

 <p><b>ALTITUDE</b> RIDES AND ATTRACTIONS</p>	<b>Issuing Entity:</b>	<b>Bulletin #:</b> SB-SEZ-02-2026
	Altitude Rides and Attractions, LLC	<b>Release Date:</b> Feb 19, 2026
	2395 N. 400 W., Logan, UT. 84341, US	<b>Effective Date:</b> Operational Procedures and Training are to be revised immediately. Equipment modifications are to be accomplished within 120 days
	Phone #: 435-258-7901	<b>Supersedes:</b> Prior Operations Manual, Rider Restraint Instructions and Restraint Configurations
	<b>Email:</b> <a href="mailto:parts@altitudeattractions.com">parts@altitudeattractions.com</a>	<b>Completion Date:</b> Operational Procedures and Training are to be revised immediately. Equipment modifications are to be accomplished within 120 days
<b>Website:</b> <a href="http://www.altitudeattractions.com">www.altitudeattractions.com</a>		

## SERVICE BULLETIN

<b>Ride Manufacturer(s):</b> Soaring Eagle, Inc. & Altitude Rides and Attractions, LLC	<b>Affected Production Dates:</b> All Years
<b>Ride Name:</b> Soaring Eagle Zipline Ride	<b>Affected Serial Numbers:</b> All
<b>Model Numbers:</b> All Models	

### Abstract of Issue:

1. Updated operational guidelines to replace that portion of your original manual to be implemented immediately
2. Updated restraint configuration to be performed within (120) days

### Reason for Release:

**WARNING!** Altitude Rides and Attractions, LLC has identified a **safety-critical hazard** involving improper positioning of belt restraints by ride operators on Soaring Eagle Zipline attractions. Incorrect restraint positioning has been determined to be a contributing factor in incidents and near miss events.

Two distinct hazards exist when restraints are improperly positioned:

1. A rider may be improperly seated **on top of the lap belts**. In this condition the rider is **not secured within the passenger cart**, creating a serious risk of rider ejection.
2. The lap belts must properly restrain the riders. To be effective, the lap belt must be positioned **low and tight across the rider's hips/pelvic area**. Improper lap belt positioning can result in the rider sliding underneath the belt or flipping forward over the belt upon deceleration. Pay particular attention to riders with larger abdomens. Riders with larger abdomens must have the belt under the protruding abdomen and tight against the hips as the diameter of their abdomen may be larger than the diameter of their hips/pelvic area. Placement of the belt above the hips (i.e. on abdomen or waist area) creates a condition where the belt may shift. This results in the rider not being properly restrained, significantly reducing restraint effectiveness and creating a risk of **partial or full rider ejection**.

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### Two Required Actions:

1. **Restraint System Update:**  
All owners and operators of Soaring Eagle Zipline rides are required to have new updated shoulder restraint components installed on all Soaring Eagle Zipline passenger carts within 120 days. These components must be ordered directly from Altitude Rides and Attractions, LLC and installed by Altitude Rides and Attractions, LLC or qualified personnel.
  
2. **Operator Training and Procedure Review:**  
All personnel involved in the operation of Soaring Eagle Zipline attractions are required to participate in a complete retraining including review of updated rider restraint operating procedures. Owners are responsible for ensuring that all operators fully understand and adhere to the proper restraint positioning and verification requirements.

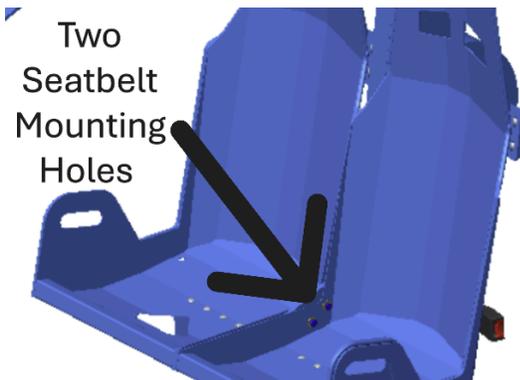
### Details of Issue:

1. Visually inspect the passenger cart and determine whether it is equipped with **one or two seatbelt mounting holes**, as illustrated below.

