

UPDATE: 1 DECEMBER 2021

We have received reports of users experiencing rope slippage while using the ZIGZAG®, ZIGZAG® PLUS and ZILLON. Following these reports, we have identified two defects causing the slippage. We, therefore, ask you to do a **manual inspection** and a **function test** of your product to detect any possible slippage. In case your product slips, we are providing details on our local after-sales returns service.



This information concerns only the following products:

ZIGZAG (D022AA00), ZIGZAG PLUS (D022BA00), ZILLON (L22A 025, L22A 040, L22A 055) with serial numbers between 18L 0000000 000 and 21G 0000000 000.

Customer returns alerted us to slippage with new or slightly used ZIGZAG / ZIGZAG PLUS / ZILLON products. Following our technical investigations, we were able to identify the causes of the slippage. They related to a variance in our production process, resulting in two types of defects in the release levers on ZIGZAG, ZIGZAG PLUS and ZILLON:

- random malfunction of the spring effect of the upper release lever,
- variance in the surface treatment resulting in a modification of the geometry of the release lever.



ZIGZAG, ZIGZAG PLUS and ZILLON release levers.

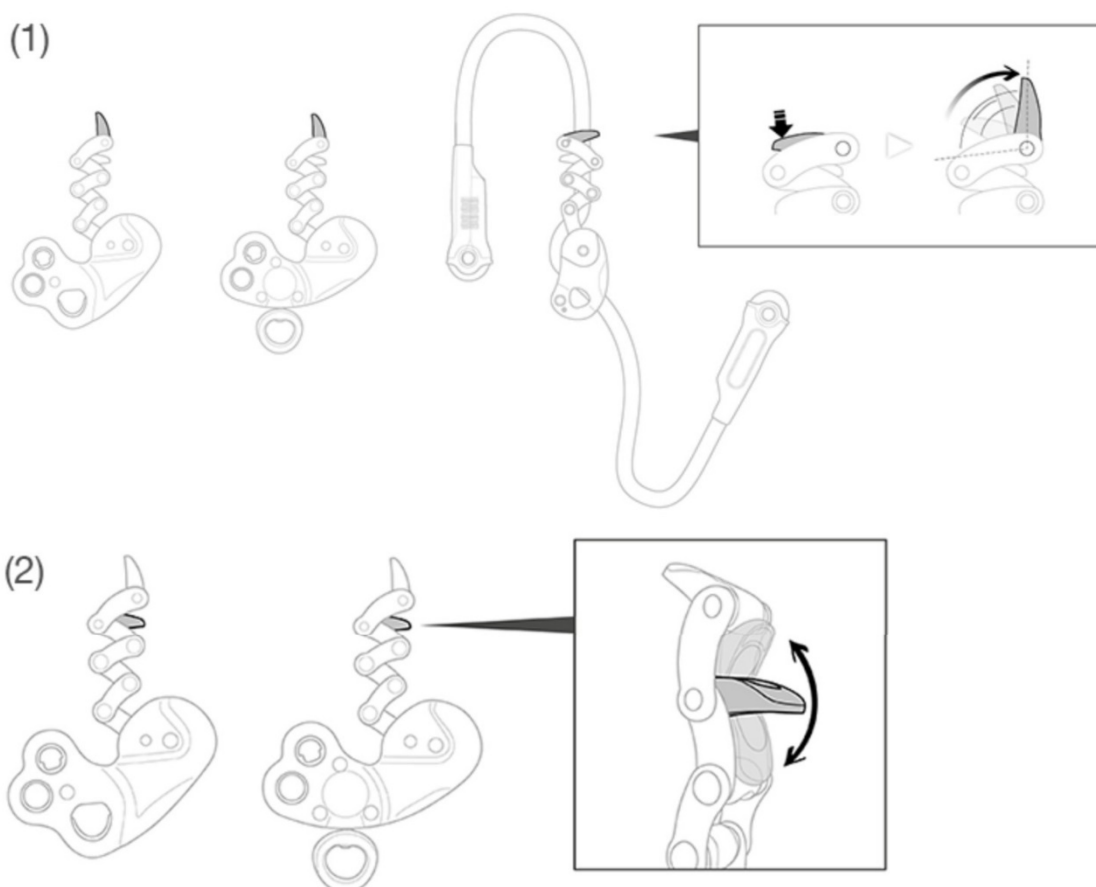
This production variance causes premature wear on the release levers, resulting in slippage that can be observed after a few months of use, or even on new products.

