



**FAQs for Consumers**

**Important Questions and Answers Regarding the Voluntary Recall of the**

**“SUPERLIGHT ROCK” (code 40-RSL)  
and “SUPERLIGHT ROCK SET 1-6” (code 40-RSLSET) chocks**

**What is Wild Country’s recall announcement concerning the “SUPERLIGHT ROCK” (code 40-RSL) and “SUPERLIGHT ROCK SET 1-6” (code 40-RSLSET) chocks about?**

Wild Country has recently learned that when single cable “SUPERLIGHT ROCK” (code 40-RSL) and “SUPERLIGHT ROCK SET 1-6” (code 40-RSLSET) chocks are exposed to maritime seaside conditions with high concentrations of salt and/or humid climate with salty atmosphere for an extended period of time, corrosion inside of the ferrule (the swage covered in plastic that is labelled with the name of the product) can occur. This can significantly reduce the breaking strength of the chocks and may therefore become dangerous for a climber in the event of a fall from height.

**Which Wild Country products are subject to the voluntary recall?**

The recalled “SUPERLIGHT ROCK” (code 40-RSL) and “SUPERLIGHT ROCK SET 1-6” (code 40-RSLSET) chocks were manufactured in the sizes and colors listed below.

<b>Item code</b>	<b>Item description</b>	<b>Size</b>	<b>Color</b>
40-RSL	SUPERLIGHT ROCK	1	Purple
40-RSL	SUPERLIGHT ROCK	2	Green
40-RSL	SUPERLIGHT ROCK	3	Silver
40-RSL	SUPERLIGHT ROCK	4	Gold
40-RSL	SUPERLIGHT ROCK	5	Blue
40-RSL	SUPERLIGHT ROCK	6	Red
40-RSLSET	SUPERLIGHT ROCK SET 1-6	Set of 40-RSL from size 1 to 6	All colors listed above

The product can be identified simply by the characteristic **single** cable wire.

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

**Yes.** Regarding the replacement, there are two options available:

- 1) Immediate replacement with Wild Country ROCKS (40-RWA or 40-RWASET3);
- 2) Replacement with the new, fixed SUPERLIGHT ROCKS (40-RSL or 40-RSL\_SET), planned for September 2023

The replacement can take place only for each individual piece returned.

Wild Country ensures free replacement until December 31<sup>st</sup>, 2026.

**Can I fix the problem myself, or have it repaired?**

**No.** The issue with the "SUPERLIGHT ROCK" chocks cannot be fixed or repaired by consumers. Users **must** return the recalled products to Wild Country by following the recall procedures described below.

**My product appears to be working fine. Can I continue to use it?**

**No.** The corrosion of the ferrule is **not visible** to the user, since the ferrule is covered by the label made of tubular heat shrink, that cannot be removed. Therefore, the user cannot identify chocks affected by corrosion. We strongly recommend to stop using the chocks immediately and to follow the recall instructions.

**Is there a date code or serial number that I need to check to determine if my product is subject to the recall?**

The Superlight Rocks subject to the recall are identified by a batch number.

The batch code can be easily identified on the lable on the tubular heat shrink, where the name of the product "SUPERLIGHT ROCK" is specified.

The Batch codes affected by the recall are the following:

01A1117
01A1217
01A1219
03A1219
02A0221

**What should I do with a product subject to the recall?**

If your Superlight Rocks are affected by the recall (in accordance with the batch number identification explained above), you should immediately stop using them and return them as soon as possible to Wild Country for replacement (see the paragraphs below regarding the recall procedure).

