



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

INTRODUCTION

1. HRT devices are life saving devices and HRT mandates inspection and recertification every 15 months.
2. Considering that these devices have increased climber volumes and improved efficiencies, we must plan and allocate budgets for their periodic recertification. More so because these devices have reduced manpower costs dramatically.
3. In one of the sites in India, we found a near fatal situation arising due to delay in periodic inspection of an auto belay device - this was averted only due to providence. We do not wish this to happen again in any site as climber injury or fatal incident will be against our very objectives.
4. The following issues are seen in some adventure sites that delayed recertification:
 - a. Major damage to retraction spring and costly replacement of parts
 - b. Unwanted and unplanned downtime when device is damaged and potential loss of revenue
5. Tourism in general and adventure tourism in particular are being projected as the next growth area for Indian Economy. It is our view that all stakeholders need to work hard in promoting a professional and safe experience for our guests.
6. As the authorised agency of Headrush Technologies in India, our priority is to guide you to sustainable & safe operations. Your periodic & timely recertification will not only keep your operations safe but will also give you invaluable peace of mind & longer life to your devices. You will also contribute to safe adventures in INDIA.

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 the due date and the date of service can be blocked online based on your convenience and workshop availability.
3. NALS offers the following services
 - a. Recertification service & repairs at NALS workshop in Coimbatore

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<u>Head Office:</u> No. 1, 4th Street, Kongu Nagar Kalveerampalayam, Coimbatore – 641 046 Tamil Nadu, INDIA	T : +91-94422 75501 : +91-94422 75502 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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- b. Recertification service & repairs at Client premises (insitu) subject to 10 or more devices undergoing recertification at the same time. NALS technician(s) will travel to client premises for this service. Mutually convenient dates, costs for travel, boarding and other logistics can be negotiated.
4. For NALS workshop service, one can expect the recertification process to be completed between 3 ~ 4 working days and your item shipped back to you, subject to the payment of all dues. This duration may change in exceptional circumstances such as major damage to the device, availability of spare parts from the USA etc.
5. 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.
6. For any assistance during the registration or recertification process, please contact:
 - a. Tel 95855 00903 / ID: tech.service@nals.in

Guidelines - Packing

1. All devices sent for recertification must be done in the original packing box, else insurance claim if any, may be rejected. Further, any additional damage during transit will be costly. 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 devices to and from our workshop. For countries other than India, we offer this service on a case by case basis.
2. NALS offers door to door service for your devices 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 devices on your own, please send them to:**
 - a. **NALS Outdoors (I) Pvt Ltd**, No.1, 4th Street, Kongu Nagar, Kalveerampalayam, Coimbatore – 641 046, Tamil Nadu, INDIA
 - b. **Contact Person: Mr Chandru A / Tel: +95855 00903**

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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 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 devices.
2. Insurance cover is eligible only if the client chooses pick-up AND delivery by NALS. NALS has tied up with DTDC couriers all over India and our insurance policy covers only this courier agency.
3. You may opt for insurance of your devices while raising "Service Request" online.
4. In case your device 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 device is insured with NALS)
5. NALS cannot accept any responsibility for damage, loss, theft, delay etc for your devices during shipping and handling by courier, as this is beyond our control. Further, NALS cannot cover loss of revenue due to damage to your devices. We suggest that you insure your cargo sufficiently in order to cover any loss.
6. 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
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 the client has agreed and payment is received.
5. For payments delayed beyond 10 days from the date of invoice, NALS will be at liberty to levy demurrage charges of at least Rs. 100 per day per device.

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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 the client agrees to pay the additional costs of replacement. Clients must be aware that if they do not authorise these additional services, significant delays are likely in the recertification process.
4. That warranty does not cover parts such as webbing and accidental device 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. Clients must understand that load testing and recertification makes a device 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 - this section applies to customers within India.

1. There are FIVE types of costs for service of your devices:
 - a. Recertification - normal (service turnaround of 3 ~ 4 working days)
 - i. This cost is known and published on our website (Service request section).
 - b. Recertification - Urgent or Tatkal (service turnaround of 1 ~ 2 working days)
 - i. This cost is known and published on our website (Service request section)
 - c. Cost of spare parts
 - i. This will be known only after opening and inspection of the device.
 - 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, before GST, of some major parts are as below. Actual prices may vary due to custom duties, forex rates etc
 1. Webbing assy 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+
 4. Webbing assy. QF - single INR 27,962+

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- d. Inspection and Report
 - i. In cases where the device 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 on our website (Service request section)
 - ii. Everytime, a device 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
- f. All prices mentioned are subject to change from time to time. GST will be extra

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 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. Here are two key points:
 - a. **Warranty will become NULL and VOID if Recertification is not done on the due date.**
 - b. **Kindly be aware that warranty does not cover webbing damage, accidental damage due to poor handling or bad installation.**
2. How warranty claims are raised and handled:
 - a. Please report device fault or malfunction or damage using the “Troubleshooting Form” on our portal: <https://www.nals.in/login.php>
 - b. Incomplete forms will lead to rejection of warranty and hence give all details
 - c. NALS will raise the matter with HRT - USA who will analyse the facts and decide on the matter.
 - d. In the meantime, please raise Service Request for Inspection / Breakdown + RC on our portal and send the device to NALS
 - e. We will handle the repairs and raise invoices for service costs and spare costs. Client is requested to make full payments and take delivery of the device
 - f. NALS will give credit to client when warranty claim is processed by HRT-USA
3. For sake of clarity, we present warranty periods of various devices (from date of purchase)
 - a. TruBlue & TruBlue XL - 2 years

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- b. ZipStop & ZipStop IR - 1 year
- c. Quick Flight - 2 years
- d. TruBlue SPEED - 2 years
- e. TruBlue IQ - 2 years

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

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:
<https://docs.google.com/document/d/1kdD1e52cSpRSyRR7Jv3l7gG3RKW2rBEeoX8o53ESqk4/e/dit>

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