



Product Warranty Coverage

Rigid Lifelines warrants its products to be free from defects in material and workmanship, as follows:

- **Ten Years:** Engineered Track Equipment, Wearable End Truck Wheels, and Anchor Trolley™ Wheels and Teeth
- **Two Years:** Paint and Finishes
- **One Year:** Motorized Products and Drive Components, Soft Goods, Devices, Connectors, and Accessories

Ten-Year Warranty Coverage:

- Defects in equipment material and workmanship of manual track systems and equipment
- Wearable parts (End truck wheels and Anchor Trolley wheels and teeth)

Rigid Lifelines warrants its manual Anchor Track™ systems and equipment to be free from defects in material and workmanship for a period of ten (10) years or 20,000 hours, commencing on the date of shipment to the first retail purchaser. This warranty extends to non-wearable parts only, with the exception of the wheels supplied on end trucks and Anchor Trolley wheels and teeth.

Two-Year Warranty Coverage:

- Paint coatings and finishes

Rigid Lifelines warrants its paint and finishes for a period of two (2) years. Warranty claims related to coatings must be accompanied by documentation of the product's application and environmental conditions from time of delivery to time of claim.

One-Year Warranty Coverage:

- Defects in equipment and workmanship of motorized systems and equipment
- Defects in soft goods, devices, connectors, and accessories

Rigid Lifelines warrants motorized equipment to be free from defects in material and workmanship for a period of one (1) year or 2,000 hours, commencing on the date of shipment to the first retail purchaser. Rigid Lifelines also warrants fall protection soft goods, devices, connectors, and accessories to be free from defects in material and workmanship for a period of one (1) year, commencing on the date of shipment to the first retail purchaser.

Warranty Terms and Conditions:

Rigid Lifelines' obligation under this warranty is limited to the replacement or repair of Rigid Lifelines products at the factory or separate approved location. Other than the above mentioned warranty, Rigid Lifelines will not honor any other warranties—whether expressed, implied, or statutory—and disclaims any warranties of merchantability or fitness for a particular purpose. Rigid Lifelines has the right to reject any warranty claim due to harsh and/or inappropriate environmental conditions.

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Rigid Lifelines is Not Liable for:

- Indirect, incidental, or consequential damages (lost profits, operating costs, production loss, or travel expenses)
- Components or accessories not manufactured by Rigid Lifelines (with the exception of soft goods components and accessories sold and warranted by Rigid Lifelines. For such components and accessories, the warranty shall be determined by the terms and conditions of any warranty provided by the manufacturer of such components and accessories.)
- Defective equipment or system failure due to misuse, negligence, improper installation, or maintenance
- Equipment that has been used in excess of its rated capacity or beyond its service factors
- Equipment that has been altered without Rigid Lifelines written authorization
- Damage incurred by freight carriers
- Loss, injury, or damage to person or property resulting from failure of defective material or equipment operation
- This warranty is void for any product that is designed to deform or absorb energy during a fall event and needs to be replaced after a fall event has occurred

Reimbursement Disclaimer:

- Written notice of any claimed defect must be given to Rigid Lifelines within ninety (90) days of shipment
- All requests for reimbursement must be accompanied by proper documentation
- Reimbursement is provided in the form of a credit unless otherwise approved by Rigid Lifelines management
- Reimbursement for labor will be provided at a maximum rate of \$75 per hour
- All reimbursement is subject to approval by Rigid Lifelines management

Service Policy

1. Obtain as much information as possible concerning the problem through personal observation by yourself or other authorized personnel familiar with the job and equipment: include model, serial and/or part numbers, voltages, speeds, and any other special identifying features. Be prepared to discuss the situation in detail.
2. All authorized labor charges will be based on straight time. Hourly rates, estimated man hours, and not to exceed total dollar amount required for corrections are to be agreed upon before authorization is given. There will be no allowances for overtime except in dire emergencies and then only with prior approval.
3. A verbal agreement may be reached immediately on both the method of correction and the approximate cost. A warranty authorization number will be assigned for the specific incident. A confirming written authorization will be forwarded to the distributor.
4. The distributor must send an itemized invoice, showing our release number or invoice number and warranty authorization number after authorized corrections have been made. A credit memo will be issued by accounting after the invoice has been received and approved. Warranty charges ARE NOT to be deducted from outstanding open account invoices under any circumstances.
5. Any field corrections made prior to an authorization by Rigid Lifelines will not be accepted as a warranty charge or the responsibility of Rigid Lifelines. Any modification to the equipment made without prior approval of the seller will void all warranties. A verbal authorization for modification may be obtained, in which event a warranty authorization number will be assigned for the specific modification. A confirming written authorization will be forwarded to the distributor.