



## User Safety Notice

### FireHawk® M7XT Air Mask

December 19, 2014

**MSA Corporate Center**  
1000 Cranberry Woods Drive  
Cranberry Township, PA 16066  
800.MSA.2222  
www.MSAafety.com

#### **Dear Valued Customer,**

In partnership with your local MSA Distributor, we are delivering this *User Safety Notice* to you, and we apologize for any inconvenience that it may cause you. We want to alert you to a safety concern involving the FireHawk M7XT Air Mask.

**If you are in possession of affected equipment, it is important that you take the action indicated below to have the necessary service completed as soon as possible.**

#### **Background -**

We have become aware that insufficient lubrication may have been applied to the bypass valve assemblies on FireHawk M7XT Air Masks when manufactured. A lack of sufficient lubricant could cause the bypass assembly to become difficult to operate or possibly inoperable. No injuries have been reported.

Until your affected units have been serviced as described in this notice, please be aware of any degradation in how easily the bypass valve operates when performing your pre-use functional tests as described in the users' instructions. If degradation is apparent, that Air Mask should be removed from service until it is corrected.

#### **Corrective Action -**

To correct this condition and ensure the proper functioning of the FireHawk M7XT Mask-Mounted Regulator bypass valve, we have arranged for MSA CARE certified SCBA repair technicians to inspect, clean, and re-lubricate the bypass valve assembly on all FireHawk M7XT Air Masks free of charge. If during the inspection, there are signs of wear due to lack of lubrication, the valve and bypass assemblies will be replaced free of charge.

Once the inspection, cleaning, and re-lubrication or component replacement is completed, the technician will mark the regulator with a dot (as shown in the photo below) using a permanent silver marker to identify that the repairs are completed.

#### **Identifying Affected Air Masks -**

All FireHawk M7XT Air Masks shipped from MSA since introduced in April 2014 through November 2014 are affected. Also affected are replacement FireHawk M7XT bypass assemblies shipped during this time period. No other Air Masks or replacement parts are affected.

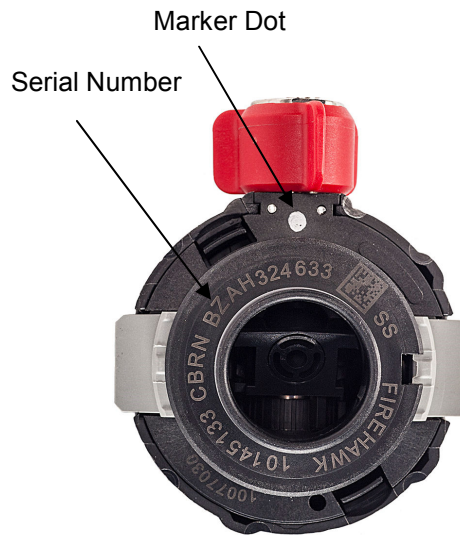
Affected Air Masks have a second stage regulator with any of the 10 digit serial numbers according to the list below. The serial number is etched on the underside of the regulator body as shown in the photo below:

BZAG + any six digits  
BZAH + any six digits  
CAAG + any six digits  
CAAH + any six digits

CBAG + any six digits  
CBAH + any six digits  
CCAG + any six digits  
CCAH + 001 through 335 + any three digits



**FireHawk M7XT Air Mask**



**2<sup>nd</sup> Stage Regulator**

**Action You Need to Take -**

Please contact your local authorized MSA Fire Service Distributor to schedule this free repair service as soon as possible.

Again, we apologize for any inconvenience that this situation may cause; however, your safety and continued satisfaction with our products is most important to us.

If you have any questions, please contact MSA Customer Service as follows:

- U.S., Canada, or U.S. Territories – 1-877-672-3473, Monday through Friday, between the hours of 8:30 AM and 5:30 PM EST or by email at: [ProductSafetyNotices@MSAafety.com](mailto:ProductSafetyNotices@MSAafety.com).
- Mexico – 01-800-672-7222, Monday through Friday, between the hours of 8:30 AM and 5:30 PM CST or by email at: [atencion.clientes@MSAafety.com](mailto:atencion.clientes@MSAafety.com).
- Outside the U.S., Canada, Mexico, or U.S. Territories – 724-776- 8626, Monday through Friday, between the hours of 8:30 AM and 5:30 PM EST or by email at: [LAMZonecs@MSAnet.com](mailto:LAMZonecs@MSAnet.com).

Best regards,

Charles J. Seibel, Jr.  
Manager of Product Safety