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Reg No: 2002/050029/23

PRODUCT SERVICE BULLETIN 2016-01 (PSB # 2015-01) Update

ISSUE DATE: 11th January 2016

SUBJECT: DSF Stainless Steel Hardware on Vortex Harness Containers

STATUS: All Harness Containers with DSF Stainless Steel hardware are Permanently Grounded (Product Recall)

IDENTIFICATION: Vortex Harness Containers Fitted with DSF Stainless Steel Hardware

All DSF Stainless Steel Hardware (Part Number: H38005) ,this includes not only the stainless steel mini base ring but hip and chest rings as well. Identifiable by DSF stamp as in picture below.





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NAME: DSF Stainless Steel Hardware on Vortex Containers (**PSB # 2016-01**)

BACKGROUND:

On January 2nd, 2016, a photograph of a stainless steel ring with DSF imprinted on it was sent to us by our dealer in Holland. This ring was observed by a jumpmaster/loader prior to boarding. We think the ring cracked and was pulled apart by about ten millimeters on one side, on the previous opening. The harness/container only had four jumps on it, according to the dealer. Without much information and due to the holiday weekend, we were unable to assess exactly what had occurred and we therefore ground all the Vortex containers with this stainless steel hardware pending a full investigation in the interests of safety.

The manufacturer of these stainless steel rings, Daesung Forge, flew to meet with us and lengthy discussions were conducted and the product was reviewed against test results and conformance specifications. Opinion was also garnered on testing the rings in the harness containers, replacement of the rings only and it was concluded that in the absence of a means to test each ring on the container without damage to it and a further risk to the integrity of the harness/container which could occur in the unpicking process, that the best solution was a replacement. On Saturday 9th, 2016, agreement was made between ourselves and Daesung Forge to implement a replacement program for these affected harness containers. The harness containers that are in use with this hardware are therefore permanently grounded and must be returned to our facility in order to be entirely removed from use and circulation.

Affected Vortex Rigs: All Harness Containers fitted with Stainless Steel DSF hardware

Notice regarding Grounded Vortex Harness Containers referenced in Safety Bulletin 2016/01

To : All Parachute Systems Dealers and Customers

After extensive meetings, discussions and opinion, we wish to advise our customers:

1. While the hardware manufacturers believe the compromised stainless steel ring could be an isolated incident, and expert opinion has confirmed this is very possible, in the absence of being able to test every single ring quickly and efficiently, both companies have decided that they will not risk the possibility of even one Harness Container in the field with a potentially faulty stainless steel ring.



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2. It has been decided, therefore, that every Vortex Harness Container with the stainless steel hardware as referenced in the Bulletin and stamped "DSF" BE GROUNDED PERMANENTLY.
3. This grounding does NOT pertain to the Vortex Harness Containers that do not have the referenced stainless steel hardware per the Bulletin and stamped "DSF".
4. It has been further agreed to by both companies, that EVERY Vortex harness container that has the stainless steel hardware as referenced in the initial Bulletin, will be replaced with a brand new identical Harness Container as the original order.
5. The replacement phase (VORTEX REPLACEMENT PROGRAM) will commence immediately and the closing date for the receipt of claims under this program is December 31st, 2016.
6. Manufacturing and delivery of new harness containers will be done in the fastest and most expeditious way possible and will include an increased production line/s for this specific purpose which will not delay or impact new orders.
7. All new VORTEX replacements will be made 'standard' with the new Skyhook ready design and magnetic riser covers (unless otherwise requested), which will provide all replacement customers the ability for an after market Skyhook fit and give them the upgraded magnetic riser covers.
8. Any changes to the size and extra options from the original order will attract charges outlined on the registration form discussed hereunder.

The procedure for the Claim and return of the permanently grounded harness containers:

- a. Each harness container needs to be 'registered' for return by its owner. The form is available on our website and together with a color selector of the replacement harness container is to be returned by email to vortexrecall@parachutesystems.com.
- b. The harness container should then be returned to Parachute Systems in Durban. Once registered and when ready to mail, each customer should request a letter of authorization for shipping with "LETTER OF AUTHORIZATION REQUEST" and their name and serial number in the subject line of same email. They will receive an email with such authorization letter to be provided to the shippers.



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- d. Each harness container must have its reserve, main, and AAD removed. All accessories should be removed and retained EXCEPT the following SHOULD BE RETURNED with the harness container: **RSL (if there is one) , Risers IF there is an RSL, Reserve freebag, Reserve Rip Cord and Cut Away Handle.**

DISTRIBUTION:

1. All registered owners affected by the Service Bulletin.
2. All Parachute Systems Dealers.
3. All Parachuting Publications.
4. National Aero Clubs, Parachuting Section.
5. Military Parachute Organizations.
6. PIA Para Newsbriefs
7. All drop zones.

We apologize to all our customers who are affected by this but we believe that this is the safest and best outcome for the resolve of this potential risk. Please be assured that customer safety is our most important concern and we assure you of our best attention at all times.

Authorizing Authority

Chris Dales, Managing Director

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A handwritten signature in black ink, appearing to read 'Chris Dales', is positioned above a horizontal dotted line.

Christopher Dales

Managing Director: Parachute Systems