

User Advisory
Thermalgard® Protective Cap
(Amended)

May 19, 2015

Dear Valued Head Protection Customer,

MSA recently determined that Thermalgard Protective Caps with white shells or with white shells painted green manufactured in September 2014 may not comply with the ANSI impact performance requirement when exposed to cold temperatures.

This affects approximately 200 helmets that were shipped from MSA from September 2014 through January 2015. MSA is replacing these helmets free of charge.



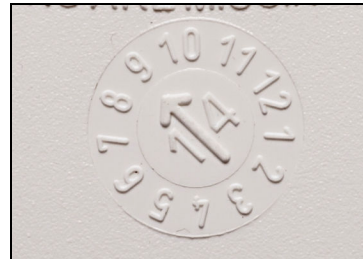
Our testing indicates that affected helmets could potentially exceed the ANSI allowable transmission forces if exposed to an impact at cold temperatures. Although the Thermalgard Cap is intended for use in high temperature applications, we recognize that users may expose them to cold temperatures as well.

Identifying Affected Helmets:

To identify affected helmets, check that the helmet shell is either white or molded white and painted green (green on the outside and white on the inside). Also check that the label confirms that it is a “Thermalgard Protective Cap”, as shown below. Then, check the shell mold date emblem on the underside of the helmet brim. If the shell was molded in September 2014, as indicated in the photo below, the helmet is affected and should be removed from service and replaced. All other helmet models, colors, and shell mold dates are not affected.



Thermalgard Helmet Label
Located Inside Helmet Shell



Affected Shell Mold Date
Located on Underside of
Helmet Brim

Helmet Replacement:

If you have any affected Thermalgard Protective Caps, we will replace them free of charge.

To obtain replacement Thermalgard Caps, please complete the attached order form and email it to MSA Customer Service at:

ProductSafetyNotices@MSAafety.com. To obtain free replacements, affected helmets must be returned to MSA by September 30, 2015.

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 at 1-866-672-0005 or ProductSafetyNotices@MSAafety.com.

Best regards,

Charles J. Seibel, Jr.
Manager of Product Safety

Enclosure
PS15018-18



Order Form for Replacement Thermalgard® Protective Caps

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

This Order Form relates to our May 19, 2015 User Advisory regarding the Thermalgard Protective Cap. Please complete the information below and email the form to MSA Customer Service at: ProductSafetyNotices@MSAafety.com. Multiple orders can be placed by submitting additional copies of this form.

Upon receipt, MSA will ship the appropriate number of Thermalgard Caps to you. If the affected helmets originally purchased included a customized logo, please provide the original logo order number and we will apply the logo to the replacement helmets.

We will also send you a Return Material Authorization (RMA) number, shipping instructions, and a shipping account number to use when returning affected Thermalgard Caps to MSA. Please return the affected Thermalgard Caps to MSA within 90 days of ordering the replacements. To obtain free replacements, affected Thermalgard Caps must be returned to MSA by September 30, 2015.

Name: _____

Shipping Address: _____

Phone: _____ E-Mail: _____

Quantity of Thermalgard Protective Caps needed: _____

Helmet Logo Order Number (if applicable): _____

If you have any questions, please contact MSA Customer Service at 1-866-672-0005, Monday through Friday, between the hours of 8:30 AM and 5:30 PM EDT or by email at: ProductSafetyNotices@MSAafety.com.

- MSA Use Only -

Order Code: THG-Thermalgard UA . Return Code: THERMALGARD. Use UPS account EOE337 for Return to Mine Safety Appliances Co., Attn: Return Material Dept., 3880 Meadowbrook, Road, Murrysville, PA 15668.

PS15018-19