ATTENTION: ALL USERS OF PIEPS AND BLACK DIAMOND BEACONS. PLEASE TAKE ACTION AND CHECK YOUR BEACON.

Please check your avalanche transceiver / beacon and verify that the device switches from SEND to SEARCH mode properly.

All customers who are in possession of the devices below are therefore asked to check it using the following instructions or to contact our customer service department for support.

- PIEPS Micro BT Button
- PIEPS Micro BT Race
- PIEPS Micro BT Sensor
- PIEPS Powder BT
- PIEPS Pro BT
- PIEPS DSP Pro/Sport
- PIEPS DSP Ice
- Black Diamond Recon BT
- Black Diamond Guide BT

Left to Right: PIEPS Micro BT Button, PIEPS Micro BT Race, PIEPS Micro BT Sensor, PIEPS Powder BT, PIEPS Pro BT

Left to Right: PIEPS DSP Pro, PIEPS DSP Sport, PIEPS DSP Ice, Black Diamond Recon BT, Black Diamond Guide BT

The following instructions will help you to carry out this check independently. If it turns out that a mode is not working properly, the affected devices should no longer be used and must be returned immediately to PIEPS / BLACK DIAMOND for service free of charge.

If you have any questions, please do not hesitate to contact our customer service department.

Thank you for responding to our safety call!

We apologize for the inconvenience.

Please follow the respective steps for your beacon:

TODAY'S OFFERS

Mode verification instructions:

PIEPS Micro BT Button / Race

1. Turn the device on. Wait for the display of the Software Version, as well as Self Check Result and for the Group Check Countdown to be completed.
2. The device is now in SEND mode with the SEND symbol ("X") flashing.
3. Press the SEND/SEARCH button. The display will show a flashing flag and a countdown (3 seconds).
4. Confirm to switch to SEARCH mode by once pressing (not holding) the Mark button within the countdown.
5. If your device is now in search mode ("--" search symbol displayed), you are NOT required to submit the form below.
6. If your device cannot be switched into the search mode, please enter your details below and we will contact you.

1. To activate Bluetooth press MARK button while switching on beacon. As soon as the Bluetooth symbol is shown on the display, the MARK button can be released.
2. Make sure Bluetooth is activated on your phone. Open the PIEPS App on your phone and click on "Connect Bluetooth Device"
3. Select your device
4. Go to Device Check, press start and follow the instructions.
5. Make sure the device check result shows "OK"
6. If the device check is negative, please enter your details below and we will contact you.

PIEPS MICRO BT BUTTON RACE
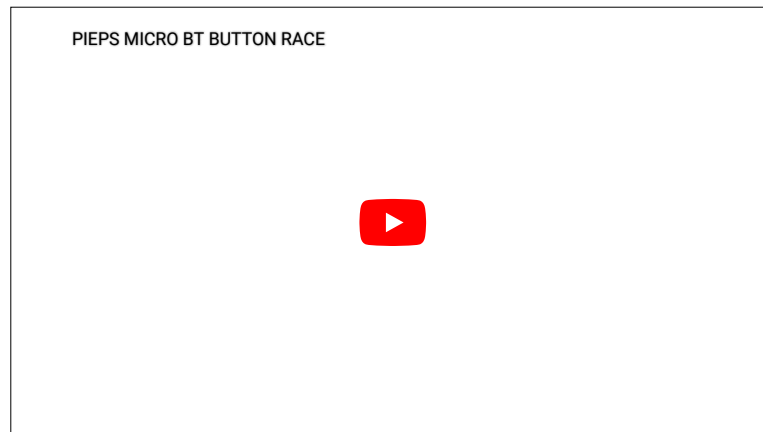
PIEPS Micro BT Sensor

1. Turn the device on. Make sure the display of the device is facing upwards and the proximity sensor is not covered.
2. Wait for the display of the Software Version, as well as the Self Check Result and for the Group Check Countdown to be completed. The device is now in SEARCH mode ("--" search symbol). (1)
3. Cover the sensor with your thumb until the countdown appears and keep it covered for the duration of the countdown, so that the beacon switches to SEND mode ("X" send symbol).
4. To remain in SEND mode, keep the sensor covered.
5. Uncover the sensor to switch to SEARCH mode. The lock symbol appears on the middle left side of the beacon. SEARCH mode is now locked. Switching to SEND mode by covering the sensor is now not possible.
6. Unlock SEARCH mode by holding the mark button for 3 seconds. The lock symbol disappears on the display.
7. If switching between the modes and unlocking the SEARCH mode was successful, you are not required to submit the form below.
8. If unlocking the SEARCH mode is not possible, please enter your details below and we will contact you.
9. If your device is in Bluetooth mode after power on without pressing the Mark button, submit the form below.


