

**User Safety Notice**  
**and Customer Satisfaction Issue**



**MSA Workman® Self-Retracting Lanyards**  
**30 ft. / 9 m. and 50 ft. / 15 m. Lengths**

July 29, 2013

MSA Corporate Center  
1000 Cranberry Woods Drive  
Cranberry Township, PA 16066  
800.MSA.2222  
www.MSAsafety.com

Dear MSA Fall Protection Customer,

In partnership with your local MSA Distributor, we are delivering this User Safety Notice to you, and we apologize for any inconvenience that it may cause you. We ask for your cooperation in allowing us to replace all 30 ft. / 9 m. and 50 ft. / 15 m. MSA Workman Self-Retracting Lanyards (SRLs) that you currently have, whether they are in service or not in service, with new MSA Workman SRLs containing the enhancement described below, at your earliest convenience.



During a routine evaluation of units returned for service, we identified an unexpected wear condition involving these models of MSA Workman SRLs. To date, we have received no field reports related to this condition; however, based on our findings, we are replacing all affected units with new units that include appropriate enhancements that will allow them to reach the originally intended service life.

This SRL wear is internal and not detectable to the user. Consequently, these units may be approaching the end of service life, at which time they may not lock during inspection or arrest a fall. The new replacement SRLs as well as the return shipping for the old SRLs will be at no cost to you.

Again, we apologize for any inconvenience that this situation may cause; however, we are concerned about your safety and continued satisfaction with our products. These SRLs have been well received by the industry, and we are obliged to continuously earn the trust you have placed in MSA.

In this notice we outline how, in partnership with your local MSA Distributor, we will take care of all of the processing and delivery details through either your local Distributor, or through MSA Customer Service, to minimize your involvement and save you time.

**1. The MSA Workman SRLs affected are:**

This User Safety Notice applies to all MSA Workman SRL part numbers listed below that were manufactured before June 10, 2013 and do not have tamper evident paste on the exterior housing screw heads near the handle. See the photos below that show the location of the tamper evident paste. The part number and date of manufacture can be found on the label affixed to the units shown in the photos below.

**30 ft. Model Numbers**

10119507  
10120722  
10120723  
10120724  
10126173

**50 ft. Model Numbers**

10121776  
10121777  
10121778  
10121834  
10127257



**With Tamper Evident Paint**



**Without Tamper Evident Paint**

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**IMPORTANT:** Please be sure that your units are MSA Workman SRL 30 ft. or 50 ft. Self-Retracting Lanyards, and not MSA Workman PFL Personal Fall Limiters. If you have any questions on what you have, please contact your local distributor or go to the MSA contact information at the end of this notice and contact MSA Customer Service.

**2. New Deliveries of enhanced MSA Workman SRLs that do not require replacement:**

When we discovered the MSA Workman SRL wear condition, we stopped all shipments worldwide on June 10, 2013. New MSA Workman SRLs include the new enhancements and do not need to be replaced. New units can be identified by the existence of tamper evident paste on the exterior housing screw heads shown in the photos above.

**3. Back Order Deliveries of enhanced MSA Workman SRLs have also begun:**

We currently have a Back Order for new MSA Workman SRLs with the new enhancements. We have begun to fill back orders in the order we have received them. Please contact your local MSA Distributor for the status of your order. Thank you for your patience in filling any back orders that you may have.

**4. What MSA, in Partnership with your local Distributor, will do:**

1. Your Distributor has probably already contacted you to see if you would like to have your new MSA Workman SRLs delivered to you either by your local Distributor, or through MSA Customer Service. Either way, your Distributor will handle all the processing for you.
2. Your Distributor will contact you for information on the quantity of affected MSA Workman SRLs in your possession, and your correct delivery address and contact information.
3. Once your MSA authorized Distributor places the replacement order for your new MSA Workman SRLs, either your Distributor or MSA Customer Service will contact you with an update on when you can expect your delivery.

**5. Actions for you to take:**

1. Once you receive your new replacement MSA Workman SRLs, we will need to have the old affected MSA Workman SRLs returned to MSA. If your local Distributor is delivering your new SRLs directly to you, your Distributor will be happy to return your old units to MSA.
2. If you are receiving your new MSA Workman SRLs from MSA Customer Service, please save the MSA boxes that your new SRLs came in, to return your old affected SRLs to MSA by doing the following:



- a. Place the old affected SRLs in the boxes that your new MSA Workman SRLs came in.
  - b. Follow the instructions provided by MSA Customer Service to return your old affected SRLs to MSA.
3. If you sold or gave any affected SRLs to anyone, or received MSA Workman SRLs from anyone other than an authorized MSA Distributor, we ask that you please provide us with the contact information of the person you either sold or gave the MSA Workman SRLs to, or received MSA Workman SRLs from.
4. Also, please advise us if you discarded or misplaced any affected units.

