



Service and Replacement Line Refund Redpoint® & Auto-Belay Descenders

January 8, 2010

In conjunction with our December 23, 2009 *Recall and Reimbursement Notice*, MSA is offering an additional pro-rated refund of the service costs for service performed by MSA or an authorized MSA dealer on Redpoint and affected Auto-Belay Descenders. The service refund applies to service work performed between 7/15/09 and 10/14/09 and the refund schedule is as follows:

<u>Description</u>	<u>Pro-rated Refund per Unit (USD)</u>
• Units serviced 9/15/09 - 10/14/09	
Minimum service charge:	\$381.99
Maximum service charge:	\$763.98
• Units serviced 7/15/09 - 9/14/09	
Minimum service charge:	\$300.00
Maximum service charge:	\$600.00

The “date of last service” as marked on each unit will be used as the service date for the purpose of determining any refund.

To obtain a service refund, complete the attached *Service and Replacement Line Refund Form* and return it to MSA along with a copy of the applicable service invoice(s). The serviced unit must be returned to MSA as specified in the previously issued *Recall and Reimbursement Notice*. If the unit was already returned, please send the completed form and invoice to the appropriate address indicated below.

MSA is also offering a refund on replacement line kits that have not been used. The refund schedule for replacement lines is as follows:

<u>Description</u>	<u>Refund per Kit (USD)</u>
• Part Number 10025058 – Replacement line w/ swivel carabiner:	\$139.73
• Part Number 10027647 – Replacement line w/ RL20 snaphook:	\$191.64
• Part Number 10027827 – Replacement line w/ sewn loop:	\$140.82

To obtain a refund on the purchase of unused replacement line kits, please complete the enclosed *Service and Replacement Line Refund Form* and return the kit(s) and the form together to MSA. The return shipping is free of charge when following the shipping



procedure outlined below. If possible, please include the kits along with any Redpoint and/or Auto-Belay units being returned. The shipping is free of charge, either by using MSA's UPS account for shipments within the U.S. and Canada or by obtaining reimbursement for the shipping expense for customers outside the U.S. and Canada.

- Replacement line kits in the United States should be shipped via UPS using MSA's account number A07R81. The kits should be shipped along with the completed form to the following location:

MSA
511 Bell Fork Road
Jacksonville, NC 28540
Attn: Jaye Nardo

- Replacement line kits in Canada should be shipped via UPS using the applicable MSA account number below. The kits should be shipped along with the completed form to the applicable location below:

For units in ON, QC, or PE use
MSA account number 828E31
and ship to:

Mine Safety Appliances
c/o NFI - Attn C. Conroy
6905 Kenderry Gate, Unit 1
Mississauga, On., L5T 2Y8

For units in MB, AB, or BC use
MSA account number 829W46
and ship to:

Mine Safety Appliances
c/o NFI - Attn S Goesche
16435 118th Ave
Edmonton, Ab., T5V 1H2

- Replacement line kits outside the U.S. and Canada should be shipped along with the completed form to the nearest MSA location listed below. To obtain a refund of the shipping charge, please mail or fax the shipping receipt separately along with a copy of the completed *Reimbursement Form for Shipping Charges* to the same MSA location.

Australia
MSA (Aust.) Pty., Ltd.
c/o Darrell Jefferys
137 Gilba Road
Girraween NSW 2145
P.O. Box 43 Wentworthville NSW
Tel: 61 2 9688-0331
Fax: 61 2 9688-0333

Britain
MSA (Britain) Limited
c/o Michael Burdon
East Shawhead
Coatbridge ML5 4TD Scotland
Tel: 44 1236 424966
Fax: 44 1236 44088



Germany

MSA AUER
c/o Keshwar Anroedh
Mail P.O. Box 620
D-12006 Berlin Germany
Ship: Thiemannstrasse 1
D-12059 Berlin Germany
Tel: +49 30 6886-0
Fax: +49 30 6886-1558

Japan

MSA Japan Ltd.
c/o Kazuya Shimoyama
Horizon 1 Bldg 2F
30-16, Nishiwaseda 3-chome
Shinjuku-ku, Tokyo 169-0051 Japan
Tel: 81-3-3209-2171 & 3209-7031
Fax: 81-3-5291-8755

