

PRODUCT WARRANTY COVERAGE

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

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

Ten-Year Warranty Coverage:

- Defects in equipment material and workmanship of manual track systems and equipment
- Only applies to the wearable wheels on end trucks and wearable 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 only to parts that are not subject to normal wear and tear from use (nonwearable), with the exception that it does apply to the wearable wheels supplied on end trucks and wearable Anchor Trolley wheels and teeth.

Two-Year Warranty Coverage:

- Defects in equipment material and workmanship of motorized systems and equipment
- Paint coatings and finishes for non-aluminum components

Rigid Lifelines warrants motorized equipment to be free from defects in material and workmanship for a period of two (2) years or 4,000 hours, commencing on the date of shipment to the first retail purchaser. 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 soft goods, devices, connectors, and accessories

Rigid Lifelines 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 & CONDITIONS

All warranty claims must be approved by Rigid Lifelines before any work is performed. Rigid Lifelines's obligation under this warranty is limited to the replacement or repair of Rigid Lifelines products at the factory or separate location approved by Rigid Lifelines. **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.

Rigid Lifelines Is Not Liable for:

- Indirect, incidental, or consequential damages including lost profits, operating costs, loss of production, 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 caused by misuse, negligence, and improper installation or maintenance
- Equipment that has been used in excess of its rated capacity or beyond its service factors
- Rework and modification of any equipment that has been altered without Rigid Lifelines's written authorization
- Freight charges and damage incurred by freight carriers
- Any loss, injury, or damage to persons or property resulting from failure or defective operation of material or equipment
- Any damage to paint coatings and finishes caused by negligence and improper storage, such as temporarily storing an indoor system outdoors
- 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 system 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 \$90 per hour.
- All reimbursement is subject to approval by Rigid Lifelines management.

Effective Date: 09/2023 Rev: D