



PRECAUTIONARY CALL FOR INSPECTION: MAMMUT SKYWALKER PRO VIA FERRATA SET

RELATES TO THE SKYWALKER PRO AND SKYWALKER PRO TURN VIA FERRATA SETS. THE MAMMUT SKYWALKER CLASSIC VIA FERRATA IS NOT AFFECTED.



Seon, November 3rd, 2025 | Since 1862, Mammut has stood for quality, safety, and innovation in mountain sports equipment. The safety and protection of our athletes and consumers are at the heart of everything we do. As part of our ongoing quality assurance processes, we have identified a potential issue with the closing mechanism of the carabiners used in the Skywalker Pro Via Ferrata and the Skywalker Pro Turn Via Ferrata Sets. As a result, we have decided to issue a call for inspection.

We respectfully request that all consumers carefully inspect their Skywalker Pro and Skywalker Pro Turn Via Ferrata and return all potentially affected products for replacement.

The following Mammut products containing the Skywalker Pro Carabiners are subject to this inspection notice. Please refer to the product packaging or the textile label inside the Energy Absorber Package, below the zipper, for style numbers (see FAQ below for details).

- 2040-02840 – Skywalker Pro Via Ferrata Set
- 2040-02850 – Skywalker Pro Turn Via Ferrata Set
- 2040-02870 – Skywalker Pro Via Ferrata Package



If you purchased a package containing additional items such as a helmet or harness, only the Via Ferrata Set is potentially affected and needs to be inspected.

Description of the Issue

We have identified two potential malfunctions with the carabiner gate of the Skywalker Pro Via Ferrata Sets. These issues are especially noticeable in cold conditions and may compromise the safety of the product. The root cause has been traced to the plastic latch arms of the carabiner. These can become slightly bent inwards during production, transport, or storage. When bent, and exposed to lower temperatures, the latch may stiffen, restricting the gate's movement and potentially preventing it from closing properly.

Important note: If your Pro Via Ferrata carabiner has the **batch number 07/2021 or 11/2022*** please skip the inspection and return your products directly for replacement. See FAQ below for details.

For all other batch numbers follow the inspection process.

Inspection Procedure

Applies to all Skywalker Pro & Pro Turn Via Ferrata Carabiner that are NOT batch number 07/2021 or 11/2022

To ensure your safety, please follow these steps to inspect your Via Ferrata Set:

1. Check the **batch number on the carabiner** (see FAQ below on where to find the carabiner batch number). If it is batch number 07/2021 or 11/2022 without an additional "R" you can skip the inspection and return the products directly as described below.
2. For all other batch numbers: Place the Via Ferrata Set in a refrigerator at a temperature between 0°C to 10°C (32°F - 50°F).
3. Leave the set in the refrigerator for at least 1 hour.
4. Remove the set and *immediately* test the carabiner gate by opening and closing it several times.



Your carabiner may be affected by the defect if:

- The gate **remains stuck** in the open position.
- The gate opens and closes with resistance and does **not move smoothly**.

Next Steps:

- ✓ If your Via Ferrata Set does **not show** any of the above symptoms and the carabiner is not batch number 07/2021 or 11/2022, you may continue using it safely. Please also review our storage precautions below.
- ✗ If your Via Ferrata Set is **affected by the described issues**, stop using the product immediately and follow the return procedure as stated below.

*For carabiner batch number 07/2021 and 11/2022 the separate recall process of March 2025 still applies. These products must be returned directly. For reference: [Voluntary Recall: Mammut Skywalker Pro Via Ferrata Set](#)



PLEASE RETURN YOUR IMPACTED SKYWALKER VIA FERRATA PRO & PRO TURN SETS FOR REPLACEMENT:

If your Via Ferrata Set is affected by the issue OR the carabiner has batch number 07/2021 or 11/2022, we kindly ask you to:

- Go to our **return form**:
<https://www.mammut.com/int/en/support/contact?form=repairWarranty>
 - Fill in your **customer details** including the **address** you would like your replacement shipped to
 - Select **"Climbing Equipment"** as the item category
 - In the "Style number" field, enter the **style number and the quantity of returned products** (e.g., 2040-02840 VF pro x1 / 2040-02850 VF pro turn x2)
 - All other item details can be left empty.
 - Specify **"VF Pro CFI 2025"** in the defect or damage description
 - "Proof of purchase and pictures of the defect" are not needed
 - Select any option under "Material availability" (not relevant)
 - "Product end-of-life options" can be left blank
 - Select the option **"less than 30 months ago"** under "product warranty"
 - **Submit the form online**
 - Once your request has been processed you will receive a **return label** via email to print out
- Pack your Skywalker Pro Via Ferrata and **send it to Mammut for replacement** (address on return label) by following the instructions provided by Customer Service. If you purchased a package with helmet and harness, you'll only need to return the Via Ferrata device
- We will send replacements within **7–10 business days after receiving** your product
- The replacement is free of charge

This process applies regardless of where and when the Skywalker Pro Via Ferrata Set or Skywalker Pro Turn Via Ferrata Set was bought. Do not return your products to your local retailers—please follow the process above.

