

## **RECALL FOR INSPECTION BIRDIE (1<sup>st</sup> generation)**

**Serial Number : 05/19, 07/19, 08/19, 10/19, 11/19, 12/19**

**Vienne, February 10th 2021**

Our quality system took in charge several claims about broken handles.

In very rare cases, the handle can present some slack which may generate an additional force that can cause the breakage of the handle.

**It is important to note, that even in the case of broken handle the system remains locked. The assisted braking function is not affected. A fall hazard is thus impossible. The problem comes from the fact that the system can not be unlocked, so alternative solutions must be implemented to lower the climber.**

**To avoid any risk, we ask you to inspect your Birdie following the procedure described bellow :**

**•How to inspect the BIRDIE :**



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If you have a doubt, please contact us directly.

### • Replacement with Birdie 2020

Mail to : [customerservice@beal-planet.com](mailto:customerservice@beal-planet.com) or call us : +33 4 74 78 88 88 with the following informations :

- First Name, Last Name, Phone number, address, email, serial number.

We sincerely apologize for the inconveniences and we thank you for your collaboration.