

STERLING ROPE DEALERS NOTICE

VOLUNTARY RECALL: Sterling Rope 8mm Sewn Cord Products

As part of our ongoing quality control efforts, Sterling Rope Co. Inc. regularly tests our products to ensure they meet or exceed our performance standards. We recently tested some of our 8mm sewn cord products and found that samples from certain lot numbers were breaking at a lower strength than our published MBS values.

Statement of Associated Risk: While we feel the products affected are still safe when used properly by trained personnel at their rated safe working load (SWL), we are offering a voluntary recall of this product for exchange or replacement with a Sterling Rope item of equal or lesser value.

What should a Customer do? Customers who purchased these types of products should check to see if their lot numbers are among those included in the voluntary recall (see instructions below). In an abundance of caution, we recommend users who have products affected by this recall retire them from use immediately and return them to Sterling Rope at their earliest convenience.

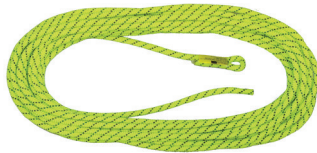
Products Affected by the Recall

8mm Bound Loop Prusiks



Sold in long or short lengths.

8mm Edge Restraints



Sold in standard and custom lengths, typically as part of the AZTEK and Pocket Hauler systems.

8mm Nylon PER Sewn Eyes



Sold in standard and custom lengths, with hardware sewn on and also part of certain personal escape kits.

8mm Accessory Sewn Eyes



Sold in custom lengths.

How to Check a Product's Lot Number

Sterling Rope products display the production lot number in two places. The lot number is printed on the barcode label affixed to our Care, Use and Retirement document (see photo A). The lot number is also printed on the shrink tube label on the sewn portion of the prusik (see photo B).



Photo A

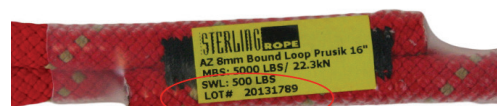
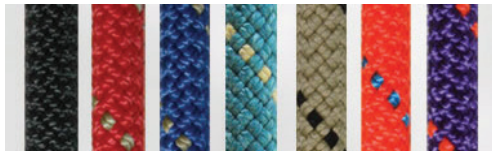


Photo B

8mm Voluntary Recall Products and Lot Numbers

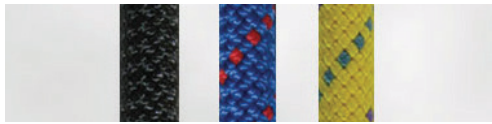
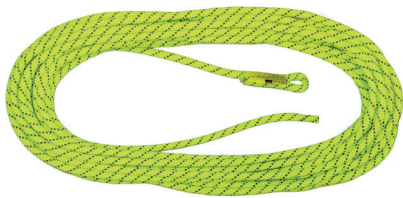
Because only certain products were affected, the lot numbers are organized in numerical order by product to help you quickly identify any numbers matching your products.

Bound Loop Prusiks



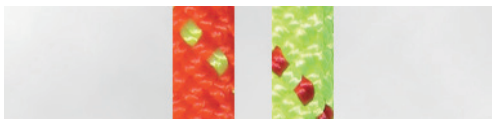
20121851	20130337	20130654	20131120	20131564
20121869	20130338	20130655	20131277	20131565
20121881	20130426	20130656	20131282	20131566
20121882	20130427	20130356	20131285	20131678
20121883	20130443	20130442	20131286	20131729
20130005	20130444	20130757	20131287	20131775
20130069	20130445	20130746	20131294	20131776
20130074	20130449	20130751	20131295	20131783
20130117	20130450	20130754	20131301	20131784
20130165	20130512	20130763	20131303	20131789
20130253	20130513	20130764	20131310	20131794
20130292	20130580	20130765	20131496	20131795
20130293	20130637	20130766	20131505	20131802
20130294	20130641	20131012	20131528	
20130303	20130643	20131013	20131536	
20130327	20130649	20131015	20131547	
20130328	20130653	20131069	20131550	

Edge Restraints



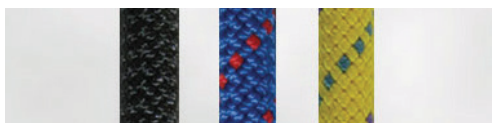
20121829	20130305	20130683	20131068	20131526
20121836	20130329	20130684	20131108	20131546
20121898	20130330	20130687	20131109	20131677
20121901	20130335	20130688	20131118	20131691
20130059	20130336	20130869	20131119	20131781
20130063	20130438	20130870	20131304	20131782
20130079	20130439	20131016	20131305	20131805
20130148	20130440	20131017	20131495	20131806
20130149	20130441	20131031	20131507	
20130150	20130644	20131059	20131508	
20130177	20130647	20131066	20131509	
20130304	20130648	20131067	20131525	

Sewn PER ropes



20121887	20130175	20130547	20131096	20131690
20121888	20130251	20130680	20131097	20131692
20130013	20130302	20130681	20131284	20131693
20130116	20130323	20130682	20131309	
20130163	20130324	20130745	20131537	
20130164	20130325	20130867	20131538	
20130166	20130546	20130868	20131539	

Accessory Cord Sewn Eyes



20130252	20131562			
20130634	20131563			
20130635	20131788			
20130636				

How to Order Replacement Inventory of a Recalled Product

Dealers who anticipate replacing recalled products for their customers, have TWO OPTIONS to obtain relief:

- Sterling will ship replacement inventory to dealers with Free Freight and 60-day terms to ensure product is in-stock for rapid exchange. Credit will be applied to your account when returned product is received at Sterling Rope through the RA process.
- Sterling will drop ship replacement product to your customers at no charge. Once we have issued a call tag to your customer, we will send the replacement product. There is no need for you to invoice your customer for the replacements.

How to Return or Exchange a Recalled Product

FOR DEALERS:

Products that are in stock or returned by your customer:

Contact Sterling Rope directly and obtain a Return Authorization Number (RA#) and a call tag or shipping label to return the product to us at no charge. We ask that you collect the products in one box and ship the items back to us in a single shipment, once you have reached out to any affected customers.

Products that were shipped to your customer:

Provide us with your customer's name and contact information and we will coordinate the return. We will need to know the quantity of products sold and the shipping address for replacement.

You can also contact us via phone at 800-788-7673 or by email at returns@sterlingrope.com to request additional call tags or to answer any questions.

FOR CUSTOMERS:

Products ordered in the USA:

Customers have two options for returning or exchanging these recalled products:

- Return the product to the Authorized Sterling Dealer where you made the purchase. They will accept the product and provide you a replacement of equal or lesser value, or place an order for you if the item is not currently in stock.
- Contact Sterling Rope directly and obtain a Return Authorization Number (RA#). You can contact us by email at returns@sterlingrope.com or via phone at 800-788-7673 and we will send you a call tag to ship the product back to us at no charge. Once we receive the recalled product, we will ship you a replacement of equal or lesser value at our expense.

Products ordered outside the USA:

Customers can contact Sterling Rope at 207-282-2550 or returns@sterlingrope.com and we will coordinate the product exchange with the distributor in your country.