

FAQs for Dealers and Consumers

Important Questions and Answers Regarding the Voluntary Recall of the Vergo Belay Device with Batch Numbers 16159 and 16195.

1. What is Trango's announcement concerning the recalled Vergo belay devices about?

Trango is conducting a voluntary product recall on all Vergo belay devices in batch numbers 16159 and 16195 that were sold after 1 October 2016. Trango has recently discovered that the handles on some Vergo belay devices may have loosened to allow lateral wobble or movement of the handle. If excessive downward force is exerted on a handle subject to lateral movement, the handle may over-rotate onto the front plate, preventing the front plate from moving freely, and impairing the device's assisted braking capacity. If the handle over rotates as described above, the assisted braking function is impaired or disabled and the risk of uncontrolled descent increases significantly. Proper use of the Vergo, however, never requires the handle to move forward and over rotate onto the front plate.

Consumers should immediately cease all use of Vergo units with batch numbers 16159 and 16195 and return those Vergo units to Trango as soon as possible for a replacement. Dealers should cease all sales of Vergos with batch numbers 16159 and 16195 and contact Trango via email at vergorecall@trango.com or visit <http://trango.com/t-product-alerts.aspx>.

2. Which products are subject to the recall?

The only products subject to the recall are Vergo belay devices in batch numbers 16159 and 16195 that were sold after 1 October 2016. Please see the Important Safety Notice posted on the Trango website at <http://trango.com/t-product-alerts.aspx>.

3. Why has Trango recalled the Vergo belay devices?

Trango's first priority is the safety of its customers. Trango has recently discovered that the handles on some Vergo belay devices may have loosened to allow lateral wobble or movement of the handle. If excessive downward force is exerted on a handle subject to lateral movement, the handle may over-rotate onto the front plate, preventing the front plate from moving freely, and impairing the device's assisted braking capacity. If the handle over rotates as described above, the assisted braking function is impaired or disabled and the risk of uncontrolled descent increases significantly. Please see the photo below showing a Vergo with its handle improperly over rotated onto the front plate.

It is important to note that proper use of the Vergo never requires the handle to move forward and over rotate onto the front plate. No injuries have been reported.

Over Rotated Handle



Consumers should immediately cease all use of Vergos with batch numbers 16159 or 16195 and return the devices to Trango, as provided in more detail in paragraph 8 below, for replacement.

4. What is the problem with the Vergo belay devices?

Trango's first priority is the safety of its customers. Trango is conducting this voluntary recall because Trango has recently received two reports that the handle of the Vergo has been improperly over rotated to cover the front plate of the unit. If this issue occurs (i.e., the handle over-rotates onto the front plate, preventing the front plate from moving freely, and impairing the device's assisted braking capacity), while the consumer is belaying, the assisted braking function of the unit is impaired or disabled. If the climber being belayed falls while the handle is in the improper over rotated position and before the belayer repositions the handle to its proper position, the issue poses a fall or injury hazard to consumers and injuries associated with falling while climbing may occur. The proper use of the Vergo never requires a climber to over rotate the handle forward onto the front plate.

5. Can I fix the problem or have it repaired?

No. The issue with the recalled Vergos cannot be fixed or repaired by consumers. Consumers should cease all use of the recalled Vergos and return the recalled products to Trango immediately pursuant to the recall procedures described in paragraph 8 below.

6. Is there a date code or serial number I need to know to determine if my product is subject to the recall?

Yes, the batch number is located on the Vergo as shown below:



Please see the Important Safety Notice posted on the Trango website at <http://trango.com/t-product-alerts.aspx>.

7. What should I do with a product subject to the recall?

You should immediately cease using your recalled Vergo with batch numbers 16159 and 16195 and return all recalled Vergos as soon as possible to Trango for a repair or replacement as soon as available. (See paragraph 8 below: "What is the recall procedure?")

8. What is the recall procedure?

Consumers should immediately cease using all Vergos with batch numbers 16159 and 16195 and contact Trango directly. Consumers can contact Trango via email, vergorecall@trango.com or visit Trango's website at <http://trango.com/t-product-alerts.aspx>, to arrange for the return of the device and to arrange a replacement. Consumers can also contact Trango toll-free at 800-860-3653.

9. What should I do if I purchased products subject to this recall on the Internet?

The recall procedure is the same for products purchased on the Internet, from authorized Trango dealers, or directly from Trango. (See paragraph 8 above: "What is the recall procedure?")

10. What should I do if I purchased used products subject to the recall?

Consumers who purchased used Vergos with batch numbers 16159 and 16195 should immediately cease using the devices and follow the recall procedure described in paragraph 8 above: “What is the recall procedure?”.

11. My product appears to be working fine. Can I continue to use it?

No. Even though your product may appear to you to be safe, without examination by Trango, a recalled Vergo belay device could be subject to the issue (i.e., the handle is improperly over rotated to cover the front plate, preventing the front plate from moving freely, and impairing the device’s assisted braking capacity), which could result in injury to the falling climber.

12. What could happen if I don’t return my recalled Vergo belay device to Trango and continue using it?

If you continue using one of the recalled Vergo belay devices and if the issue occurs while you are belaying, and if the climber being belayed falls while the handle is in the improper over rotated position and before the belayer repositions the handle to its proper position, you may be unable to catch a fall of the climber and the falling climber may be injured. Therefore, all recalled Vergo belay devices must no longer be used and must be returned to Trango. If you continue using any recalled Vergo belay device, you or your climbing partner may be injured if the issue described above occurs.

In addition, if you do not return your recalled Vergo belay device to Trango as provided herein, you will not receive a free replacement.

13. Is there a serious risk of injury?

Yes. The risk is that a belayer using the recalled Vergo belay device may not be able to catch a fall if the climber being belayed falls while the handle is in the improper over rotated position and before the belayer repositions the handle to its proper position. All falls while climbing can pose the risk of serious injury or death. Therefore, the recalled products must not be used and must be returned immediately.

14. How much will it cost me to return the recalled Vergo belay device?

The return is free of charge for the consumer. Consumers returning the recalled product will receive a replacement unit.

15. Are any other Trango products involved in the recall?

No, only Vergo belay devices with batch numbers 16159 and 16195 are subject to the recall.

16. Where can I find more information?

For more information, please visit Trango's website at www.trango.com and click on the tab marked "Product Alerts" at the bottom of the page. If you have any questions, you can also call Trango toll-free at 800-860-3653, or email Trango at vergorecall@trango.com for further assistance.