

# NALS OUTDOORS INDIA PRIVATE LIMITED

APPROVED BY GOVERNMENT OF INDIA

## HRT DEVICES SERVICE & RECERTIFICATION > GUIDELINES, TERMS AND CONDITIONS

**RECERTIFICATION OF AUTO BELAY DEVICES IS MANDATORY**  
**FAILURE TO DO SO MAY CAUSE SERIOUS OR FATAL INJURY TO CLIMBER. MANUFACTURER WARRANTY WILL BECOME NULL AND VOID IF RECERTIFICATION IS NOT DONE ON DUE DATE**

### Guidelines - General

1. All HRT devices must be registered with NALS before a Service Request (SR) can be raised.
2. A "Service Request" can be raised as early as 90 days before due date and date of service can be blocked online based on your convenience and workshop availability.
3. You can expect the service / recertification process to be completed between 5 ~ 6 working days and your item shipped back to you, subject to payment of all dues. This duration may change in exceptional circumstances such as major damage to device, availability of spare parts from USA etc.
4. Your shipping address has to be mentioned accurately in your client login section. This will ensure prompt delivery and hence efficient operations at your end. Kindly ensure to update your shipping address on our client login portal with latest contacts and PIN.
5. For any assistance during the registration or recertification process, please contact:
  - a. Tel 95855 00903 / ID: [tech.service@nals.in](mailto:tech.service@nals.in)

### Guidelines - Packing

1. All devices sent for recertification must be done in original packing box, else insurance claim if any, may be rejected. If you do not have an original box, please order one with NALS.
2. Things to keep inside the box in addition to your device:
  - a. Hard copy of your Service Request (SR) - printed on your letterhead and signed by an authorised person
  - b. Copy of last recertification certificate, if applicable
3. **Do not** send any additional hardware; trolleys, mounting equipment, continuous belay components, carabiners, etc. along with your device. They can get lost and tracking them can lead to avoidable and protracted discussions.

### Guidelines - Shipping services

1. NALS may offer courier services across India for shipping your units to and from our workshop.

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<b>Head Office:</b> 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	<b>Regd. Office:</b> 36A, Bhooma Nivas, 4 <sup>th</sup> Street, Kongu Nagar, Kalveerampalayam, Coimbatore – 641 046 CIN : U74999TZ201PTC018364 PAN : AAECN0223F
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2. NALS offers door to door service for your units through couriers and this is optional
3. If this option is enabled online and if you have opted for shipping by NALS, the nearest courier agent or their rep will call your site manager before the shipment date to fine tune the time of pick-up / location
4. If you wish to ship the units on your own, please send them to:
  - a. NALS Outdoors (I) Pvt Ltd, % Pro Pumps, 1/51, Arasamaram Street
  - b. Avarampalayam, Coimbatore - 641006
  - c. Contact Person: Mr Mahendran / Tel: +95855 00903
5. The shipping or courier agency may ask for the following details:
  - a. Product HSN code: 95069990
  - b. NALS GST: 33AAECN0223F1Z5
6. Any delay in handing over the device on the appointed day can upset your recertification process as this may clash with other client dates.

## **Guidelines - Insurance Services**

1. Insurance is also an optional service provided by NALS. This covers loss during transit, theft, damage due to poor handling, fire, accident, floods etc and we strongly suggest that you take up insurance of your units.
2. You may opt for insurance of your units while raising "Service Request" online.
3. In case your unit is received in a damaged condition (after recertification), please report this immediately to NALS and we can arrange insurance surveyor to handle the matter (provided your unit is insured with NALS)
4. NALS cannot accept any responsibility for damage, loss, theft, delay etc for your units during shipping and handling by courier, as this is beyond our control. Further, NALS cannot cover loss of revenue due to damage to your units. We suggest that you insure your cargo sufficiently in order to cover any loss.
5. Some insurance terms:
  - a. Risks covered > Loss, theft, flood, earthquake, fire, damage during shipping
  - b. About 90% of the loss will be covered
  - c. Operational revenue lost will not be covered under this policy.

