

FAQs

Which avalanche airbag are affected by the Service Bulletin?

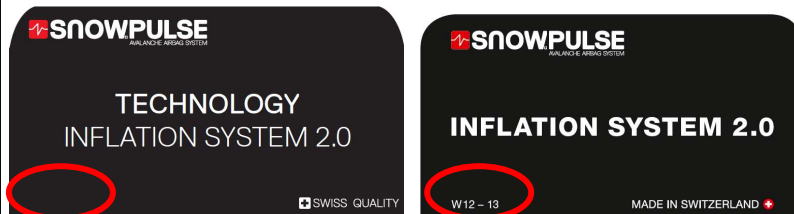
The Service Bulletin affects both Mammut and Snowpulse brand avalanche airbags with Inflation System 2.0 from the 2011/2012 and 2012/2013 production seasons. The Bulletin does NOT affect avalanche airbags made before or after these seasons.

How do I determine the production season of my avalanche airbag?

Open the main compartment of your avalanche airbag and inspect the deployment mechanism as described. The production season is printed on the deployment mechanism.



Affected products



Check

If you discover **no specification of season** or **W12-13** on the position marked, your avalanche airbag is from the Winter 2011/2012 or Winter 2012/2013 production season

➔ **Carry out a visual inspection now, and as part of regular pre-use check!**

UNaffected products

NO check



An avalanche airbag with **Inflation System 1.0**

An avalanche airbag from the **W13-14** production season

➔ **Not Affected, but regular visual inspection recommended as part of pre-use check!**

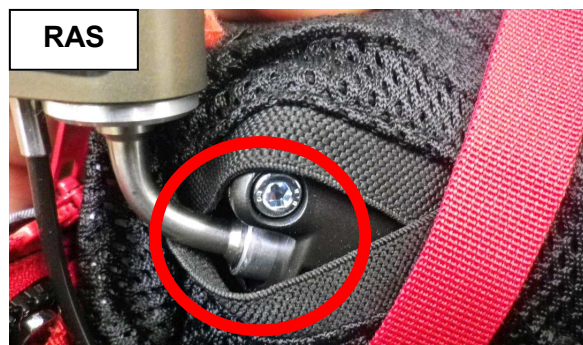
How do I determine if there is a problem with my avalanche airbag?

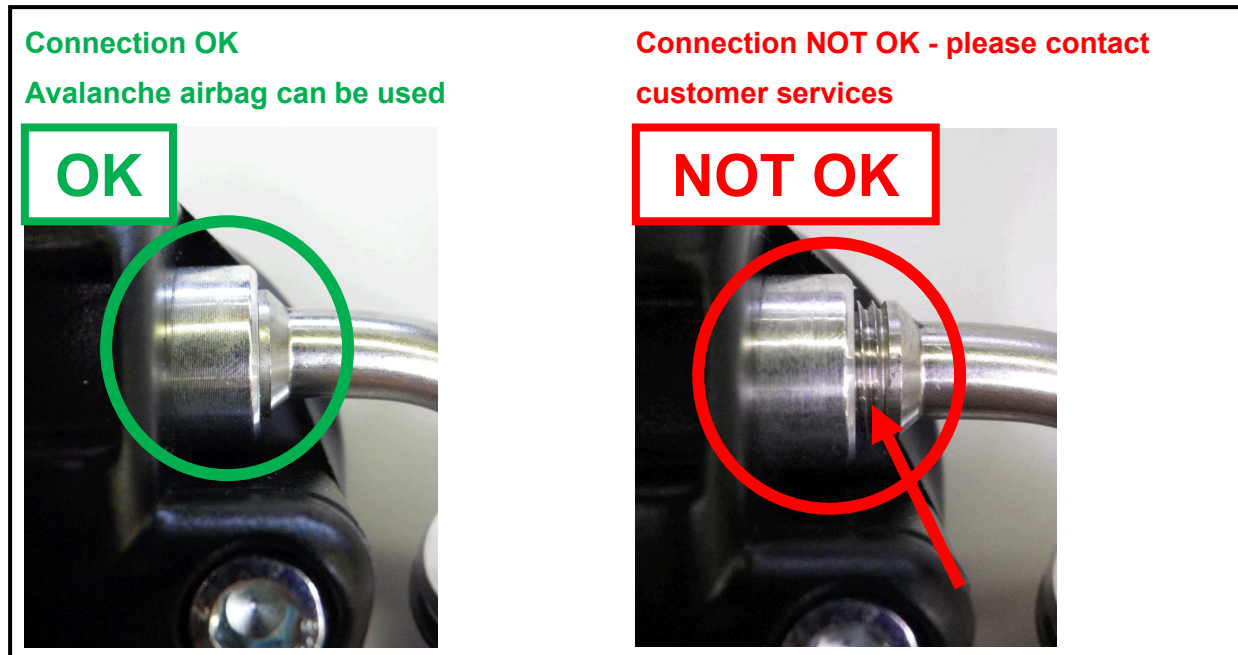
You can determine whether the connector between the deployment mechanism and the venturi valve is properly screwed in. Compare the images.

This is where you should check.



Lift the airbag system to see the connection.





What do I do if I determine that there is a problem?

If the described problem exists please contact customer services. We will arrange a free repair for you.

Customer service contact details

| | | |
|-------------|--|---|
| Europe | Mammut Sports Group GmbH Customer Service Mammut-Basecamp 1 87787 Wolfertschwenden Germany | Eu.customerservice@mammut.ch +49 8334 36 20 301 |
| Switzerland | Mammut Sports Group AG Customer Service Birren 5 5703 Seon Switzerland | customerservice@mammut.ch +41 62 769 82 59 |
| USA | Mammut Sports Group Inc. 458 Hurricane Lane Williston US-VT 05495 | info@mammutusa.com +1 800 451 4127§ |
| Canada | Mountain Sports Distribution Unit 101-8006 9 th ST N Golden BC V0A 1H2 Canada | info@MountainSportsDistribution.com Phone: 1-888-987-SLED (7533) Fax: 1-250-344-2353 |

Can I use my avalanche airbag even if there is a problem?

If you have identified a problem we advise you to discontinue use of the airbag immediately. Contact customer services for a free repair.

What do I do if I am not sure if there is a problem?

Contact customer services. Please send us a photo of your deployment mechanism clearly showing the sticker and a photo of the venturi connection. Customer services can then clearly tell if there is a problem or not.

Do I need to check the connection on a regular basis?

We recommend checking the connection as part of your regular equipment check.

Do I also need to check the connection after it has been repaired by Mammut?

Regular inspection of the connection is also recommended after repair. This applies to all safety equipment in general, which should be checked regularly.