

FREQUENTLY ASKED QUESTIONS

Wild Country Anodised Rocks and Classic Rocks Recall

Issued 07/10/2013



FREQUENTLY ASKED QUESTIONS ABOUT THE VOLUNTARY RECALL OF WILD COUNTRY CLASSIC ROCKS AND ANODISED ROCKS.

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Questions you may have concerning the recall of certain batches of Wild Country Rocks :

1. Why are the Wild Country Classic Rocks and Anodised Rocks being recalled?

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.

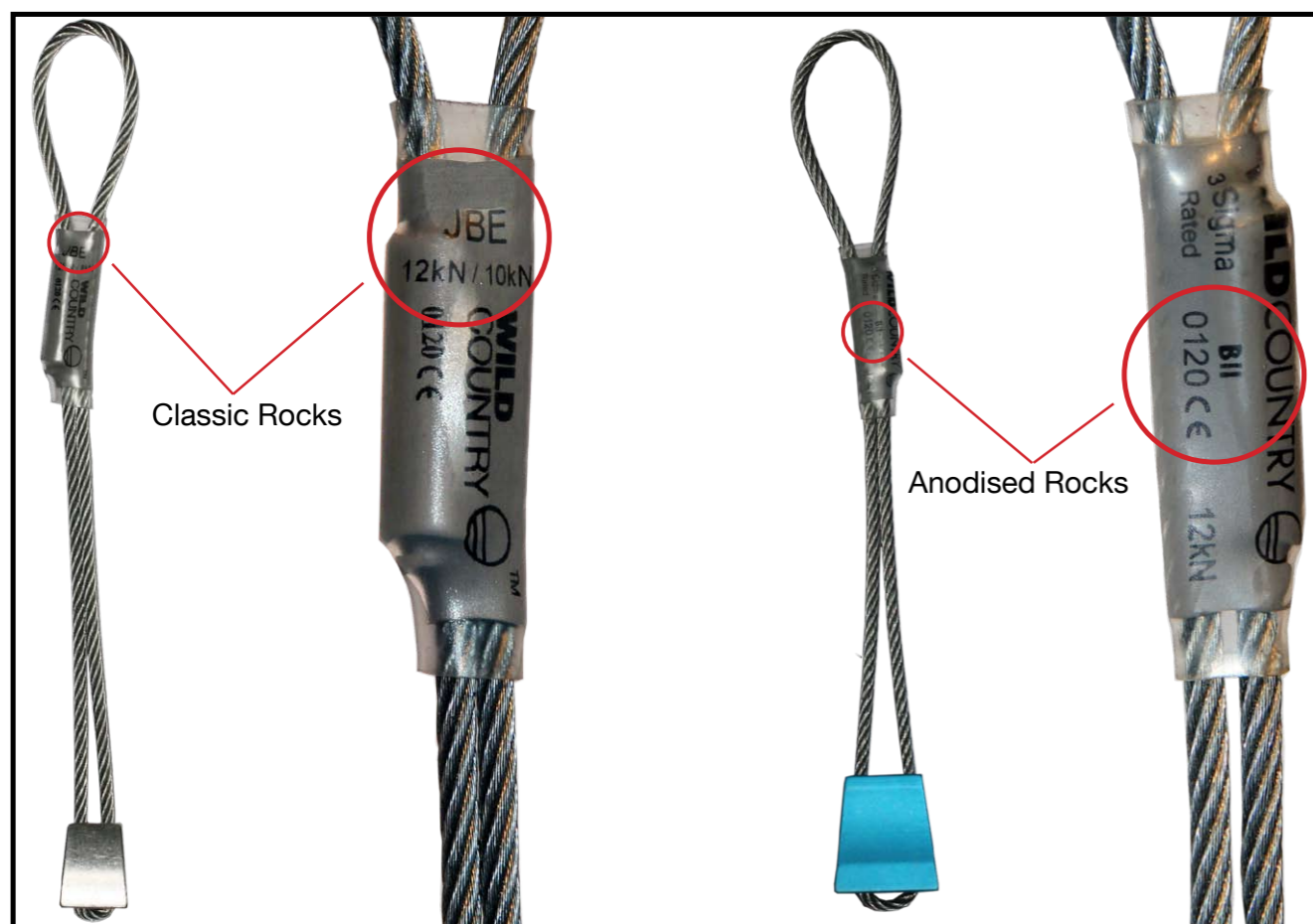
Our first priority is always the safety of our climbing and mountaineering colleagues and customers, therefore we have taken the decision to recall the Rocks with the identified batch codes. We apologise for the inconvenience this may cause, and thank you in advance for your cooperation in helping us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

2. How do I check if this recall applies to my Wild Country Rocks?

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, product codes and sales dates:

Affected products were sold from January 2010 and may have been sold under any of the product descriptions and stock codes listed below.

