



**VOLUNTARY RECALL NOTICE -
WILD COUNTRY
Helium karabiner and quickdraws**

Issued 10.12.2012

VOLUNTARY RECALL NOTICE - WILD COUNTRY HELIUM KARABINER AND QUICKDRAWS

10th December 2012

For the safety of all of our customers we are issuing an immediate recall of certain batches of the Wild Country Helium karabiner and Helium quickdraws made with these karabiners. It has been established that all of the affected karabiners were delivered after July 15th 2012.

If you own a Wild Country Helium karabiner or Helium quickdraw that was purchased *after the 15th July 2012* please read this notice carefully and follow the instructions "How to Identify the Product" so that you can identify whether your product is from one of the affected batches.

Reason for the recall:

The Helium karabiner is one of the lightest full size karabiners in the world, featuring the Wild Country patented "clean-wire" snag free nose and exhibiting an extremely high gate open strength. The Helium karabiner has been manufactured in the UK since 2004.

Upon receipt of the latest delivery at Wild Country we identified anomalies with the 'Major Axis Gate Closed Tensile Test' results. An immediate investigation together with our long term manufacturing partner revealed a series of issues with the manufacturing process that could lead to problems in the forging of the nose of the karabiner. In those karabiners affected by the problem the gate may not engage properly with the nose causing the gate to slip off the nose under load and thereby significantly reducing the strength of the karabiner.

As we cannot guarantee that the karabiners with the identified batch codes meet the European Standard for karabiners (EN12275) we are issuing an immediate notice to recall. We apologise for the inconvenience this may cause and thank you in advance for your cooperation in helping us to recover as many of the identified karabiners as possible.

Our first priority is the safety of our climbing and mountaineering colleagues and customers, therefore we have taken the decision to recall the Helium karabiners with the identified batch codes. We apologise for the inconvenience this may cause and thank you in advance for your cooperation in helping us to recover as many of the affected karabiners as possible.

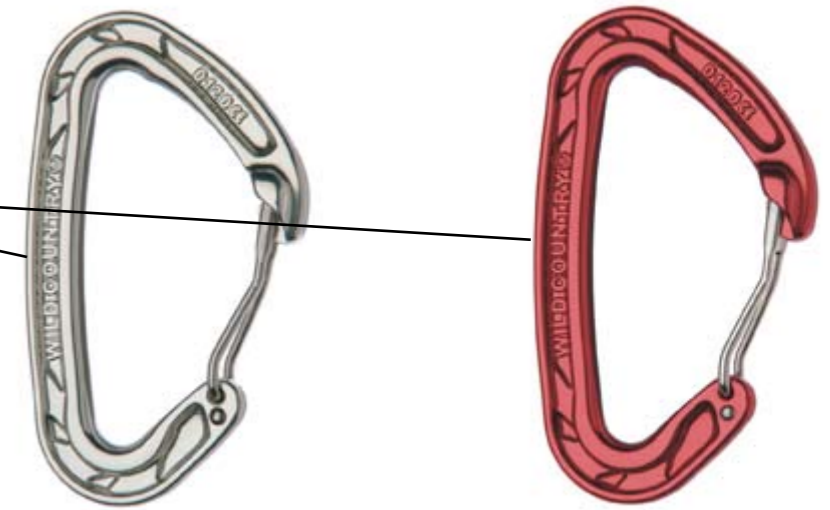
How to identify the product:

The product affected is the Helium karabiner with any of the following batch codes; MAG-T2, MMF-T2, MAH-T2, MAJ-T2, MAK-T2, MMG-T2, MMH-T2, MMJ-T2, MMK-T2.

This batch code is laser etched on the spine of the karabiner, as can be seen in the photo below:



The batch code can be found in this position on the Helium karabiner



Please note the karabiner could be anodized one of several colours, including; Silver, Red, Blue, Gold or Purple.



The affected Helium karabiners may also be part of a quickdraw. Helium quickdraws are sold in 10cm 15cm and 20cm lengths.



The affected Helium karabiners may also have been sold as part of a set of 5 Karabiners OR as a quickdraw pack of 5.



Affected products, product codes and sales dates - This recall affects karabiners delivered after July 15 2012 so there is no need to worry if your karabiners or quickdraws were purchased before that date. Affected products made and sold after that date may have been sold under any of the following product descriptions and stock codes:

Product Description	Stock Code	EAN Barcode
HELIUM 10mm DYNEEMA 10cm QD	13HELI10QD10	5033286030817
HELIUM 10mm DYNEEMA 15cm QD	13HELI10QD15	5033286030824
HELIUM 10mm DYNEEMA 20cm QD	13HELI10QD20	5033286030831
HELIUM 5 PACK QD (5 x 10cm)	13HELI10QD510	5033286030855
HELIUM 10MM DYN QD 5 X 13 CM	13HELI10QD513	5033286030800
HELIUM 5 PACK (2x10 1x15 2x20)	13HELI10QD5ASS	5033286030848
HELIUM 5 PACK (1x10 3x15 1x20)	13HELI10QDNSASS	5033286031388
HELIUM WIRE POLISHED 5 PACK	13HELI5	5033286030756
HELIUM - CLEAN WIRE - RED	13HELIA	5033286030527
HELIUM WIRE ANODISED 5 PACK	13HELIA5	5033286031111
HELIUM 5 COLOURS 5 PACK	13HELIA5C	5033286031838
HELIUM - CLEAN WIRE - BLUE	13HELIB	5033286031845
HELIUM - CLEAN WIRE - GOLD	13HELIG	5033286031852
HELIUM - CLEAN WIRE - POLISHED	13HELIP	5033286030510
HELIUM - CLEAN WIRE - PURPLE	13HELIPUR	5033286031869

Returning the product

It is important that you only return karabiners which are identified as having the relevant batch codes - once identified correctly follow the instructions below.

Dealing with quickdraws -

If you have a quickdraw where one of the karabiners is affected please remove and return only the affected karabiner and keep the rest of the quickdraw assembly ready for your replacement karabiner.

If you have a quickdraw where both karabiners are affected please return the full unit to Wild Country for a like replacement.

Where to send the product:

Please return your Wild Country Helium karabiner either;

1. To the retailer where you purchased the karabiner.
2. Directly to Wild Country headquarters in the UK.
3. To the Wild Country or national distributor.

You can find more information concerning contact addresses in **"Return Addresses"**

Information for the return of your replacement product – Please make sure you securely attach your address, your e-mail and telephone number to any karabiner returned.

Postage Costs - As a compensation for shipping cost, you will receive a complimentary Wild Country Wild Wire karabiner.

Return Addresses: The contact details of Wild Country dealers can be found at;
<http://www.wildcountry.co.uk/store-locator/>

Wild Country Headquarters in the UK;

Wild Country UK, Meverill Rd, Tideswell, Nr Buxton, Derbyshire, SK17 8PY.

Wild Country International

Via the link below you can find your nearest store or national distributor;

<http://www.wildcountry.co.uk/store-locator/>

What will happen with my returned product?

We will replace your returned product as quickly and efficiently as possible with a new Helium karabiner. This karabiner will have been produced with a revised manufacturing processes and an enhanced testing program.

For more information, do not hesitate to contact us:

Via e-mail : info@wildcountry.co.uk

Via Phone : + 44 (0) 1298 871010

The Wild Country Quality Team

Tideswell, Derbyshire 10/12/2012

Remember - you can find the batch code on the spine of the karabiner as shown in the pictures below:



The batch code can be found in this position on the Helium karabiner

