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March 17<sup>th</sup> 2014

## Customer information for the Petzl CROLL B16 & B16AAA.

**This information is aimed specifically at those organisations that use the Petzl CROLL ascender intensively for commercial operations.**

Dear Customer,

### Facts:

Two different customers have informed us recently of the failure of the rivet head on two Petzl CROLL ascenders; neither failure led to an accident. These two CROLL ascenders were used on offshore platforms in the North Sea. There was no sign of specific wear or damage on either CROLL before these failures.



### Perspective:

Over hundreds of thousands Petzl CROLL's have been produced in the last 20 years, with hundreds of thousands of hours of use recorded and tens of thousands of Km's travelled on ropes. Over this time, Petzl have not had a failure of this type reported before.

### Petzl immediate actions:

Our technical team is working with urgency on this occurrence, and Petzl are committed to carrying out an in depth investigation to understand the exact causes of these two failures.

Our initial analysis has concluded that:

- these two CROLL are genuine Petzl products.
- these two CROLL were produced in August 2012.
- The rivet materials and dimensions comply fully to our requirements.

Numerous trials and tests are being undertaken in the Petzl test laboratory to replicate the service conditions and attempt to produce a reoccurrence of this failure. To date it has not been possible to replicate the failure observed.

### Petzl recommendations:

The instance of this in-service failure is exceptionally low (2 in hundreds of thousands ). As a matter of user confidence:

- Petzl remind that when connected to a rope device, the user must have a back-up device or a connection to second rope clamp (secondary means of support)
  - Petzl recommend that users should visually inspect their CROLL B16 & B16AAA to check that the rivet head is not missing.
- Note that the new smaller CROLL and other Petzl rope clamp are not concerned by this information. Only the old CROLL B16 & B16AAA are concerned.

### Future actions:

- Petzl are continuing to investigate the cause of these exceptional occurrences.
- Petzl will communicate the results of these investigations, including any potential corrective actions, as soon as they are concluded.

**When: April 18<sup>th</sup> at the latest**

**PETZL request that this information is made available to all those who work with, maintain and inspect Petzl CROLL ascenders; and strongly recommend that the recommendations listed are put into effect.**

Bernard Bressoux  
Research and development department / Service bureau d'étude  
Quality & Technical director / Directeur Technique et Qualité

# FAQ

- Does this affect all the old CROLLs produced? *Today, we do not have enough information's to answer precisely to this question. The known facts in our hand today show us that may be only the old CROLL B16 & B16AAA produced in year 2012 could be concerned?*
- Does this affect the new smaller CROLL B16BAA ? *NO, only the old CROLL B16 & B16AAA are concerned.*
- Does this notice affect other similar items such as ASCENSION or the PANTIN? *NO, only the old CROLL B16& B16AAA are concerned.*
- I use my CROLL in a non-marine environment, do I need to carry out the check? *Even if the two incident did appear on off shore platforms in the North Sea, as a measure of precaution, we advise you to carry this check.*
- How do I check the rivet head? *Just check visually that the rivet head is still in place*
- If the rivet head is intact can I continue to use my CROLL? *Yes, but respect Petzl recommendations.*
- What should I do if the rivet head on my CROLL is missing or damaged? *In this case, your product must be immediately retired, and contact your local distributor/agent.*
- If the rivet head were to fail during use what is the likely outcome? *If your are under tension nothing will happen , but as soon as the tension will be released , you may loose the rivet and your CROLL will not lock any more.*
- Have there been any reported accidents/injuries? *NO accident have been reported to us.*
- When do Petzl expect to have more information? *April18th at the latest*