

cmcpro.com 6740 Cortona Dr. Goleta, CA 93117 800-235-5741 805-562-9120

PRODUCT INSPECTION NOTICE

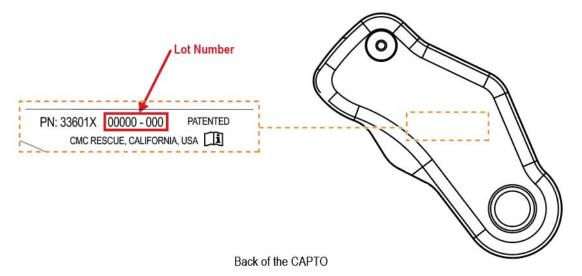
January 11, 2024

CAPTO 11 MM Gray Part # 336011 Lot number affected: 23356-XXX

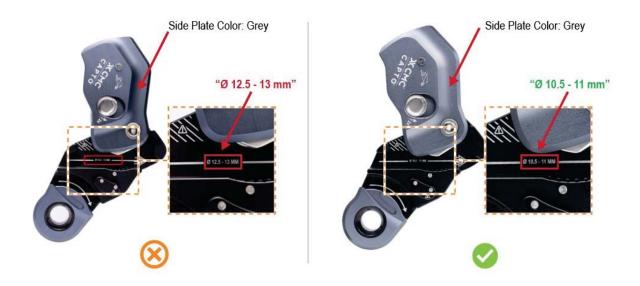
CMC has become aware of an isolated manufacturing issue that occurred in late December with the Gray 11MM CAPTO (CMC Part #336011) lot numbers starting with "23356-". The CAPTOs were incorrectly inscribed on the outside and inside of the product, see inspection instructions below. There is no known risk to user safety. We have corrected this issue for current and future CAPTO production.

Resolution: Inspect your CAPTO unit and remove it from service if it <u>meets ALL 3 of</u> <u>the following criteria</u>:

1. The lot number starts with "23356-". The lot number is located on the back of the CAPTO, see image below.



- 2. The faceplate is gray
- 3. The rope diameter number indicated on the inside of the device says "12.5-13 MM", see image below.



If you have a CAPTO that meets <u>ALL 3</u> of the criteria illustrated above, we request that you remove your CAPTO from service and contact Customer Support for a replacement unit by calling 800-513-7455, or emailing <u>info@cmcpro.com</u>.

Thank you for your continued support and trust!