



FAQs for Consumers – US and Canada

Important Questions and Answers Regarding Wild Country’s Voluntary Recall of Superlight Rocks

Please immediately stop using all recalled Superlight Rocks and return them to Wild Country for replacement.

What Superlight Rocks are subject to the recall?

All individual **single cable Superlight Rocks numbers 1 through 6** (code 40-RSL) and all sets of six Superlight Rocks (code 40-RSLSET). (Individual single cable Superlight Rocks and Superlight Rocks sets are collectively referred to in these FAQs as “Superlight Rocks”).

Superlight Rocks were manufactured in the following sizes and colors:

Item code	Item description	Size	Color
40-RSL	SUPERLIGHT ROCK	1	Purple
40-RSL	SUPERLIGHT ROCK	2	Green
40-RSL	SUPERLIGHT ROCK	3	Silver
40-RSL	SUPERLIGHT ROCK	4	Gold
40-RSL	SUPERLIGHT ROCK	5	Blue
40-RSL	SUPERLIGHT ROCK	6	Red
40-RSLSET	SUPERLIGHT ROCK SET 1-6	Set of 40-RSL from size 1 to 6	All colors listed above

Is there a date code or serial number that determines if my product is subject to the recall?

In addition to the distinctive single cable, Superlight Rocks that are subject to the recall are identified by a batch number located on the label above the carabiner loop. The Batch numbers affected by the recall are the following:

01A1117
01A1217
01A1219

03A1219
02A0221

Why did Wild Country recall the Superlight Rocks?

Wild Country has recently learned that when single cable Superlight Rocks are exposed to maritime seaside conditions with high concentrations of salt and/or humid climate with salty atmosphere for an extended period of time, corrosion of aluminum inside of the ferrule (the swage covered in plastic that is labelled with the name of the product) can occur. This can significantly reduce the breaking strength of the chocks and may therefore become dangerous for a climber in the event of a fall from height.

Are any other Wild Country Rocks subject to the recall?

No. This recall does not apply to any other Wild Country Rocks, other than the Superlight Rocks Nos. 1-6 produced prior to January 2023. Wild Country Rocks, Classic Rocks, Rock Centrics, and Superlight Offset Rocks are not subject to this voluntary recall.

What should I do with recalled Superlight Rocks that I own that are subject to the recall?

You must **immediately stop using all recalled Superlight Rocks** and return them to Wild Country for replacement.

My recalled Superlight Rock appears to be working fine. Can I continue to use it?

No. The corrosion of the ferrule **is not visible** to the user. Stop using all recalled Superlight Rocks immediately and return them to Wild Country as described below.

What could happen if I don't return the recalled Superlight Rocks and continue using them?

You could be seriously injured or killed. If you continue using the recalled Superlight Rocks and the circumstances described above occur, **the recalled Superlight Rocks may fail and could result in serious injury or death.** Do NOT ignore this recall and do NOT continue using the recalled Superlight Rocks. Wild Country disclaims all liability for any injuries, deaths, or damages that occur if you continue using the recalled Superlight Rocks.

How do I return my recalled Superlight Rocks?

There are two ways to return your recalled Superlight Rocks: to a Wild Country retailer or through the Wild Country website.

1. Wild Country Retailer. Return your recalled Superlight Rocks to the store where you purchased them or to any authorized Wild Country Dealer. (A list of all Wild Country retail shops can be found here: <https://www.wildcountry.com/en-us/storelocator>). The store personnel will accept your recalled Superlight Rocks and coordinate the return and replacement process.

2. Wild Country Website. Go to <https://www.wildcountry.com/en-us/product-recall> and follow the link titled “Return Instructions”, which will provide the information necessary for you to return your recalled Superlight Rocks and choose a replacement product.

How much will it cost me to return my recalled Superlight Rocks?

Nothing. The return of recalled Superlight Rocks is free of charge.

When I return my recalled Superlight Rocks, what are they replaced with?

You have two options for replacement.

a. Immediate Replacement. You may choose to have your recalled Superlight Rocks replaced immediately with double cable Wild Country ROCKS (40-RWA or 40-RWASET3); or

b. Wait for New Superlight Rocks. You may wait to have your recalled Superlight Rocks replaced with new Superlight Rocks that have addresses the corrosion issue by changing one of the metal components of the ferrule. These new Superlight Rocks are estimated to be available in September 2023.

What should I do if I purchased recalled Superlight Rocks on the Internet?

The recall procedure is the same as described above: Return your recalled Superlight Rocks to a Wild Country retailer or through the Wild Country website.

What should I do if I purchased recalled Superlight Rocks used or second-hand?

The recall procedure is the same as described above: Return your recalled Superlight Rocks to a Wild Country retailer or through the Wild Country website.

If I have other questions about the recall, where can I get more information?

If your questions are not answered in these FAQs or at www.wildcountry.com (at bottom of page, section “Product Recalls”), please contact Wild Country toll-free by telephone at 1-844-412-7013 from 9:00 a.m. to 5:00 p.m., by email at SuperlightRockRecall@wildcountry.com.

If you contact us via e-mail, please include the words “Recall SUPERLIGHT ROCK” in the subject line to help us respond immediately to your specific request.

