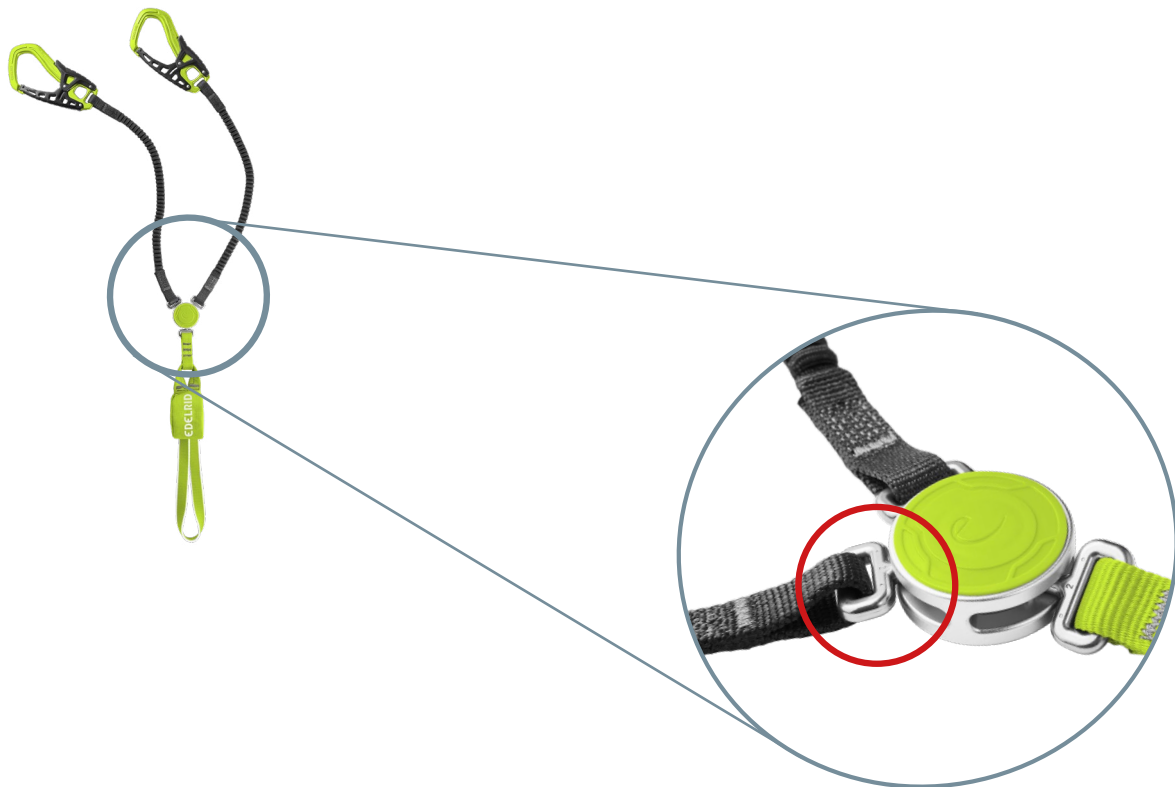


PRECAUTIONARY CALL FOR A SAFETY CHECK OF THE EDELRID CABLE COMFORT TRI VIA FERRATA LANYARD

Isny, 11/13/2024

EDELRID is calling upon all owners of a Cable Comfort Tri via ferrata lanyard to cease using the product immediately and send it to EDELRID for a safety check.



Background:

Tests of the metal components of the triple-jointed swivel have detected strength fluctuations in isolated cases.

EDELRID wants to use the safety check to ensure that products that have already been supplied are not affected by these fluctuations. All use of the product must be ceased immediately. Users cannot check the product themselves.

All lanyards supplied up to batch Y-2024-0364 are affected. Cable Comfort Tri lanyards from batch Y-2024-0384 onward are not affected.

Lanyards from the affected batches that we have already checked can be identified by the addition of an embossed circle around the 'e' logo on one of the plastic shells, as shown below. Lanyards that have not been checked or are not affected do not have this embossing on either of the two plastic shells.



