

July 10, 2018

Highmark by Snowpulse – 1.0 Service Bulletin

Attention Snowpulse 1.0 Avalanche Airbag Users:

Please note that services for your pack will soon be unavailable. Most importantly, this includes Refill (Charging) Services for your compressed air cylinders.

WHY THE CHANGE?

In 2011, Snowpulse introduced the 2.0 Technology for its packs to replace the 1.0 System. Shortly after, Snowpulse Technology was purchased by Mammut. As Mammut did not purchase the 1.0 System, Mammut does not provide service on Snowpulse's original 1.0 cylinders, meaning that finding parts for these older packs has become impossible.

WHEN WILL SERVICES END?

MSD has a limited number of O-Rings (required to refill/recharge cylinders). Once these are depleted, we will not be able to provide refill services. We estimate that we will be able to provide service through the 18/19 Winter.

WHAT SERVICES ARE STILL AVAILABLE?

Services provided at cost

- Handle Upgrade
- Cylinder Refill
- Repair of seams

Services no longer available

- Burst zipper replacement

Covered under warranty

- Gauge replacement (part of recall)

HOW DO I KNOW IF I WILL BE AFFECTED?

If you have a Series 1.0 Packs (images at the bottom of this notification), your pack is affected.

WHAT SHOULD I DO?

Provided your pack is properly serviced and in good working order, it is likely still fine for usage. However, the next time you try to get the cylinder refilled, you may not be able to. At this point, your only option is to upgrade your pack. Please note that the common lifespan for an avalanche airbag is 10 years, which all of the 1.0 Packs are approaching.

If you are looking at purchasing a used pack, we recommend ensuring that it's a 2.0 Series Pack so that you won't encounter issues with servicing it.

PACK SERIES: 1.0 vs. 2.0 vs. 3.0

The 1.0 Series of cylinders/deployment systems ceased production in 2011. These systems still work fine, but now is the time to upgrade, as services on them are ending. The 1.0 Series of cylinders are only compatible with 1.0 Deployment Systems. The 2.0 Series of Snowpulse Cylinders is the most current and is compatible with both the 2.0 and 3.0 Series of Deployment Systems.

Compare: The 1.0 Series vs. 2.0 Series



SNOWPULSE 1.0 CYLINDER



SNOWPULSE 2.0 CYLINDERS