The situation leads us to three actions:

1. **Stop sales** of current products. Petzl have now released an updated model that is available in New Zealand from mid-December 2021.
2. A **request for inspection** of your product by following the two specific points of the PPE inspection procedure contained herein.
3. An end user **after-sales service offer** to redress the inconvenience caused by the slippage of your product - an exchange for an updated product, this exchange is only available via petzl.co.nz .

PPE Inspection points to carry out on your ZIGZAG / ZIGZAG PLUS / ZILLON product

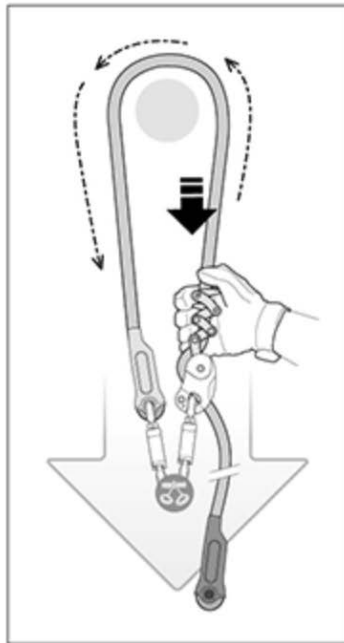
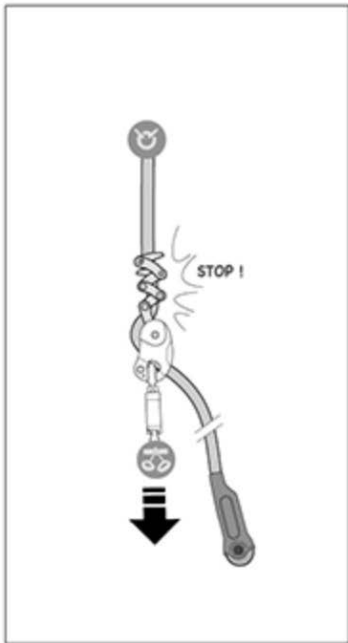
1. **Inspecting the release levers**



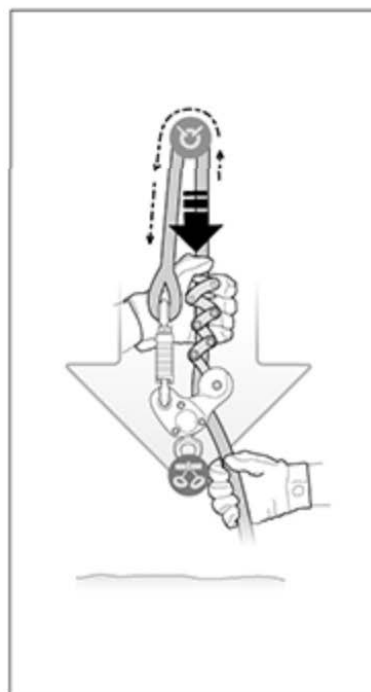
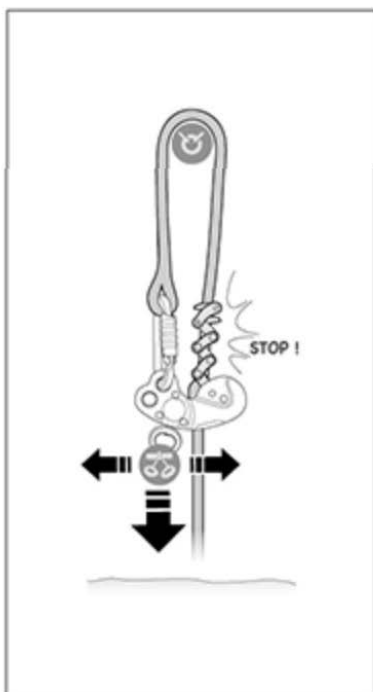
Check the effectiveness of the upper release lever return spring (1) and the mobility of the lower release lever (2) for ZIGZAG, ZIGZAG PLUS. Repeat the test at least ten times. The levers should move freely without friction. **If the results of these tests are not satisfactory, immediately stop using your product and return your product by contacting the Petzl New Zealand after-sales service centre with this [contact form](#).** If the levers work, proceed to the next inspection point.

2. Function Test

ZILLON: Hang on to the lanyard in single mode at a very low height: there should be no slippage. When used in double mode, verify that pressure on the release lever allows smooth and controlled sliding of the rope.



ZIGZAG / ZIGZAG PLUS: perform a function test with your rope (compatible ropes: 11.5 to 13mm \varnothing). Install the ZIGZAG in double mode. Suspend yourself at a very low height.



