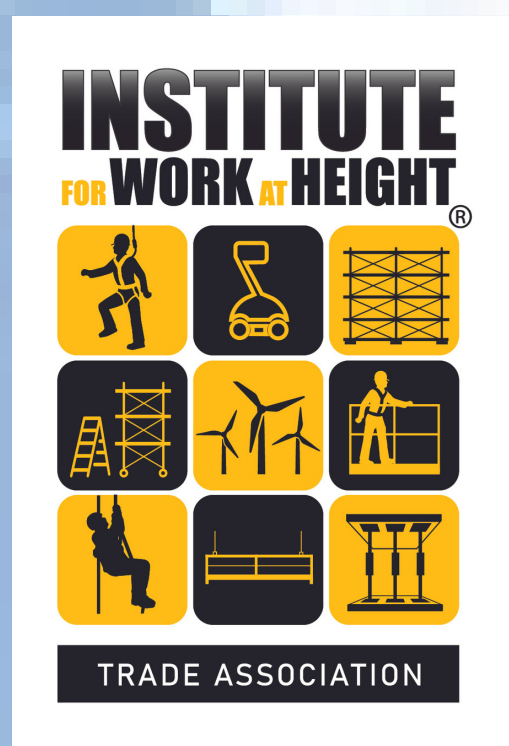


UNSAFE LADDERS!



SPEND A RAND AND SAVE A LIFE OR SAVE A RAND AND LOSE A LIFE

The concern of sub standard ladders being sold has been a problem for many years. Some of these ladders are produced locally, the majority sold in chain stores are imports. Although many are marked 'EN131' (a mistake in itself) or have a CE sticker on them (also an incorrect label), they are not compliant, nor have they been tested against EN 131 or SANS 50131.

THINGS TO KEEP IN MIND

- Most of the non-compliant ladders are imports (but not all), usually these have a dark orange/brown sticker saying "EN131", in the case of multi hinged ladders they're usually wrapped in plastic. Locally produced ladders that are not compliant also have labels, such as "EN131". Neither this label, nor the one mentioned above are proper labels which comply with EN requirements. Also seen on these ladders is a CE label, again, this label doesn't comply with CE requirements.
- Examples of correct labels can be requested from the IWH.
- Only SABS tested ladders are allowed to have the SABS logo on the product.
- SANS 50131 applies to ALL makes of ladders

**TRAIN YOUR EMPLOYEES ON SAFE LADDER
USE AND INSPECTION NOW AT NO COST
FIRST COME - FIRST SERVE BASIS**
[CLICK HERE](#)



SEE PRODUCT RECALL NOTICE ON NEXT PAGE

Product Recall Announcement

We are here to ensure your safety

Makro, Game, and the National Consumer Commission recall the Terra Firma Multi hinge aluminium ladders and the Mainstays Multi hinge aluminium ladders.

- Model - JC 403
- Rating - 150 kg
- Sold since October 2019 at Makro, and January 2019 at Game

In our effort to ensure that we give customers quality products; we ran a comprehensive set of tests at the South African Bureau of Standards (SABS). The test results revealed that this ladder did not comply with 2 requirements of the SANS 50131 (South African National Standard). These were the minimum material thickness and the static load test, which could compromise your safety.

We urge that customers in possession of this product, should immediately stop using the ladder and return it to their nearest Makro or Game stores for a refund.

For Game customers:

- Mainstays serial number JC 403 and the phrase "Packed for Game (MASSTORES (PTY) LTD)" must appear on the rating label.
- Customers with any acceptable/ recognised form of proof of purchase will receive a full refund.
- Customers without any acceptable/ recognised form of proof of purchase, can obtain a Game voucher of R1000 at the Store.

For Makro customers:

- Terra Firma serial number JC 403 and the phrase "Packed for Makro (MASSTORES (PTY) LTD)" must appear on the rating label.
- Customers with any acceptable/ recognised form of proof of purchase will receive a full refund.
- Customers without any acceptable/ recognised form of proof of purchase, can obtain their proof of purchase at the Store for a full refund.

You can call the Customer Service teams for more information:

Makro

0860600999 (Share Call)

Operational hours: 8am - 7pm (Mon - Friday);

Saturdays 9am - 4pm; Sundays and Public Holidays 9am -1pm

Game

0861 GAME CARE (0861 426 322 – Share Call)

Operational hours: 8am - 7pm (Mon - Friday);

Saturdays 9am - 4pm; Sundays and Public Holidays 9am -1pm

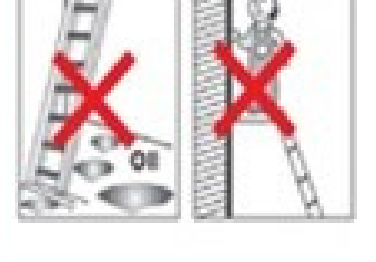
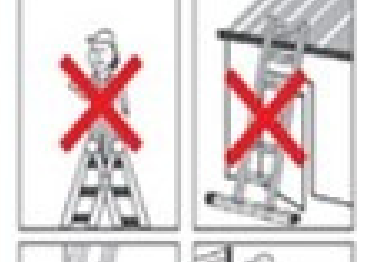
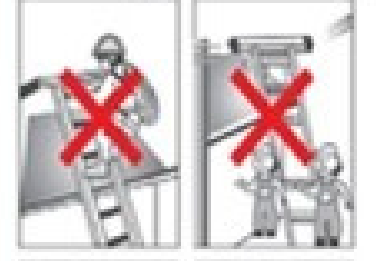
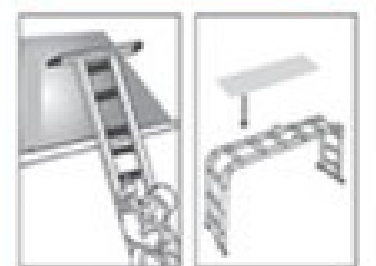
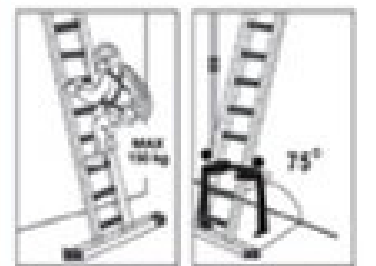


Aluminium
Multipurpose Ladder
MAX: 150 kg

Net weight: 10.4 kg
Gross weight: 10.5 kg

• 12 Rung -
3.56 m full length

• 4 Section -
3 rung construction



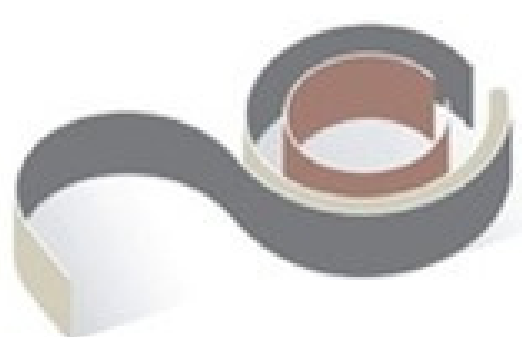
MAINSTAYS™

TERRA FIRMA

SERIAL NO.

JC403

Packed for (MASSTORES (PTY) LTD)
16 Fredman Drive, Sandton, South Africa, 2196
Made in China.



NATIONAL CONSUMER COMMISSION

makro

