



VOLUNTARY RECALL: MAMMUT BARRYVOX 2 AND BARRYVOX S2

RELATES TO THE NEW AVALANCHE TRANSCEIVERS BARRYVOX 2
AND
BARRYVOX S2 FROM THE WINTER 24/25 SEASON

Dear valued customers and partners,

As the leading mountain safety and performance brand, Mammut has always stood for quality, safety, and innovation since 1862. The safety and protection of our athletes and consumers are at the heart of everything we do. Hence, we continuously test and improve our materials and products to uphold our high standards.

During this process, we identified a potential issue with the power switch of the new avalanche transceivers Mammut Barryvox 2 and Mammut Barryvox S2. This problem is based on an assembly issue. As a result, the main switch on affected devices might become misaligned under specific conditions, potentially causing unintentional switching from Send to Search mode when lateral pressure is applied, or even leading to the device turning off completely. This defect poses a potential safety risk to users and must be rectified.

Upon identifying this issue, we conducted a 100% inspection of our stock, confirming that only **Barryvox 2** as well as **Barryvox S2** models may be impacted. The Barryvox and Barryvox S models are not affected. Please refer to the attached pictures to identify the relevant models.

Fortunately, we were able to identify the root cause of the potential malfunction and immediately started the mitigation process, to ensure timely replacement of the affected devices.

We have implemented a solution for all impacted devices. Therefore, we ask you to:

- **Pause all sales** of the Mammut Barryvox 2 and Barryvox S2 to consumers immediately, both in store and online
- **Identify your stock** of Mammut Barryvox 2 and Barryvox S2 (note: this does NOT include the previous versions, Barryvox and Barryvox S).
- **Contact warranty@mammutusa.com** for return form.
- **Mammut will cover all shipping costs.** Once we receive the form, we will generate return shipping labels.
- **Do not inspect the transceivers yourself;** we will handle the inspection and provide swift replacements. Our goal is to complete this process within two weeks after receiving the product.
- **Inform your customers** (end consumers) that Mammut Customer Service (worldwide) offers a straightforward process to assess and repair their devices free of charge if needed. For all information about the inspection and return process, you can refer customers to our newsroom: mammut.prezly.com

We sincerely apologize for the impact and additional effort this recall may have caused. The Barryvox 2 and Barryvox S2 remain the leading avalanche transceivers on the market and maintaining the trust that you and your consumers place in Mammut is our top priority.

Seon, November 8th, 2024



If you have any questions about these products or the recall process, please do not hesitate to reach out to warranty@mammutusa.com.

Thank you for your understanding.

Best regards,

Your Mammut team

Frequently asked questions

Which products are potentially affected/require inspection?

The Mammut Barryvox 2 and Mammut Barryvox S2 avalanche transceivers from the winter season 2024/2025. The full list of article numbers and names is:

<p>2620-0038 <i>Barryvox S2</i></p> 	<p>2620-00370 <i>Barryvox 2</i></p> 
<p>2620-00350 <i>Barryvox S2 as part of the Peak 240 Package</i></p> 	<p>2620-00260 <i>Barryvox 2 as part of the Peak 240 Package</i></p> 
<p>2620-00360</p>	<p>2620-00320</p>

Barryvox S2 as part of the Pro Light 280 Package



Barryvox 2 as part of the Tour 280 Package



What exactly is the problem?

Due to an assembly inaccuracy, the main switch on some products may be misaligned, which can lead to unintentional switching to “Search” mode when lateral pressure is applied or may even turn the device off entirely. The defect poses a safety risk to users, and Mammut takes this issue very seriously.

Where do I send the products for inspection and replacement?

Please send the Barryvox 2 or S2 packages to Mammut according to your location.

When can I expect to get my transceivers replaced?

We are fully focused on providing replacements as quickly as possible. We aim to inspect and replace any defective units within 2 weeks of receiving your return shipment.

Have any accidents occurred as a result of this assembly error?

This is a voluntary recall, and we are not aware of any accidents related to this potential defect.

Why was this issue identified in initial quality checks? If there was a policy in place, why wasn't it enforced/controlled?

At Mammut, we hold our products to the highest standards for performance and safety. The Mammut Barryvox 2 and S2 are complex technical devices, assembled by our long-term partner in Switzerland. Unfortunately, the issue arose during the assembly process and is now fully resolved. We sincerely apologize for this oversight.

What are the consequences of this issue? How will Mammut prevent future cases?

We have increased our already thorough quality checks during and after assembly in partnership with our Swiss manufacturer, to ensure this does not happen again. Mammut has a long-standing reputation as a safety leader in mountain sports, and maintaining the trust of our customers is our highest priority.

Will you continue to sell the Barryvox 2 and S2?

Yes, the Barryvox 2 and S2 are our flagship avalanche safety transceivers, and we are proud of these innovative products that set the standard for avalanche safety. We will continue to offer these products and are committed to taking all necessary steps to ensure maximum safety for our consumers.