When hanging from the ZIGZAG in double mode, there should be no slippage. Verify that pressure on the release lever allows smooth and controlled sliding of the rope.

If the results of these test are not satisfactory, immediately stop using your product and return your product by contacting the New Zealand after-sales service centre with this [contact form](#) .

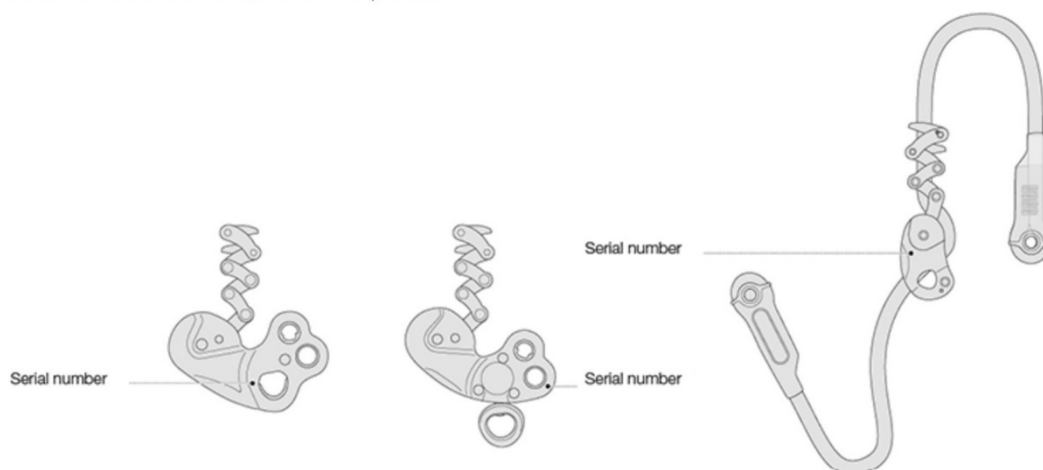
If you have any doubt about the results of these tests, contact the Australian service centre with the contact form (link provided through this notice). These inspection points are in no way a substitute for a complete PPE inspection of your product following the procedure available on www.petzl.com or at the below links.

- [ZIGZAG / ZIGZAG PLUS PPE inspection procedure](#) (PDF)
- [ZILLON PPE inspection procedure](#) (PDF)

FAQ'S

How do I find my serial number?

Serial numbers are indicated on the product:



Which rope should I use to test my ZIGZAG / ZIGZAG PLUS?

The test should be performed with your rope (11.5 to 13 mm \varnothing). This test is valid for one device/rope combination. If you change the rope, the result of this test may be different (e.g. smaller diameter rope or new rope). Be sure to perform this test each time you change the rope, in accordance with the Instructions for Use.

My product is affected by this information and does not slip: should I return my product?

If you have inspected your product and it does not slip, you can continue to use your product. However, make sure to perform a function test before each use and whenever the rope is changed, in accordance with Instructions for Use.

I am an end user. My product is affected by this information and is slipping. How do I return my product?

Contact the Petzl New Zealand after-sales service centre using this form. We offer the following service: Exchange for a new unit, starting November 1st, 2021 (Return costs are at our expense).

Is there more slippage with smaller diameter ropes?

Yes, there is more slippage if you use small diameter ropes such as FLOW. To limit slippage, you can use a larger diameter rope within the authorised diameter range. Be sure to perform a compatibility test before use.

My product is affected by this information. I carried out the inspection on my product, and it did not slip. However, I have experienced slippage in use. Why?

Because of the defects in the release levers, we have also noted that in use, under certain conditions (repeated loading on the same section of rope, use of a PANTIN-type foot ascender and/or small diameter rope), you may experience more significant and/or more frequent slippage.

If you find that the slippage you experience is acceptable in your practice, you can continue to use your product while monitoring for any increase in slippage. Otherwise, you can return your product to us by contacting the Australian after-sales service centre on this form.

My ZIGZAG / ZIGZAG PLUS is not affected by this information but it is slipping. What should I do?

Any sign of slippage or poor locking may indicate that the device is worn. Be sure to perform a complete inspection of your product by following the PPE inspection procedure.

Have there been any injuries with the products affected by this information?

To date, no injuries have been reported to Petzl. We have only received reports of inconvenience related to slippage.

How many products are affected by these defects?

