

Bought two of your rifles (.270 & 7mm Mag) last week. Took them out to the ra...

Discussion Thread

Response (S. Nations)

10/24/2002 10:56:41 AM

We do recommend that you have your gun evaluated. If you have fired the gun with the ISS safety system partially engaged it may do damage to your firing pin and the sear. You may not see immediate results of this, however over time your gun may begin to not fire when the trigger is pulled and in a hunting situation this may be dangerous. We still recommend that your gun be looked at for your safety.

Thanks-
Melissa

Customer (David Mertz)

10/17/2002 5:38:52 PM

This email appears to be a canned/automated response...not something a faithful consumer appreciates. If there was any serious thought process to my problem there should have been a dialogue with additional questions. I state this because I have contacted numerous retailers, discussed the problem and determined the cause. If the J-lock is partially engaged (white dot exposed in the up position) the bolt will close and the hammer partially fires when the trigger is pulled. This appears to be what happened on the range. If I fully engage the J-lock (white dot facing the rear) the bolt will not close as advertised. If I had followed your recommendation, I would have had to unnecessarily pay for shipping, scope remounting, bore resighting and miss hunting season. Obviously, your process needs improvement. I only hope I can remain a satisfied customer with future encounters.

Dave Mertz