Example of a plastic shell without embossing



Example of an embossed plastic shell on a defect-free lanyard that we have already checked

Please return your via ferrata lanyard to EDELRID as soon as possible.

Returns from EU states:

Please note the following points to enable a smooth returns process:

- Please complete the return form provided under the link below. Completion can occur in digital format as a PDF or manually on a printout. [Link](#)
- Once you have completed the form, please register your package for shipment using the link provided below. For EU/DE – excluding UK and Switzerland <https://www.gls-returns.com/#/m/edelrid-redchili>
- Please place the via ferrata lanyard(s) in the shipping box together with the completed return form, seal the box and stick the shipping label that you have created and printed to the box in a clearly visible position.

Your return is now ready for shipping and can be handed to a local GLS ParcelShop in your region.

Returns from Switzerland

If you are a commercial customer/retailer, please contact service@edelrid.de to arrange collection of the via ferrata lanyards that you still have in stock.

If you are a private owner of a Cable Comfort Tri via ferrata lanyard, please contact our EDELRID sales partner Gecko Supply:

Gecko Supply GmbH
Sihlquai 244
8005 Zurich

Prior to shipment, please complete the return form provided under the link below and place it in the box with your via ferrata lanyard. Completion can occur in digital format as a PDF or manually on a printout.

For free shipment, please contact geckos@geckosupply.com. You will then be sent a shipping label.

Returns from the United Kingdom

If you are a commercial customer/retailer, please contact service@edelrid.de to arrange collection of the via ferrata lanyards that you still have in stock.

If you are a private owner of a Cable Comfort Tri via ferrata lanyard, please contact our EDELRID sales partner Eclipse Climbing:

Eclipse Climbing
104 Bacup Rd
Rawtenstall
Rossendale
Lancashire
BB4 7NW

Prior to shipment, please complete the return form provided under the link below and place it in the box with your via ferrata lanyard. Completion can occur in digital format as a PDF or manually on a printout.

For free postage, please contact paul@eclipseclimbing.com. You will then be sent a shipping label.

Once the via ferrata lanyard has been checked, it will be returned to you without delay.

FAQ:

- 1. Was there an accident?**
No. The deviations were only discovered during follow-up tests.
- 2. Where can I find the batch number?**
The batch number is incorporated into the energy absorber's product identifier. This can be found below the VCR flap on the energy absorber's green pocket and appears in the following format: Y-2024-0364 ...
- 3. Can I perform the safety check myself?**
No. All lanyards must be sent to EDELRID for checking.
- 4. How does EDELRID check the lanyards?**
EDELRID has developed a test procedure that makes it possible to safety check lanyards for deviations without damaging them.
- 5. How long will it take to get my lanyard back?**
A maximum of 14 days from the date of return.
- 6. Who pays the shipping costs?**
EDELRID will assume all costs incurred. Further details on the returns process can be found above in the official product recall document.
- 7. How can I tell if my lanyard is not affected and has already been checked?**
The product recall document describes embossing on the plastic shells of the swivel joints, which acts as a quick visual indication of whether a lanyard has already been checked. If lanyards have been returned in their original packaging, in addition to the embossing on one of the plastic shells, a green adhesive dot will also have been attached to the back of the packaging.
- 8. What can happen if I do not return my lanyard for safety checking?**
EDELRID cannot currently guarantee the safety of the lanyards that have been supplied. A lanyard that has not been checked could potentially cause a fatal fall. ALL lanyards must therefore be checked.
- 9. I do not want to return my lanyard; I would like a refund instead.**
In such cases, all manufacturers have a one-time entitlement to rectification.
- 10. The shipment registration portal asks me for a return reason. What should I select?**
Please select 'Do not specify a reason' from the menu.

EDELRID GmbH & Co. KG

Kundenservice

Achener Weg 66

88316 Isny im Allgäu