

## Precautionary recall of crevasse rescue device: Mammut RescYou

During a regular internal quality check, Mammut has identified that some products in batches 12/12 & 03/13 of the "RescYou" crevasse rescue device do not meet the functional requirements. In order to prevent any risk to users, Mammut has decided to proceed with the market recall of the affected production batches 12/12 & 03/13 of the "RescYou" product.

With "RescYou", Mammut has, since 2013, been selling an innovative item of equipment that simplifies the rescue of any team member who falls into a crevasse (for example, during a glacier expedition). Thanks to a six-fold pulley, the weight of the fallen person can be lifted with little physical effort.

A defect was discovered in two batches of these products. The pulley's orange reverse lock does not lock sufficiently and the rope can slip back to its starting position. This means: it is no longer possible to rescue a person from a crevasse or to climb out oneself in the event of a fall.

### Illustration of "RescYou":



Mammut is asking all customers who possess a "RescYou" (item no. 2210-01160) from production batch 12/12 or 03/13 (available for purchase in-store since 10th June 2013) to stop using the product immediately and return the product in question.

**The batch numbers are indicated on the device's blue rope clamp:**



The following possibilities are available for returning the product:

1. Send your Mammut "RescYou" from production batches 12/12 & 03/13 to our Customer Service

For **customers in Switzerland**  
and **outside of the European Union:**

Mammut Sports Group AG  
Rückruf RescYou  
Birren 5  
CH-5703 Seon

For **customers in**  
the **European Union:**

Mammut Sports Group GmbH  
Rückruf RescYou  
Mammut-Basecamp 1  
D 87787 Wolfertschwenden

2. Return the "RescYou" to your Mammut dealer. The dealer will then handle the return procedure for you.

Mammut will send customers who return their "RescYou" a letter of confirmation indicating the delivery date of the replacement product. This service is provided free of charge. The cost of carriage will also be reimbursed. Mammut Sports Group apologizes to its customers for the fact that the provision of replacement products will take a little time.

Mammut has set up a hotline for any further questions:

Email address: [rescyou@mammut.ch](mailto:rescyou@mammut.ch)

Tel: +41 (0)62 769 82 59 (during office opening hours)

Please also note the answers to the attached list of frequently asked questions.

Mammut Sports Group formally apologizes for the inconvenience caused.

Kind regards,

Mammut Sports Group AG

## **Frequently asked questions:**

### **Why are the batches in question being recalled?**

During a regular internal quality check, Mammut identified that in some products in batches 12/12 & 03/13, the tothing of the orange reverse lock is not prominent enough. As a result, when the pulley is activated, the cord is not locked at all or is not securely locked and the lower, gray rope clamp slips back to its starting position. The correct functioning of a "RescYou" affected by this problem is therefore not guaranteed and it might not be possible to perform a rescue operation following a fall into a crevasse using a device of this type.

### **Why are Mammut "RescYou" devices with other batch numbers not included in this recall?**

One component in the affected production batches 12/12 & 03/13 does not correspond to specifications.

All earlier production batches with the numbers 03/12, 05/12, 06/12 and 09/12 have been tested for the critical component and function perfectly. Customers can therefore continue to use products with batch numbers 03/12, 05/12, 06/12 and 09/12 safely in accordance with the operating instructions.

### **How will my returned "RescYou" be replaced?**

Once your returned "RescYou" with batch number 12/12 or 03/13 has been received by our Customer Service, the receipt of the item will be recorded together with your contact details. You will then directly receive a letter of confirmation informing you that your returned "RescYou" has been received. The costs of carriage incurred by you will be reimbursed in cash with this letter. In addition, this letter of confirmation will also inform you of the delivery date of your new, fully-functioning replacement product.

### **How long will it take to replace the "RescYou"?**

Due to organizational reasons, we can unfortunately only start dispatching replacement products as of 17.03.2014.

### **Will my costs of carriage be reimbursed?**

Yes, the costs of carriage will be enclosed in cash with the confirmation of receipt.

### **How can I tell that my replacement product or a product that is still sold by dealers is not affected?**

If the product has a batch number different from 12/12 or 03/13 on the blue rope clamp then it is not affected by this problem and functions perfectly.

### **Can I carry on using my "RescYou"? What happens if I don't want to return my product?**

You are urgently advised not to continue using products from batches 12/12 & 03/13 because their correct functioning is not ensured.

### **For how long can I use my RescYou and when must I replace it?**

Provided that the product is used normally and competently in accordance with the operating instructions, and if no serious damage is sustained as a result of external influences, then it should be replaced at least every 5 years.