



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

## **Inspection Notice – Channel Partner Notification**

**MSA Latchways® Guided Type Fall Arrester**

February 2024

**PLEASE READ NOW AND TAKE ACTION**

### **Dear Valued Channel Partner:**

MSA is issuing the enclosed **Inspection Notice** related to MSA Latchways® Guided Type Fall Arresters. If you receive a copy of this letter, you purchased potentially affected product.

In accordance with your distribution agreement, we ask that notify your customers who purchased potentially affected items and stop deliveries until you have inspected your product per the Inspection Notice.

### **Notifying Your Customers:**

We request that you issue a copy of the *Inspection Notice* to customers that may have purchased affected product. Please complete your customer notification as soon as possible.

If you prefer, you may provide us with an electronic file of all affected customers, and we will send out the *Inspection Notice* for you. Should you choose this option, please indicate that you would like MSA to notify your customers and send an Excel or tab delimited text file that includes the following seven fields of information (each element should have its own field):

1. Your customer's company name
2. Customer's name
3. Customer street address
4. Customer City
5. Customer state (country outside US)
6. Customer zip code (if applicable)
7. Customer email address (if known)

Please refer any direct inquiries from customers or requests for replacements to MSA at the email indicated in MSA Customer Service Contact Information.

US and Canada – Complete the survey in the email you receive from MSA regarding this notice. If you choose to have MSA notify your customers, upload the excel file to this survey.

All other regions - Submit written confirmation of customer notifications or requests for MSA to complete notifications to the email address indicated in the MSA Customer Service Contact Information. If you choose to have MSA notify your customers, upload the excel file to this email.

All information provided to MSA will be held in the strictest confidence and utilized exclusively to complete this notification. MSA processes personal data related to this *Inspection Notice* strictly in accordance with its Privacy Statement, available at <https://us.msafety.com/privacy-policy>



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**MSA Customer Service Contact Information**

If you have any questions regarding this Inspection Notice, please contact us as shown below:

**US and Canada:**

call 866-672-0005 or

Email us at [ProductSafetyNotices@msasafety.com](mailto:ProductSafetyNotices@msasafety.com)

**Europe, Middle East, and Africa:**

Email us at [ProductUserNotice@msasafety.com](mailto:ProductUserNotice@msasafety.com) or contact your local MSA customer service representative

**All other regions:**

Contact your local MSA customer service representative.

Your safety and continued satisfaction are important to us, and we apologize for any inconvenience that this may have caused.

Best Regards,

A handwritten signature in black ink, appearing to read "Adam Troup", written in a cursive style.

Adam Troup  
Product Safety Manager