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Reg No: 2002/50029/23

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

IDENTIFICATION: PSB # 2016-01 (Version2)

NAME: DSF Stainless Steel Hardware on Vortex Containers

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.
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".



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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.
- 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.**

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.