

HEADRUSH TECHNOLOGIES DEVICE INSTALLATION & OPERATOR TRAINING

Introduction

We congratulate you for choosing to buy auto belay devices such as TruBlue, QuickFlight and ZipStop. These devices improve safety for your customer, eliminate human errors during manual belay, dramatically improve user turnaround and hence, operational revenue.

However, in order to achieve the above advantages, please consider the following factors:

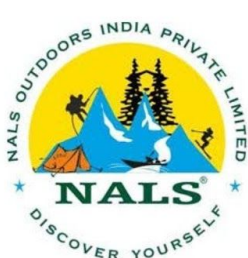
- Proper Installation
 - It is strongly recommended that HRT devices be installed properly and exact to OEM specifications in order to obtain full efficiency of the device and also avoid premature webbing wear.
- Operator training by qualified HRT technicians
 - Trained operators will improve customer experience, device efficiency and maximise revenue.
- Periodic Inspection & Service
 - These devices require periodic inspection (daily, weekly, monthly etc) and recording of the same. Most of these can be done at site by your operators. The emphasis is on regular inspection.
 - Further, HRT specification mandates that these devices are inspected & recertified once every 15 months by an authorised service agency. These devices are required to be sent to NALS, an authorised service centre, for recertification.

This document proposes to guide the owner of these devices to achieve full potential of these devices by offering services in all the above three domains:

Why you should choose NALS for your HRT device installation & service?

1. NALS is in the field of adventure for over 10 years and can help clients identify & procure hardware and safety equipment for wall climbing and related amusement activities.
2. NALS is the ONLY authorised service centre for HRT devices in India. The HRT device recertification is carried out in Coimbatore, Tamilnadu
3. Further, the CEO of NALS, Seshadri Venkatesan, is the ONLY authorised Service Technician for HRT devices in India. He is trained by M/s. Headrush Technologies, USA.
4. Seshadri Venkatesan is an officer from the Indian Navy and held the rank of Lieutenant whilst in service. He comes with 31 years experience in diverse areas such as ship repair, structural fabrication and welding inspection, dredging ship repair and management, engine and gearbox overhaul, mountaineering and leadership training, motivational & skill training, stress management for corporate etc. This experience also includes overseas experience of about 9 years in as many countries. He also holds various certificates in mountaineering.

<u>Head Office:</u> No.7, First Floor, Vincent Colony R.S.Puram, Coimbatore – 641 002 Tamilnadu, INDIA	T : +91-422-2542800 : +91-422-2543800 E : enquiry@nals.in W : www.nals.in	<u>Regd. Office:</u> 36A, Bhooma Nivas, 4 th Street, Kongu Nagar, Kalveerampalayam, Coimbatore – 641 046 CIN : U74999TZ201PTC018364 PAN : AAECN0223F GST : 33AAECN0223F1Z5
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Installation & Training > Services offered for TruBlues and Quick Flight devices

1. Anchor point structural drawings

- a. Design is very important or else device / webbing will foul with the wall. Design will be customised to wall & platform configurations. We will require site photos and some basic measurements. Since wall erection and anchor point installation go together, this event may be planned well ahead.
- b. Customer is required to fabricate as per drawing and install the anchor point(s) / platform(s)
- c. Cost of design and drawing, TruBlue anchor(s) Rs. 20,000
- d. Cost of design and drawing, QuickFlight anchor(s) & platform Rs. 30,000

2. Site inspection and installation support

- a. Scope of services:
 - i. After devices are received in site and when ready to be installed, HRT technician will visit site to inspect and check installation. Prior checklist will be sent with list of hardware and safety devices for faster installation.
 - ii. Device testing and demonstration
 - iii. Activity safety inspection - obstructions, landing areas, rain protection etc
 - iv. Service portal registration and inventory management
- b. Cost of service, per device Rs. 10,000