Retailers and B2B partners: Please follow the separate return process communicated through your account manager.

Precautions During Storage

To prevent future issues, avoid placing heavy objects over the carabiner, especially in warm conditions, as this could bend the plastic latch inwards and lead to malfunction.

We sincerely apologize for the inconvenience. If you have any questions about any of the affected products or other Mammut products, please do not hesitate to reach out to [Mammut Customer Service](#).

About Mammut

Founded in 1862, Mammut is a Swiss outdoor company that provides high-quality products and unique brand experiences for fans of mountain sports around the world. This leading international premium brand has stood for safety and pioneering innovation for 160 years. Mammut products combine functionality and performance with contemporary design. With its combination of hardware, footwear, and clothing, Mammut is one of the most complete suppliers in the outdoor market. Mammut Sports Group AG operates in around 40 countries and employs approx. 850 people.
[mammut.com](https://www.mammut.com)

Frequently Asked Questions

Which products are possibly affected by the malfunction?

All Mammut Skywalker Pro Via Ferrata Sets and the Skywalker Pro Turn Via Ferrata Sets. The full list of product numbers and names is:

Item Number	Line Description	Picture
2040-02840	Skywalker Pro Via Ferrata Set	
2040-02850	Skywalker Pro Turn Via Ferrata Set	
2040-02870	Skywalker Pro Via Ferrata Package	

Where do I find the product number?

The product/item number can be found either on the product packaging or on the textile label inside the Energy Absorber Package below the zipper.

If you have bought a package, the other products are not affected by the call for inspection. Do not return the helmet and harness.





Are all Mammut Via Ferrata Sets affected by the call for inspection?

No. The Mammut Skywalker Classic Via Ferrata Set is not affected by the call for inspection. This product features different carabiners than the affected models.

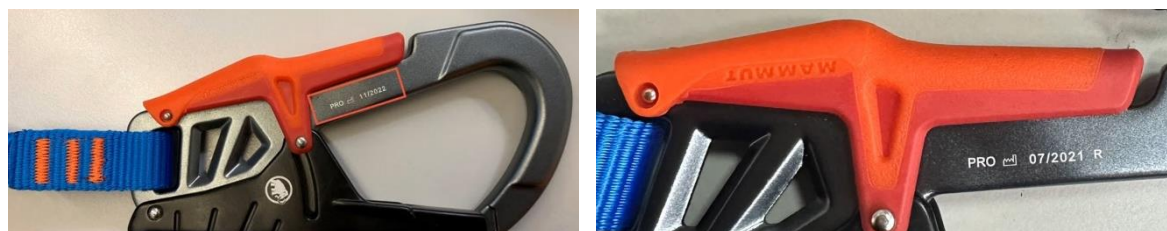


Are all Mammut Skywalker Pro & Pro Turn Via Ferrata Sets affected?

Yes, the Call for Inspection applies to all Skywalker Via Ferrata Pro Sets **except** for carabiners with batch numbers: 07/2021 and 11/2022 (without an additional “R”). Please return products with these batch numbers directly.

Where do I find the carabiner batch number?

The batch number is laser-printed on the carabiner. **Carabiners with batch numbers: 07/2021 and 11/2022 need to be returned directly***. Carabiners with the same batch numbers but an additional “R” need to be inspected as described above.



Where do I send the products?

Please send the affected products to Mammut Sports Group. The exact address for your region will be included on the return label you will receive after completing the return form.

When can I expect the replacement?

We are working hard to process all replacements as quickly as possible after returns arrive at the warehouse. Please allow for up to 7–10 business days for replacements to be shipped.

Did an accident occur as a result of this potential defect?

This is a precautionary call for inspection, and we are not aware of any accidents or injuries related to this potential defect.



Why wasn't this basic error identified in initial quality checks?

At Mammut, we hold our products to the highest standards of performance and safety. The Mammut Via Ferrata Sets are complex technical products that adhere to multiple EN standards. To ensure compliance, we conduct rigorous quality assurance testing and inspections throughout the production process. The issue identified is not a basic manufacturing or quality control error. It can occur due to external factors such as transport, storage conditions, and environmental influences over time. These factors may lead to deformation that was not present during initial checks. We are addressing this proactively and sincerely apologize for any inconvenience caused.

What are the consequences of this issue? How will Mammut prevent similar issues in the future?

We have increased our already-thorough quality checks. Additional tests and inspections during and after assembly have been implemented to ensure that this issue cannot recur. Mammut has built a long-standing reputation as a trusted safety brand in mountain sports, and we remain fully committed to maintaining and exceeding consumer expectations.

**For carabiner batch number 07/2021 and 11/2022 without additional "R" the separate recall process of March 2025 still applies. These products must be returned directly. For reference: [Voluntary Recall: Mammut Skywalker Pro Via Ferrata Set](#)*