

FAQs

Which products are affected by the call for revision and reworking?

All TALON tree climbing gaffs sold between July 2017 and February 2018 with year of production 2017 are affected by the call for revision and voluntary reworking.

Which circumstances have led to this current call for revision and voluntary reworking?

In intense use of the TALON tree climbing gaffs during the current tree maintenance season it has become evident that the velcro stickers fixing the padding in the binding, can become detached. In addition, in some cases the fixings with which the velcro strip is attached to the lower binding are partly or completely torn off. Up to now there are four cases worldwide known to us, in which the plastic cuff was damaged. After EDELRID was informed about these issues we proactively decided to offer a free of charge reworking of all TALON tree climbing gaffs – meeting our standards of customer satisfaction and continuous product improvement.

Were there any accidents due to the issues mentioned above?

No, there have not been any accidents and nobody was harmed.

Which steps has EDELRID taken to deal with these issues?

Thanks to our validation tests, which were exclusively carried out by external arborists, we could not reconstruct the damages despite the use of maximum power. All components have been reworked fundamentally in order to improve stability and durability: The velcro stickers with which the upper padding is attached to the plastic cuff, was significantly modified and reinforced. The velcro of the lower binding was modified with an additional seam, thus resulting in a much stronger tensile strength. The plastic cuff was reinforced in some areas through additional material thus significantly enhancing breaking strength.

What do I have to do as an owner of a TALON tree climbing gaff?

Please check whether the plastic cuffs of your TALON are damaged. Should your product be affected, please immediately return your TALON tree climbing gaff to EDELRID and do not use it anymore. Even if your product is not affected, EDELRID recommends to return the TALON for reworking according to our standards of continuous product improvement.

How do I return an affected TALON and who bears the shipping costs?

Please contact the email addresses named in the information document (customerservice@edelrid.com for USA and CANADA; service@edelrid.de for Europe and rest of the world). EDELRID will then provide you with a shipping card as well as a return form. Using the shipping card sticker, you can return your TALON to EDELRID for free. Also returning your reworked product to you is of course free of charge.

May I continue to use the TALON?

The TALON - like any other safety-related product - must be inspected for damage before each use. If damage to the product is found, the use of the TALON must be stopped immediately. On the other hand, if the user is not able to detect any damage, EDELRID recommends that TALON be sent in for revision in the sense of a continuous product improvement.

How much time will the reworking take?

The modified components for the TALON's reworking will be available as of April, so that the EDELRID service department can start reworking from April. The service work itself will probably take 5 working days.

A crack was found. However, during the season you cannot return the TALON.

We will then send you a new plastic cuff of the first generation, so that you can continue working. After the end of the tree maintenance season, we will kindly ask you to return your complete TALON, so that the plastic cuff of the second generation can be retrofitted.