

IMPORTANT WARRANTY RECALL

This applies to your PS Industries Inc., Ladder Safety Gates

October 18, 2021

RE: Warranty Recall 2021-001 – Strike Plate Possible Inadequate Weld

Models Affected: LSG-XX-Powder Coat Yellow - All Sizes (Does not include Stainless Steel or Galvanized Gates)

Dear Ladder Safety Gate Owner,

This notice is sent to you in accordance with the PS Industries Inc. Quality Management Policy and Limited Warranty. PS Industries Inc. has identified possible inadequate welds connecting the strike plate to the gate hoop. The workmanship issue applies to a small portion of Ladder Safety Gates produced; however, product owners must inspect gate(s) for possible inadequate weld(s) which are eligible for warranty replacement of the Gate Hoop Assembly.

What is the concern?

Certain models of the Ladder Safety Gate produced between August 1, 2021 and October 15, 2021, may have inadequate welds connecting the **Strike Plate** to the **Gate Hoop**, together known as the Gate Hoop Assembly. This may allow the strike plate to become detached from the hoop rendering the Ladder Safety Gate inoperable and ineffective.

What will PS Industries Inc. do?

PS Industries Inc. is carrying out a warranty recall of the affected Ladder Safety Gate Hoop Assembly. PS Industries Inc. will, upon customer inspection and identification, replace the **Gate Hoop Assembly** of the Ladder Safety Gate at no charge.

What should you do?

1. Inspect your Ladders Safety Gates purchased between August 1, 2021 and October 15, 2021 (see list of affected items in the **Detailed Summary Report** attached to this document) in accordance with the attached **Strike Plate Weld Inspection** document.
2. Any Ladder Safety Gate determined to have an inadequate weld must be taken out of operation until the warranty replacement component has been received and installed.
3. Complete the Warranty Replacement Order Form and submit in accordance with the instructions on the Order Form.
4. Dispose of any defective Gate Hoop Assemblies, not the entire Ladder Safety Gate. **KEEP THE HARDWARE BOLTS** for reassembly.
5. When you receive the replacement Gate Hoop Assembly, reassemble the Ladder Safety Gate utilizing the new Gate Hoop Assembly.

How Long will it take?

PS Industries Inc. will send out the replacement Gate Hoop Assembly as quickly and efficiently as possible to minimize the inconvenience to customers.

Attention Distributors: PS Industries Inc. requires the distributor to forward this warranty recall notification to your applicable customers who have received Ladder Safety Gates listed above during the timeframe listed above, within TEN (10) calendar days from date of receiving the Warranty Recall notification.

What should you do if you have further questions?

If you have any questions or concerns, please contact PS Industries Inc., via phone at 1.877.446.1519 or via email at 4psinfo@psindustries.com. Please reference the Warranty Recall #2021-001.

Should you have the need to contact PS Industries Inc. via mail, please use the following address:

PS Industries Inc.
Attn: Warranty Recall #2021-001
1150 S. 48th Street
Grand Forks, ND 58201

Thank you again for selecting PS Industries Inc. Your ownership experience is very important to us. We recognize this Warranty Recall may be an inconvenience. However, with your cooperation we can quickly replace any affected components.

We sincerely apologize for the inconvenience.

Sincerely,



Cory Melland
President

Attached

1. LSG Strike Plate Weld Inspection_10.18.2021
2. Warranty Part Order Form_10.18.2021
3. Detailed Summary of Effected Orders

