

Precautionary call for safety check/user inspection

EDELRID Turn

FAQ's

Why is EDELRID issuing a recall for safety check/user inspection for TURN pulleys with batch number XXXX 18-150?

- A pulley of this batch with an incompletely riveted axle was discovered.
- EDELRID wants to ensure that there are no more pulleys with incorrect riveting in circulation.
- A total of 1,948 pieces were produced within this batch. EDELRID has already inspected 482 of these 1,948 pulleys. No further defective pulleys were found.

Was there an accident with a defective pulley?

No. The pulley was identified during use. There was no accident.

What is the technical background to this recall?

On one pulley, the axle holding the roller and the two side plates together was not fully riveted. A side plate could therefore come loose and unintentionally release the rope.

Which batches are affected

Only products with batch number XXXX 18-150 are affected.

Where is the batch number located?

The batch number is located on the front of one of the two side plates.

Do I have to submit a TURN pulley that does not come from the affected batch for inspection?

No. This isn't necessary, as no other batches are affected.

Are other EDELRID products also affected?

NO. The "TURN" pulley with batch number XXXX 18-150 is exclusively affected.

If I am unable to perform the inspection or if I am uncertain, can I send the pulley to EDELRID for testing?

Yes, in case of uncertainty a pulley with this batch number can be returned for inspection. It can be sent directly to EDELRID or your specialist dealer.

What should I do if I discover a defective pulley?

Immediately cease to use it and send it to EDELRID. The pulley will be replaced free of charge.

How do I return a pulley to EDELRID?

Please mail the pulley to EDELRID. The postage fees will be refunded in the form of a carabiner (HMS Strike Screw 71808) when we mail the replacement pulley to you.