

Les Houches, January 10th, 2025**BLUE ICE – RECALL / AERO ice screws (100284)**

	<p>Affected products :</p> <ul style="list-style-type: none">• AERO 10cm, 13cm, 16cm et 19cm ice screws (see picture opposite)• Put on the European market• Bought since October 1st, 2024• Engraved with the following batch numbers mentioned below
<p>Affected batch numbers (see at the end of the document where you can find this batch number)</p>	<ul style="list-style-type: none">• 2400228 (10cm)• 2400229 (16cm)• 2400230 (16cm)• 2400231 (13cm)• 2400256 (13cm)• 2400278 (19cm)

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 warranty.eu@blueice.com
- ✓ 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:
 - 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.

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)

