



SAFETY ALERT 0004: OUTGOING EMAIL TEMPLATE

The following email template is available to assist you in contacting all customers with devices that fall within the affected serial number range listed in Safety Alert 0004.

Dear <Enter customer name here>,

We're contacting you to let you know that we have discovered a limited number of TRUBLUE Speed Auto Belay devices that may have been assembled with an improperly manufactured component. In rare circumstances, this component can prevent the backup brake activation mechanism from operating properly, increasing the risk to your climbers.

We ask that you click on the link below to read the full safety alert to determine if you own one (or more) of the potentially affected devices. It should only take a few minutes.

<Make this a button>

SAFETY ALERT 0004

URL:

https://info.headrushtech.com/hubfs/Product_Recalls/2024_TRUBLUESpeed_Limited_Recall.pdf

Please check your device serial number and mounting height immediately to prevent any potential for injury to your climbers.

The safety alert has more information. We appreciate your prompt and thorough response and apologize for any inconvenience this may cause you. As always, if you have any questions, please contact us directly.

Sincerely,

<Enter your contact information here>