



PIEPS AND BLACK DIAMOND EQUIPMENT AVALANCHE TRANSCIEVER / BEACON SAFETY CHECK AND FAQs

Dear Partner,

On behalf of PIEPS and BLACK DIAMOND we hereby inform you of a consumer communication regarding a recommended safety check and FAQs on the beacon models referenced below.

In line with this, we also urge and ask you to perform a check of your current inventory of PIEPS and BLACK DIAMOND BEACONS. Please refer to the required steps found [here](#).

Any units found in your inventory that do not pass inspection can be returned and credited or replaced. If you have end consumers in the store looking for replacement or returns on a unit purchased, please direct them to the safety check link above for warranty support. If you have any questions, please do not hesitate to contact our customer service department (link).

Thank you for your support and cooperation on this matter.
We sincerely apologize for any inconvenience this may have caused.

If you have any questions, please do not hesitate to contact your local sales representative or Black Diamond Dealer Services representative.

The communication below has been shared with the consumer.

We have observed a small number of PIEPS and Black Diamond Avalanche Beacons with malfunctioning electronic components that may prevent it from switching between SEND and SEARCH modes. Our testing is ongoing, but it is important to us that we communicate this information promptly and ask that anyone in possession of the following beacons to immediately perform a safety inspection to ensure your beacon is functioning properly.

PIEPS Micro BT Button - PP112901
PIEPS Micro BT Race - PP112902
PIEPS Micro BT Sensor - (only sold in set, PP112882)
PIEPS POWDER BT - PP112806
PIEPS PRO BT - PP112769
PIEPS DSP PRO - PP112771
PIEPS DSP SPORT - PP112804
PIEPS DSP ICE - PP112770
BLACK DIAMOND RECON BT - BD151002
BLACK DIAMOND GUIDE BT - BD151001

If you have one of these beacons, we ask that you immediately check and verify that the SEND/SEARCH/BLUETOOTH modes are working properly. If your beacon does not pass the Safety Check, you should retire it immediately and return it to PIEPS / BLACK DIAMOND for service, free-of-charge.

Instructions to perform the Safety Check and related information can be found [here](#).



BELOW ARE FREQUENTLY ASKED QUESTIONS AND ANSWERS THAT HAVE BEEN SHARED WITH THE CONSUMER.

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?

A: -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.