



# VOLUNTARY PIEPS SAFETY BEACON RECALL

## PIEPS DSP PRO, DSP PRO ICE, and DSP SPORT Avalanche Transceiver with Neoprene Carrying Case

Dear Valued Customer,

In cooperation with the United States Consumer Product Safety Commission and Health Canada, Black Diamond is voluntarily recalling the PIEPS DSP Pro, DSP Pro Ice, and DSP Sport Avalanche Transceiver with the neoprene carrying case that were sold from January 2013 through December 2020. Our records indicate that you purchased a transceiver during this time.

The reason for the recall is because the transceiver can switch modes unexpectedly when it is not locked or installed in the harness. When this occurs, it will prevent the transceiver from transmitting a signal and can make it difficult to locate a skier in an avalanche, which can result in severe bodily harm or death due to asphyxiation.

Black Diamond received 63 reports of the transceiver modes switching unexpectedly while in use. There has been one death and one instance of a skier getting caught in an avalanche who suffered serious bodily harm, both reported in British Columbia.

### What will Black Diamond do:

PIEPS designed a new hard case carrying system to replace the neoprene case that came with the DSP avalanche transceivers. Through its new construction, the plastic hard case carrying system provides additional security to ensure the products are locked and secured in the "send" position during use.



### What we need you to do:

1. Immediately stop using the recalled avalanche transceivers with the neoprene carrying system, and discard the case in the trash while you wait to receive the replacement carrying case.
2. Please register on-line [here](#) to receive a free hard case carrying system with a user guide and Instructions to Use manual or contact Black Diamond at (866) 306-0865 from 9 a.m. to 4:30 p.m. MT Monday through Friday.
3. Please review [this tutorial video](#) that demonstrates how to use the transceiver with the new carrying case.

If you are not the owner of the transceiver, please advise the owners of this important information.

PIEPS recommends that users of all avalanche safety equipment follow the instructions for use closely, including conducting a thorough safety and performance check before every usage.

Thank you for your support and cooperation, and we sincerely apologize for any inconvenience this recall may cause.

Sincerely,

*Black Diamond*

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