



**VOLUNTARY RECALL NOTICE -  
WILD COUNTRY HELIUM KARABINER  
Frequently Asked Questions**

**Issued 10.12.2012**

**FREQUENTLY ASKED QUESTIONS ABOUT THE VOLUNTARY RECALL OF  
WILD COUNTRY HELIUM KARABINERS.**

10th December 2012

**Questions you might want to ask about the recall of certain batches of the Helium karabiner:**

**1. Why is the Wild Country Helium karabiner being recalled?**

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 recall notice. 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.

**2. Is there a manufacturing or purchase date relevant to this recall?**

Yes, this recall notice only applies to Wild Country Helium karabiners delivered after the 15th July 2012. So if your Helium karabiners were purchased before that there is no problem.

**3. If I bought my Heliums after this date how do I check if this recall applies to my Wild Country Helium karabiner?**

This recall notice applies to all Wild Country Helium karabiners bought after 15th July 2012 and marked with the any of the following Batch Codes marked on the spine of the karabiner:  
MAG-T2, MMF-T2, MAH-T2, MAJ-T2, MAK-T2, MMG-T2, MMH-T2, MMJ-T2, MMK-T2.

**4. Why did Wild Country sell a product that is now being recalled?**

Wild Country "Goods Inwards Testing" identified a problem with the manufacturing and testing process at our supplier. Upon investigation with the supplier it was identified that the issues with the manufacturing processes leading to the anomalies in test results may also have affected further batches. It was therefore decided to "spread the net" as widely as possible and recall all batches that may have been adversely affected by changes to the production process. 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.

**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 immediately returning any Helium karabiner with the identified Batch Codes that you may possess.

**6. I like my Wild Country Helium karabiner, do I have to return it?**

Yes you must return your Wild Country Helium karabiner as soon as possible, we must account for all units released into the outdoor market. We strongly advise you to return your Wild Country Helium karabiner immediately. If you continue to use them you are putting yourself and others at risk. We will replace your returned product as quickly as possible.

**7. 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.

**8. Will you replace my Wild Country Helium karabiner and how long will it take?**

We will replace your Wild Country Helium karabiner, with a product manufactured via an amended production process. We will try to replace your karabiner as quickly as possible.

**9. I did not purchase my Wild Country Helium karabiner from my local retailer, how can I return it?**

If possible please return your Helium karabiner to the retailer you purchased it from. If you cannot return it to its place of purchase, you can return your product to the following:  
A. The Wild Country distributor in your region.  
B. Direct to the Wild Country headquarters in the UK.  
Please remember to securely attach your contact details to the returned Helium Karabiner.

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

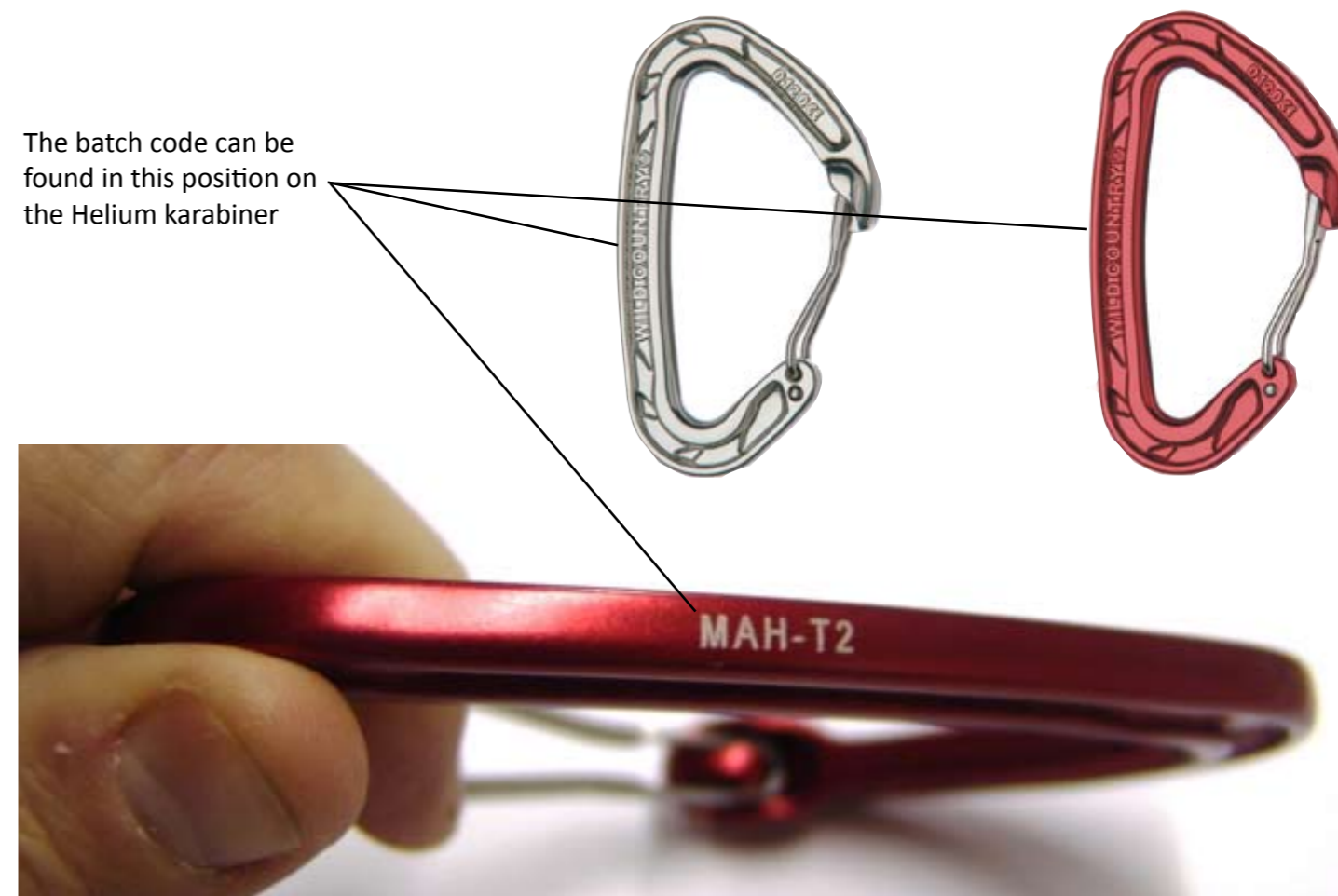
For further help, please e-mail us at [info@wildcountry.co.uk](mailto:info@wildcountry.co.uk) and we will respond to your request as soon as we can.

**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 HELIUM KARABINER AND HELIUM QUICK-DRAW SETS' on our website:  
<http://www.wildcountry.co.uk/products/product-recalls/>

**The Wild Country Quality Team  
Tideswell, Derbyshire 10/12/2012**

**Where to find the batch code on your 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.

