

## FREQUENTLY ASKED QUESTIONS

### 1. How do I know if my Via Ferrata Set is affected by the recall?

This recall affects all SALEWA Via Ferrata Sets with the brake rope system, whatever the item description or batch number.

All Via Ferrata Sets affected by the recall have a rope brake element similar to this one, but in a variety of possible colours:



**AFFECTED**

Sets of the design below are affected by the recall, but may have various colours or differing type of carabiner:

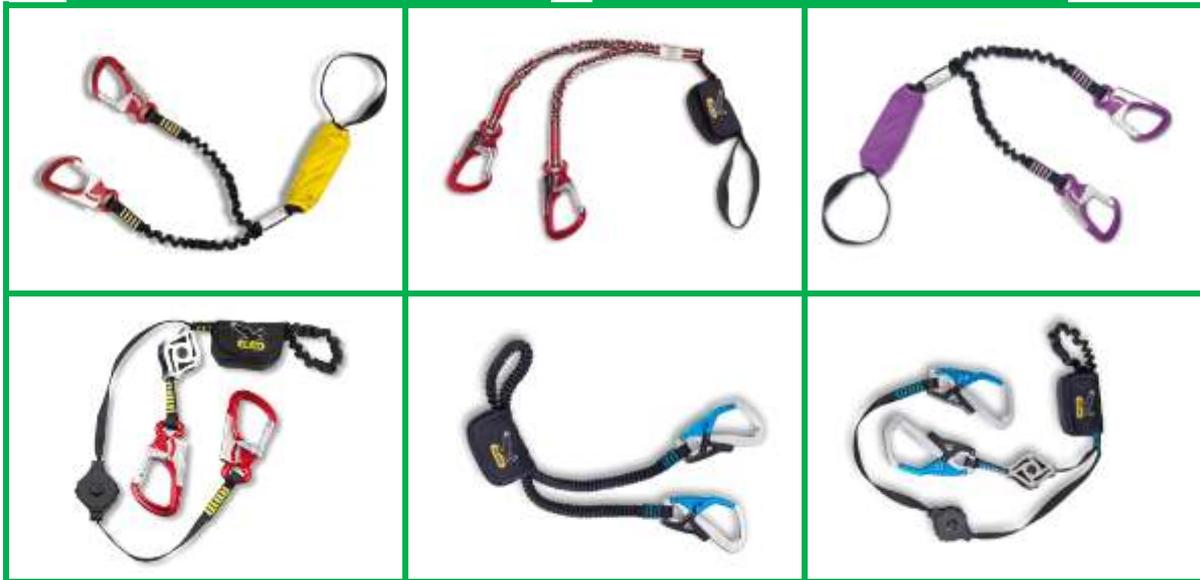
**AFFECTED**



### 2. The recall does not affect all SALEWA Via Ferrata Sets. How do I recognise the unaffected Via Ferrata Sets?

The recall only affects sets with the rope brake. Via Ferrata Sets with fabric shock absorbers are not affected by the recall. Via Ferrata Sets with fabric shock absorbers of this design or similar, in a variety of possible colours, are not affected by the recall.

NOT AFFECTED



**3. I have a Via Ferrata Set with all the above identifying features and thus affected by the recall. Can I continue to use it?**

To ensure complete safety, you must IMMEDIATELY stop using the affected Via Ferrata set.

**4. What should I do with a Via Ferrata Set that is affected by the recall?**

If you own one or more of the affected sets with rope brake:

- Go to the page [www.salewa.com/en-us/recall](http://www.salewa.com/en-us/recall) and follow the instruction you can find in the “Manual” document.
- Print out the automatically generated returns form with the address label. It contains your personal details including your RMA number.
- Stick the return label onto the packaged Via Ferrata Sets.
- Return the package by post to the specified address.
- The replacement is provided directly by SALEWA customer service.

**5. How long will it take for my set to be replaced?**

The delivery time is around 8 weeks. You can check the status of your return procedure on our internet portal [www.serviceportal.oberalp.it](http://www.serviceportal.oberalp.it).

**6. Will the cost of postage be reimbursed?**

Please, send the sets by normal prepaid postage. To compensate for the postage costs, we will send you an [Icono multifunctional headband](#) packed with your free-of-charge replacement set.



**7. How did you find out about the problem? Was there an accident or near-accident?**

No, there was no accident or near-accident. The issue was detected in the course of routine inspections on heavily used rental sets. As we wish to exclude every possible risk to the end-user, we have decided upon this extensive recall.

**8. Are other manufacturers affected by this issue?**

Various manufacturers have discovered similar issues in their products and have publicised the results of their investigations. Anyone who owns a Via Ferrata Set with a rope brake is advised to contact the manufacturer to check if the set is affected by this issue.

**9. How did it happen that such an unusual cluster of recalls has been made for Via Ferrata Sets?**

SALEWA was not affected by the first major recall of Via Ferrata Sets, where the issue was a loss of strength in the elastic arms after intensive usage.

There was some knowledge that weathering and use could lead to higher fall factors, but not to the extent and frequency which could be demonstrated by the current investigations.

It is important to state that Via Ferrata Sets were developed by all manufacturers according to the state of technology as then existed, and to their best knowledge and belief.

**10. Why is the replacement product safer?**

The replacement product does not have a rope brake, but a fabric shock absorber instead.

Extensive testing has demonstrated that fabric shock absorbers are significantly less impacted by weathering and usage than is the case with rope brakes. The carabiner branches of the new sets have significantly greater reserves of strength. Despite this, the manufacturer's specifications for the maximum service life must be strictly observed for the replacement product too.

**11. How long can I use a Via Ferrata Set and when must I replace it?**

The lifespan of each Via Ferrata Set depends on the age and the intensity of usage.

Frequency of use	Lifespan
proper storage	up to 10 years
Rarely: once or twice per year	up to 7 years
Occasionally: once per month	up to 5 years
Regular use: (several times per month)	up to 3 years
Frequently: every week	up to 1 year
Constant use: almost every day	up to ½ year

Independently of this, Via Ferrata Sets must be replaced immediately if one of the following criteria applies:

- after a fall
- if the webbing is damaged (strength is compromised)
- very dirty (for example with sand, grease, tar, oil, etc.)
- where the bands have visible fraying on the surface
- after contact with chemicals
- after exposure to high temperature (visible melting or traces of melt by contact or by friction heat)
- after long exposure to UV radiation