



December 18, 2009

Dear Valued Nicros Customer,

As many of you are aware, the climbing industry is currently experiencing a rather unfortunate situation with MSA Auto Belays. The recall of these MSA units affects our industry, the providers, distributors, and most importantly you, the end users. Nicros is committed to the best customer service possible and this notification has been sent to clarify the current situation to the best of our knowledge. Nicros is committed to doing everything possible to work with MSA and their representatives to address this challenge. While the situation and its resolution are not in our control, we want you to know that we will be working diligently on your behalf.

**Earlier you were provided information with respect to the Stop Use Notice issued by MSA and the United States Consumer Product Safety Commission related to the MSA Redpoint Descender as well as the MSA Auto-Belay Descender. To the extent you have not done so already, immediately stop using either of these products. The use of these devices could cause serious bodily injury, even death. If you decide to continue using these devices it is at your own risk and Nicros will not be liable in any way, shape or form for any injuries that result from the use of these devices.**

**Nicros is exploring options to recover the costs associated with these devices. To assist us in this endeavor we ask you to remove the devices from where they are currently installed and store them in a safe location. Under any circumstances do NOT destroy these devices. Do not remove any tags or other identifying information, such as product number or serial number, which is contained on the device. We appreciate your assistance as we work through the issues surrounding the Stop Use directive. As further updates become available, we will pass them on to you.**

Currently we have had little response or direction from MSA. Most communication is coming to us through the Climbing Wall Association (CWA) to which Nicros is a member and I am on the Board of Directors. The Board is considering using the CWA and the size of its membership to better facilitate communication with MSA. If you are not a member of the CWA this will not affect you in any way however, we do encourage that you become a member. This situation is a good example of how a trade association can benefit everyone involved.

As for the current status, it is clear that the MSA Redpoint Descender will not be an option as an Auto Belay in the near future. We are advising that all customers that need auto belay units to continue using their climbing walls consider the alternative air/pneumatic units and move promptly to replace the MSA units. Personally, as the owner of several climbing gyms, I have also been affected by the MSA recall. Fortunately, our facilities also feature about 50 of the air/pneumatic devices and we have had no problems. Nicros sells these units and select manufacturers are currently offering additional discounts in order to help lower the cost of these units during this transition. Many of you are considering making the change and as such, the demand as well as the waiting period is increasing every day. You might want to get your order in early. Please feel free to contact our excellent sales staff at 800-699-1975 or locally at 651-778-1975.

This letter as well as any other communications regarding this situation will be posted on our website at [www.nicros.com/news.cfm](http://www.nicros.com/news.cfm). You can check this site at any time for updates. Please forward this correspondence to all individuals that need be aware of this situation.

We apologize for any inconvenience and will keep you posted as additional information becomes available.

Sincerely,

A handwritten signature in black ink, appearing to read "Nate Postma".

Nate Postma  
President



## **Redpoint® & Auto-Belay Descenders Stop-Use Notice Update**

November 3, 2009

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As you are already aware, MSA issued a Stop Use Notice on Redpoint and Auto-Belay Descenders on October 14, 2009. The Stop Use Notice was emailed and mailed to all Redpoint and affected Auto-Belay purchasers that MSA has on record. In addition, this notice has been circulated via the Internet through climbing wall organizations and social networking sites, and it has been posted on the MSA website. We have made every effort to ensure that all users of the Redpoint and Auto-Belay Descenders have been notified of this situation.

We understand the difficulties and challenges that our Stop Use Notice creates for owners of climbing walls and/or climbing gyms, and we regret any inconvenience that users may experience as a result of this equipment being out of service. However, user safety is our primary concern.

Both units involved in the reported accelerated descents, specified in the recent Stop Use notice, have been returned to us for evaluation. Our review discovered no evidence of any physical damage that would have affected the rate of descent. Over the past two weeks, we have conducted a thorough investigation and several key performance tests in attempt to pinpoint the root cause of the reported accelerated descents. We have dimensionally checked the brakes, induced stresses on the brakes and one-way bearing in several ways, and conducted a dimensional and chemical analysis of the bearing; however, to date, our testing has not produced an accelerated descent. Bearings have been sent to the bearing manufacturer for further independent analysis, and we are currently awaiting a report. We are also conducting additional tests to determine the effect of vibration on the performance of the bearing. We expect to have the results of these tests in approximately one week.

It is important that the Stop Use remain in effect. Please do not use any Redpoint Descender or affected Auto-Belay Descender until advised by MSA. As a reminder, the Stop Use Notice applies to the following descender units:

- All Redpoint Descenders (part numbers 10024873, 10027646, and 10027798) regardless of the date the unit was manufactured or last serviced,
- Auto-Belay Descenders (part number 10021806) manufactured or last serviced on or after June 30, 2000.

Rest assured we are making every effort to complete our investigation as quickly as possible and, more importantly, provide you with an effective and safe resolution to this matter.

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As additional information becomes available, we will be sure to communicate it to you in a timely fashion. We appreciate your patience and understanding as we work to provide you with the answers you need.

If you have any questions, please contact MSA Customer Service in North America at 1-800-MSA-2222 or your nearest MSA affiliate listed at [www.MSAnet.com](http://www.MSAnet.com).

Very truly yours,

A handwritten signature in black ink that reads "Charles J. Seibel, Jr." The signature is written in a cursive style with a large, stylized initial "C".

Charles J. Seibel, Jr.  
Manager of Product Safety

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