

## Product Recall following DMM product Safety Notice

**Stop using Teufelberger flipLINE 12,5mm swivel®:**

**Brand:** TEUFELBERGER

**Product name:** flipLINE 12,5mm swivel®

**Length:** all

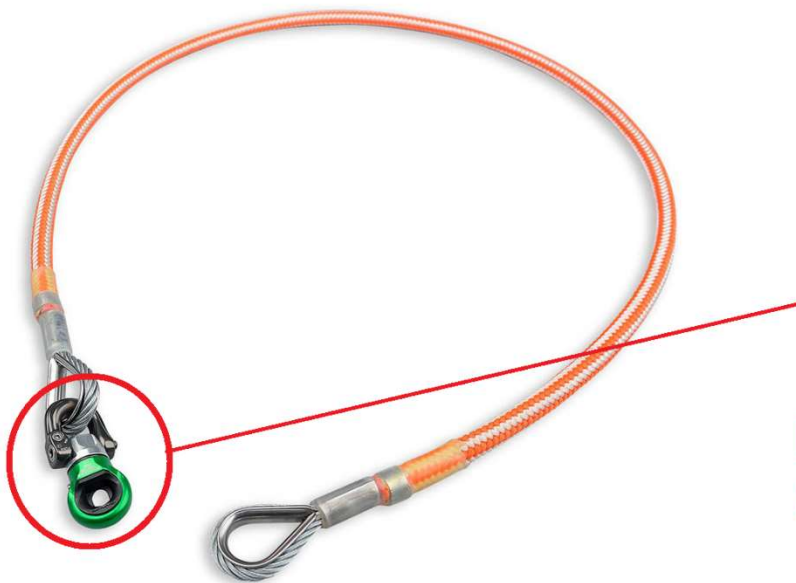
**Article reference:**

- 7350104 till 7350109
- C4259-16-00006 till C4259-16-00016

**Date of production:** all

**Serial number:** all

**Reason:** The component DMM SW440 Focus Swivel D under certain circumstances may allow the swivel assembly to unscrew and subsequently part.



**DMM  
SWIVEL FOCUS D**

+ detailed pictures of affected swivel

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**This information is complementary to the Safety Information issued November 2nd, 2022 by DMM International**

<https://resources.dmmwales.com/Recall-Information/Important-Safety-Notice-Product-Recall>

On November 3<sup>rd</sup>, TEUFELBERGER was informed by its supplier DMM International of an incident involving DMM SW440 Focus Swivel D: "Our investigation has identified a product fault that, under certain circumstances, may allow the swivel assembly to unscrew and subsequently part."

## Actions taken

As a measure of precaution, we decided to immediately inform our customers **to stop using flipLINE 12,5mm swivel®**.

### What to do?

1. Stop using flipLINE 12,5mm swivel
2. Retire flipLINE 12,5mm swivel® with DMM SW440 Focus Swivel D from use! Mark clearly and unambiguously as “not for use”!
3. Unscrew the DMM SW440 Focus Swivel D
4. Fill in the recall online claim form here : <https://flipline-dmm-swivel-recall.paperform.co/>
5. Our team will get back to you within 3 weeks maximum after having receive your official claim.

- ➔ You may continue using your flipLINE 12,5mm without DMM SW440 Focus Swivel D. Mind twisting of the rope during the use of your flipLINE 12,5mm without Swivel.
- ➔ If you have any doubts or questions contact us by [safetyfirst@teufelberger.com](mailto:safetyfirst@teufelberger.com)

**The following products are not affected by this product recall and are safe to use:**

- ✓ all Teufelberger flipLINE 12,5mm ® **without** Swivel



We are fully aware of the inconvenience caused by this issue. Please accept our apologies and know we take this issue very seriously. The safety of our users is TEUFELBERGER's first priority. Thank you for your continued trust.

### **For further information please contact:**

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