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1000 Cranberry Woods Drive  
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800.MSA.2222  
[www.MSAafety.com](http://www.MSAafety.com)

Thank you for your consideration and help on this important matter. Even though we continue to have confidence that the Workman SRLs are safe to use by users, we are taking every caution to fulfill our obligation as your safety company.

**MSA Customer Service Contact Information:**

If you have any questions, please contact MSA Customer Service as follows:

- U.S., Canada, or U.S. Territories – 1-866-672-0005 or by email at: [ProductSafetyNotices@MSAafety.com](mailto:ProductSafetyNotices@MSAafety.com).
- Mexico – 01-800-672-7222 or by email at: [atencion.clientes@MSAafety.com](mailto:atencion.clientes@MSAafety.com).
- Outside the U.S., Canada, Mexico, or U.S. Territories – 724-776-8626 or by email at: [LAMZonecs@MSAnet.com](mailto:LAMZonecs@MSAnet.com).

Best regards,

Charles J. Seibel, Jr.  
Manager of Product Safety

PS13023-02



**Workman® SRL Replacement and Return Process / Form**

**To receive your Workman SRL replacement from MSA, please:**

MSA Corporate Center  
 1000 Cranberry Woods Drive  
 Cranberry Township, PA 16066  
 800.MSA.2222  
 www.MSAafety.com

- 1) **Call Customer Service** at 1-866-672-0005 or complete this form and email it to MSA at the appropriate email address below.
- 2) **Replacement:** We will process your no charge replacement based on the information noted on this form.
- 3) **Return:** We will issue you an RMA (Return Material Authorization) number to return the affected units and generate a UPS Call Tag (Purolator Account Number in Canada) to assist you in the return process - unless you have a large return, which MSA Customer Service will help you arrange and pay for.
- 4) **Package** the SRL in the same box that you received the new unit in, or other suitable box. Write the RMA number on the outside of each box containing a unit.
- 5) **Ship** the unit by contacting UPS (or Purolator in Canada) and affix the UPS Call tag shipping label (or Purolator address form) on the outside of the box containing the unit(s).

**Returners Name** \_\_\_\_\_

**Company** \_\_\_\_\_

**Address** \_\_\_\_\_

<b>Phone</b>		<b>Date</b>	
<b>Email</b>			
<b>SRL Purchased From</b>			

**30 ft. Model Numbers**

10119507 \_\_\_\_\_ QTY \_\_\_\_\_  
 10120722 \_\_\_\_\_ QTY \_\_\_\_\_  
 10120723 \_\_\_\_\_ QTY \_\_\_\_\_  
 10120724 \_\_\_\_\_ QTY \_\_\_\_\_  
 10126173 \_\_\_\_\_ QTY \_\_\_\_\_

**50 ft. Model Numbers**

10121776 \_\_\_\_\_ QTY \_\_\_\_\_  
 10121777 \_\_\_\_\_ QTY \_\_\_\_\_  
 10121778 \_\_\_\_\_ QTY \_\_\_\_\_  
 10121834 \_\_\_\_\_ QTY \_\_\_\_\_  
 10127257 \_\_\_\_\_ QTY \_\_\_\_\_



**Email completed form to:**

- SRLs in the U.S., Canada, or U.S. Territories:  
[ProductSafetyNotices@MSAsafety.com](mailto:ProductSafetyNotices@MSAsafety.com).
- SRLs in Mexico: [atencion.clientes@MSAsafety.com](mailto:atencion.clientes@MSAsafety.com).
- SRLs outside the U.S., Canada, Mexico, or U.S. Territories:  
[LAMZonecs@MSAnet.com](mailto:LAMZonecs@MSAnet.com)

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**Channel Partners who replace a customer's old unit(s) with new unit(s) directly and returns old unit(s) for a \$50 Purchase Credit should return the affected SRL(s) along with a copy of this completed form to:**

United States

MSA – Workman SRL Program  
511 Bell Fork Rd.  
Jacksonville, NC 28546

Canada

MSA – Workman SRL Program  
6905 Kenderry Gate, Unit 1  
Mississauga, Ontario, L5T 2Y8