

Information for the users of the Petzl ZIGZAG

May 19, 2014



News from work in progress:

- As of today, six cracked ZIGZAGs have been returned to us. There have been no incidents or accidents; all of these ZIGZAGs have been replaced under warranty.
- The search for potential causes is still in progress: we sent cracked ZIGZAGs to an independent laboratory for in-depth metallurgical analysis. The analysis did not allow us to identify the cause of the cracks. In addition, we are working with our steel chain link supplier to find a potential explanation.

Conclusions:

We are pursuing our inquiry and intend to reach operational conclusions before the end of June.

In the meantime, Petzl's previous recommendations regarding the use of the ZIGZAG remain in place.

- Regularly inspect your ZIGZAG in accordance with the ZIGZAG PPE checking procedure.
- In the unlikely event you find a cracked link, retire your ZIGZAG immediately and contact your Petzl distributor for a replacement under warranty.
- A cracked link presents no immediate additional risk to the user. However, as with all PPE, the presence of such a crack requires immediate retirement of the ZIGZAG.
- These recommendations therefore also apply to the Petzl ZILLON.

Thanks for your confidence in our brand.

The Petzl team

Information for the users of the Petzl ZIGZAG

April 08, 2014



The facts

Two different customers have informed us of the presence of a crack on one of the ZIGZAG's steel chain links. Both units have been returned to Petzl for analysis.

Petzl immediate actions

- We have inspected our inventory and have found no cracked ZIGZAG chain links.
- We have also inspected the previous generation ZIGZAG and did not find any cracked ZIGZAG chain links.
- We have audited the ZIGZAG production plant. The quality inspectors who inspect each individual ZIGZAG before packaging have never seen this issue.

Risk evaluation for the users

Extreme Tests :

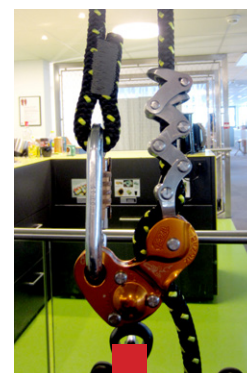
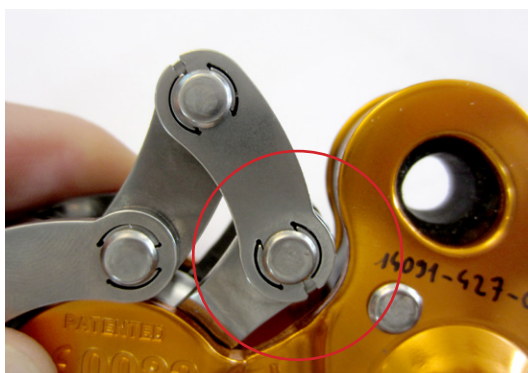
we intentionally cut one of the steel links in the ZIGZAG friction chain and performed tensile tests. We cut the link located at the bottom of the chain, as those links are subject to the greatest force.

Test Results:

- The cut link failed at 14 kN, resulting in deformation of the opposite link. However, the chain always remained connected to the body of the ZIGZAG. The same test on an upper link intentionally cut (same damage as one of the two returned cracked ZIGZAG) leads to the same result.

- In a dynamic suspension, the cut link is deformed but not broken (see photos below).

- Note: As a reminder, the ZIGZAG resists to a static force more than 15 kN.



14 kN



Conclusion

A cracked link presents no additional risk to the user. However, the presence of such a crack requires immediate retirement of the ZIGZAG.

Search for potential causes

- Preliminary analyses conducted on the two cracked ZIGZAGs does not suggest any potential misuse or excessive stress.
- We have tested brand-new ZIGZAGs by clamping them in a vice, and loading the chain laterally: Beyond a certain load, the lower connecting steel link becomes permanently deformed, but does not break.
- We have also crushed new ZIGZAGs at the level of the upper trigger. Only the black plastic component breaks, with no effect on the steel chain links.
- We have sent both cracked ZIGZAGs to an independent laboratory for an in-depth metallurgical analysis. We will have the final conclusions of this analysis by the end of April.

Petzl Recommendations

- Regularly inspect your ZIGZAG in accordance with the ZIGZAG PPE checking procedure.
- In the unlikely event you find a cracked link, retire your ZIGZAG immediately and contact your local Petzl distributor for a replacement under warranty.
- A cracked link presents no additional immediate risk to the user. However, like for any PPE, the presence of such a crack requires immediate retirement of the ZIGZAG.
- These recommendations therefore apply also to the Petzl ZILLON.

Future actions

Petzl continues to investigate the potential causes of these cracks, and will communicate our findings as soon as possible.

Sincerely

The Petzl team

FAQ of the Petzl ZIGZAG

Does this notice affect all ZIGZAG?

Yes.

How do I inspect my ZIGZAG?

Please follow the normal PPE inspection procedure for the ZIGZAG paying extra attention to the chain. The normal PPE inspection procedure can be found here <http://www.petzl.com/files/all/PPE-checking/ZIGZAG-PPE-checking.pdf>

If my ZIGZAG passes the normal Petzl PPE inspection procedure and the chain is free from cracks can I continue to use my ZIGZAG?

Yes, but you will still need to carry out your regular thorough and pre-use PPE checks.

Does this notice affect other items?

Yes the Petzl ZILLON uses the same chain and as such the same advice applies.

What should I do if I find a crack on one of the sections of my chain?

In this case, your product must be immediately retired, and you must contact your local distributor/agent who can arrange for a replacement.

Have there been any reported accidents/injuries?

No accident have been reported to us

If a crack in the chain was not noticed and the device remained in service is there any risk to the operator?

From our testing there is no evidence to suggest that the user is at any risk providing the device is used in accordance with the product instructions and the product experience available at www.petzl.com.

When do Petzl expect to have more information?

We hope to have more information before end of April.