

Frequently asked questions

Which cartridges are affected by the recall?

All Snowpulse cartridges of the first generation, compatible with Inflation System 1.0, 207 and 300 bar.

How can I tell which cartridges are actually affected by the recall?

All cartridges whose valve looks like the one in the illustration and whose pressure gauge has not yet been replaced.



The new Snowpulse cartridges for Inflation System 2.0 as well as cartridges from the Mammut Ride Airbag R.A.S. are not affected by the recall.

Must I also send back my cartridge if the pressure gauge has already been replaced?

No, the previously replaced pressure gauge functions well.

How can I tell if my cartridge or my pressure gauge is already of the latest generation?

You have already sent in your cartridge to Snowpulse or a dealer to get a replacement, or the cartridge has a sticker with the note "Cylinder updated".

I have a Ferrino Airbag with a Snowpulse Cartridge. Do I also have to exchange the cartridge?

Yes, the Ferrino Cartridges are identical to the Snowpulse Cartridges and needs to be replaced, if the match the criteria defined above.

Besides the cartridge, is the Snowpulse backpack or the airbag affected by the recall?

No. The Snowpulse backpack and airbag (that have already been operated with an upgraded cartridge) function perfectly.

Is the new Snowpulse cartridge being sold for the 2011/12 winter season also affected?

No. The new Snowpulse cartridges for the Inflation System 2.0 are not affected by this problem. The same is true for the recently launched Mammut Ride Airbag R.A.S. backpack and cartridge.

What exactly is the problem with the old cartridge?

The cartridges are under enormous pressure, at 300 or 207 bar, which is measured with a pressure gauge on the cartridge neck. In the case of some cartridges, they develop a leak over time, which leads to a drop in the air pressure and sometimes to all the air escaping from the cartridge. Even unused, stored cartridges can be affected by this loss in pressure. The cartridges can lose pressure at any arbitrary time.

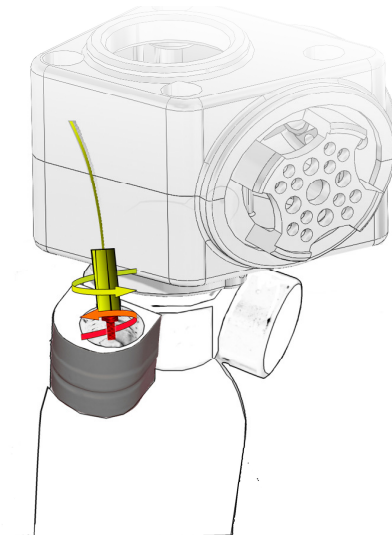
According to investigations initiated by Snowpulse at the pressure gauge manufacturer, this has been traced back to a faulty testing procedure; during quality control, the pressure gauge was damaged by excessive pressure.

Why are the new cartridges not affected?

During the production of cartridges for Inflation System 2.0, the manufacturer of the faulty pressure gauges modified the test procedure so that this problem cannot arise in the future.

What must I be aware of when sending it back to you?

1. Please return only the empty cartridge (without the backpack).
2. If it is still full, carry out a test deployment of the airbag in order to completely empty the cartridge. First, though, make absolutely certain that the burst zipper for the airbag pocket is completely closed before you pull the release handle. Afterwards, please follow the steps outlined in the User Manual (that you received when you made your purchase) to again store the airbag correctly. If you don't have this handy, please review the instructions on the www.snowpulse.com website.
3. Remove the cartridge from the backpack. In doing so, don't forget the pin (see the illustration) that remains on the end of the cable after deploying the airbag, and attach it again to the valve on the cartridge. You might possibly need a pair of pliers. The pin is necessary so that the cartridge can be properly refilled.



4. When sending in the cartridge, use the original packaging if it is available. If you no longer have the original packaging, pack the cartridge in a well-padded cardboard box so that it is protected from blows and impacts.
5. You must be absolutely sure to include the recall form in the package so that the pressure gauge on the cartridge can be replaced. For this purpose, visit our website www.snowpulse.com and download the required form.

Where can I have the cartridge replaced?

The affected cartridges should be sent directly to us at the service center responsible for the particular country.

Addresses of various service centers:

<i>Switzerland</i>	<i>European countries</i>	<i>USA</i>
Mammut Sports Group AG Birren 5 CH-5703 Seon	Mammut Sports Group GmbH Anschützstrasse 5 D-87700 Memmingen	Mammut Sports Group Inc. 135 Northside Drive Shelburne, VT 05482 USA <i>Contact the US office to get a UPS calltag before you send it back.</i>
<i>Canada</i>	<i>Other countries</i>	
Mountain Sports Distribution #101 - 806 9th St N Golden, BC, V0A 1H2 Contact MSD for an electronic return shipping label before	Bring the cartridge to the place where you purchased it. Dealer directory at: www.snowpulse.com	

What do I have to do after I receive the replacement cartridge?

To mount the cartridge, please follow the steps described in the User Manual or at www.snowpulse.com.

General safety information for using the cartridges

Before skiing off-piste, please be sure to follow the preparatory steps described in the Quick Start Manual or in the User Manual. Pay particular attention that before every use you check the weight of the cartridge or verify the proper reading on the pressure gauge.

Where can I get information about the recall?

Mammut Sports Group AG has set up a special help desk for the Snowpulse cartridge recall program.

E-mail:	helpdesk@snowpulse.com
Telephone:	+41 62 769 81 82 (Monday – Friday, 8 a.m. to noon / 1:30 – 5 p.m. CET)
Telephone in USA:	1-800-451-5127 / info@mammutusa.com (Monday – Friday, 9 a.m. to 5 p.m. EST)
Telephone in Canada:	1-250-344-5060 (Monday - Friday, 9 a.m. to 5 p.m. MST)

Furthermore, you can find complete information about this precautionary recall of the Snowpulse cartridges on the website www.snowpulse.com.