All products with serial numbers between 18L 0000000 000 and 21G 0000000 000 are affected by the geometry defect of the release levers. For the defect concerning malfunction of the spring effect of the upper release lever, the return rate is 0.025%.

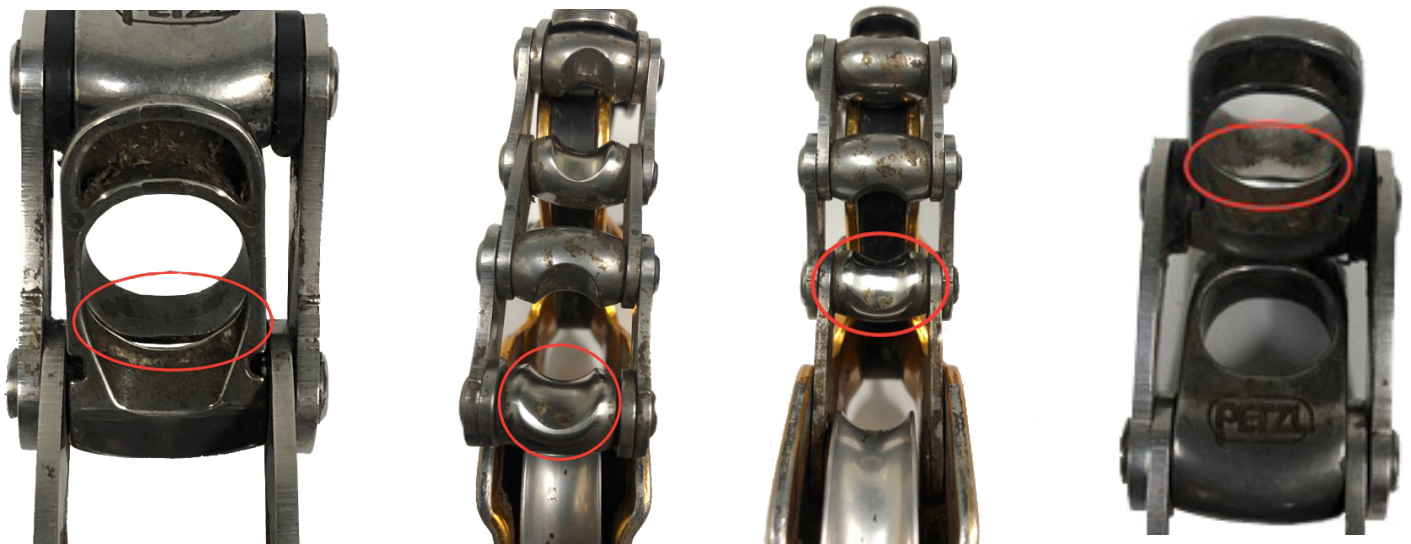
My product is affected by this information and it slips when tested as requested. How long do I have to return my product?

If your product's serial number is between 18L 0000000 000 and 21G 0000000 000 and slips when tested as requested in our information, you have until December 31, 2022 to return your product.

What if my device is heavily worn, is it covered?

It has come to our attention that some units returned are slipping not due to the faulty manufacturing in the top two levers. We have found heavy usage where high rates of use on contaminated, unclean, ropes will wear out the friction areas and creates slippage. This is particularly the case when using the thinner \varnothing ropes like 11.5 and 11.7mm due to the smaller friction area.

If your device looks similar to the images below highlighting the wear, then your device is not faulty and is worn out and needs to be replaced.



What is the technical update to solve this issue?

ZILLON / ZIGZAG / ZIGZAG PLUS products have received a technical update during the Fall of 2021. This update is visible on the release levers. The update is effective on ZIGZAG / ZIGZAG PLUS with serial numbers from 21I onward, and 21J for ZILLON.



New Zealand Return Process:

NOTE: In order to return the device, it must fail the (1) inspection and (2) function test detailed in this notice, when performed by the user. Devices will not be replaced if slipping occurs due to excessive wear and tear from use.

For an **Exchange** (from November 2021) visit petzl.co.nz, follow the inspection and test procedure and if required lodge a request and we will facilitate the exchange. We are no longer offering a refund option as updated stock is now being received in New Zealand. Please note the New Zealand support office will be closed between 24/12/21 and 16/1/22 so any returned products received after 22/12/21 will be processed late January 2022.

Due to COVID Restrictions, end users are not able to return products in person to Spelean (NZ) Ltd. Please complete the form on petzl.co.nz and return instructions will be provided by the Petzl New Zealand after-sales service centre.

This exchange offer ends at close of business (local time) on 31st December 2022.