



**VOLUNTARY RECALL NOTICE -  
WILD COUNTRY ROPEMAN 3  
Frequently Asked Questions**

**Issued 29.10.2012**

## FAQ ABOUT THE VOLUNTARY RECALL OF WILD COUNTRY ROPEMAN 3.

### 1. Why is the Wild Country Ropeman 3 being recalled?

The Ropeman III ascending device meets the requirements of EN567 (Mountaineering Equipment. Rope Clamps), however it has come to our attention that in certain circumstances, rather than locking on the rope as expected the Ropeman III may slip when initially loaded. This slippage is more likely to occur when the rope is under significant tension and the cam of the Ropeman 3 has not been specifically set in position on the rope by the user.

Once the cam has been properly located on the rope and the Ropeman 3 loaded without slippage the device will perform as expected. Never-the-less we recognize that there may well be scenarios particularly in difficult conditions such as poor weather, extreme fatigue or during the course of an accident where the Ropeman 3 may not in our opinion be fully relied upon to meet the reasonable expectations of the user.

Our first priority is the safety of our climbing and mountaineering colleagues, therefore we have taken the decision to recall the Ropeman 3 with immediate effect. We apologise for any inconvenience this may cause.

### 2. Does the recall apply to my Wild Country Ropeman 3 ?

This recall notice applies to all Wild Country Ropeman 3 with an aluminium ridged cam.

Batch Numbers affected are: LAL, LBL, MBA, MMA, MMB, MMC, MMD, MME, MMF, MMG, MMH, MMJ

### 3. Why did Wild Country sell a product that is now being recalled?

The Ropeman 3 meets with the current EU safety requirements; however we now consider that these requirements are not sufficient to meet the reasonable expectations of our customers. We are choosing to recall this product in the interest of the consumer. We apologise for any concern and inconvenience this recall may cause and we will do our very best to try to ensure that this situation is resolved as quickly as possible.

### 4. I live outside of the UK; does the product recall apply to me?

Yes. This is a global recall of this product and applies to all markets.

### 5. Why is this product recall termed 'voluntary'?

Although there are no reported accidents related to this product we have volunteered to action this recall as the safety of our customers is our absolute number one priority. As we have now actioned this recall you must respond by returning any Ropeman 3(s) that you may have immediately.

### 6. I like my Wild Country Ropeman 3; do I have to return it?

Yes you must return your Ropeman 3 set as soon as possible, we must account for all units released into the outdoor market. We strongly advise you to return your Ropeman 3(s) immediately. If you continue to use them you are putting yourself and others at risk.

### 7. I bought a Ropeman Set, do I have to return the karabiner?

No, there is no problem with the locking karabiner. You can keep it.

### 8. What information do you need from me when I return the item?

You need to provide comprehensive contact details together with the recalled item(s). Proof of postage should be obtained as we will not be able to replace/refund items which go missing without this.

### 9. Will you replace my Ropeman 3 and how long will it take?

We will replace your Ropeman 3 with your choice of Ropeman 1 or Ropeman 2, together with a locking karabiner. In the case of significant delays affecting replacements, we will update the information on our website.

### 10. I did not purchase my Wild Country Ropeman 3 from my local retailer, how can I return it?

If possible please return your Ropeman 3 to the retailer you purchased it from. If you cannot return it to its place of purchase, you can return your set to the following:

1. Wild Country UK direct.
2. Wild Country distributor in your region.

Please remember to securely attach your contact details to the returned Ropemen 3.

### 11. What do I do if I still have a question or if I want to speak to someone about this?

For further help, please e-mail us at [info@wildcountry.co.uk](mailto:info@wildcountry.co.uk) and we will respond to your request as soon as we can.

### 12. Are the Ropeman 1 and Ropeman 2 affected by this recall.

**No. The Ropeman 1 and Ropeman 2 are not affected by this recall.**

Next steps...I am a consumer looking for help with my return, where do I go?

Please refer to the 'VOLUNTARY RECALL NOTICE - WILD COUNTRY ROPEMAN 3' on our website.

If you have not seen our notice, please go to [www.wildcountry.co.uk](http://www.wildcountry.co.uk) and there you will find more detailed recall information.

The Ropeman 3 comes in two colours, red and blue and is easily identified by its aluminium ridged cam.

Aluminium ridged cam

