

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



Seon, November 8, 2024 | **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 in some cases, and we therefore decided to recall all potentially affected products for inspection, and where applicable, repair or exchange.**

The potential malfunction is based on an assembly issue. As a result, the main switch on the affected devices may be misaligned leading to unintentional switching from Send to Search mode with lateral pressure, or possibly even turning the device off completely. This defect can pose a potential safety risk to users and requires rectification.

Upon identifying this issue, we conducted a 100% inspection of our stock, confirming that only **Barryvox 2** and **Barryvox S2** models may be impacted. The Barryvox and Barryvox S models from previous seasons are not affected by this issue.



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

Please return your Barryvox 2 or Barryvox S2 for inspection and replacement.

We have a solution in place for all impacted devices. We, therefore, ask you to:

- Check if you own a Mammut Barryvox 2 or Barryvox S2. Please refer to the pictures and style numbers provided for identification of the correct models.
- Go to our **return form**: <https://www.mammut.com/int/en/support/contact?form=repair-Warranty>
 - Fill in your customer details
 - Select “Avalanche Equipment” as item category
 - Fill in all details for your device (see list below)
 - Mention “**Barryvox Recall 2024**” as issue description
 - Leave empty “Proof of issue”
 - Submit form online
- Once your request has been processed you will receive a return label via email to print out.
- Pack your Barryvox 2 or S2 and send it to Mammut for inspection (address on return label) by following the instructions provided by Customer Service. If you purchased a package with shovel and probe, you’ll only need to return the Barryvox device.
- We will check the products and return or send replacements within 7 business days* after receiving your product. Alternatively, you can drop off your Barryvox 2 or S2 at your nearest Mammut store**.
- The rectification of the defect is free of charge.

This process applies no matter where you bought your Barryvox 2 or S2 device.

We sincerely apologize for the trouble that this recall will cause. We know many of you are busy preparing your first trips into the snow. We promise to be quick and return your checked device if not impacted by the malfunction or send a replacement for your beloved transceiver.

The Barryvox 2 and Barryvox S2 remain the leading avalanche transceivers on the market, and maintaining the trust you have placed in us is our top priority.

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](#).

For US & Canadian customers

* 14 days for return/replacement & shipment

** no in-store drop off

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

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Frequently asked questions

Which products are possibly affected by the malfunction?

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:

| | |
|------------|---|
| 2620-00380 | <i>Barryvox S2</i> |
| 2620-00350 | <i>Barryvox S2 as part of the Peak 240 Package</i> |
| 2620-00360 | <i>Barryvox S2 as part of the Pro Light 280 Package</i> |
| 2620-00370 | <i>Barryvox 2</i> |
| 2620-00260 | <i>Barryvox 2 as part of the Peak 240 Package</i> |
| 2620-00320 | <i>Barryvox 2 as part of the Tour 280 Package</i> |

What exactly is the problem?

Due to an inaccuracy in the assembly process, the main switch on some devices may be misaligned, potentially causing unintentional switching from Send to Search mode under lateral pressure, or even turning the device off completely. The defect poses a safety risk to users, and Mammut takes it very seriously.

Can I check my Barryvox 2 / Barryvox S2 myself?

Ensuring your device is not affected is our top priority. For this reason, our experts will inspect and return your device or provide a replacement swiftly. Please do not attempt to repair or check the device yourself.

Where do I send the products for inspection or replacement?

Please send the Barryvox packages 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. Alternatively, you can drop off the package at your nearest Mammut Store.

When can I expect my transceiver to be returned or replaced?

We are working at full capacity to inspect and return your device or provide a replacement within 7 business days (14 days for US & Canadian customers) of receiving your return.

Did an accident occur 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 wasn't this basic error identified in initial quality checks? If a policy was in place, why wasn't it enforced / controlled?

We set the highest standards for performance and safety for our products. The Mammut Barryvox 2 and S2 are complex technical products, 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 collaboration with our Swiss partner, to ensure that this doesn't happen again. Mammut has a long-standing reputation as a trusted safety brand in mountain sports, and our top priority is to maintain and to exceed customer expectations.



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Will Mammut 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.

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