

Information on Gauge and Handle for Snowpulse products

1 Gauge issue (2009-2010 and 2010-2011)

Packs model 2009-2010: concerns 20% of the products

Packs model 2010-2011: concerns 20% of the products



Default class:

Poor quality provided by the manufacturer. A loss of pressure in the cylinder endanger the user as the cylinder can be EMPTY !.

What has been done by Snowpulse

Snowpulse has directly contacted all the customers that had filled their registry form. Several mail to the distributors have also been sent to ensure the retailers and the professionals are aware of the problem.

Details :

Gauge manufacturer provided us with a gauge that does not fit with our application. The gauge brake and the cylinder leaks really fast. This is not predictable as it seems the cracks take time to propagate and potentially break the gauge. Snowpulse make on each valve two test: a strength test (at 460 bar of the 300bar cylinders) and a leak test (at 360 bar for the 300 bar cylinder). It appears that despite the approval from the manufacturer the strength test was able to damage the gauge. This create a crack that propagate during the time. The leak then go fast and a cylinder can become empty in one minute. It's therefore super important to check the pressure prior to any use.

For the production 2011-2012, we change of production process to avoid crack inside the gauge. Basically we do the strength test using a cap instead of the gauge, and we only to the leak test with the gauge. Therefore the gauge is never under high pressure.

How to recognize a gauge/cylinder that has a default:

The pressure is very low (below the blue) or zero despite the cylinder has not been used (check the red tape on the side).

The pressure can also be much higher than it should (higher than the red area)

Solution :

1. Replace the gauge yourself

Snowpulse can provide you with gauge to replace the default one (only gauge showing default). In this case **Please refer to the guide « gauge leak and replacement »**. It's **super important** we get all the gauge back if we want to get a refund from the manufacturer. In addition, **you should not damage or bend the gauge** when you remove this one.

2. Send back your cylinder

Snowpulse will provide you with new cylinder if you return your model having a problem. In all case please note on the cylinder the reason of its return. We will proceed to a shipment back to you within 10 days in the condition we get several cylinder in one shipment. Please let us know if we can ship cylinder empty to you and that you can easily refill them.

Official communication

Dear customer, retailer and partner,

Snowpulse has always been working hard on providing the best products and has never compromise on the quality of its provider. Despite using a premium Swiss Gauge manufacturer, we have faced last winter some quality issue due to our production processes. We already communicated on this problem last winter, but we consider that it's important to remember this information to you now that the winter is coming again.

To be more accurate, we figure out that some tests we were doing on our product were able to damage the gauge despite this one should fit for such application. This concern the packs produce during winters 2009-2011. The production 2011-12 is not touched by this problem. The consequence of the damage are that the gauge can leak at any moment due to a potential crack in this one.

We therefore please you to follow carefully the instruction of the user-guide highlighting that **THE PRESSURE OF YOUR CYLINDER MUST BE CHECK PRIOR TO ANY USE.**

Following this instruction, you will be able to detect any leak of your cylinder and return this one to our distributor or our local agent.

For your information, all the customers that had filled their registry form have been contacted directly in December 2010 when we have detected the default.

2 Handle (2010-2011)

2010-2011: concerns 20% of the products, it remains about % (=1000 bags) of the products to fix.

Default class:

Non respect of production request in Asia, the non ergonomic shape of the handle following the default may endanger the user if this one cannot grab the handle, but the risk can be rated as low.

Details :

Due to wrong fabrication in Asia, a spring goes through the handle hose.

About 1000 handles were replaced until now.

How to recognize a gauge/cylinder that has a default:

The handle with default have no re-enforcement at their extremity. This result by having the spring going through the fabric hose.



Without re-enforcement

=> risk that the spring goes through the hose.

With re-enforcement :Ok

Solution :

There is two solution:

- Replace the handle by a similar model but re-enforced (free). **Please refer to the guide "how to change your handle and cable system"**
- Get an update for a model 2011-12 (Customer has to pay 30 CHF) . We will soon provide you with a separate document related to this update.

END OF DOCUMENT