

User Inspection Notice –SH903x and SH905x

At ISC our commitment is to ensure the safety of our products and end users. We are focused on earning and maintaining the trust and confidence our customers place in us. We actively respond to customer product feedback with all diligence to increase the safety of our products and end users.

In line with our commitment to your safety and the continued safe use of our products we are reminding all users of the ISC SH903x and SH905x Snaphooks to conduct regular product inspections. In line with best practice and requirements of various legislations we remind our customers that you must conduct a pre-use inspection of your personal protective equipment (PPE).

Whilst there have been NO reports of accidents or injuries we have recently become aware of a situation with a Snaphook where the second-action keeper interfered with the third-action catch. Initial observations point to deformation of the second-action keeper (damaged through external forces) allowing it to incorrectly engage with the third-action catch. The second-action keeper was deformed (splayed out) in a way that allowed it to travel through its normal plane without the third-action catch first being depressed (see Figure 1). This allowed the gate to open, without the need to utilise the two deliberate actions normally required to open this device.



Figure 1—If there is evidence of deformation (see arrow) then you **MUST** retire the unit.

RETIRE



Figure 2—If there is no evidence of the mechanism failing, continue to monitor.

OK

If the second-action keeper is able to ride over the third-action catch in this way, it can lead to a number of effects:

1. The gate acts just like a standard single action connector—opening and closing
2. The gate can become stuck in the open position due to either friction between the gate and the keeper, or between the rivet in the gate, and the cut-out in the keeper

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The design of the triple-action Snaphook requires the third-action catch to be pressed before the second-action keeper can be engaged, enabling the gate to be opened. In a fully functioning unit (as shown in figure 2) the second-action keeper cannot be depressed without the third-action catch first being in its depressed position, in this situation, the gate cannot be operated. This mechanism protects the user by ensuring the gate cannot open unintentionally.

Users must continue to conduct regular inspections (at least daily) to ensure that the product is in a serviceable condition, ensuring all moving parts do move correctly especially any locking mechanisms. Inspect the mechanism for wear or abnormality, paying particular attention to the interaction between the second and third-action mechanism—see photographs shown on page 1.

ISC Snap hooks SH903x and SH905x are **safe for continued use** once your daily PPE inspection proves the normal operations of the gate mechanisms, and shows no evidence of detrimental wear or damage to these mechanisms. Should any doubt arise regarding its condition for safe use, the product should be immediately withdrawn from use and not used again until confirmed in writing by a competent person that it is safe to do so.

ISC works to achieve the highest standards for products and end user safety. We appreciate receiving feedback from our customers with any concerns for product performance. In fact, our customer feedback is the key to our continued development and improvement of our products.

We can be reached by email at sales@iscwales.com or by calling +44 (0) 1248 363125.