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Safety Alert

Bulletin Number:	SA 0005
Release Date:	3-Dec-2024
Effective Date:	3-Dec-2024
Completion Date:	30-Nov-2025
Manufacturer:	Head Rush Technologies

Products	Models	Production Dates	Serial Number Range
TRUBLUE iQ LT	TBiQ LT (12.5m)	1-Jul-2024 through 27-Aug-2024	iQ0041591 through iQ0044486
TRUBLUE iQ+LT	TBiQ+ LT (12.5m)	10-Jul-2024 through 6-Aug-2024	iQP000401 through iQP000422
TRUBLUE iQ XL	TBiQ XL (20m)	10-May-2023 through 20-Aug-2024	iQXL01283 through iQXL03425
TRUBLUE iQ+XL	TBiQ+ XL (20m)	23-May-2023 through 27-Aug-2024	iQXLP0104 through iQXLP0215

Reason for Alert

Head Rush Technologies (HRT) has found that TRUBLUE iQ devices with specific retraction spring containment components can exhibit impaired retraction over time.

What you need to know

TRUBLUE iQ devices within their model specific serial number ranges listed above contain a component that can impair the retraction spring’s performance. When auto belay device retraction becomes impaired, there is increased risk of a fall from height if a user begins climbing and the device is not taking up slack in the webbing safety line as they progress up the climbing attraction.

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What you need to do

Owners/operators with TRUBLUE iQ LT, iQ+ LT, iQ XL, and iQ+ XL devices should take the following actions:

1. **Check Serial Number:** Check the serial number(s) of TRUBLUE iQ device(s). The serial number starts with iQ. It can be found on a sticker located on the device handle or the recertification sticker near the device nozzle:



If the serial number falls within the affected range, proceed to action #2. If not, you can be confident that the device does not contain the affected component and you may continue to use the device, following the procedures in the operator [manual](#).

2. **Contact Your Authorized Service Center:** Please remove the affected device(s) from service immediately and contact your Head Rush Technologies [authorized service center](#) for shipping, installation of updated parts, and return at no cost to you.

Our Commitment

This Safety Alert is being sent to customers with TRUBLUE iQ LT, iQ+ LT, iQ XL, and iQ+ XL devices within the affected serial number ranges, as well as all Head Rush Technologies authorized distributors and service centers, to identify and update any components involved in this safety alert and ensure the safety of all users as well as the complete satisfaction of our customers.

Our commitment to safety and quality is unwavering, and we are doing our utmost to minimize the time needed to inspect and return your affected device(s). We appreciate your prompt and thorough response.

Please feel free to contact your Head Rush sales or customer service representative if you have any questions.