

SSD T/A CREWSAVER SERVICING AND MAINTENANCE BULLETIN No. 53

ISSUED TO: All Service Stations

DATE ISSUED: December 2015

SUBJECT: Crewsaver Life Jackets - Return/Report on Damaged Components

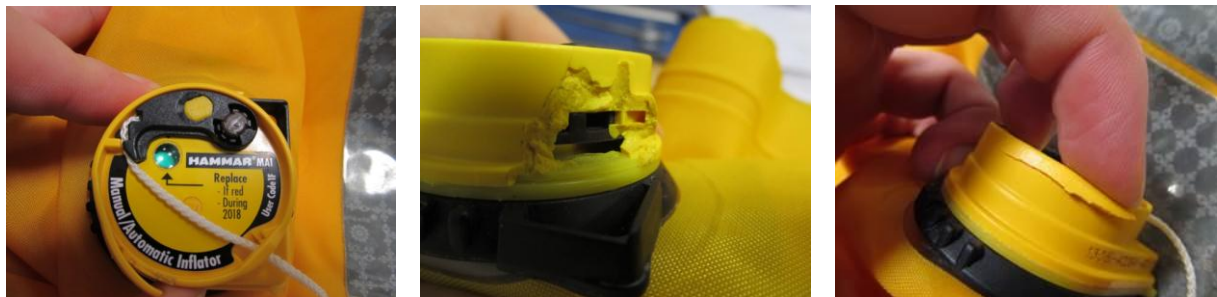
ISSUED BY: Shirley Westwood

EXP DATE: N/A

We are requesting that Service Stations return seriously damaged inflators and firing systems from any condemned Crewsaver lifejackets to Crewsaver for investigation. They should be marked for the attention of the QA department, and sent to the address below. If you are unable to send the item due to the customer requesting its return, please send through details and photographic evidence to crewsaver.sales@survitecgroup.com, marked for the attention of the QA department.

We are implementing the above process in response to feedback by end users who are concerned that damaged items, which are the reason for their jackets being condemned, are not returned or investigated – rather that they are just disposed of.

Examples of a recent incident with damaged HAMMAR heads are shown in the photos below:



It is important that this information is forwarded to Crewsaver so that any trends or batch related quality issues can be recorded and resolved.

By tracking and gaining a better understanding of these issues, we will be able to ensure that Product Quality is kept at the forefront, and improve customer service.