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- a. Contact Altitude Rides and Attractions, LLC to order the proper updated shoulder restraint kit. Be prepared to specify whether the passenger cart is equipped with **one or two seatbelt mounting holes**.
- b. Schedule an appointment with Altitude Rides and Attractions, LLC for the installation of the updated shoulder restraint kit. Installation of the kit must be completed within 120 calendar days from the issue date of this bulletin.
- c. After the compliance period has expired, operation of the ride without completion of the required modification is prohibited.
- d. During the compliance period prior to installation of the restraint kit the ride may continue to operate **only if all of the following conditions are met:**
  1. All operators must be trained on the proper positioning of the lap restraint belts. Such training must be documented and include the date of the re-training, the name of the trainer and the operator being trained.
  2. Supervisors must regularly verify that all updated restraint-related procedures are strictly followed at all times.
  3. Operators are responsible to buckle each of the belts. In that process they are to verify that the rider is seated with their hips fully against the seat back with the restraints in the proper position across the hips and pelvis and properly locked. Additionally, operators are to pull each belt so that they are snugly tightened for each rider prior to dispatch.

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4. All operators have completed the **Mandatory Training Review** referenced on page 6 of this bulletin and have demonstrated competent understanding and the ability to properly perform the required procedures.

Example images of the updated restraint system are provided below. The revised design relocates the unmonitored secondary belt (shown in yellow) from a lap-belt configuration to a shoulder-belt configuration.

The update includes the installation of two new mounting brackets, which are bolted to the cart structure. A new vertical support post is then secured between these brackets as part of the revised restraint assembly.



All work must be performed by Altitude Rides and Attractions or qualified personnel who are capable of understanding the function of the components and their proper installation. Only components authorized, specified, or supplied by Altitude Rides and Attractions, LLC may be used. Improper installation can cause structural damage to the ride vehicle and/or impair the proper functioning of the restraints creating safety issues.

All applicable OSHA regulations and recognized industry safety practices must be followed at all times.

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Observe all safety information provided in the manufacturer's manuals. This bulletin and all related technical documentation must be made available to all personnel involved in the installation, operation, or maintenance of the equipment and made a permanent part of your manuals.

### **MANDATORY TRAINING REVIEW FOR OWNERS AND OPERATORS**

Owners are responsible for immediately implementing the following operational instructions and procedures for all ride operators (These operational procedures are permanent. You will receive separate additional shoulder belt restraint instructions with your shoulder restraint kit):

- Riders are to be seated with their hips fully against the seat back
- Riders must never be permitted to sit on top of restraint belts
- Lap restraints are in the proper position low and secure across the hips and pelvis (not waist or abdomen) and locked
- Shoulder restraints (once installed) are in the proper position from just above the inner shoulder diagonally across the chest and locked
- Operator is to pull on each of the belts tail end so that they are snugly tightened for each rider prior to dispatch- looking at the HMI indicator lights alone is never sufficient

**If any restraint is found to be improperly positioned or not properly connected:**

1. Stop the loading process immediately
2. Instruct the riders to stand and restart the loading/restraint procedure again

Altitude Rides and Attractions, LLC may issue safety notifications for the benefit of owners of amusement rides manufactured by it. As a service to the industry and in the interest of employee and public safety, Altitude Rides and Attractions, LLC may also issue notifications concerning amusement ride equipment for which the original manufacturer is no longer in operation, including Soaring Eagle, Inc. Issuance of such notifications does not constitute assumption of responsibility or liability for the design or manufacture of rides made by others. Altitude Rides and Attractions, LLC assumes no liability for losses, damages, or claims associated with amusement ride equipment manufactured by entities other than Altitude Rides and Attractions, LLC.