

PRODUCT RECALL - WIZARD PRO (REF. 3500) AND WIZARD PRO BLACK (REF. 350003) DESCENDERS

During quality control procedures, C.A.M.P. identified a potential tolerance defect in the internal mechanism of the Wizard Pro (ref. 3500) and Wizard Pro Black descenders.

This defect may lead to the locking cam jamming in the open position, resulting in a potential uncontrolled descent and fatal consequences.

No accidents or reports of malfunctions have been received from users.

A corrective action has already been implemented for current production batches.

As a precautionary measure, C.A.M.P. is issuing this product recall for repair for all descenders from the following batches:

- Ref. 3500 Wizard Pro: batch 03 25.
- Ref. 350003 Wizard Pro Black: batches 03 25, 05 25, 01 26.



We ask you to:

- Immediately stop using the Wizard Pro and Wizard Pro Black descenders and check the batch number.

The affected batch numbers are:

- Ref. 3500 Wizard Pro: batch 03 25.
- Ref. 350003 Wizard Pro Black: batches 03 25, 05 25, 01 26.

The batch number is visible on the back of the descender, marked on the rear aluminum flange:



**Ref. 3500
WIZARD PRO**

03 25



**Ref. 350003
WIZARD PRO BLACK**

03 25 - 05 25 - 01 26

- Return all descenders with the specified batch numbers. The descenders can be returned to the store where they were purchased, to a C.A.M.P. subsidiary distributor in your country, or sent back – at our expense – to C.A.M.P. SpA. We will repair the returned products and send them back as quickly as possible.

We are aware of the inconvenience caused by this recall and sincerely apologize. The safety of our customers is our top priority. Please refer to the Frequent Questions (FAQ) for the shipping address. Thank you for your cooperation and continued trust.

Frequently Asked Questions (FAQ)

Why are the Wizard Pro and Wizard Pro Black descenders being recalled?

During production quality control, a malfunction was detected in the internal mechanism connecting the operating lever to the locking cam, due to incorrect tolerances. In certain situations, this defect can lead to the locking cam jamming in the open position. This may cause an uncontrolled descent, with potential consequences.

Have there been any accidents?

No users have reported accidents or malfunctions.

What actions has C.A.M.P. taken?

C.A.M.P. has immediately implemented corrective action on current production and has initiated a product recall procedure for repair.

What should I do with my Wizard Pro or Wizard Pro Black descender?

Immediately stop using it and check if it belongs to the affected batches. Return all affected products to C.A.M.P. SpA, the store where it was purchased, a C.A.M.P. distributor in your country. If you wish to send the descender directly to C.A.M.P. SpA, please contact our customer service at contact@camp.it before shipment. Products will be repaired by replacing certain internal mechanical components and returned as quickly as possible.

Please send products to:

C.A.M.P. SpA - Via Roma, 23 – 23834 Premana (LC) – Italy

Are Wizard Ref.3499-349903 descenders involved?

The Wizard ref. 3499 and Wizard Black ref. 349903 descenders are not affected by this recall. The potential defect is only linked to the Wizard Pro ref. 3500 and Wizard Pro Black ref. 350003.

How can I tell if a descender has already been inspected?

An "R" letter will be engraved on the descender next to the batch number (e.g., 03 25 R) on all units repaired by C.A.M.P.

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KONTAKTE

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