

<b>Bulletin Number:</b>	TSB 0031-01
<b>Release Date:</b>	7-May-2024
<b>Effective Date:</b>	7-May-2024
<b>Supersedes:</b>	none
<b>Completion Date:</b>	26-May-2025

# Service Bulletin

<b>Manufacturer:</b>	Head Rush Technologies
<b>Affected Production Dates:</b>	1-Nov-2022 through 26-Feb-2024
<b>Product Names:</b>	TRUBLUE iQ LT (12.5m); TRUBLUE iQ XL (20m); TRUBLUE iQ+ LT (12.5m); TRUBLUE iQ+ XL (20m)
<b>Affected Serial Numbers:</b>	iQ0014492 through iQ0036407 iQXL01283 through iQXL02678 iQP00110 through iQP00161 iQP000164 through iQP000356 iQXLP0104 through iQXLP0182
<b>Model Numbers:</b>	TBiQ-LT; TBiQ-XL; TBiQ+LT; TBiQ+XL

## Abstract of Issue

In TRUBLUE iQ devices within the affected serial number range, a component has been found to cause impaired retraction on devices mounted below certain mounting heights. The component can be identified by manufacturing markings on the Planet Carrier (Part No 12490). If the Planet Carrier marking matches the [Planet Carrier Identification and Instruction Table](#), an Arbor Support component must be added to the assembly. The purpose of the Arbor Support component is to withstand the compressive forces that are applied to the arbor by the webbing during normal use. No other components need to be changed or replaced as part of this Service Bulletin.

Arbor Support components will ship to Service Centers beginning the week of 27-May-2024. Until the Arbor Support Components are received, Service Centers may replace the Planet Carrier. The replacement Planet Carrier markings must not match the [Planet Carrier Identification and Instruction Table](#). Planet Carriers will not be supplied in advanced shipments as a result of this Technical Service Bulletin.

This Service Bulletin must be implemented for all devices within the Affected Serial Number range.

## Reason for Release

Head Rush Technologies maintains a commitment to Safety and Quality. This Service Bulletin, in combination with Safety Alert SA 0003, notifies customers and all Head Rush Technologies Authorized Service Centers of the potential for impaired retraction in certain TRUBLUE iQ Auto Belay Devices. This Service Bulletin provides a description of the issue and provides instructions to remedy the issue in affected devices.

## Action to be Taken

Owner/Operators of TRUBLUE iQ Auto Belay Devices within the affected serial number range and mounted below the height shown in the [Affected Mounting Height Table](#) will be instructed to send their TRUBLUE iQ Auto Belay to a Head Rush Technologies Authorized Service Center for repair.

This Service Bulletin also applies to any device that has come in for routine service.

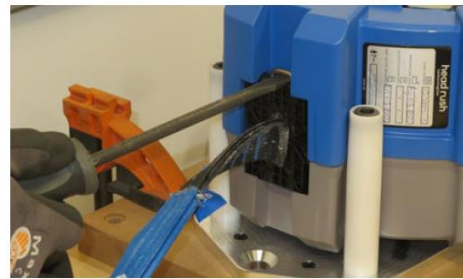
The Service Center may perform an annual service of the device, however, the cost of the annual service will not be credited to the Service Center or to the Owner/Operator. Any discounts provided for Recertification are at the discretion of the Service Center and will not be credited by Head Rush Technologies.

## Inspection and Repair Instructions

Upon receipt of the Auto Belay, the Service Center will perform an inspection of the device following the below steps from the TRUBLUE iQ Service Manual - 12266-03. Alternatively, these inspection and repair instructions may be applied, as appropriate, during the recertification routine of the device.

1. Disassemble the device beginning on Step 29 of Section 5.7.5 “Rotor Housing Side”

29. Use a standard (flat) medium screwdriver and lift up on the Nozzle Clip. Take care not to scratch the Housing.



2. Continue following the Service Manual for disassembly through Step 22 of Section 5.7.6 “Spring Housing Side”

22. Remove the Spring Hub Plate, Short Webbing Loop and Planet Carrier assembly. This entire assembly should slide up and off the Sun Shaft. If the assembly does not slide up easily see [10.9 Remove Stuck Planet Carrier](#) in the [Unscheduled Service Procedures](#).



3. After removing the Spring Hub Plate, Short Webbing Loop, and Planet Carrier assembly; Inspect the Planet Carrier to look for the manufacturing markings.

