



MRD100 and MRD101 Rescue Stick FAQ

Q. What is wrong with the product?

A. Part of the assembly process for the throw handle (which contains the CO₂ gas cylinder) is preventing the cylinder from properly seating against the inflator mechanism and creating an airtight seal. This may result in some CO₂ not properly entering the inflation bladder and preventing the bladder from reaching the desired inflation pressure.

Q. Is the product dangerous to use as-is?

A. No, there is no danger to the user, however there is a risk that the device may not reach full inflation pressure and not perform as expected.

Q. How did Mustang Survival find out about this problem?

A. This problem was discovered by Mustang Survival personnel during demonstrations. There have been no reports of any issues from consumers or agencies.

Q. Is every Rescue Stick affected?

A. No, if the Rescue Stick was manufactured in Canada or in the USA, the product is OK. Check the small label on the inside of the outer cover of the rescue stick for country of manufacture.

Q. Is any other Mustang Survival product impacted?

A. No, the unique component that needs to be replaced on the Rescue Stick is not used on any other product.

Q. How do I get mine fixed?

A. Please read the advisory notice on the Mustang Survival Website and contact Mustang Survival Customer Service at 1-800-526-0532. A replacement handle/CO₂ cylinder assembly will be sent to you at no charge. Upon receipt of the replacement handle, immediately replace your old handle with the new one.

Q. How long until I receive my re-arm kit?

A. Please contact our Customer Service group and they will arrange for your re-arm kit. As these will need to ship by ground due to the CO₂ cylinder, it may take up to 2 weeks for you to receive your replacement.



Q. Can I throw my old handle in the garbage?

A. No. A charged CO₂ cylinder can be dangerous. If your product is affected by the recall, please manually trigger inflation of your Rescue Stick before re-arming the device. This will empty the CO₂ cylinder and render it both safe for disposal and unusable to avoid accidental use in the future.

The Rescue Stick inflation can be triggered by pulling the “Jerk to Inflate” tab. You will be required to re-arm and re-pack the Rescue Stick by following the instructions in the Owner’s Manual prior to resuming use of the device. A video of the re-arming process is available at <http://mustangsurvival.com/rescue-stick-advisory>

Q. Help! The handle is spinning and the cylinder will not unthread from the inflator.

A. Grab the foam handle securely with a pair of slip jaw pliers or vicegrips and gently turn the handle assembly counter clockwise relative to the inflator. This will damage the foam handle but will help remove the cylinder. If the problem persists, please contact Mustang Survival for assistance.