

FAQ ABOUT THE VOLUNTARY RECALL OF WILD COUNTRY ROPEMAN 1

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

Wild Country's first priority is the safety of our customers. Wild Country has recently learned that when some of the recalled Ropeman 1s from batch 05A0722 are used to lift weight or to ascend a rope that is under significant tension or weighted, the camming teeth may not fully engage. If this issue occurs, a recalled Ropeman 1 may slip on the rope and make it more difficult for the climber to lift weight or to ascend. This issue does not occur when a recalled Ropeman 1 is used on an unweighted rope. The issue is limited to 931 out of 8000 units in batch 05A0722 produced in July 2022 where the edges of the camming teeth were inadvertently slightly rounded during final machining, when those 931 units were subject to a second round of tumbling. As a result, Wild Country has instructed its customers to stop using all orange Ropeman 1s from batch 05A0722 immediately. We apologize for any inconvenience this may cause.

2. How can I tell if the recall applies to my Wild Country Ropeman 1?

The Ropeman 1 units subject to the recall are identified by a batch number. This recall applies only to Wild Country orange colored Ropeman 1 (code 40-ROPE1_4500) rope ascenders from batch 05A0722.

To determine if your Ropeman 1 is part of the recall, first, look at the color. If it is any color other than orange, your Ropeman 1 is not subject to the recall.

If your Ropeman 1 is orange, look at the batch number on the side plate. The batch code can be easily identified on the lateral side plate of the device and it consists of a seven (7) digit code. The Batch code affected by the recall: 05A0722. If the batch number is 05A0722, it is subject to the recall. If the batch number is any other number, your Ropeman 1 is not subject to the recall.

Batch number identification



This recall does **NOT** apply to any other Wild Country Ropeman devices including Ropeman 1 in blue (code 40-ROPE1_3500) and black (40-ROPE1_0900) colors, Ropeman 2 in black (code 40-ROPE2_9999) and gold (code 40-ROPE2_0950) colors, and Ropeman 4 in black (code 40-000006000_0900) and orange (code 40-000006000_4510) colors.

3. What is the problem with the recalled Ropeman 1s?

When some of the recalled Ropeman 1s from batch 05A0722 are used to lift weight or to ascend a rope that is under significant tension or weighted, the camming teeth may not fully engage. If this issue occurs, a recalled Ropeman 1 may slip on the rope and make it more difficult for the climber to lift weight or to ascend.

4. How can I take advantage of the recall and return my recalled Ropeman 1?

Please go to the Wild Country website (<https://www.wildcountry.com/en-us/product-recalls>) which will provide the information necessary for you to return your recalled Ropeman 1 and obtain a replacement.

5. When I return the product, do I get a new one?

Yes. Wild Country will replace all recalled Ropeman 1s with a new Ropeman 1 at no cost to you.

6. How much will it cost me to return my Ropeman 1?

The return of the product is free of charge.

7. I no longer have the receipt for the product. Can I still return it?

Yes. You can return the product without a receipt.

8. Can I fix the problem myself or have it repaired?

No. The issue with the recalled Ropeman 1s cannot be fixed or repaired by consumers. Users must return all recalled Ropeman 1s to Wild Country by following the recall procedures described below.

9. My Ropeman 1 appears to be working fine. Can I continue to use it?

Yes, if your batch number is different from 05A0722.

No, if your product's batch number is 05A0722. You must immediately stop using it and participate in the recall by returning the product to us for a free replacement.

10. I bought the Ropeman 1 in North America, but I don't live there. What do I have to do?

Please contact our customer service at Ropeman1Recall@wildcountry.com.

11. What should I do if my Ropeman 1 is subject to the recall?

If your Ropeman 1 is from batch 05A0722, you should immediately stop using it and return it as soon as possible to Wild Country for replacement free of charge.

13. How long will it take for me to receive the replacement?

Please allow up to 2-3 weeks from the date you return your recalled Ropeman 1 to us. We apologize for any inconvenience and assure you that we are working as quickly as possible to replace your product.

14. Is there a deadline for returning my recalled Ropeman 1?

No. You can return your recalled Ropeman 1 anytime, but we encourage you to do so as soon as possible.

15. What should I do if I purchased the products subject to this recall on the Internet?

The recall procedure is identical both for product purchased on the Internet and for the ones bought from authorized Wild Country dealers or directly from Wild Country.

16. What should I do if I purchased the products subject to the recall second-hand?

Consumers who purchased used Ropeman 1 of the batch subject to the recall should immediately stop using them and follow the recall procedure described in the paragraph “How can I return my recalled Ropeman 1?”.

17. What could happen if I don’t return my recalled Ropeman 1 to Wild Country and continue using it?

If you continue using the recalled Ropeman 1 on a rope that is under significant tension or weighted, the camming teeth may not fully engage. If this issue occurs, a recalled Ropeman 1 may slip on the rope and make it more difficult for the climber to lift weight or to ascend.

18. Where can I get further information on the recall procedure?

You can find more information about the recall and how to complete the return and obtain replacement online at <https://www.wildcountry.com/en-us/product-recalls>. There you will also find information on how to recognize if your Ropeman 1 is subject to the recall.

You can contact us via phone at 1-844-412-7013 (from 9 a.m. to 5 p.m. MDT from Monday through Friday) or email at Ropeman1Recall@wildcountry.com.

If you contact us via e-mail, please include the words “Recall ROPEMAN 1” in the subject line to help us respond immediately to your request.