4. Reference the [Planet Carrier Identification and Instruction Table](#) near the end of this bulletin for identification markings and instructions.
  - a. For Planet Carriers matching the identification markings shown in the [Planet Carrier Identification and Instruction Table](#), continue to Step 5 for instructions to install the Arbor Support component.
    - i. Arbor Support components will begin shipping to Service Centers the week of 27-May-2024. If a device requires repair before the Arbor Support component will arrive, the Service Center may replace the Planet Carrier subassembly. The manufacturing markings of the replacement Planet Carrier subassembly must not match the markings shown in the [Planet Carrier Identification and Instruction Table](#). The old Planet Carrier must be scrapped.
    - ii. A warranty replacement request must be submitted for the replacement Planet Carrier and a credit will be applied to your Service Center account. [Warranty Part Request Form](#)
  - b. For any manufacturing markings other than those shown in the table, including Planet Carriers with no marking at all, no further action is needed as part of this Service Bulletin. Skip to the [Special Instructions](#) section if retraction issues persist.
  - c. Manufacturing markings will be laser etched or stamped into the part, paint pen markings are from QC checks during the assembly process and do not apply to this service bulletin.
5. Follow Steps 1-2 of Section 10.10 “Replace the Short Webbing Loop or Spring Hub Plate”

2. Lift the Spring Hub Plate off the Planet Carrier Subassembly.



6. Remove the Planet Carrier to a sturdy work table.



7. Inspect the Short Webbing Loop for damage. If damage is found, replace the Short Webbing Loop as described in the Service Manual.
8. Re-install the Short Webbing Loop.



9. Reference the [Planet Carrier Identification and Instruction Table](#) to determine which Arbor Support Component is required.
  - a. Service Centers will be supplied with Arbor Support components based on the expected usage by each Service Center. If more Arbor Support Components are required, they can be ordered by contacting your Head Rush Technologies representative.
  - b. Full Height Arbor Support Component Part Number – 13152**
  - c. Half Height Arbor Support Component Part Number - 13153**



*Arbor Supports shown in Brown color for clarity. Actual components will be Black. Full Height Arbor Support Component (Part No 13152) is on the left. Half Height Arbor Support Component (Part No 13153) is on the right.*

10. Align the Arbor Support Component with the ends of the Planet Carrier Arbor. Rotate the Short Webbing Loop as far to the right as possible as shown in the image below.

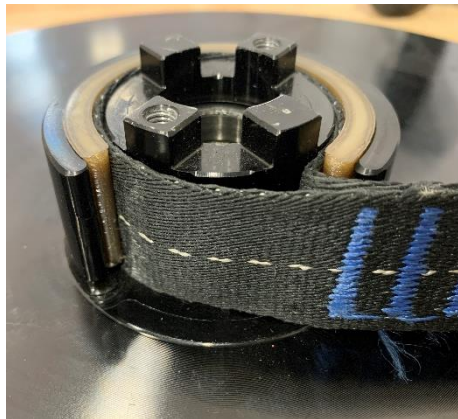


Full Height Arbor Support Component



Half Height Arbor Support Component

11. Press the appropriate Arbor Support Component into place as shown in the image below. Ensure the top of the Arbor Support Component is flush with the top of the Planet Carrier Arbor.



Full Height Arbor Support Component



Half Height Arbor Support Component

**Notes for assembly:**

- a. The Arbor Support component is tapered. Install the Arbor Support component with the tapered side facing down.

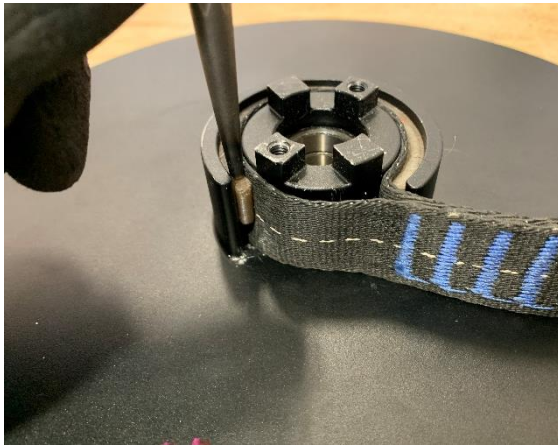
- b. When installing the Arbor Support Component, it may be necessary to lightly tap the component into place with a padded hammer.



- c. Ensure the Short Webbing Loop does not become pinched during assembly.



- d. Ensure the Arbor Support Component fits tightly into the provided slot.
  - i. When using the Half Height Arbor Support Component, if the fit is loose, use a punch to set the Arbor Support Component slightly below the Planet Carrier Arbor until the fit is tight. Take care to ensure the punch does not damage the Short Webbing Loop.



- 12. Reinstall the Planet Carrier Subassembly as described in Step 3 of Section 10.14 “Replace the Planet Carrier Subassembly” of the Service Manual.

- 3. Insert a new Planet Carrier Subassembly by holding the shaft while rotating the Planet Carrier Subassembly until the Planet Carrier Subassembly falls into place and a satisfying snap is heard.



