ISC
Solutions in Metal

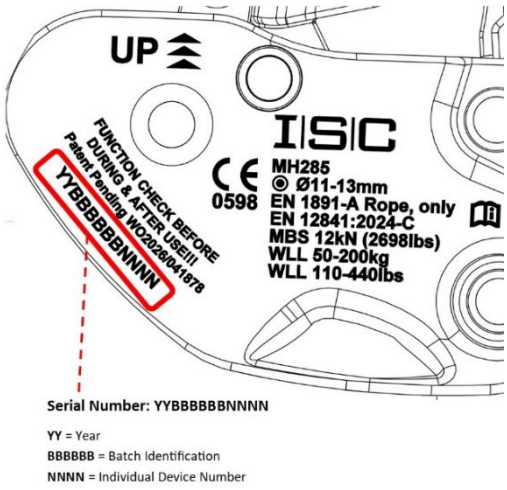
Issued: **10 November 2026**

PRODUCT SAFETY RECALL · REFLEX MECHANICAL HITCH (ORIGINAL MODEL)

Product Safety Recall

Stop using the original REFLEX mechanical hitch immediately and contact ISC for a free replacement

This Product Safety Recall applies to every original REFLEX Mechanical Hitch, whatever its age, condition, inspection history or how it has been used.



RECALLED PRODUCT

Product: REFLEX Mechanical Hitch (original model), used for tree climbing, rope access, work positioning and rescue

Part code: MH285

Serial numbers: Original REFLEX- all serial numbers. If the serial number or marking is missing from the MH285 original REFLEX device, or cannot be read, treat the device as recalled.

Sale period: November 2025 to **November 2026**

Where sold: Worldwide, including the United Kingdom, Ireland, EMEA, North America, South America and Australasia. Sold through ISC dealers and distributors, online retailers, hire and training providers, and as part of equipment kits. Includes devices bought second-hand or received as gifts.

Not recalled: REFLEX V2 (part code MH285A1.2). **PLEASE NOTE: The REFLEX V2 model features the letters 'V2' next to the word 'REFLEX', on the front (red) frame of the device. On the rear frame of the device, the part code reads, 'MH285A1.2'.**

THE HAZARD

Accelerated wear on the top links can cause the device to slip unexpectedly on the rope. This could result in a fall from height. The wear may not be visible during a pre-use check or a periodic inspection.

WHAT YOU MUST DO NOW

1. **STOP using your original REFLEX immediately** and remove it from service, even if it appears to be in good condition.
2. Do not attempt to inspect, repair or modify the device so that you can continue using it.
3. Label the device "DO NOT USE" and keep it out of use. Do not sell, lend, hire or give it to anyone else.
4. If you use the device at work, tell your employer or the person responsible for your equipment immediately.
5. ISC is working to set up logistical channels, to enable free and convenient return shipping. Please check the ISC Site (https://www.iscwales.com/News/Product-Notices/) for updates. In the coming days, we will post a link that will enable you to register your REFLEX devices for the recall program.

EMPLOYERS, EQUIPMENT MANAGERS, HIRE AND TRAINING PROVIDERS

Remove every original REFLEX from service, including hire, loan and training stock. Make sure that every user is informed. Record the withdrawal in your equipment inspection and examination records. Please check the ISC Site (https://www.iscwales.com/News/Product-Notices/) for updates. In the coming days, we will post a link that will enable you to register your REFLEX devices for the recall program.

YOUR REMEDY

Every owner of an original REFLEX is entitled to a *remedy, free of charge, including free shipping. Full details of the options available to you, and how to register your device, will be published at* https://www.iscwales.com/News/Product-Notices/, in the coming days. *Options will include a free replacement REFLEX V2 device.*

DEALERS AND DISTRIBUTORS

1. Stop selling, hiring and supplying the original REFLEX immediately, including from online listings.
2. Quarantine all stock, label it "RECALLED, DO NOT SUPPLY", and do not return it until ISC tells you how.
3. Send this notice to every customer you have supplied with an original REFLEX, and display it at your point of sale and on your website.
4. Within 5 working days, confirm to ISC in writing (to sales@iscwales.com): (a) the number and serial numbers of the units held in stock and quarantined; (b) the number of customers you have contacted and the date and method of contact; and (c) any customers you could not contact.
5. Electronically provide your sales records for the original REFLEX (customer names and contact details, where held, quantities, serial numbers and dates) to ISC (sales@iscwales.com) within 10 working days, so that ISC can contact owners directly.
6. Report any incident, near miss or complaint involving the original REFLEX to ISC immediately.
7. Send ISC an updated return and contact report every two weeks until ISC confirms that the recall is closed.

CONTACT ISC

Web (recall updates): https://www.iscwales.com/News/Product-Notices/

Email: sales@iscwales.com

United Kingdom: **+44 (0) 1248 363 125 call charged at standard rates. [Mon-Thurs 08:00- 16:00, Fri 08:00-15:00 UK time]**

Your safety is our priority. We are sorry for the concern this may cause and thank you for acting promptly. This notice is also available at https://www.iscwales.com/News/Product-Notices.