

VOLUNTARY RECALL NOTICE -

Wild Country Anodised
Rocks and Classic Rocks

Issued 07/10/2013



VOLUNTARY RECALL NOTICE - WILD COUNTRY CLASSIC ROCKS AND ANODISED ROCKS
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For the safety of all of our customers we are issuing an immediate recall of certain batches of Wild Country Classic Rocks and Anodised Rocks.

If you own any Wild Country Classic Rocks and/or Anodised Rocks that were purchased any time from January 2010 onwards please read this notice carefully and follow the instructions "How to Identify the Product", so that you can ascertain whether your product is from one of the affected batches.

Reason for the recall:

Following a recent failure in use of a Classic Rock, in which fortunately no injury occurred, we conducted an in depth investigation and an extensive testing programme. Following the testing of over 17,000 Rocks we found some units that did not achieve their rated strength. The rated strength of Rocks varies, depending upon the size, from 4kN to 12kN. In a very small number of cases the failure load was below the units rated strength and in some cases below 7kN; a peak load that can be realistically achieved during a fall. The problems that we found were most apparent in Classic Rocks batch JBE. However, we cannot guarantee that other batches and Anodised Rocks are not also affected and therefore have taken the decision to recall all units with the identified batches noted below.

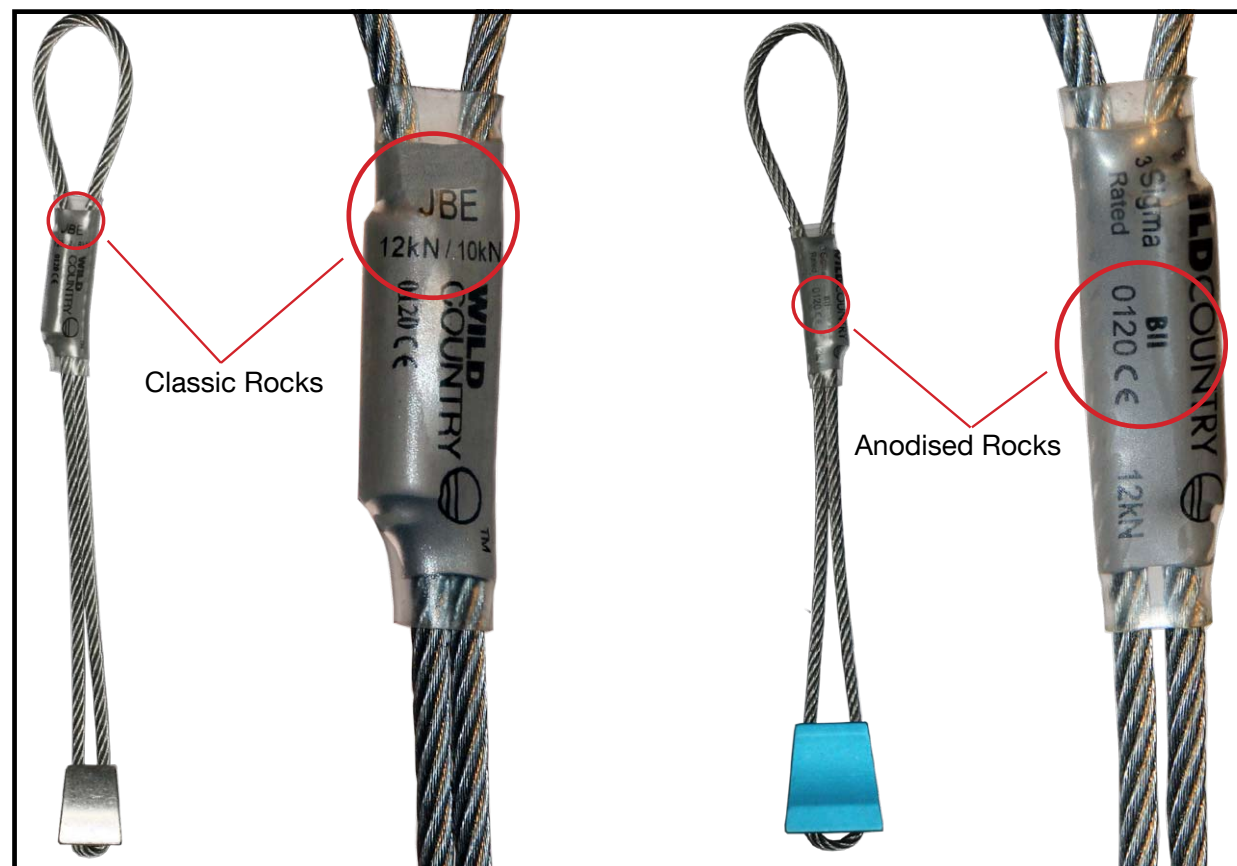
Our first priority is always the safety of our climbing and mountaineering colleagues and customers, therefore we have taken the decision to recall the Rocks with the identified batch codes. We apologise for the inconvenience this may cause, and thank you in advance for your cooperation in helping us to recover as many of the affected Rocks as possible.

How to identify the product:

The products affected by this recall are Classic Rocks and Anodised Rocks, with any of the following batch codes; AG AH BII JBE

How to find the batch code:

These batch codes are marked on the size label, underneath the clear sleeve which covers the swage - as can be seen in the photo below:



Affected products and sales dates:

Affected products were sold from January 2010. Please note that Anodised Rocks were supplied both as individual pieces in sizes 1 - 14 and sets 1-8, 4-8 & 9-14. Classic Rocks were sold in sets of 1-10 only.

Identifying the products #1: Anodised Rocks - Single units:

Anodised Rocks on wire were sold in 14 sizes and can be seen on the picture below.



Anodised Rocks - Sets and Header Cards:

Anodised Rocks were also sold in sets of 1-8, 4-8 & 9-14. These were available on the following header cards.



Identifying the products #2: Classic Rocks

Classic Rocks were sold in sets of 1-10 only and were available on the following header cards.



Returning the product:

It is important that you only return Rocks which are identified as having the relevant batch codes. If in doubt please e-mail a photo to recall@wildcountry.com and you will be advised how to proceed. Once identified correctly follow the instructions below to return your Rocks to the nominated recall centre.

Where to send the product:

Please return your Wild Country Rocks by following these instructions;

1. Contact us through our website www.wildcountry.co.uk/
2. Tell us which and how many of the products affected by the recall you will return to us by entering the information into the form provided
3. Print out the automatically generated returns form and the return address label. The return address label contains the address of the nominated recall centre nearest to the home address you entered into the database. The address label and the return form contain important information to help us track your return.
4. Return your product by post together with the return form using the address label.

Postage costs:

As a compensation for any shipping costs incurred, you will receive a complimentary Wild Country quickdraw.

What will happen with my returned product?

We will replace your returned product as quickly and efficiently as possible with new Rocks. These Rocks are being produced with a fully reviewed manufacturing process and an enhanced testing/quality control program.

We will endeavour to replace returned product as soon as possible. However our factory in Tideswell in the UK has an output practically limited by raw material availability and production capacity. When we are able to judge the rate of return of product we will post regular updates to keep customers informed of the anticipated delay.

For more information:

Please see the information document; "Frequently Asked Questions about the voluntary recall of Wild Country Classic and Anodised Rocks".

Or contact us via e-mail : recall@wildcountry.com

The Wild Country Quality Team
Tideswell, Derbyshire 07/10/2013

Direct Links

[Go to our automated returns centre.](#)

[Go direct to our Recall page.](#)