

# **FREQUENTLY ASKED QUESTIONS**

## **STOP USE NOTICE / PRODUCT RECALL**

### **3M™ Mobile SkyWalk Horizontal Lifeline Systems and Components**

9/24/14



#### **What products are affected?**

All 3M™ Mobile SkyWalk Horizontal Lifeline Systems (“Mobile SkyWalk Systems”) are subject to the recall. Some of the primary components used in the Mobile SkyWalk lifeline system are the SWSW-08A Aluminum Stanchion Post and the SWSW-18 Power Brake Energy Absorber. The SWSW-18 and if also purchased the SWSW-08A are required to be returned to initiate the product credit process. Component parts will be credited with proof of inventory and disposal. A full list of affected parts has been provided with the Distributor and Customer Product Recall Notice and the Product Return Form.

#### **What is the date range of products affected?**

Product sold from January 1, 2003 through September 12, 2014.

#### **What is the issue with Mobile SkyWalk System?**

The Mobile Skywalk System has been identified in certain situations as potentially (i) not able to achieve expected clearance distances as identified in the safe working clearance charts published in 3M user instructions; and (ii) not being able to withstand the force in certain extreme fall situations. Although 3M is not aware of any injury associated with the Mobile SkyWalk System, 3M has voluntarily decided to initiate a full product recall.

#### **How is 3M communicating this product notice to our customers?**

3M is attempting to communicate this information to distributors and end users in a variety of ways including website postings, e-mail blasts and personal phone calls.

#### **What are the implications of using and not returning the identified models of the Mobile SkyWalk Systems?**

As indicated in the Stop Use and Product Recall Notice dated September 12, 2014, **users must immediately identify, stop use, and quarantine all Mobile SkyWalk Systems.** Users do not have the option to continue using the product under any circumstances.

#### **Can units be repaired or modified in the field?**

No. All Mobile SkyWalk Systems are included in this product recall: users must immediately stop use, quarantine, and return the systems as outlined in the Product Recall Notice. Product must be returned as defined by return procedure.

**What if my site has excessive levels of safe working clearance in case of a fall?**

It does not matter how much safe working clearance a particular site has when the Mobile SkyWalk System is used. All Mobile Skywalk Systems are affected by this stop use and recall program.

**Where should customers and distributors be directed with questions about this recall?**

- Customers should contact the 3M Distributor where they purchased the system or components. Distributor will provide product return instructions to the customer after confirmation of their purchase order. Customers that do not know where they purchased the system can contact 3M Technical Service for assistance.
- Distributors please refer to the Distributor Notice previously supplied.
- Contact 3M Technical Service Fall Protection with any questions by calling 800-243-4630 options 1, 2 then 3.

**Are shipping instructions provided with the Stop Use Notice / Product Recall?**

Yes, a Product Return Form and 3M UPS Ground account number have been provided with each Distributor Product Recall Notice. Distributors will confirm affected customer systems and direct these to be returned as instructed. Details are located on the Distributor Product Recall Notice.

**What will distributors receive for returned products?**

All affected units returned will be issued credit.

**What will customers receive for returned products?**

3M will provide credit to the 3M Distributor, and customers will in turn receive credit from the 3M Distributor.

**Are any replacement products available?**

There are no direct replacement products for the four (4) person SWSW Mobile SkyWalk System. However,

- 3M offers the 3M SWHC Series 5/16” Steel Cable Temporary Horizontal Lifelines, which is a single alternate style of a two (2) person cable temporary horizontal lifeline. Contact 3M Technical Service to verify if appropriate.
- 3M Fall Protection Technical Service can provide additional product assistance.

**What if I no longer have any Mobile SkyWalk Systems or components on my site?**

If product is discovered, please contact your 3M Distributor.

**What if this system was installed permanently and is not easily accessible for removal?**

Contact 3M Technical Service Fall Protection for assistance to help you receive credit.