PIEPS MICRO BT SENSOR
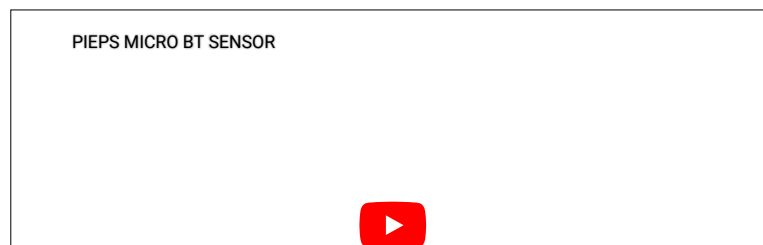
PIEPS PRO BT / PIEPS Powder BT / Black Diamond Guide BT / Black Diamond Recon BT

1. Move the slider lock to the left and the mode slider upwards in the position SEARCH.
2. Make sure the SEARCH symbol (- -) appears on the display
3. Move the slider downwards, until it locks in position SEND
4. Make sure the SEND symbol (X) appears on the display
5. Move the slider lock to the left and the mode slider downwards in the position OFF.
6. Make sure that beacon is turned off.
7. If switching between the modes is not possible, please enter your details below and we will contact you.

1. To activate Bluetooth press MARK button while switching on beacon. As soon as the Bluetooth symbol is shown on the display, the MARK button can be released.
2. Make sure Bluetooth is activated on your phone. Open the PIEPS App on your phone and click on "Connect Bluetooth Device"
3. Select your device
4. Go to Device Check, press start and follow the instructions.
5. Make sure the device check result shows "OK"
6. If the device check is negative, please enter your details below and we will contact you.

PIEPS PRO BT POWDER BT BD GUIDE BT BD RECON BT
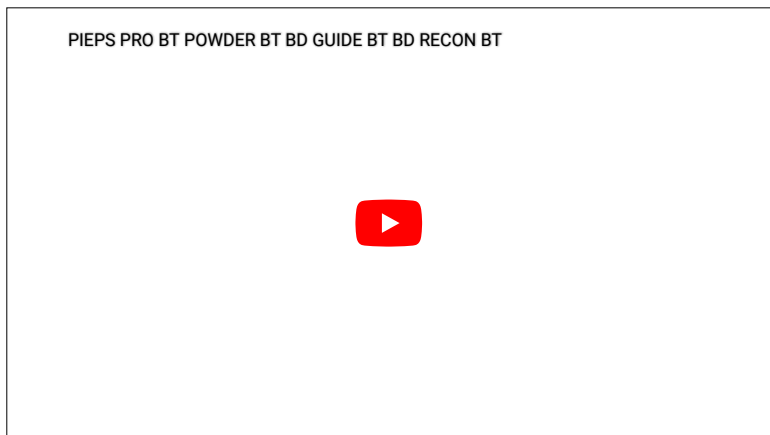
DSP Sport

1. Press the lock button and move the slider upwards in the position SEARCH.
2. Wait for the display of the Software Version and Self Check Result.
3. Make sure SEARCH symbol (- -) appears on display
4. Move slider downwards, until it locks in position SEND
5. Make sure SEND symbol (X) appears on display
6. Press the lock button and move slider downwards in the position OFF.
7. Make sure that beacon is turned off. Check if the display and control LED (top of device) are turned off.
8. If switching between the modes is not possible, please enter your details below and we will contact you.

