

# VOLUNTARY RECALL NOTICE



Singing Rock is recalling Via Ferrata sets of types **EASY GO XP, EASY GO XP LOCK, EASY GO XP COMPLETE** from the market as a precautionary measure.

If you own any of mentioned products, please read this important notice.

## Identification - Name of Product/production lots involved:

This recall is relevant to SINGING ROCK Via Ferrata Sets produced during 2010, 2011 and 2012 with the following article names: [EASY GO XP \(C2304\)](#) [EASY GO XP COMPLETE \(C2305\)](#) [EASY GO XP LOCK \(C2306\)](#)



**Hazard:** It has been found that, in certain cases the webbing of the elastic webbing arms (branches), after intensive use, may no longer meet the relevant safety standards. Thus the protective requirements of a Via Ferrata Set are no longer met or can only be met in part, which in the case of a fall could result in serious injury or death.

**Please discontinue use of the recalled Via Ferrata Sets IMMEDIATELY.**

Up today there are no reports of this defect coming from normal use. Nonetheless, Singing Rock is acting proactively on this matter given the potential casualty hazard.

To avoid any risk to the user, as the manufacturer we are recalling the above mentioned products from the market for replacement of elastic webbing arms (branches) with non-elastic.

If you own some of above stated products, please return it directly to Singing Rock or to your retailer for above said reparation in as short as possible term.



The previous generation of **via ferrata sets** is **NOT AFFECTED BY THE RECALL:**

**EASY GO (C2301), EASY GO COMPLETE (C2302) and EASY GO LOCK (C2303).**



### Shipping information

Please return the mentioned products directly to Singing Rock or to your nearest retailer. As a compensation for shipping cost, you will receive Singing Rock HMS carabiner.

To be able to ensure a trouble-free procedure, please write your address, e-mail and telephone number on the shipment.

Address:

LANEX a.s., division Singing Rock

Poniklá 317

512 42 Poniklá

Czech Republic

For more information, do not hesitate to contact us:

via e-mail address [recall@singingrock.cz](mailto:recall@singingrock.cz)

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## **FAQS - FREQUENTLY ASKED QUESTIONS**

**Can I use my new via ferrata set? Can I continue using my already used set? What happens if I do not want to send my set in?**

All of the sets named for recall need to be re-worked. **Please discontinue use of the recalled Via Ferrata Sets IMMEDIATELY. Protective requirements of a Via Ferrata Set are no longer met or can only be met in part, which in the case of a fall could result in serious injury or death.** SINGING ROCK is not responsible for any sets which are knowingly used and not replaced.

**Where I can send the ferrata sets? What should I attach? Is it enough my address or do I have to send also the receipt?**

If you own some of above stated products, please return it directly to Singing Rock or to your nearest retailer for above said reparation in as short as possible term. The receipt is not necessary to send. Please write your address, e-mail and telephone number on the shipment.

**How long does replacement of the set take?**

It is hard to predict how many sets will be returned in each day which will have an influence on the time of the replacement. However we will do our best to replace the ferrata sets as soon as possible. Minimal time for the replacement of your set will be approximately one week from the date when we receive it.

**How should I mark my contact details on the ferrata set?**

Please, mark your ferrata set in a such way that if you send it even without the storage bag we will receive it with all your details. One possible way is to put through the loop a duct tape, to make a loop from the duct tape and to write with the marker your details. If you do not have a duct tape or a marker, than please, open the zippered bag with the tearing webbing, put in the paper with your details and close the zippered bag.

Thank you for your continual support. Please accept our sincere apologies for any inconvenience this may cause you.

**SINGING ROCK TEAM**