

Wild Country Friends 2, 3 & 4 - Voluntary notice to inspect

WILD COUNTRY FRIENDS 2, 3 & 4

VOLUNTARY NOTICE TO INSPECT

ISSUED 31/03/2017

For the safety of all of our customers we are issuing an immediate notice to inspect for all Wild Country Friends 2, 3 & 4 manufactured during 2016.

If you own a Wild Country Friend 2, 3 & 4 that was purchased during 2016 or 2017 please read this notice carefully and follow the instructions “How to Identify the Product”, so that you can ascertain whether your product is affected by this notice to inspect.

What is a ‘Voluntary Notice to Inspect’?

A ‘Voluntary Notice to Inspect’ is not the same as a “Product Recall”

‘Voluntary’ means that Wild Country has chosen to issue this notice; we have not been requested to do it by any official body.

'Notice to inspect' means you are invited to inspect the product yourself, there is no requirement to send it back to Wild Country unless you identify a problem.

In practice this means you can inspect your product yourself using the guidelines described in the 'Voluntary Notice to Inspect' and if your product passes this inspection you can continue to use it safely.

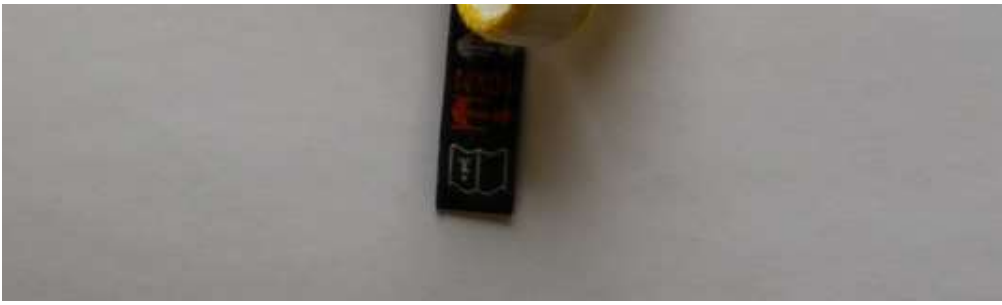
There is no need to return your product to your retailer or Wild Country if it passes the inspection and you can be assured it is safe to use.

For more information don't hesitate to contact Wild Country using the details in the "Voluntary Notice to Inspect' or on the Wild country Web Site.

The reason for the notice:

We have found a manufacturing fault on a small quantity of Friends 2, 3 & 4 which could cause the cam lobe assembly to slide down the stem cable when the trigger is activated, see picture below.





The effect of this is NOT safety critical but will have the effect of reducing the control of the cam assembly such that the lobes cannot be fully retracted.

No safety critical incidents have been reported; however, in the interest of customer safety, Wild Country has decided to voluntarily issue a notice to inspect.

Even on a Friend with this manufacturing fault it may not be immediately obvious and no slippage will have occurred. We therefore ask that you instigate a voluntary inspection procedure to identify if your Friend 2, 3 or 4 is affected. If so affected you must return the Friend 2, 3 & 4 to us without exception.

Our first priority is always the safety of the climbing community and our customers; therefore we have taken the decision to issue this notice to inspect for all Friend 2, 3 & 4 sold in 2016 and 2017 with immediate effect.

We apologise for the inconvenience this may cause, and thank you in advance for your cooperation in helping us to identify all of the affected Friend 2, 3 & 4 for return and replacement.

How to identify the product:

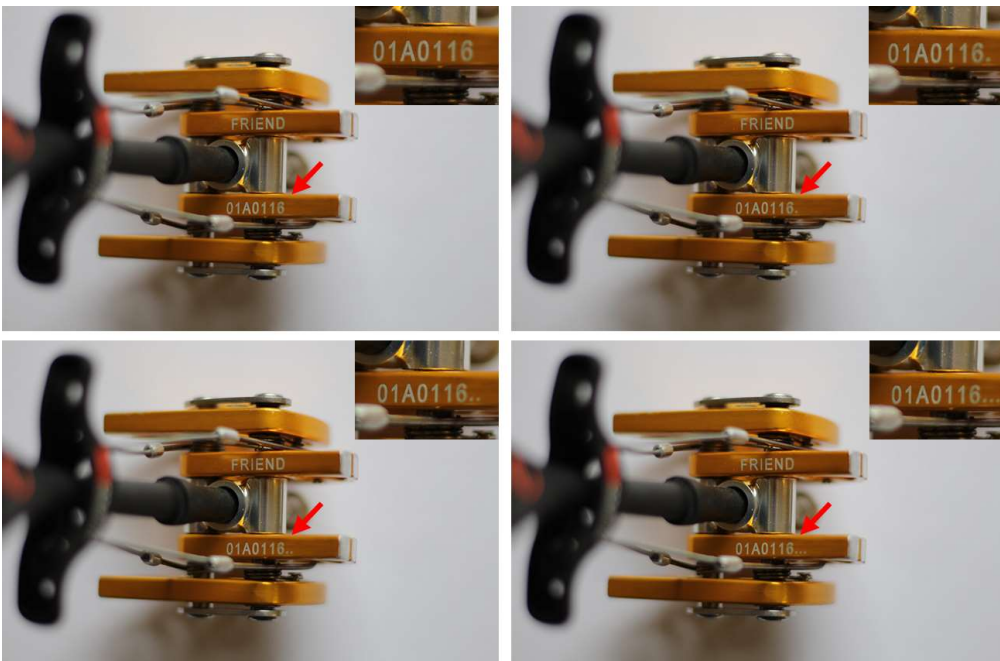
The products affected by this recall are Friends 2, 3 & 4 manufactured in 2016 and purchased in 2016 & 2017, with the following batch codes (see pictures below);

