

**RECALL of via ferrata set CAPTUR
Article nr. 04395**

**Also sold as part of the special packs
Sales num. 02736, 02992, 03232, 04343, 04344, 04602, 04603**

May 2022

Affected products:

**VIA FERRATA CAPTUR – 04395
VIA FERRATA BODYGUARD PAIL SET – 02736
VIA FERRATA WEBEE SET – 02992
VIA FERRATA WEBEE PAIL SET – 03232
VIA FERRATA TWIST SET – 04343
VIA FERRATA TWIST PAIL SET – 04344
VIA FERRATA WEBEE + CHEST SET – 04602
VIA FERRATA WEBEE + CHEST PAIL SET – 04603**



Product affected by the recall (send it to the manufacturer)	Product not affected by the recall (do not send)
<p>Manufactured and delivered in this period</p> <p>01.04.2020-31.12.2021</p> <p>Batch number</p> <p>2001416xx 2002681xx 2001418xx 2002918xx 2005624xx 2002919xx 2101892xx 2006842xx 2101893xx 2006843xx 2101894xx</p>	<p>Manufactured and delivered in this period</p> <ul style="list-style-type: none">- untill 31.03.2020- after 01.01.2022 <p>Batch number</p> <p>All of the batch numbers which are NOT in the left column.</p> <p>All the products marked with a symbol C9, even if they are mentioned in the left column. These products have been analyzed and their use is safe.</p> <p>All the products manufactured and delivered after 01.01.2022</p>
<p>Where to find the information I need?</p> <p>The informations are mentioned at page 2 of this document (Product identification).</p>	

DESCRIPTION:

Gate malfunction can occur on carabiners in these products.
The gate does not close automatically and has to be closed manually by hand.
We are not aware of any personal injury caused by this potential malfunction.

OCUN – RP Climbing s.r.o.

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Product identification:

Product affected by the recall (send it to the manufacturer)	Product not affected by the recall (do not send)	
Label/mark C9		
At the label placed on the stretching arms of the via ferrata set		
Pictures without C9	Label C9	Mark C9
		
At the package label		
Pictures without C9	Mark C9	
		
Batch number		
At the label placed on the stretching arms of the via ferrata set and on the package label		
		



How to return the product:

1. **Fill in the recall form.**
2. **Don't forget to include your address, phone number and e-mail.**
3. Hand over the product and the recall form to our nearest dealer (see <https://www.ocun.com/service/dealers>).
4. You can also pack the product into a parcel, add the recall form and send it to the following address:

If you are shipping from Germany: Mailbox.com, RP Climbing - ID3694, Dresdner Straße, 02763 Zittau, Deutschland

If you are shipping from other EU countries: RP Climbing s.r.o., Hrnčířská 1557, 295 01 Mnichovo Hradiště

5. If you are outside EU, choose the option mentioned in paragraph 3.
6. After receiving the product to our warehouse, we will analyse whether the potential failure can occur, or not. Based on the result of the expert assessment, we will either send it back to you, or replace the product with a new one.
7. If you have bought this product in a special pack together with harness or helmet, please send back the Via-ferrata set only.
8. In case of any questions or uncertainties, contact our customer service: recall@ocun.com (+420 326 211 716)

Yours sincerely

Team OCÚN