3. Load Testing of Anchor Points

- a. Scope of services
 - i. Guide client to procure weights and materials for load test
 - ii. Coordinate with your team & conduct Load Test
 - iii. Issue Load test Certificate
- b. Cost of service, per anchor beam (two locations per beam will be tested) Rs. 10,000

4. Training of Operators @ client premises

- a. This is for personnel who are already experienced in wall climbing, climbing hold installation and route design
- b. Scope of services:
 - i. HRT Device mounting and dismounting
 - ii. Basic safety and rescue drills
 - iii. Device inspection, periodic maintenance & recording
 - iv. Insitu webbing replacement
 - v. Customer service and turnaround process
- c. Cost of training, per person Rs. 2,500

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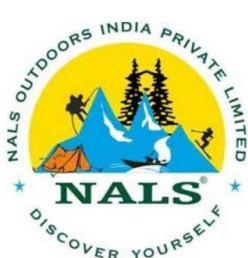
5. Training of Operators @ NALS campus in Coimbatore

- a. This is for personnel who are totally fresh to adventure sport or climbing but are very fit to undertake this sport.
- b. Minimum 2 persons must be deputed for effective training while 4 ~ 6 persons is a ideal group.
- c. Duration - 4 days / 3 nights.
- d. Certificate will be issued after practical tests
- e. Scope of Services:
 - i. Ropes, knots and climbing hardware - theory and practise
 - ii. Anchoring and Belaying techniques along with safety equipment
 - iii. Wall Climbing and techniques - speed and timing
 - iv. Hold installation, route planning & design
 - v. Entire scope as per 4 (b) above
 1. HRT Device mounting and dismounting
 2. Customer service and turnaround process
 3. Basic safety and rescue drills
 4. Device inspection, periodic maintenance & recording
 5. Insitu webbing replacement
 - vi. NALS will provide personnel safety equipment and support during the training
 - vii. Local accommodation in Coimbatore + simple veg lunch are included in cost
 - viii. The following expenses will be extra & borne by the client:
 1. Cost of transport to and from Coimbatore
 2. Breakfast & dinner for your staff
 3. Local auto charges
- f. Cost of training, per person Rs. 14,500

Installation of ZipStop Device on Zip Lines

1. This installation varies from place to place and therefore scope will vary for design and installation. Hence costs proposed vide Para 1, 2 & 3 above (for design, installation & load test) will not apply here. We will propose costs on a case by case basis.
2. Training costs proposed vide Para 4 & 5 above will remain the same.

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NALS OUTDOORS INDIA PRIVATE LIMITED

APPROVED BY GOVERNMENT OF INDIA

Common terms & guidelines for above services:

1. Kindly consider minimum outstation charges of Rs. 20,000, each day of HRT technician stay at your premises.
2. Additional costs:
 - a. Flight + boarding & lodging for HRT Technician
 - b. GST 18% extra
3. 50% payment for scheduling of dates. Balance on day of installation / event.
4. Dates for installation and training must be planned at least 2-3 weeks ahead to ensure availability of technician & making travel arrangements
5. Emergency scheduling of dates will be subject to availability
6. Kindly ensure that your activity operators are fit and experienced in adventure activities
7. Our bank account:

NALS OUTDOORS INDIA PVT LTD
State Bank of India, Current Account
RS Puram Branch,
IFSC SBIN0003061
Account no. 32586375634
8. After making payment, please:
 - a. Share your billing name, address & GST (if not already done)
 - b. Send a text message to our accounts dept (Tel: 95855 03791) after NEFT is done.
9. **For registration of devices in our service portal, please click here:**
<https://www.nals.in/hrt-systems-service.php> > This online module contains various options as below:
 - a. Register & maintain your device inventory across multiple locations
 - b. Track recertification intervals of all devices
 - c. Raise SERVICE REQUEST on devices due for recertification. You can schedule the recertification date 90 days ahead of time. All rates are mentioned in this section
 - d. Download or keep certificate of recertification online for immediate access
 - e. Look up payment history for your account
 - f. Download sales and service invoices
10. For more information, please write to seshadri@nals.in

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