## Where can I get further information on the recall procedure?

You can contact us at the following contact services (from 8.30 a.m. to 9.30 p.m. GTM+1 European time, from Monday through Friday):

<a href="mailto:support_at@wildcountry.com">support_at@wildcountry.com</a>	+43 720 231331	Wild Country Austria
<a href="mailto:support_de@wildcountry.com">support_de@wildcountry.com</a>	+49 89 412 07724	Wild Country Germany
<a href="mailto:support_it@wildcountry.com">support_it@wildcountry.com</a>	+39 0471 1832441	Wild Country Italy
<a href="mailto:support_uk@wildcountry.com">support_uk@wildcountry.com</a>	+44 1224 039170	Wild Country United Kingdom
<a href="mailto:support_int@wildcountry.com">support_int@wildcountry.com</a>	+44 1224 039170	Wild Country International
<a href="mailto:support_us@wildcountry.com">support_us@wildcountry.com</a>	+1 (952) 800-9839	Wild Country US

Otherwise, you can find more information about the recall, how to complete the return and obtain replacement online at [www.wildcountry.com](http://www.wildcountry.com) (at bottom of page, section "RECALL"). There you will also find complete information on how to recognize the products subject to the recall.

If you decide to contact us via e-mail, please include the words "Recall SUPERLIGHT ROCK" in the subject line to help us respond immediately to your specific request.

## How can I return my recalled Superlight Rocks?

For the return of your recalled Superlight Rocks, there are two options available:

1. Personally deliver your chocks to the store where you purchased them or to any authorized Wild Country Dealer, or Mountain Shop (you can find the list of shops at the following link: <https://www.wildcountry.com/storelocator>). The store personnel will take care of your return and will give you the possibility to choose a replacement product among those indicated.
2. Go to the Wild Country website (on section <https://www.wildcountry.com/product-recall>) and follow the instructions titled "INSTRUCTION MANUAL FOR ONLINE RECALL" to know how to select the product you are returning and to choose the one you wish as a replacement.

For any specific or additional information, we kindly ask you to contact one of the above contact services.

### **What should I do if I purchased the products subject to this recall on the Internet?**

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

Please note that the procedure might differ depending on the country you live in. Please follow the instructions related to your country.

### **What should I do if I purchased the products subject to the recall second-hand?**

Consumers who purchased used Superlight Rocks should immediately stop using them and follow the recall procedure described in the paragraph "How can I return my recalled Superlight Rocks?".

### **What could happen if I don't return the Superlight Rocks to Wild Country and continue using them?**

If you continue using the Superlight Rocks and the circumstances described above occur (i.e. humid climate with salty atmosphere), the chocks may not be able to hold the declared holding force or to protect you in the event of a fall from height. In case you decide to ignore the recall of this product, Wild Country will not be held liable for any damages that might occur.

### **Which is the deadline for returning my Superlight Rocks?**

You can return your Superlight Rocks anytime.

Wild Country ensures free replacement until December 31st, 2026.

### **How much will it cost me to return my Superlight Rocks?**

The return of the product is free of charge.

### **How long does it take to receive the replacement model?**

If you choose the replacement with a Wild Country Rock, it will take the standard shipment time. If you choose the replacement with the new Superlight Rocks, you will receive the products starting from September 2023.

### **Are any other Wild Country Rocks involved in the recall?**

No. The only products affected by the recall are the "SUPERLIGHT ROCK" (code 40-RSL) and "SUPERLIGHT ROCK SET 1-6" chocks.

No other chock models are affected by the recall.

**Where can I find more information? Who can I contact in case of questions?**

<a href="mailto:support_at@wildcountry.com">support_at@wildcountry.com</a>	+43 720 231331	Wild Country Austria
<a href="mailto:support_de@wildcountry.com">support_de@wildcountry.com</a>	+49 89 412 07724	Wild Country Germany
<a href="mailto:support_it@wildcountry.com">support_it@wildcountry.com</a>	+39 0471 1832441	Wild Country Italy
<a href="mailto:support_uk@wildcountry.com">support_uk@wildcountry.com</a>	+44 1224 039170	Wild Country United Kingdom
<a href="mailto:support_int@wildcountry.com">support_int@wildcountry.com</a>	+44 1224 039170	Wild Country International
<a href="mailto:support_us@wildcountry.com">support_us@wildcountry.com</a>	US +1 (952) 800-9839	Wild Country

Otherwise, you can find more information about the recall, how to complete the return and obtain a replacement online at [www.WildCountry.com](http://www.WildCountry.com) (at bottom of page, section "RECALL").