

Safety Alert

Bulletin Number:	SA 0004
Release Date:	17-Jul-2024
Effective Date:	17-Jul-2024
Completion Date:	01-April-2025
Manufacturer:	Head Rush Technologies
Affected Production Dates:	31-May-2017 through 07-July-2021
Product Names:	TRUBLUE Speed
Affected Serial Numbers:	TBSD00098 through TBSD01180
Model Names:	TRUBLUE Speed, TBSD150-20 (12.5m) TRUBLUE Speed, TBSD150-20 (16m)

Reason for Alert

Head Rush Technologies (HRT) was notified of an incident and a reported injury that occurred during the use of a TRUBLUE Speed device. A thorough investigation was conducted, including an inspection of the device and testing by component suppliers. The results of that investigation indicate that a limited number of TRUBLUE Speed Auto Belay devices may have been assembled with a component that was incorrectly manufactured by the supplier. In rare circumstances this component can prevent the backup brake activation mechanism from operating properly. HRT is alerting owners/operators and distributors of the results of the investigation and current risk. Devices made within the affected serial number range must be inspected to ensure they do not contain the improperly manufactured component.

What you need to know

TRUBLUE Speed devices within the serial number range listed above may contain an improperly manufactured component, increasing the risk of a climber falling from a height if the primary braking mechanism also fails to activate. Based on the investigation's results, HRT believes the circumstances in which the improper component would cause a device failure are rare. However, it is critical that you determine whether your device(s) is in the affected serial number range and contact HRT for inspection and service.

What you need to do

Owners/operators with TRUBLUE Speed devices should take the following actions:

1. **Check Serial Number:** Check the serial number(s) of TRUBLUE Speed 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:



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

SERIAL NUMBER LABEL



If the serial number falls within the affected range, proceed to action #2. If not, you can be confident that the device does not contain the improperly manufactured component and you may continue to use the device, following the procedures in the operator [manual](#).

2. **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.

Our Commitment

This Safety Alert is being sent to customers with TRUBLUE Speed devices within the affected serial number range, as well as all Head Rush Technologies authorized distributors and service centers, to identify and address the potential backup brake activation issue and ensure the safety of all users as well as the complete satisfaction of our customers.

Our commitment to safety and quality is unwavering, and we are doing our utmost to minimize the time needed to inspect and return your affected device(s). We appreciate your prompt and thorough response.

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