired as quickly as possible.

1.13 Have there been any reported injuries?

Yes, non-life threatening.

1.14 Are there any other problems with other devices outside of the serial numbers? How can you be sure?

The issue has been isolated within the serial number range in the Safety Alert. HRT tracks all reported issues with an internal and automated process. This allows HRT engineering to identify trends as they present themselves in real time as required by HRT's CE certification.

1.15 Can I wait to send in my device until its next scheduled/planned maintenance/inspection?

No

2 KEY ACCOUNT TOPICS

2.1 Are you offering any compensation for downtime?

No, compensation for downtime will not be offered.

2.2 Are all HRT authorized service centers eligible to perform the repair?

Yes, below is a link to our SC map.

<https://headrushtech.com/distribution/find-a-distributor/>

2.3 Will I have to pay for shipping?

No, please work with your local service center to arrange device shipping.

2.4 Will I be reimbursed for installer expenses to take down and reinstall units?

No

2.5 Does this issue impact the IQ, Standard or XL TRUBLUE Auto Belay

No, it is isolated to unique gear train in the TRUBLUE Speed devices only

2.6 Will I be receiving a full recertification during my inspection?

No, service centers will only be inspecting the device regarding the Safety alert. If you want to have the unit recertified at the time of inspection, you will need to pay for that service.