



Lebring, September 2013

## VOLUNTARY RECALL of PIEPS VECTOR

**Effectively immediately, PIEPS is recalling all PIEPS VECTOR avalanche transceivers due to functional issues that may not be readily apparent to the user. This RECALL affects all PIEPS VECTOR transceivers.**

PIEPS has discovered that the functionality of the VECTOR does not conform to our quality standards and strict requirements for "Premium Alpine Performance". Safety and reliability have top priority! In order to prevent any risks to users, PIEPS has decided to implement this recall. **Please stop using the PIEPS VECTOR immediately.**

This recall applies to the PIEPS VECTOR only. All other PIEPS transceivers are not affected by this recall.

All private owners of a PIEPS VECTOR should return it immediately to PIEPS. For more information concerning return and replacement see the attached form or go to [www.pieps.com](http://www.pieps.com).

For questions regarding the recall, please contact us: [vector@pieps.com](mailto:vector@pieps.com)

Telephone: +43 (0) 3182 52 556 -30 (Monday to Thursday 9 to 4 pm / Friday 9 to 12)

We apologize for this inconvenience.

The PIEPS Team

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**PIEPS GmbH**

A-8403 Lebring, Parkring 4  
Tel +43 3182 52 55 6-0  
Fax +43 3182 52 55 6-19  
office@pieps.com  
www.pieps.com

## Rechtsform: GmbH

Sitz: Parkring 4, A-8403 Lebring-St.Margarethen  
Firmenbuch: FN278067y | LG für ZRS Graz  
UID-Nr: ATU62571826  
ARA: 15.678 | ERA: 51.495  
EORI: ATEOS1000007348

## Bankverbindung:

Steiermärkische Bank und Sparkassen AG  
IBAN: AT69 2081 5000 0046 9247  
BIC: STSPAT2GXXX  
BLZ: 20815  
Kto.-Nr: 469 247



## Detailed information concerning return and replacement

All private owners of a PIEPS VECTOR should return it immediately to PIEPS.

We offer the following package for replacement:

**1 PIEPS DSP PRO** (MSRP EUR 350,00)

**+ EUR 175,00 with bank transfer**

**+ EUR 15,00** (cost of postage) **with bank transfer**

Please follow the steps below:

- 1) Please fill out the RMA form enclosed. You can fill out the form direct in your browser and print it afterwards. If you write by hand, please write readable and use CAPITALS.
- 2) Please enclose the form to your package and send this to the following address until December 1st, 2013 latest:

Pieps GmbH  
z.H. Vector Recall  
Parkring 4  
AT 8403 Lebring

You will get a confirmation when the returned package arrives at PIEPS. Within 5 working days you will get your PIEPS DSP PRO and the bank transfer will be done within 15 working days.

For questions regarding the recall, please contact us: [vector@pieps.com](mailto:vector@pieps.com)

Telephone: +43 (0) 3182 52 556 -30 (Monday to Thursday from 9 to 4 pm / Friday 9 to 12)

*Legal note: There is also the possibility to get a refund of the total purchasing price. Please send the original receipt together with the package with the PIEPS VECTOR to PIEPS and contact us at [vector@pieps.com](mailto:vector@pieps.com). You will get the paid purchasing price (regarding to the original receipt) and additional the costs of postage of EUR 15,00.*



## RMA form PIEPS VECTOR

Please fill out the form completely and enclose it to the reconsignment! Thank you very much!

*For all customers in Spain, Italy, The Netherlands, Sweden, Slovenia*

Pieps GmbH  
z.H. Vector Recall  
Parkring 4  
AT 8403 Lebring

### Personal data

Prenome:

Name:

Street / Number:

ZIP, City:

Country:

Telephone:

Email:

My PIEPS VECTOR is registered at the Service-Portal: Yes

No

### Bank data

IBAN:

BIC:

*All data will be handled strongly confidential and not forwarded.*

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