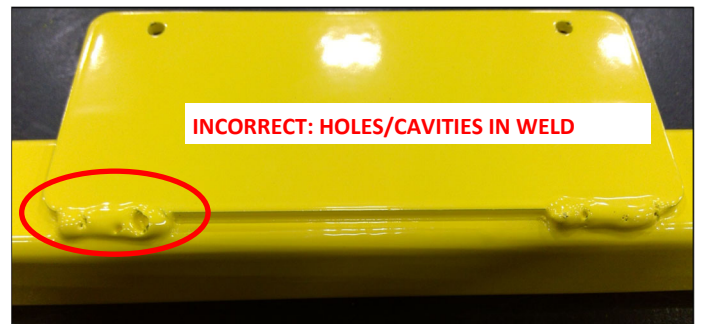
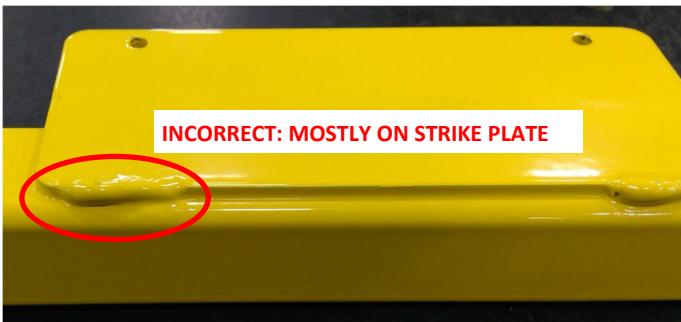
STRIKE PLATE WELD INSPECTION

Visually inspect the welds where the Strike Plate is welded to the Gate Hoop and compare the welds to the sample welds shown below;

Good Weld Examples: If the welds on your Ladder Safety Gate resemble the sample welds shown below. You have a properly welded Gate Hoop Assembly. No action is necessary. Thank you for inspecting your Ladder Safety Gate.



Incorrect Weld Examples: If you find welds which look like those shown below, PS Industries Inc. recommends ordering a Warranty replacement Gate Hoop Assembly. Utilize the attached Order Form.



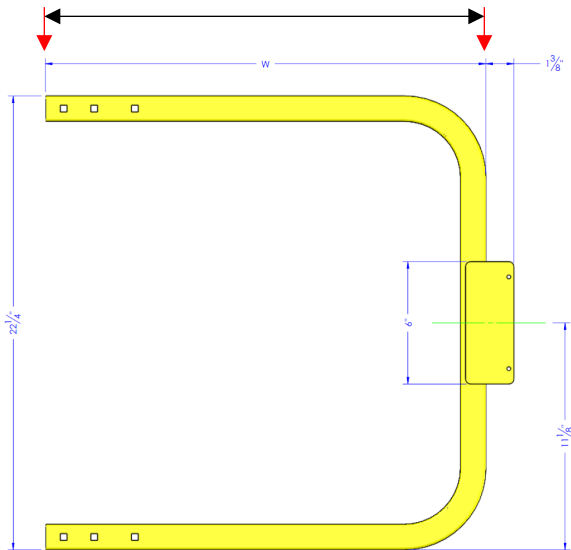
Please fill out the form completely to order the replacement Gate Hoop Assemblies required for your Warranty Claim.

SHIP REPLACEMENT PARTS TO:

Company Name: _____	Date: _____
Attention: _____	Phone Number: _____
Address 1: _____	Email Address: _____
Address 2: _____	
City: _____	If Purchased through a Distributor, list Distributor below: _____
State: _____	
Zip Code: _____	

To ensure you receive an exact replacement Gate Hoop Assembly, please measure the Gate Hoop Assembly as shown below and choose the corresponding Gate Hoop Assembly Size.

1. Measure from Red Arrow to Red Arrow. This dimension will correspond with a dimension in the table to the right.
2. Fill in the Quantity of Gate Hoop Assemblies required to replace Gate Hoop Assemblies with inadequate welds.



GATE HOOP ASSEMBLY WIDTH (W)	PART NUMBER	QUANTITY REQ'D
12-5/8"	500964	
15-5/8"	500967	
18-5/8"	500971	
21-5/8"	500975	
24-5/8"	500979	
27-5/8"	500983	
30-5/8"	500987	
33-5/8"	500991	
37-5/8"	502067	
41-5/8"	502071	
45-5/8"	500995	

3. Email completed form to: orders@psindustries.com
4. You will receive a confirmation email once your order has been processed and a shipping notification when your Warranty replacement parts have been shipped.

If you have any questions or need assistance, please contact PS Industries Inc., via phone at 1.877.446.1519 or via email at 4psinfo@psindustries.com. Please reference the Warranty Recall #2021-001.