CUSTOMER PRODUCT SAFETY NOTICE

EASY ACCESS Co.

*Reach it the **easy** way*

PRODUCT

Easy Access Attic Ladder– OX-AAL27 or OX-TAL28 - **Sold before August 2017**

DEFECT:

We have identified an issue where the mounting screws in our aluminium or timber attic ladder model OXAAL27 and OX-TAL28 have in some instances penetrated between the strips of the laminated timber, which could lead to them pulling free under the weight of the user.

HAZARD:

There is potential for the user to fall if the ladder or part of it gives way.

WHAT TO DO:

Please contact Easy Access directly if you have purchased the OX-AAL27 or OX-TAL28

CONTACT DETAILS:

Company: Easy Access Co, 1999
Phone: 0800 394 222
Email: sales@easyaccess.co.nz
Online: www.easyaccess.co.nz

⚠ REMEDIATION ADVICE

REMEDIATION SOLUTION

There is a simple, quick and safe solution to remedy the identified defect. The process to be followed for the remedial works is set out below. We recommend that the remedial works be carried out by a qualified builder.

REMEDIATION INSTRUCTIONS:

STEP 1:

Lower the base of the timber attic ladder and check that the backing timber in the frame is laminated.

The arrows in the second photo indicate where to inspect the ladder base frame for laminated timber

NB: If solid timber is used no remediation is required.

STEP 2: Extend the ladder down to the support surface. Do not stand on the ladder.

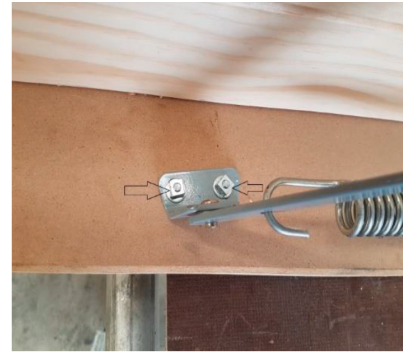**STEP 3:** Remove one screw only from the stay arm mount where it attaches to the ladder base.

STEP 4: Drill the hole right through the timber base using a 5mm drill bit

REMEDIATION ADVICE

STEP 5:

Insert a M5 x 50 gutter bolt through a plastic 'snap cap', through the base and the side arm mount plate.
Tighten a M5 nyloc nut and a washer to the end of the bolt. The arrows in the adjacent photo show the location of the screws at the end of the stay arms.

STEP 6:

Insert the 'snap cap' covers over the head of each bolt.
The photo adjacent shows the caps on an unpainted base.
The 'snap caps' will blend in well with typical ceiling colour.
The circles in the second photo show their approximate location.