

IMPORTANT SAFETY NOTICE: PRODUCT RECALL



DMM Compact Swivel Units

2nd November 2022

PRODUCT RECALL / HAZARD NOTICE

We have been made aware of a near-miss incident involving the failure of a DMM Director connector (A647BS) that parted at the swivel assembly. The user was unhurt.

Our investigation has identified a product fault that, under certain circumstances, may allow the swivel assembly to unscrew and subsequently part.

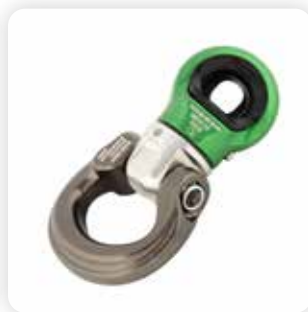
The same swivel assembly is used in the following products, and as such we are issuing a recall for all items that share this assembly.

This recall affects all units in circulation including all colour variants (not shown below) as of the date of this recall.

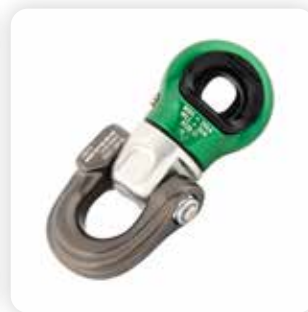
PRODUCT RECALL



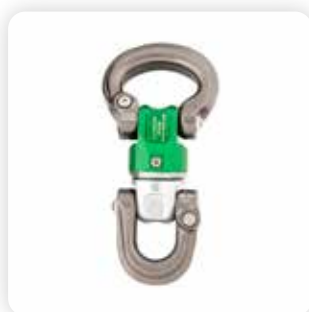
› SW400 Mini Swivel



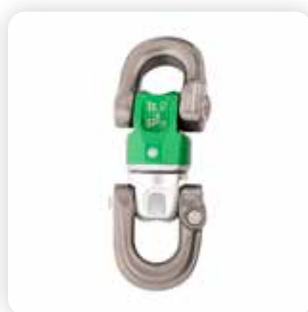
› SW450 Focus Swivel Bow



› SW440 Focus Swivel D



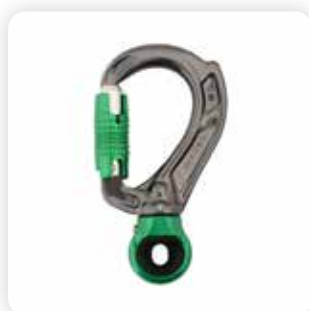
› SW470 Nexus Swivel Bow to D



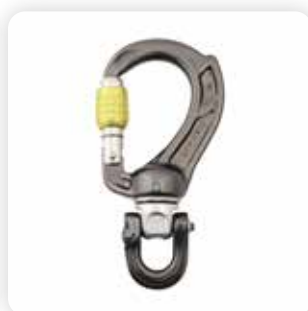
› SW480 Nexus Swivel D to D



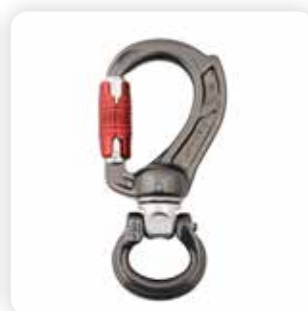
› SW490 Nexus Swivel Bow to Bow



› A63x Director Swivel Eye - All gate types



› A64x Director Swivel Boss D - All gate types



› A64x Director Swivel Boss Bow - All gate types

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Note: shackles are standalone product parts so do not use serial numbers or product codes (SW410 or SW420) marked on the shackles.



PRODUCT RECALL

Stop using any of the above items immediately, remove from service and quarantine.

We have issued this notice ASAP for user safety reasons. We are currently finalising our returns and corrective action plan. If you have any of the products please register for the recall process by [clicking here](#) to provide details of you and your products. We will then be in touch with updates.

Frequently asked questions can be found [here](#).

Please accept our apologies for the inconvenience. Product integrity and user safety are our highest priorities, and we are working hard to resolve this situation. Thanks for your understanding and support.

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