Please note that Anodised Rocks are supplied both as individual pieces and sets.

WC SKU	Navision Code	Navision Colour Code	Style / Description	Colour Description	Size	EAN
12RWA010	40-RWA	999	ROCK WIRE ANODISED 1	Violet	SIZE 1	5033286020740
12RWA020	40-RWA	999	ROCK WIRE ANODISED 2	Green	SIZE 2	5033286020757
12RWA030	40-RWA	999	ROCK WIRE ANODISED 3	Silver	SIZE 3	5033286020764
12RWA040	40-RWA	999	ROCK WIRE ANODISED 4	Gold	SIZE 4	5033286020771
12RWA050	40-RWA	999	ROCK WIRE ANODISED 5	Blue	SIZE 5	5033286020788
12RWA060	40-RWA	999	ROCK WIRE ANODISED 6	Red	SIZE 6	5033286020795
12RWA070	40-RWA	999	ROCK WIRE ANODISED 7	Gunmetal	SIZE 7	5033286020801
12RWA080	40-RWA	999	ROCK WIRE ANODISED 8	Turquoise	SIZE 8	5033286020818
12RWA090	40-RWA	999	ROCK WIRE ANODISED 9	Gold	SIZE 9	5033286020825
12RWA100	40-RWA	999	ROCK WIRE ANODISED 10	Silver	SIZE 10	5033286020832
12RWA110	40-RWA	999	ROCK WIRE ANODISED 11	Green	SIZE 11	5033286020849
12RWA120	40-RWA	999	ROCK WIRE ANODISED 12	Red	SIZE 12	5033286020856
12RWA130	40-RWA	999	ROCK WIRE ANODISED 13	Gold	SIZE 13	5033286020863
12RWA140	40-RWA	999	ROCK WIRE ANODISED 14	Blue	SIZE 14	5033286020870
12RWA-SET1-8	40-RWA-SET1	999	ROCK WIRE ANODISED SET 1 - 8	Various Colours	SET SIZES 1-8	5033286020894
12RWA-SET9-14	40-RWA-SET2	999	ROCK WIRE ANODISED SET 9 - 14	Various Colours	SET SIZES 9-14	5033286020900
12RWSET	40-RWSET	999	CLASSIC ROCK SET 1 - 10	Polished	SET SIZES 1-10	5033286020214
12RWA-SET4-8			ROCK SET ANODISED 4 - 8	Various Colours	SET SIZES 4-8	5033286020993

3. Why did Wild Country sell a product that is now being recalled?

A single failure in use, which fortunately did not result in injury, prompted us to undertake a thorough and extensive programme of testing our inventory and checking of our manufacturing processes. We established that there is likely to be a small number of Rocks in the market which do not meet our strength requirement.

During manufacture we conduct "in-process" tensile testing to destruction, we test product at the commencement of manufacture of each batch ("first-off"), at the end of each batch ("last-off") and one unit every 100 produced. However, this testing did not identify this problem at the point of manufacture. As a consequence we have reviewed quality assurance procedures and implemented proof loading to a safe working load of all units produced.

We apologise for any concern and inconvenience this recall may cause and we will do our very best to try to ensure that this situation is resolved as quickly as possible.

4. I like my Wild Country Rocks, do I have to return them?

Yes, you must return your Wild Country Rocks if they are from the affected batches. We must account for all units released into the outdoor market. We strongly advise you to return your Wild Country Rocks subject to recall immediately. If you continue to use them you are putting yourself and others at risk. We will replace your returned product as quickly as possible.

5. Can I inspect my Classic or Anodised Rocks to identify if they are potentially weaker than the rated strength?

It is absolutely not possible to identify if your Rocks are potentially weaker than the rated strength. If your Classic or Anodised Rocks are from the batch codes subject to recall, you must return them to Wild Country.

6. Are my Mini Rocks, Superlight Rocks or Rockcentrics subject to recall?

NO they are not.

7. What information do you need from me when I return the item?

Please register with the recall database which can be found at www.wildcountry.co.uk. Entering the requested information will allow you to automatically generate a returns form and 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. Proof of postage should be obtained as we will not be able to replace/refund items which go missing without this.

8. Will you replace my Wild Country Rocks and how long will it take?

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

9. What do I do if I still have a question?

Please 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.

Identifying the affected products:

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

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, 9-14 & 4-8. They 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.

