

RECALL CONDOR HMS Triple carabiners
Product number 03550

Also sold as part of special packs
Prod. č. 04106, 04716, 04717

January 2026

Affected products:

03550 - CONDOR HMS Triple

04106 - BELAY SET CONDOR Triple/HURRY

04716 - BELAY SET CONDOR Triple/BOW

04717 - BELAY SET CONDOR Triple/HABU



OCUN

Product affected by the recall (send it to the manufacturer)	Product not affected by the recall (do not send)
<p>Manufactured and delivered in this period 20.11.2023 – 28.11.2025</p> <p>Batch number: 24003xx 24004xx 24010xx 24023xx 24024xx 24025xx 25005xx 25006xx</p>	<p>Manufactured and delivered in this period: until 20.11.2023</p> <p>Batch number: All of the batch numbers which are NOT in the left column.</p> <p>All the products marked with a symbol * even if they are mentioned in the left column. These products have been analyzed and their use is safe.</p> <p>All the products manufactured and delivered after 1.1.2026</p>
<p>Where to find the information I need?</p> <p>The informations are mentioned at page 2 of this document (Product identification).</p>	

DESCRIPTION:

Gate malfunction can occur on carabiners in these products.

The gate does not close automatically and has to be closed manually by hand.

We are not aware of any personal injury caused by this potential malfunction.

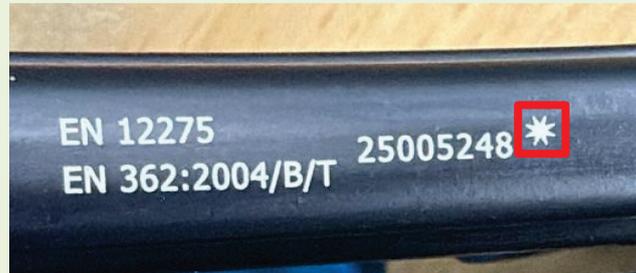


Product identification:

Product affected by the recall (send it to the manufacturer)	Product not affected by the recall (do not send)
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marking*

* Marking on the spine of the carabiner



Batch number



How to return the product:

Fill in the recall form. Don't forget to include your address, phone number and e-mail.

EU Customers	US & Canada Customers	Rest of the World
<p>You have two options for returning your product:</p> <p>Option A: Return via Local Dealer Hand over the product and a printed copy of the Recall Form to your nearest authorized Ocun dealer.</p> <ul style="list-style-type: none">○ Find your nearest dealer here: ocun.com/service/dealers○ What the dealer will do: The dealer will collect your product and coordinate with us for inspection. Depending on the assessment, you will receive a replacement or a refund. <p>Option B: Return via Shipping Pack the product securely, include the completed Recall Form, and send it to the appropriate address below:</p> <p>If shipping from Germany: Mailboxde.com GmbH Name / Customer ID Äußere Weberstr. 90 02763 Zittau, DE</p> <p>If shipping from other EU countries: RP Climbing s.r.o. Hrnčířská 1557, 295 01 Mnichovo Hradiště, Czech Republic</p> <p>Next Steps: Once we receive the product, our experts will analyze it. Based on the assessment, we will either return your inspected product (if verified safe) or send you a brand-new replacement.</p>	<p>Fill & Download: Fill out the Recall Form PDF directly in your web browser and download it.</p> <p>Email: Send the completed form to recall@ocun.com</p> <p>Wait for Instructions: Our team will contact you with specific shipping labels or local drop-off instructions.</p>	<p>Fill the Form: Complete the Recall Form with your contact details.</p> <p>Visit a Dealer: Hand over the product and the Recall form to your nearest authorized dealer: ocun.com/service/dealers.</p> <p>Resolution: The dealer will facilitate the inspection process and provide either a replacement or a refund based on our expert assessment.</p>

In case of any questions or uncertainties, contact our customer service:

recall@ocun.com (+420 326 211 716)

Yours sincerely

Team OCÚN



PRODUCT COMPLAINT FORM

REKLAMATIONSFORMULAR / REKLAMAČNÍ PROTOKOL



OCUN

END CUSTOMER / VERBRAUCHER / KONCOVÝ ZÁKAZNÍK

*Name:

*Vor- und Nachname:

*Jméno a Příjmení:

*Address:

*Adresse:

*Adresa:

street, city, ZIP / Strasse, Stadt, PLZ / ulice, město, PSČ

Country:

Land: / Země:

*Phone:

*Telefon: / *Telefon:

*E-mail:

Product / Produkt / Výrobek:



*Name of product: / Produktname: / Název výrobku:

*Quantity: / Menge: / Počet:

03550 - CONDOR HMS Triple



04716 - BELAY SET CONDOR Triple/BOW



04717 - BELAY SET CONDOR Triple/HABU



04106 - BELAY SET CONDOR Triple/HURRY

Date:

Datum:

Datum:

Signature:

Unterschrift:

Podpis:

*All personal data provided in this protocol are processed in accordance with Regulation (EU) 2016/679 (GDPR) for the purpose of ensuring product safety and market withdrawal. The data will be retained for the period necessary to fulfil the controller's legal obligations. More info: www.ocun.com/sites/gdpr