



Andy Reiland

Manager of Equipment Procurement / Asset Management

To Our Valued Customers,

On November 30, 2009, Safway was notified that some tubes from our Tube & Clamp product line were becoming dented during the installation/tightening of our clamps.

Since being notified of this occurrence, Safway has conducted significant chemical and technical analysis of the tubes in question and our in depth investigation continues. In addition, Safway has been in contact with both our domestic manufacturer as well as the domestic provider of the steel tubes to our manufacturer and both of these companies are assisting in the ongoing investigation.

Based on the investigation to date, Safway has determined that some of the tubes shipped by Safway to customers or branches during September and October 2009 were not manufactured in conformance with the quality standards established by Safway. The suspect tubes are marked at each end with impression stamp I09J or J09J. Based on the records reviewed and analysis conducted, we are confident at this time that the maximum number of tubes that may be prematurely dented is about 2482; Safway's total inventory of these tubes is over 400,000. In addition, the tubes in question are limited to 9 geographic locations. As a result of the non-conformance with Safway's established quality standards, it has been determined that on some of the affected tubes, denting may occur when the nuts on the bolts of the clamps are tightened slightly above the Safway recommended torque of 40 – 45 ft/lbs. Other tests have shown, however, that some of the affected tubes can withstand torque of over 75 ft/lbs without any signs of denting.

In order to address this situation, in the near future a Safway representative will be contacting or visiting all customers who received the suspect tube to review the yard stock and any scaffold currently in use. Suspect tubes will be exchanged. If any tubes are on your site but not in use, the tubes should not be put in service until the Safway representative discusses the situation with you.

Scaffolds using these tubes as vertical legs can remain in use if the scaffolds are less than 50' high and have been rated as light or medium duty scaffold. If 50' or taller, contact Andy Reiland, Safway's Manager of Procurement and Asset Management, at (262) 523-6564 or 1-800-558-4772 for further details.

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