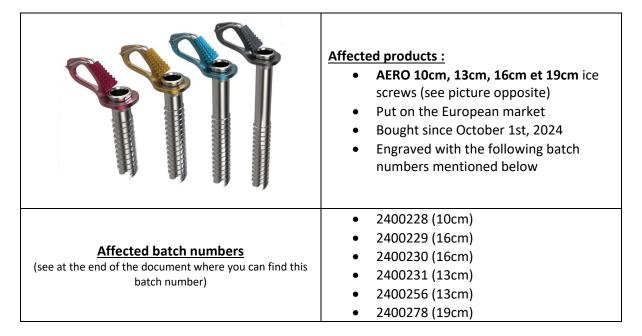
Les Houches, January 10th, 2025

BLUE ICE - RECALL / AERO ice screws (100284)



Identified risk

We have identified performance loss issues during product lifespan on a series of our **AERO 10cm**, **13cm**, **16cm** and **19cm** steel ice screws.

As a result, there is a risk of encountering significant resistance to screwing after a few uses.

Product recall

If you recently bought one or more **AERO 10cm, 13cm, 16cm, 19cm** ice screw, from October 1st, 2024, and is part of one of the batch numbers mentioned above, these may be affected by this issue. **Stop using them immediately.**

Procedure

BLUE ICE is committed to replace your ice screws as soon as possible.

If you have one or more ice screws affected by this recall (see "Affected products"):

- ✓ Contact our warranty department at <u>warranty.eu@blueice.com</u>
- ✓ A return label will be sent to you
- ✓ Ship back the affected ice screw with this return label, precising which of the following solution do you want to choose:
 - o An AERO LITE (aluminum) ice screw with the same length can be sent immediately to replace your steel AERO ice screw within the limits of available stocks.
 - Your AERO ice screw will be replaced within few weeks when stocks will be restored, starting mid-February.



BLUE ICE EUROPE

We are deeply sorry for this inconvenience, but we care too much about your safety and our products' performance.

Quality and Warranty department BLUE ICE warranty.eu@blueice.com

How to check if my AERO ice screw is affected:

Turn the part over to see the underneath of the hanger. If the engraved batch number is one of the following, **your ice screw must be replaced.**

Affected batch numbers:

- 2400228 (10cm)
- 2400229 (16cm)
- 2400230 (16cm)
- 2400231 (13cm)
- 2400256 (13cm)
- 2400278 (19cm)

