

# Safety Alert

<b>Bulletin Number:</b>	SA 0003
<b>Release Date:</b>	7-May-2024
<b>Effective Date:</b>	7-May-2024
<b>Completion Date:</b>	26-May-2025
<b>Manufacturer:</b>	Head Rush Technologies
<b>Affected Production Dates:</b>	1-Nov-2022 through 26-Feb-2024
<b>Product Names:</b>	TRUBLUE iQ LT (12.5m); TRUBLUE iQ XL (20m); TRUBLUE iQ+ LT (12.5m); TRUBLUE iQ+ XL (20m)
<b>Affected Serial Numbers:</b>	iQ0014492 through iQ0036407 iQXL01283 through iQXL02678 iQP00110 through iQP00161 iQP000164 through iQP000356 iQXLP0104 through iQXLP0182
<b>Model Names:</b>	TBiQ-LT; TBiQ-XL; TBiQ+LT; TBiQ+XL

## Reason for Alert

Head Rush Technologies has discovered a component on a limited number of auto belay devices that if mounted below specific heights could cause impaired retraction and pose a fall and injury hazard for the climber. You must immediately follow the instructions in this memo to determine (a) if you have a potentially affected product and (b) if so, that you remove it from service and return it to us for a complementary inspection. While no injuries have been reported to Head Rush Technologies related to this issue, out of an abundance of caution and in line with our bedrock commitment to safety, Head Rush Technologies is alerting customers to this potential safety issue. Your immediate cooperation is essential.

## What you need to know

In a limited number of TRUBLUE iQ and iQ+ devices that are both within the serial number range listed above **and** are mounted below certain heights (see Table 1 below), there is a component that could cause impaired retraction. We believe this issue is present in fewer than 10% of the identified devices, but it is critical that you determine if your device could be impacted.

## What you need to do

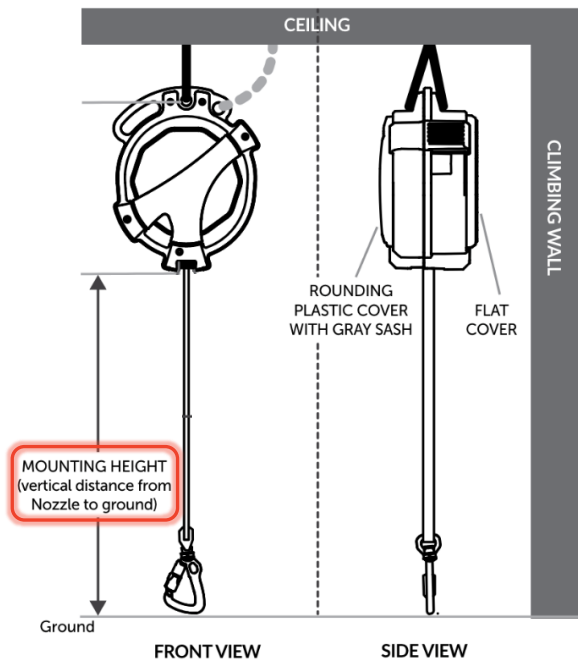
Owner/operators with TRUBLUE iQ and iQ+ devices should take the following actions:

1. **Check Serial Number:** Check the serial number(s) of TRUBLUE iQ and iQ+ device(s). The serial number starts with SN. It can be found on a sticker located on the device handle and is formatted as follows:

SN iQ#####  
 SN iQXL#####  
 Unit serial number

If it falls within the affected range, proceed to action #2. If not, you may continue to use it following the device’s operator manual.

- Measure Mounting Height:** Measure the device’s mounting height. The mounting height is the vertical distance from the ground to the device’s nozzle at the very bottom of the device where the webbing spools out, as depicted here:



Use Table 1 below to determine the device’s threshold mounting height. **If your device(s) is/are mounted below the height threshold, proceed to action #3.** If your device is mounted above the height threshold, you may continue to use it at or above that height following the device’s operator manual.

Table 1: Threshold Heights Per Device Type

Model	Mounting Height Threshold
TRUBLUE iQ LT and iQ+ LT	<9m (29.5ft)
TRUBLUE iQ XL and iQ+ XL	<17.5m (57.4ft)

- Contact Your Authorized Service Center:** Please remove the affected device(s) from service immediately and contact your Head Rush Technologies [authorized service center](#) for inspection, update (if necessary) and return at no cost to you.



Head Rush Technologies US  
1699 Cherry St, Suite C,  
Louisville, CO 80027  
USA  
+1-720-565-6885

## Our Commitment

This Safety Alert is being sent to customers with devices within the affected serial number range, as well as all Head Rush Technologies authorized service centers, in an effort to identify and address the potential retraction issue to our customers' complete satisfaction and to ensure the safety of all users.

We are doing our utmost to minimize the time needed to inspect and return your affected device(s). We are taking these steps because of our unwavering commitment to safety and quality. We appreciate your prompt and thorough response.

Whether or not your device is affected, we encourage all owners/operators to take this opportunity to review your device's operator manual and ensure you are performing the required daily, weekly, and six-month inspections, as well as properly instructing customers how to check for retraction before each climb.

Please feel free to contact your Head Rush sales or customer service representative if you have any questions whatsoever.