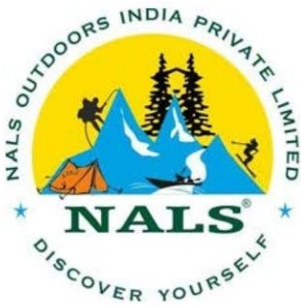
## **Terms & Conditions - Payment**

1. After raising Service Request (SR) in your client login section, you can make payment by any means available in your "Statement of Accounts" section.
2. NALS will take up your devices for service only after payment is realised in our bank account.
3. All payments will be accepted only through banking channels. Cheque payments will be subject to clearance of cheque. Any dishonoured cheque will lead to additional charges

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4. In case of any service arising due to damage or abnormality, NALS will quote inspection / spare costs after assessment. The service process will commence only after client has agreed and payment is received.
5. For payments delayed beyond 10 days from date of invoice, NALS will be at liberty to levy demurrage charges of at least Rs. 100 per day per device.

## Terms & Conditions - General

1. Client understands that "Annual recertification is a requirement of the American National Standard's safety requirements for personal fall arrest systems [ANSI/ASSE Z359.1-2007, section 6.1.1]".
2. Client agrees, that, HRT devices are life saving devices and the strictest standards must be applied in inspection and replacement of parts.
3. Therefore, if NALS finds any parts below standards established by Head Rush Technologies (HRT), they may be replaced and client agrees to pay the additional costs of replacement. Client must be aware that if they do not authorize these additional services, significant delays are likely in the recertification process.
4. That warranty does not cover parts such as webbing and accidental unit damage.
5. After completion of recertification, NALS will return the device to client with the following:
  - a. Service Invoice
  - b. Sales invoice with details of spares replaced (if applicable)
6. Client must understand that load testing and recertification makes a unit good for use. However, it is imperative that the client follows other operating procedures, periodic safety checks and webbing inspection in order to have an incident free site.

## Guidelines - Cost of service and parts

1. There are FIVE types of costs for service of your units:
  - a. Recertification - normal (service turnaround of 5 ~ 6 working days)
    - i. This cost is known and published in our website (Service request section).
  - b. Recertification - Urgent or Tatkal (service turnaround of 2~3 working days)
    - i. This cost is known and published in our website (Service request section)
  - c. Cost of spare parts
    - i. This will be known only after opening and inspection of unit.
    - ii. Major spare parts that may require replacement are:
      1. Webbing assembly
      2. Retraction spring assembly & Spring drum assembly
    - iii. For your guidance, estimated costs of some major parts are as below. Actual prices may vary due to custom duties, forex rates etc

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1. Webbing aasy TB 7.5m / ZS INR 15,500+
  2. Webbing assy. TB XL / ZS IR INR 22,600+
  3. Retraction Spring Assy TB INR 21,000+
- d. Inspection and Report
- i. In cases where the unit is not working or is damaged, we will charge you a cost for inspecting and reporting the various costs. The cost of inspection is published in our website (Service request section)
  - ii. Everytime, a unit is repaired and put back into service, a load test is done and recertification completed.
- e. Breakdown service
- i. This includes inspection, repair services + Recertification costs

## Guidelines - Post Service Documentation

1. At the end of the service, NALS will send a “service completion mail” to the registered mail ID. This mail will carry weblinks for the client to directly download the Certificate and GST Invoices.
2. Alternative way to get documentation pertaining to your device > You can login to the nals.in portal to download device certificate and relevant invoices from statement of accounts menu.
3. Original invoices pertaining to the device will be sent along with the device.

## Guidelines - Warranty

1. Kindly refer to your device manual for warranty details.
2. For sake of quick clarity, we present warranty periods of various devices (from date of purchase)
  - a. TruBlue & TruBlue XL - 2 years
  - b. ZipStop & ZipStop IR - 1 year
  - c. Quick Jump & Quick Jump XL - 2 years
  - d. TruBlue SPEED - 2 years
3. Please note that Warranty will become NULL and VOID if Recertification is not done on due date.

## Guidelines - Scrap items

1. NALS will not return scrap parts / webbing that have been discarded and / or replaced.
2. There are serious risks of these items getting back in use and this may result in serious injury.
3. For eg. There is one item that can cause much injury > Used “Retraction spring”. These springs have high potential energy in them and if mishandled, can cause serious or fatal injury. NALS will find a way to safely release this energy & scrap the item

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## Installation / Inspection of HRT Devices / operator training

1. We strongly suggest that you use the services of HRT authorised service technicians to install and train your personnel before bringing your device into operation.
2. Kindly click here for services offered and rates charges by NALS in this subject:  
[http://www.nals.in/file4download/HRT\\_Devices\\_Installation\\_&\\_Operator\\_Training\\_by\\_NALS.pdf](http://www.nals.in/file4download/HRT_Devices_Installation_&_Operator_Training_by_NALS.pdf)

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