- 01A0116 (No dot)
- 01A0116. (1 x dot)
- 01A0116.. (2 x dot)
- 01A0116... (3 x dot)



How to find the batch code:

The batch code is marked on the underside of one of the cam lobes closest to the stem; please refer to the picture below:



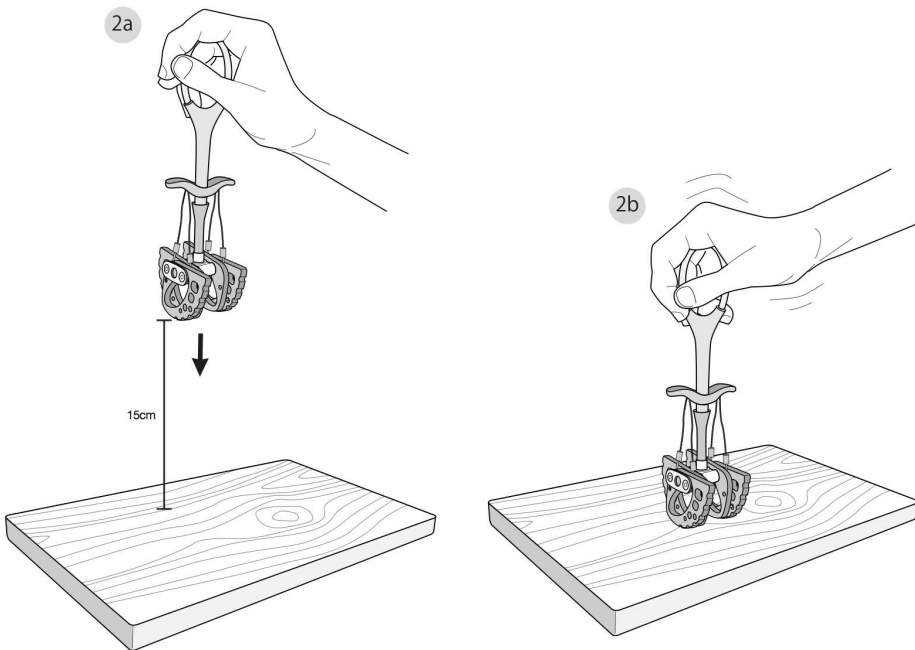
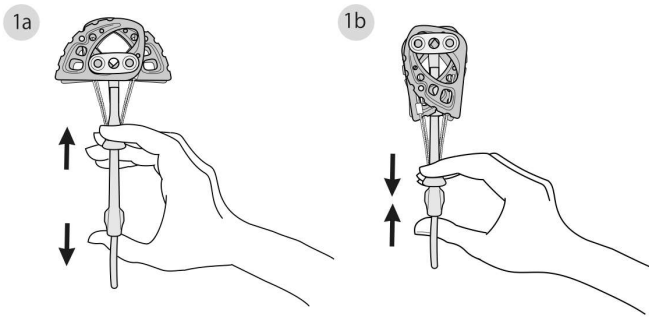
How to inspect the product:

1) Holding the Friend in the normal fashion with thumb in loop and index finger and middle finger on trigger apply maximum pressure to retract the cam lobes to fully closed. Repeat this procedure several times as vigorously as possible (see illustration 1).

2) Holding the Friend vertically by the thumb loop, cam lobes down, strike the cam lobes vigorously once only on a hard wooden surface from a height of 15cm/6 Inches (see illustration 2). Repeat the procedure (1) to finish the inspection test.

3) If the Friend withstands this test and the cam lobes remain in place the assembly is sound and no further action is needed.

4) If the cam lobes become detached please return the Friend to Wild Country for replacement. See procedure below.



How to return the product:

It is important that you only return Friends 2, 3 & 4 that are identified as having the batch codes listed below and have failed the inspection procedure;

- 01A0116 (No dot)
- 01A0116. (1 x dot)
- 01A0116.. (2 x dot)

- 01A0116... (3 x dot)

If in doubt please e-mail a photograph to recall@wildcountry.com or telephone + 44 (0)1298 871010 (or 303-444-0446 from USA) and you will be advised how to proceed.

Once identified correctly and after completion of the inspection procedure follow the instructions below to return the faulty Friend 2, 3 or 4 to your retailer or Wild Country directly.

Where to return the product:

Preferably you should return your Friend 2, 3 or 4 directly to the retailer where you made the purchase.

If you are unable for whatever reason to return your Friend 2, 3 or 4 to your retailer then you can send it back to Wild Country directly at:

Wild Country Ltd

Meverill Road

Buxton

Derbyshire

UK

SK17 8PY

For North American customer please return your Friend to:

Attention Warranty.

Salewa NA,

1711,

15th St,

Boulder CO,

80302

What we will do when we receive the product:

We will replace your returned product as quickly and efficiently as possible.

The replaced Friend will have been produced, tested and inspected to the highest standards and in accordance with the corrective actions required by the original manufacturing error.

We will endeavour to process the returned product and issue a replacement as soon as practicable, we anticipate within two weeks of receipt by Wild Country. If however there is going to be a delay we will inform you immediately of this.

Shipping costs:

If you are unable to return the product directly to your retailer and therefore incur shipping costs to return it Wild Country, please contact us directly for more information.