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VOLUNTARY RECALL: MAMMUT SKYWALKER PRO VIA FERRATA SET

RELATES TO THE SKYWALKER PRO AND SKYWALKER PRO TURN VIA FERRATA SETS SOLD FROM 2023 ONWARDS. THE MAMMUT SKYWALKER CLASSIC VIA FERRATA SET IS NOT AFFECTED.



Seon, March 27, 2025 | **Since 1862, Mammut has always stood for quality, safety, and innovation. 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 locking mechanism of the carabiners used in the Skywalker Pro Via Ferrata and the Skywalker Pro Turn Via Ferrata Sets, sold since 2023. As a result, we have decided to recall all potentially affected products and refund all impacted clients. National market surveillance authorities have been notified.**

The potential malfunction stems from an assembly issue. As a result, in some cases the carabiners of the Mammut products Skywalker Pro Via Ferrata and Skywalker Pro Turn Via Ferrata Sets may open without the need to press the plastic latch, meaning they do not meet the EN standard requirements. We ask all consumers who own the affected products to stop using them and follow the recall procedures. Mammut is committed to addressing this matter swiftly and proactively.

Please return your Skywalker Pro Via Ferrata and Skywalker Pro Turn Via Ferrata Sets to receive a refund.



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Recall Procedure

Owners of affected products should stop using the via ferrata sets immediately and send them back by following the recall procedure (shipping is free of charge).

- Check if you own a Mammut Skywalker Pro Via Ferrata Set or Skywalker Pro Turn Via Ferrata Set. Please refer to the product photos and style numbers provided to identify the correct models.
- Complete the online **warranty form**: [Link](#)
 - Fill in your customer details
 - Select "climbing equipment" as 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)
 - Specify "Skywalker Pro Recall 2025" in the "Issue description" field
 - Please also include your **bank account details** for "Issue description" in IBAN format (EU) / sort code and account number (UK) / bank account number, and ABA routing number (USA) for us to process the refund
 - Please include **proof of purchase/receipt** (if available) by uploading it under "Proof of issue"
 - Select any option under "Material availability" (not relevant for this recall)
 - Submit the form online
- Once your request has been processed, you will receive an email containing a return label and a PDF summarizing the details of the request to print out.
- Pack your Mammut Skywalker Pro Via Ferrata Set or Skywalker Pro Turn Via Ferrata Set and send it to Mammut (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 Set**.
- Returns and refunds will be processed as soon as possible, but the refund process may take up to 4 weeks upon receipt of the return. We apologize for the inconvenience caused.

This process applies to all owners of the affected products, regardless of where the Skywalker Pro Via Ferrata Set or Skywalker Pro Turn Via Ferrata Set was bought. Do not return your products to your local dealers—please follow the process above.

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

We sincerely apologize for the trouble that this recall will cause.

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 (sold since 2023). The full list of product numbers and names is:

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



Information 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 recall. Do not return your helmet and harness.



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Are all Mammut Via Ferrata Sets affected by the recall?

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



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 to be refunded?

We are working hard to process all refunds as quickly as possible after returns arrive at the warehouse. Please allow for up to 4 weeks for refunds to be processed.

Did an accident occur as a result of this assembly error?

This is a voluntary recall, 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. Unfortunately, this specific issue bypassed our quality and control measures and was identified later than we would have hoped. We sincerely apologize for this oversight.

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 customer expectations.