Malaysia

MSA Safety Malaysia Sdn Bhd
c/o Jeffrey Tan
No. 9, Jalan P10/15
Kawasan Perindustrian Miel
Fasa 4, Seksyen 10
43680 Bandar Baru Bangi
Selangor Malaysia
Tel: +603-8925 7208
Fax: +603-8925 3208

Middle East

MSA Middle East
c/o Talal Hasan
402 – 4th Floor Arab Monetary Fund Bldg.
Along Corniche Road
Abu Dhabi, UAE
Tel: 00 971 2 633 3926
Fax: 00 971 2 633 3962

Hong Kong

MSA Hong Kong Ltd.
c/o Hugh Turner
25th Floor, Jupiter Tower
No. 9 Jupiter Street, Hong Kong
Tel: 852 2258 7588
Fax: 852 2547 8780
Email: info.hk@msanet.com

Mexico

Joel Pina
Repair and Service
MSA de México S.A. de C.V.
Av. del Conde No. 6
Parque Industrial
C.P. 76246
El Marqués, Queretaro
Tel: 01 442 227 3960
Conm: 01 442 227 3900

Poland

MSA-Safety Sp. Z. O. O.
c/o Roman Gyurov
Ul. Wschodnia 5A
P. O. Box 46338
PL-05-090 Raszyn
Poland (Warsaw)
Tel: 48 22 711 50 00
Fax: 48 22 711 50 19

South Africa

MSA Africa
c/o Hayley Arnesen
City Deep Production Park
83 Heidelberg Road
City Deep, 2001 Gauteng S. Africa
P.O. Box 83669
South Hills 2136 Gauteng S. Africa
Tel: 27 11 623 2213
Fax: 27 086 520 1392



For customers eligible to receive a refund on the service, replacement line kits, or the shipping, a payment to the company or entity identified on the form will be made to the address provided on the form within 60 days of receipt of the replacement line kits or shipping receipt and the completed form.

If you have any questions, please contact MSA Customer Service in North America at 1-866-MSA-0005 or your nearest MSA affiliate listed above or at www.MSAnet.com.

Very truly yours,

A handwritten signature in black ink that reads "Charles J. Seibel, Jr." The signature is written in a cursive style with a large, stylized initial "C".

Charles J. Seibel, Jr.
Manager of Product Safety

PPL08040-48



Service and Replacement Line Refund Form

Complete this form and forward to MSA at the appropriate address indicated above to request a service refund on Redpoint and/or affected Auto-belay Descenders or a refund on the purchase of unused replacement line kits. If possible, please include the form along with any Redpoint and/or Auto-Belay units or replacement line kits being returned. The return shipping is free of charge when following the shipping procedure outlined above.

Name: _____

Company/Entity: _____

Address: _____

Phone: _____ Fax: _____

E-Mail: _____ Date: _____

Provide the following information for replacement line kits being returned and/or information from the label on the back of each unit for which a service refund is being requested. For service refunds, include a copy of the applicable service invoice(s):

Part Number (descenders or line kits)	Serial Number (descenders only)	Date of Last Service (descenders only)	Applicable Refund (descender service or kits)
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Total Refund - _____

(If listing additional units or kits, please provide an additional form.)

For MSA Use Only

Received by: _____ Date: _____ Approved by: _____ Date: _____



Reimbursement Form for Shipping Charges

- For Locations Outside the United States and Canada Only -

Complete this form to obtain reimbursement of shipping charges when returning affected Redpoint and Auto-Belay Descenders or unused replacement line kits to MSA.

Name: _____

Company/Entity: _____

Address: _____

Phone: _____ Fax: _____

E-Mail: _____ Date: _____

Quantity of Units and/or Replacement Line Kits Returned: _____

Date Units/Kits Returned: _____

Shipping Charges: _____

Send this form along with a copy of the shipping receipt(s) to the nearest MSA location listed above.

For MSA Use Only

Received by: _____ Date: _____ Approved by: _____ Date: _____