PIEPS DSP PRO | DSP SPORT

For more information or to submit a warranty claim, please visit the following:

If you are located in Europe: go HERE
If you are located in North American: go HERE
If you are located outside of North America and Europe, please visit your local Black Diamond Distributor. You can find a list of local contacts HERE

FAQS:

Q: What is the root cause of the issue?

A: The overarching root cause for all affected beacon issues has been narrowed to a material handling / assembly anomaly in manufacturing. Below are the details on the two specific issues:

- **PIEPS Micro BT Button / Race / Sensor:** We've identified a specific issue with the Pieps Micro family beacons where the front foil containing the buttons could be damaged during the manufacturing process thereby affecting the electronics of the device. If this were to occur, it could result in the beacon not being able to switch into the SEARCH mode for the Button and Race models, and loss of the Mark function for the Sensor model.
- **PIEPS Powder BT, Pieps Pro BT, Pieps DSP Pro, Pieps DSP Sport, Pieps DSP Ice, Black Diamond Recon, Black Diamond Guide:** These beacons use a series of magnetic reed switches that switch the beacon into SEARCH mode. We've identified an issue in manufacturing where the reed switches could be damaged. If this were to occur, it could result in the beacon not being able to switch into SEARCH mode.

Q: How many units are affected?

- **PIEPS Powder BT, Pieps Pro BT, Pieps DSP Pro, Pieps DSP Sport, Pieps DSP Ice, Black Diamond Recon, Black Diamond Guide:** As of April 28, 2022, 0.07% of all beacons sold globally have been reported with this issue. In North America the reported instances are lower, at 0.02%.
- **PIEPS Micro BT Button / Race / Sensor:** As of April 28, 2022, 0.53% of all beacons sold globally have been reported with this issue. 0.22% reported in North America.

Q: What are Pieps and Black Diamond Equipment doing about this?

A: We are taking this issue very seriously and want to ensure that we are transparent about what's happening, acting quickly and as precisely as possible, and responding to our community's concerns. We're actively working toward a solution by focusing on the following three priorities and work is going around the clock:

Internal Product Investigation:

- Based on our regular review of all warrantied / returned units, we identified an electronic component failure that appeared at a greater frequency than expected in the above listed beacons. Although the number of affected units was small, this triggered our internal investigation where the root cause was narrowed to a material handling / assembly anomaly in manufacturing.
- We have pulled all current inventory and are performing a thorough inspection, including testing every single unit before placing them into the marketplace.
- We have worked with our manufacturer(s) to identify and correct the material handling / assembly issue and are confident that this issue has been resolved.
- We have confirmed that this issue is limited to the above listed beacons.

Safety Check & Repair / Replace:

- We issued a Notice for Safety Check and urge you to follow the instructions to check if you have an affected unit. We are working to repair or replace all affected beacons as quickly as possible. If you do not feel comfortable checking your own beacon, send it in and we will check it for you.
- All affected units sent in will be replaced or repaired free of charge.
- In conjunction with our Notice of Safety Check, we notified global regulatory bodies (including Health Canada, RAPEX, and the CPSC in North America) and are currently in regular communication with them as our internal investigation continues.

Communication:

- It is our goal to communicate all information as quickly and precisely as possible. We will continue to provide updated information and answer all questions in real time.

Q: How do I know that my beacon is functioning properly?

A: A device check (following the instructions on this website) will show if the beacon is transitioning correctly

from SEND to SEARCH Mode. **We recommend you follow best practices and always check both SEND and SEARCH functions on your safety device prior to each use.** As we continue to investigate the issue, we will honor the repair/replace program in perpetuity and adapt recommendations and communication to new findings accordingly.

Q: The plastic sliding switch on my beacon does not lock in Search position. Is this a problem?

A: No, that is how it is meant to work. The switch will not lock into Search position. This design feature allows the beacon to be switched rapidly back into Send mode in case of a secondary avalanche scenario.

Q: Is this current issue related to the Pieps DSP recall in 2021?

A: No, this current issue is not related to the Pieps DSP recall in 2021.

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Here at Black Diamond it's all about climbing and skiing. We share the same experiences that you do on rock, ice and snow and these experiences push us to make the best gear possible for our worldwide family of climbers and skiers.

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