ISC Product Support_REFLEX

April 24th 2026

To all REFLEX climbers, thank you for being a part of the launch of this product, we appreciate you being with us from the beginning! The feedback that we have gotten has been very exciting, thank you for showing us so much passion and support. We are so happy that this product has addressed the needs and desires of so many climbers around the world.

We have had a limited number of users reach out to us to share that they are experiencing slippage with their REFLEX. We have been working actively in all of these cases to investigate what could be the cause of this. To fully understand any performance related concern, it is important for us to learn the full context and conditions of how the device is being used. As with all mechanical hitch devices, there are a host of factors that can contribute to wear and cause slip, including (but not limited to):

· Device cleanliness and maintenance
· Device condition
· Rope cleanliness and maintenance
· Rope compatibility
· Rope wear (flattening/flat spots, sheath slippage, etc.)
· Environmental conditions
· User weight
· Climbing style (speed of descent/long descents)

It is important for us to understand these factors above in order to fully diagnose any reported degradation of performance or slippage. Based on our early discoveries, there are a few things that we would like to highlight.

Cleanliness of Device & Rope
We advise users to be vigilant in inspecting their devices for signs of build-up of sap/debris and to clean, lubricate, and inspect the moving parts of the device regularly. Rope must be properly maintained and cleaned regularly, in accordance with the rope manufacturer's User Manual. Rope should always be inspected before, and monitored throughout use. The introduction of excessive amounts of sap, debris, sand, etc. on the device/rope (or both) can lead to diminished performance of the device and can shorten lifespan.

Rope Compatibility
Not all EN 1891-A ropes are created equal. The construction of EN 1891-A ropes varies and therefore it is important to perform pre-use function/performance tests prior to the first, and each subsequent use in order to ensure the initial AND the ongoing compatibility of the device and rope. Note that the rope/device compatibility may vary greatly, as the rope and device each become worn.

Additional Friction
In some applications, for higher user + gear weights (especially for rescue loads) and/or on longer descents, and especially as the device/rope wear, it is beneficial to introduce additional friction to the system. This may be done by adding an APEX/Rope Wrench and Tether. Wear of the links can be minimised by using additional friction, and avoiding excessive descent speeds.

Conclusion

If you happen to experience performance decline or slippage, please consider the factors above first. As always, function-check the system before use, and continue to monitor performance during use.

If you are still experiencing issues, please remove the device from service immediately and click here to register a request for product support. Our engineering team is working earnestly to investigate devices from climbers who are experiencing performance issues. We will work with you to understand what is happening with your device and find a solution to address your needs.

The entire team at ISC is here to support you.

Kind regards,

Carly Jones
Product Manager

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