- 13. Re-assemble the device as described in the Service Manual.
- 14. Every device that is inspected as part of this TSB must also undergo all functional testing as described in the Service Manual before the device can be shipped back to the customer. The tests that apply are:
  - a. Section 6.0 - Catch and Hold Function Bench Test
    - i. For TRUBLUE iQ+ Devices Only
  - b. Section 7.0 - Descent Testing
  - c. Section 8.0 - Catch and Hold Testing
    - i. For TRUBLUE iQ+ Devices Only

## Service Center Tracking Instructions

To ensure all devices within the Affected Serial Number range have been appropriately repaired, Service Centers must submit a report of completed repairs on an at least monthly basis. A new form has been created to ease the reporting process. Up to 20 unique Serial Numbers may be submitted on each form. Service Centers will need to input the following information:

- Service Center Name
- First Name, Last Name
  - o This should be the name of the person submitting the form
- Service Center Contact Email
- Serial Number
  - o Proper format examples:
    - iQ1234567
    - iQXL12345
    - iQP123456
    - iQPXL1234
- Device Mounting Height (unique for each Serial Number)
  - o Mounting Height must be in meters

The form may be found in the [Service Center Resources](#) page on the Head Rush Technologies website.

A link to the form is also provided here: [Safety Alert Repair Tracking Form](#)

Submission of this form will also trigger reimbursement in the form of an HRT credit for a portion of the inspection cost. Head Rush will credit Service Centers 70 USD for each device inspection. The Safety Alert Repair Tracking Form must be submitted to receive HRT credit. The credit is intended to cover inspection time and freight costs.

## Special Instructions

If the Planet Carrier markings indicate that this Service Bulletin does not apply, but retraction issues persist, ensure that the previously released Service Bulletins have been applied.

- TSB 0025 – TRUBLUE iQ Slow Retraction: Planet Carrier
  - o Note: Devices affected by this service bulletin are more than two years old and will no longer be covered under warranty.
- TSB 0026 – TRUBLUE iQ Slow Retraction: Spring Damper Plates
  - o Note: Devices affected by this service bulletin are more than two years old and will no longer be covered under warranty.
- TSB 0027 – TRUBLUE iQ Slow Retraction: Rotor Housing Bearings
  - o Note: Devices affected by this service bulletin are more than two years old and will no longer be covered under warranty.
- TSB 0028 – TBiQ-XL Slow Retraction
- TSB 0030 – TBiQ Magnet Cap Spacers



Ensure, also, that there are no external factors in the gym environment that are affecting the retraction of the device. Reference the White Paper "[An Important Note About Auto Belay Retraction Systems](#)" on the Head Rush Technologies website for more information.

Service Centers with current stock of Planet Carriers must inspect their stock for manufacturing markings that match the [Planet Carrier Identification and Instruction Table](#). Planet Carriers that match the markings indicated in the Planet Carrier Identification and Instruction Table must be set aside until the Arbor Support Components are available. Once Arbor Support Components are available, the stock of Planet Carriers can be used with the addition of the Arbor Support Component as detailed in the [Inspection and Repair Instructions](#).

## Detail of Issue

In some TRUBLUE iQ Auto Belay devices, a component has been found to cause impaired retraction on devices mounted below certain heights. Of the devices within the affected serial number range, fewer than 10% may exhibit impaired retraction. The impaired retraction can occur during normal use of the Auto Belay.

Components to remedy the issue will be provided to Service Centers at no charge. An initial quantity of components will be sent to Service Centers proactively. Additional quantities of components can be ordered through your Head Rush Technologies representative. The required components will begin shipping to Service Centers the week of 27-May-2024.

A Safety Alert has also been distributed to Owner/Operators that provides steps the Owner/Operator must take to identify and mitigate the issue. The steps include checking the serial number of the device and checking the mounting height of the device. If a device is mounted below the height shown in the [Affected Mounting Height Table](#), the Owner/Operator is instructed to remove the device from service and send to a Service Center for repair.

Customers with devices mounted above the height shown in the [Affected Mounting Height Table](#) do not need to take immediate action. Such devices with Planet Carrier markings matching those shown in the [Planet Carrier Identification and Instruction Table](#) will be repaired during routine recertification of the device.

If a device is within the affected serial number range but the Planet Carrier markings do not match the table shown above, the device is safe for use and no additional components need to be installed.

This Service Bulletin does not supersede any of the previous Service Bulletins related to retraction in TRUBLUE iQ Auto Belay devices.

## Tables

### Planet Carrier Identification and Instruction Table

SXFD2210

\*Marking located opposite the Gear Side

Install the **Half Height** Arbor Support  
(Part No 13153)



12490-16

\*Marking located on the Gear Side

Install the **Full Height** Arbor Support  
(Part No 13152)



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12490-17

\*Marking located on the Gear Side

Install the **Half Height** Arbor Support  
(Part No 13153)

**Note: Planet Carriers marked with  
12490-17DA; 12490-17FB; 12490-17FA  
do not need any further action and are  
OK for continued use.**



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12490-17  
QVS

\*Marking located on the Gear Side

Install the **Full Height** Arbor Support  
(Part No 13152)



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12490-18  
QVS

\*Marking located on the Gear Side

Install the **Half Height** Arbor Support  
(Part No 13153)



### Affected Mounting Height Table

Model	Mounting Height
TRUBLUE iQ LT and iQ+ LT	<9m (29.5ft)
TRUBLUE iQ XL and iQ+ XL	<17.5m (57.4ft)

The Device Mounting Height is measured from the Device Nozzle to the ground. Reference the image from the Operator Manual below:

