

User's Guide for Stationary Climbing Walls

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6/22/2012 3.04 – Updated Warranty Terms.

6/20/2011 3.03 – Added Prime Before You Climb Section.
– Added 10,000 cycles to Replace Your Cables.

5/17/2011 3.02 – Changed incorrect reference to page 37 to page 20 for the maintenance log template.

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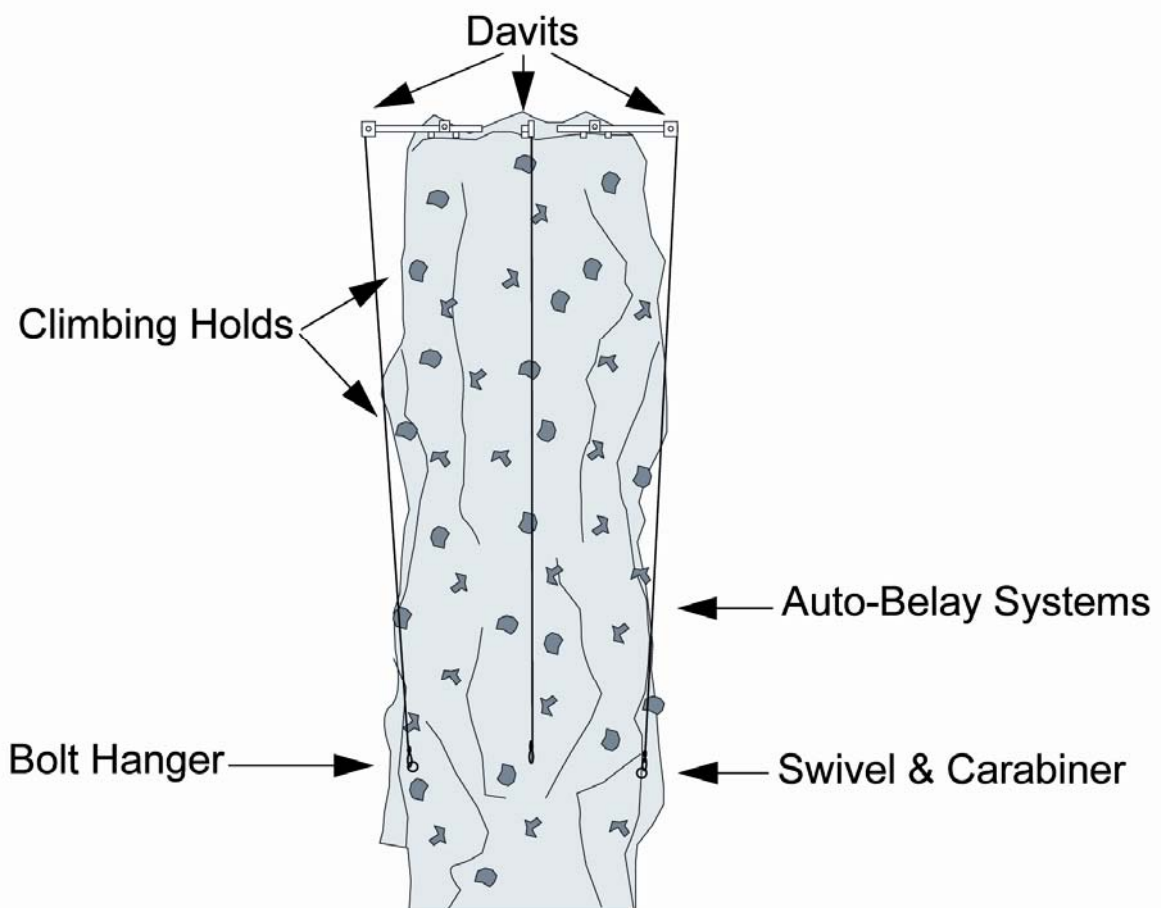
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Congratulations!

Congratulations on your purchase of an Extreme Engineering® stationary climbing wall. This is the next generation of sports wall, designed by the company that has invented numerous recreational equipment products, including mobile climbing walls, the Extreme Auto-Belay™ safety climbing system, and Mobile Quad Pod™.

Your stationary climbing wall is the first and best in the industry!



The Extreme Engineering climbing wall is durable, designed to give you years of service and provide tens of thousands of climbs for your customers.

Your climbing wall is easy to operate. If you follow these instructions carefully, you'll be assured of safe and reliable operation.



WARNING: Be sure to read and follow the safety instructions in this manual.

PRIME BEFORE YOU CLIMB

The air pressure in the auto-belay system is what causes the cable to retract when climbing up the climbing wall with the cable attached to the climbing harness. This air pressure does not provide the controlled slow descent when being lowered back down to the floor by the Auto-belay.

It is only the oil in the Auto-belay that provides the controlled slow descent down the climbing wall when being lowered by the Auto-belay device.

The “oil restricted” movement of the cable when it is pulled out is caused by oil flowing through one-way hydraulic check valves in the Auto-belay. If air is introduced into the check valves of the Auto-belay during an installation, cable swap, maintenance or any other means, the Auto-belay will not provide the oil restricted and controlled slow descent back down to the floor after climbing the wall. Air in the check valves will allow a free and unrestricted descent which may result in injury or death as well as damage to the Auto-belay device.

There is a significant difference in resistance when pulling the cable out with oil in the check valves versus air in the check valves.



WARNING: NEVER CLIMB a wall with an auto-belay that does not exhibit the proper oil restricted cable movement when pulling the cable out for the full length of the climbing wall from top to bottom.



WARNING: TO ENSURE THE AUTO-BELAY OPERATES PROPERLY, FOLLOW THESE INSTRUCTIONS TO “PRIME BEFORE YOU CLIMB”.

If you are performing the Prime Before You Climb on a mobile climbing wall, the wall must be fully raised to the upright operating position before performing the test.

STEP 1

- Release the Auto-belay cable from its eye-bolt holding point on the outside of the climbing wall.
- Pull the cable completely out until it stops.
- Perform a pumping action with the cable by allowing it to retract three to four feet and then pull it completely back out.
- Perform this pumping motion until the proper oil restricted resistance is felt when pulling on the cable.



WARNING: If the proper oil restricted resistance is not achieved, do not use the Auto-belay and do not perform Step 2. Contact Extreme Engineering for help in resolving the lack of oil restricted resistance when pulling on the cable.

STEP 2



WARNING: Do Not perform Step 2 if Step 1 has not been completed and resulted in the Auto-belay demonstrating proper oil restricted resistance when pulling on the cable.

- Put on a climbing harness and connect the cable to the harness with the carabiner.
- Climb up the wall no more than three (3) to four (4) feet off of the ground.
- Let go and ensure the Auto-belay safely and slowly lowers you to the ground. You should not free fall drop to the floor. If the descent from this height does not achieve the oil restricted normal slow and controlled descent, repeat Step 1.



WARNING: If the proper oil restricted resistance is not achieved, do not use the Auto-belay and do not perform Step 3. Contact Extreme Engineering for help in resolving the lack of oil restricted resistance when pulling on the cable.

STEP 3



WARNING: Do Not perform Step 3 if Step 1 and Step 2 have not been completed and both steps resulted in the Auto-belay demonstrating proper oil restricted resistance when the cable is pulled.

- Climb to the top of the climbing wall. Do Not let go of the climbing wall yet.
- Perform several complete body up and down motions with your hands and feet still holding you on the climbing wall. You should feel the same oil restricted resistance through the climbing harness that was achieved in Step 1 and Step 2.



WARNING: If the proper oil restricted resistance is not achieved while at the top of the climbing wall, do not use the Auto-belay for lowering you back down to the floor. You must climb down the wall using your hands and feet. If after repeating Steps 1, 2 and up to this point of Step 3, Contact Extreme Engineering for help in resolving the lack of oil restricted resistance when pulling on the cable.

- **Only if you are absolutely sure that the proper oil restricted resistance is felt through the climbing harness will you let go of the climbing wall and allow the Auto-belay to slowly and safely lower you down to the floor.**



WARNING: Do Not allow anyone to climb the wall with an Auto-belay that has not successfully completed the Prime Before You Climb test in its entirety.

Safety first!

Always make safety your first concern when operating your stationary climbing wall.



CAUTION. This is a safety alert symbol. It is used to alert you to potential personal safety hazards. Please read all safety messages that follow this symbol **to avoid injury or death.**



CAUTION. For your safety, read all instructions in this User's Guide before operating the climbing wall.

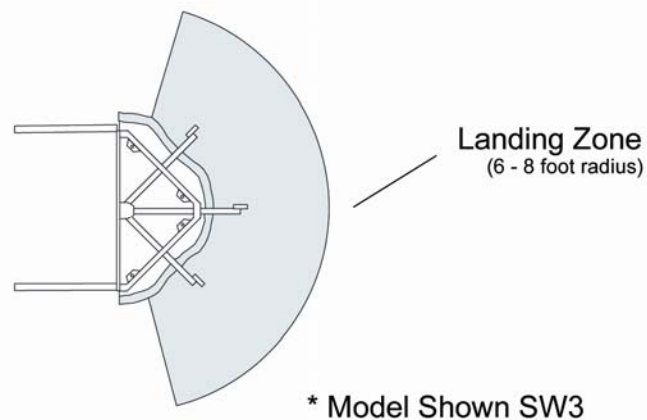
Inspect the climbing wall system before use

The Maintenance section of this User's Guide includes comprehensive details for making a complete inspection. Read that section carefully before operating your climbing wall. You will also find inspection logs and a maintenance log there, for you to photocopy and use.

If you find any problems from after an inspection, call Extreme Engineering® Customer Service immediately for assistance.

Prepare for Operation

These steps will make the climbing wall ready for climbers.



1. The landing zone on your climbing wall should be a 6 to 8 foot radius in front of the climbing wall. The landing zone is designed to keep the public clear from climbers rappelling or climbing on the wall. This zone also serves as a harness and de-harnessing area. To ensure maximum safety, a landing zone in front of the climbing wall is suggested by Extreme Engineering®.
2. Setup stanchions and crowd control ropes around the landing zone of the climbing wall. You might use stanchions to keep those waiting to climb out of the climbing zone, or to provide a place for climbers to line up.
3. Setup the cashbox and table near the crowd control ropes at one side of the climbing wall (if applicable). The cashbox and table should be adjacent to a "harness area," so one operator can both collect money and harness climbers. If you use tokens or tickets, the operator will still need to collect these. (See Operating Techniques section below).
4. Establish your method of entrance control. This includes how tickets are used, supervising the entrance point to the line, etc.
5. Make sure your operators are clear on your procedures. It's always a good idea to have pre-event review meetings with the operating team.
6. You should have an established plan for handling contingencies like medical or other emergencies, even though these are unlikely to occur. Make sure every member of your crew knows this information.

Operating the Climber Timer™ (if applicable)

Mounting the Climber Timer

Refer to separate manual included with timer.

Operation



CAUTION: Read all instructions before operating the climbing wall.



CAUTION: Climbing is a physical activity and all possible care should be taken to ensure the safety of the climbers, spectators, and operators. Always operate the climbing wall according to the procedures described here.

Operating techniques

1. Make sure to keep the landing area clear of spectators.
2. Use a crew of two.

Crew member #1

- Takes money (or tickets or tokens, if money is taken elsewhere)
- Helps the climbers complete release form
- Harnesses the climbers
- Sends climbers to crew member #2

Crew member #2 (the “coach”)

- Hooks up the climbers
- Supervises the climber on the wall
- Unhooks the climbers
- Sends climbers back to harness area
- Advises climbers (acts as the coach)
- Solves any climber problems

3. When not in use, keep each Auto-Belay cable attached to a bolt hanger near the bottom of the wall. If you accidentally release a cable it will automatically retract to its davit at the top the wall and you will have to retrieve the cable manually.

4. The coach (crew member #2) should be the only non-climber in the landing area.

5. After the climber’s climb is complete, unhook the climber and have him or her go to the harness area for removal of the harness.

Safety rules for you, the operator

- Don’t stand on top of the wall.

- Don't climb on the back side of the wall or its supports.
- Don't stand underneath a climber while the climb is in progress.
- Don't leave the wall unattended while climbing is in progress.
- If you must leave the wall unattended, make sure that the Auto-Belay cable is not accessible. This may be difficult, so the best solution is to keep one crew member at the wall at all times.
Using the optional safety cover is highly recommended to prevent unauthorized climbing.
- Always put on a harness and attach yourself to an Auto-Belay cable before ascending the wall.
- Don't let a climber put on or take off a harness. You must always do this.
- Don't touch any pulley, cable, or moving parts within the wall structure while the Auto-Belay is operating. If you must handle an Auto-Belay cable while a climb is in progress, it would only be on the climbing side of the wall, and as described in the special situations section below.



CAUTION: Don't wear any loose clothing such as scarves, neckties, etc., while operating or inspecting the climbing wall, to prevent the possibility of your becoming entangled in the Auto-Belay system.

Safety rules for your climbers

It's a good idea to make climbers aware of some simple rules. We suggest you reproduce these rules as a poster or handout for the climber (and his or her parents) to read. The following page is ready to photocopy, if you wish. (Ready-made signs are also available from Extreme Engineering.)

Safety Rules

Extreme Stationary Climbing Wall

BEFORE YOUR CLIMB STARTS

- After you are hooked into your harness, stay in the harness area. Wait until we tell you to go to the climbing area.
- Don't step on the Auto-Belay cable while you wait to start.

DURING YOUR CLIMB

- Stay on the climbing route for your station.
- Don't cross over to put yourself directly beneath or above another climber.
- Don't climb without shoes or a top.
- Don't climb beyond the wall top. Don't go beyond chest-height to the wall top.

DURING YOUR RAPPEL DOWN

- Don't kick off more than 6 or 8 feet from the wall.
- Descend straight down, and don't swing too close to other climbers.
- Be alert for other climbers beneath you, who may have strayed from their routes.

AT THE END OF YOUR CLIMB

- When you are lowered to the ground at the end of the climb, land on your feet.
- After your climb is complete, wait for us to unhook you.
- Once you have been unhooked, go to the harness area where we will remove your harness. Please do not try to remove the harness yourself.

Special situations

The vast majority of climbs take place without any difficulty or interruption,

but sometimes a problem can occur. Here's what to do.

Climber frozen at top

1. Ask the climber to stay calm. Say that you are going to come up and help him or her down.
2. Put on a harness.
3. As the climber next to the frozen climber finishes his or her climb, clip into the Auto-Belay cable and climb the wall.
4. When you reach the frozen climber, show the climber the climbing holds to climb down.

NOTE. Encouraging the climber to rappel down generally will not work.

Climber reports discomfort

1. Ask the climber to stay calm. Ask the climber if he or she is comfortable rappelling down. If so, then ask him or her to do so. (If not, follow the procedure for "Climber frozen at top," above.)
2. If the problem is with the climber's harness comfort, then adjust the harness, and let the climber begin climbing again.
3. If a climber is unable to resume for whatever reason, unhook and send the climber back to the harness area.

Climber is intentionally reckless

1. Ask the climber to take it easy. If he or she persists:
 - a. If you do not believe adjacent climbers would be endangered, tell the reckless climber to rappel down or climb down now; or
 - b. If you believe other climbers might be endangered, tell the reckless climber to freeze at his or her position, and ask the other adjacent climbers to rappel down first (you can let them restart once the reckless climber is removed from the wall.) Then, tell the reckless climber to either rappel down or climb down.
2. Unhook the climber and send the climber to the harness area.

Climber too light to rappel down

1. Ask the climber to stay calm.
2. Put on a harness.
3. As the climber next to the frozen climber finishes his or her climb, clip onto the Auto-Belay cable and climb the wall.

4. When you reach the climber, grab his or her Auto-Belay cable. Then your weight and the climber's weight will cause both of you to rappel down.

Auto-Belay cable retracts to top of wall

1. Put on a harness.
2. Clip onto an Auto-Belay cable and climb the wall.
3. Grab the loose Auto-Belay cable and bring it down. When you get to the bottom, attach it to the bolt hanger at the bottom of the wall.

Troubleshooting

If you have a problem with your climbing wall, check the following table for a solution.

Problem and Solution
Auto-Belay cables won't extend <ul style="list-style-type: none">• Pulley problems. Make sure the pulleys are turning smoothly and that the cables are not jammed.• Cables binding. Replace any worn parts causing binding.
Auto-Belay cables won't retract <ul style="list-style-type: none">• Low pressure in the air tank. Add air to the tank to bring the pressure to 60-65 PSI (AB-34 system), 70-75 PSI (AB-44 system) or as otherwise marked on the tank.

Log Book

A maintenance log book is essential for tracking the use of the Extreme climbing wall. If you record the date, number of daily cycles, and number of cumulative cycles, this record will allow you to anticipate when some maintenance tasks (such as replacing an AutoBelay™ cable) should occur. We have a maintenance log sheet included on page 21 of this manual.

Maintenance procedures and inspection logs

Read the inspection procedures on the following pages. Be sure to use copies of the inspection checklists provided in this manual to keep a record of your inspections.

Detailed description of inspection items

Inspect the climbing wall thoroughly before use. Your safety and your climbers' safety depend on it!

- **AutoBelay™ cable**

Check the cable for fraying, broken strands, kinks, wear or damage. Run your hands along the entire length of the cable, checking for a wavy or uneven feel to the cable. We recommend wearing leather gloves when checking the cable. If you hit a broken strand or frayed section of cable, it can hurt your fingers! **ALWAYS REPLACE YOUR CABLES EVERY YEAR or AFTER 10,000 CLIMBS PER AUTO-BELAY, WHICH EVER COMES FIRST. YOU, YOUR STAFF, AND YOUR CLIENTS DEPEND ON IT!!**



CAUTION: Always replace any suspect cable. This is absolutely critical for safe operation! If you suspect a cable is damaged, or are not sure, visit our tech page at www.extremeengineering.com or call Customer Service for assistance before operating the system!

Only order Extreme Engineering certified cables. We use the highest grade American cable available.

AutoBelay™ cables should be replaced every 12 months, even if there are no signs of wear.

Replacing you Auto-Belay™ cables

Step 1



First release all the pressure out of the tank.

Step 2



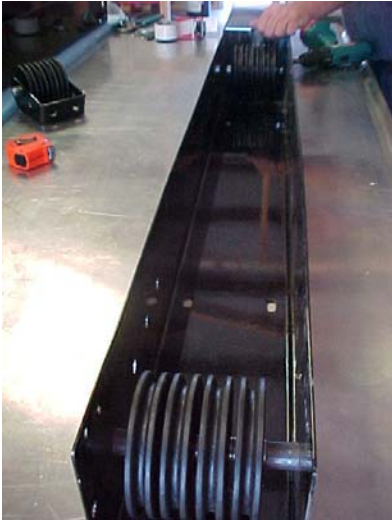
Locate all the bolts on the lids of the box.

Step 3



Using a ratchet, drill, or a wrench, loosen and remove all bolts. Please make sure you save all the bolts!

Step 4



After the bolts are removed, place them in a safe place and remove the two lids.

Step 5



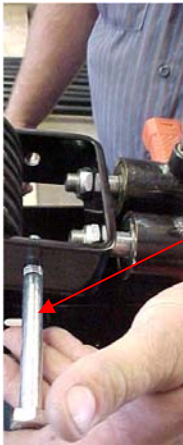
Pull up on the rams so that they are standing out of the box.

Step 6



Brace the rams in place with some sort of solid bar such as a hammer, crowbar, a piece of wood, etc.

Step 7



Pin or bolt (depending on model)

Loosen and remove the bolt or pin (depending on model) so that the Auto-Belay™ cable can be placed around the pulleys. Make sure to place parts in a safe place.

Step 8



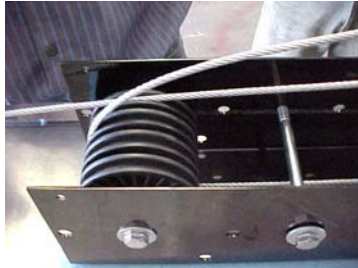
From the front end of the AutoBelay™ box, start placing the cable through the pulleys starting from the left side first. (Note: you will have 3 to 5 pulleys depending on your Auto-Belay™ system).

Step 9

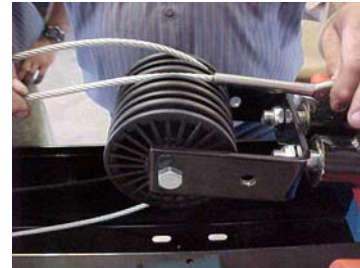
1a.



1b.



1c.



On the other end, wrap the cable over the pulley so it comes underneath. Repeat this process until the eye of the cable ends up at the top end of the Auto-Belay™.

Step 10



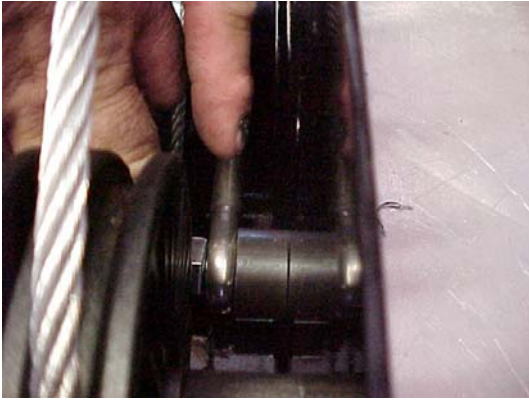
This is what the cable should look like after it is correctly placed through the Auto-Belay™ system. Make sure the eye of the cable ends up at the top end of the auto-belay at the opposite side of where you started.

Step 11



At the top end of the Auto-Belay™ remove the bolt with a wrench located on the front, lower right hand side of the box. Bolt and place the Auto-Belay™ cable eye through spacer.

Step 12



Locate and Place the bolt back into its existing hole.

Step 13



Place the washer and nut back on the bolt and tighten down the bolt. Make sure when you tighten down the bolt that the cable's eye is parallel with the box and not kinked at an angle.

- **Auto-Belay™ pulleys**

Make sure the cables are traveling through the pulleys without binding.

Make sure all the pulleys are turning smoothly and are not worn.

- **Auto-Belay™ system**

Inspect the Auto-Belay™ system thoroughly for wear in the pulleys or cables. Call Customer Service for assistance in ordering and replacing pulleys and cables. Replace lock nuts after any Auto-Belay™ servicing.

Make several short climbs on the Extreme climbing wall. Be sure that the cables retract smoothly, and your descent is smooth, without any halts or jerky motion.

- **Hydraulic Hose**

Make sure the hose isn't leaking. If you find a leak, call Customer Service for assistance.

- **Air Tank**

Make sure the pressure in the air tank is at the correct pressure, 60 to 65 PSI with the cable extended, or as otherwise marked on the tank.

- **Loose or broken parts**

Inspect the entire climbing wall for loose or broken parts. Replace broken parts (call Customer Service to order) and tighten loose parts.

- **Harnesses**

Protect your harnesses from constant direct sunlight and heat and from nylon-damaging substances such as acids, alkalis, oxidizing agents, and bleach.

- **Carabiners**

Make sure the carabiners are locking properly. All surfaces of the carabineers should be free of cracks, sharp edges, corrosion, burrs, or excessive wear. Be sure the gate and any locking mechanism closes freely and completely. Gate opening and closing should be quick and easy. If washing and drying does not remedy a gummed-up carabiner, replace it. Rivets should not be bent, loose, or missing. Replace carabiners no more than 5,000 cycles (4 months), or sooner, if they are worn.



CAUTION: If a carabiner does not pass inspection (even after cleaning), destroy and replace it with a new one. This is absolutely critical for safe operation. Always keep a spare carabiner on hand.

Cleaning and Other Special Care

- **Carabineers**

Keep carabineers dry and clean. Protect them from corrosion. Do not store them in very humid or salty air, with damp equipment or clothing, or near corrosive chemicals. Do not file carabineers for any reason. If notches appear, replace the carabineer. If a carabineer gate sticks, wash it in warm soapy water, rinse thoroughly and lubricate with either dry graphite or Teflon

lubricant around the hinge area, inside the spring hole and locking mechanism.

- **Harnesses**

Hand-wash a dirty harness in cool water with a mild soap. Allow it to dry in a shaded area.

Quick Checklists and Log

On the next three pages you will find condensed maintenance checklists, plus a maintenance log sheet, which you can photocopy and use.

Per-use Maintenance Checklist

- ❑ **AutoBelay™ cables.** Check for fraying or broken strands. Check for kinks, wear or damage to the cable. *Never repair or mend, always replace suspected cables.*
- ❑ **AutoBelay™ pulleys.** Must not be worn, and must turn smoothly.
- ❑ **Air Tank.** Check that pressure is at 60 to 65 psi (or as marked on tank).
- ❑ **Hydraulic hose.** Check for leaks at ram or pump ends.
- ❑ **Harnesses.** Must be in good condition, not worn. When dirty, hand wash in cool water, and dry in a shaded area (not in direct sunlight).
- ❑ **Carabineers.** Check for bent, loose, or missing rivets. The gate/lock must close freely. If gummed up, clean with soapy water and dry.

Periodic Maintenance Checklist

Thoroughly inspect the Extreme Engineering climbing wall before every use.

- ❑ **Do the per-use maintenance checklist first.**
- ❑ **Loose or broken parts.** Replace broken parts; tighten loose parts.
- ❑ **AutoBelay™ system.** Cable slack is taken up, and paid out correctly. Also make sure that the cable is free of broken strands, corrosion, rust, frays, or any other defects.

Specifications for stationary models

GENERAL	
Steel	Tubing meets ASTM A500. Flat plates meet ASTM A572. Welds are AWS and A15C compliant.
BELAY IN THE BOX™ AUTOBELAY SYSTEM	
Hydraulics	Hydraulics are fully redundant and fail-safe. Heavy-duty weld hydraulic cylinders. 1 1/2" cylinder. Dual check valves, cylinders and hydraulic hoses.
Air tank pressure	60 to 65 PSI, or as otherwise marked on tank, with the cable extended and attached to the holding eye bolt.
Belay in the Box™ system	Redundant air/oil (pneumatic over hydraulic). Pulleys of top quality engineering-grade polymers. Certified 7,000 lb tensile test cable, with integral swivel. Pulley shields are stainless steel and cover moving parts. US Pat# 6,390,952
Weight Limit	Recommended weights are 45-250 lbs.

Limited Warranty

EXTREME ENGINEERING warrants to the first consumer purchaser that this product will be free from defective workmanship and materials. This warranty is nontransferable. Warranty is subject to the following conditions:

1. Extreme Engineering agrees that it will, at its option, either repair or replace a defective part or will, at its option, repair or replace the defective product, at no charge to the purchaser for labor for a period of ninety (90) days, at factory, from date of delivery, and at no charge to the purchaser for parts for a period of one (1) year from date of delivery (shipping and handling costs will apply). The consumer purchaser will have the following options when exchanging warranted parts: 1. The consumer purchaser will have to send the defective part or product back to Extreme Engineering's manufacturing plant. The defective part or product will be determined by Extreme Engineering if it is defective. Extreme Engineering will send a replacement part free of charge if the part or product is found defective. or 2. The consumer purchaser will initially be charged for the warranted part or product. Once Extreme Engineering receives the defective part or product the consumer purchaser will be credited back if the part or product is found to be defective. Consumables are covered for 30 days (harnesses, auto-belay cables, pulleys, carabiners, etc.). You may contact Extreme Engineering for additional details on consumable items. We have a 90-day warranty on electronics, 30-days on labor, 90-day on parts. Auto-belay™ systems are warranted for the original purchaser(s) for one year (does not include cables).
2. This limited warranty is valid only when the product is installed, operated and maintained in accordance with the Extreme Engineering Owner's Manual. Any deviation from these recommended procedures must be approved in writing by Extreme Engineering.
3. This limited warranty does not apply to any part which has been subjected to misuse, abnormal service or handling or which has been altered or modified in design or construction.
4. This limited warranty does not apply to changes in the exterior appearance of the climbing wall. Custom painted products are not covered by Extreme Engineering's limited warranty.
4. Neither the sales personnel of the seller nor any other person is authorized to make any warranties other than those described herein or to extend the duration of any warranties beyond the time period described, on behalf of Extreme Engineering.
5. Do Not book events until arrival of Extreme Engineering equipment. Extreme Engineering is not responsible for lost revenue from events booked prior to final delivery of equipment. Extreme Engineering is also not responsible for lost revenue due to unforeseen delays in shipment or delivery of Extreme Engineering equipment.

6. Customer agrees to use OEM parts when servicing an Extreme Engineering product. If Customer fails to abide by this term the product warranty will void and Extreme Engineering will not be responsible for failure of proper operation of an Extreme Engineering product.
7. By operating this product, customer promises to operate and use any equipment in accordance with all owner's manuals service recommendations, service bulletins, recommendations and safety tips which Customer has received or may receive in the future in accordance with sound and accepted safety practices and according to applicable laws and regulations. Customer agrees that only trained and qualified staff or personnel shall supervise the use and operation of the equipment. Customer acknowledges that it has received reviewed and understands Extreme Engineering's Owner's Manual and agrees to operate the equipment in accordance with the instructions provided therein.
8. (a) With the exception that this section shall in no event be construed to require indemnification by Customer to a greater extent than permitted under applicable law, Customer shall defend, indemnify, and hold harmless Extreme Engineering, including Extreme Engineering's officers, agents, employees, parents, and subsidiaries, and each of them, of and from any and all claims, demands, causes of action, damages, costs, expenses, actual attorneys' fees, losses or liabilities, in law or in equity, of every kind and nature whatsoever ("Claims") arising out of or related to Customer's operations, including but not limited to:
 - (i) Personal injury, including, but not limited to, bodily injury, emotional injury, loss of consortium or death to any person caused or alleged to be caused in whole or in part by any act or omission of Extreme Engineering, Customer or anyone directly or indirectly employed by Customer regardless of whether such personal injury or damage is caused by a party indemnified hereunder.
 - (ii) Penalties imposed on account of the violation of any law, ordinance, citation, rule, regulation, standard, ordinance, or statute, caused by the action or inaction of Customer or anyone directly or indirectly employed by Customer.
 - (iii) Any violations or infraction by Customer of any law, order, citation, rule, regulation, standard, ordinance, or statute in any way relating to the occupational health or safety of employees, including, but not limited to, the use of Extreme Engineering's or others' equipment, hoists, elevators, or scaffolds.
 - (ix) Any failure or alleged failure to comply with the terms of this Customer Contract.

Customer, however, shall not be obligated under this Customer Contract to indemnify Extreme Engineering for Claims arising from the sole negligence or willful misconduct of Extreme Engineering or its agents, employees or independent contractors.

(b) Customer shall:

- (i) At Customer's own cost, expense, and risk, defend all Claims as defined above that may be brought or instituted by third persons, including, but not limited to, governmental agencies or employees of Customer, against Extreme Engineering or its agents or employees or any of them;

- (ii) Pay and satisfy any judgment or decree that may be rendered against Extreme Engineering or Owner or their agents or employees, or any of them, arising out of any such Claim;
- (1) Reimburse Extreme Engineering, its agents and employees for any and all legal expense incurred by any of them in connection herewith or in enforcing the indemnity granted in this Section (a). Nothing contained in this Customer Contract shall be deemed to obligate the Customer to indemnify the indemnified parties against liability for damages or any other loss, damage or expense sustained, suffered or incurred on account of death or bodily injury to persons or damage to property caused by the sole negligence or willful misconduct of the indemnified parties.
- (2) Extreme Engineering is not responsible for Acts of God.

All of the terms and conditions of this operating manual shall become binding when used by an authorized representative of the Customer.

- 7. THE WARRANTIES DESCRIBED HERE SHALL BE THE SOLE AND EXCLUSIVE WARRANTIES GRANTED BY EXTREME ENGINEERING AND SHALL BE THE SOLE AND EXCLUSIVE REMEDY AVAILABLE TO THE ORIGINAL PURCHASER. Correction of defects, in the manner and for the period of time described here, shall constitute complete fulfillment of all liabilities and responsibilities, whether based on contract, negligence, strict liability or otherwise. In no event shall Extreme Engineering be liable, or in any way responsible, for damages or defects in the product which were caused by repairs performed by anyone other than an authorized servicer.
- 8. Extreme Engineering shall not be liable, or in any way responsible, for incidental or consequential economic or property damage.
- 9. Technical support is available to the original purchaser up to one year from the purchase date of an Extreme Engineering product. Technical support outside of the one year warranty period is available for a fee.

If you have a warranty claim

In the event of a warranty claim, please fill out the warranty claim page located on the last page of this manual. You may download a copy from Extreme Engineering's technical support page at www.extremeengineering.com. You may also call Extreme Engineering for a copy of the warranty claim form. The warranty claim form must be filled out and sent with the defective product. You may also fax a copy to Extreme Engineering's Customer Service Department at 916-663-9249. You may contact customer service at 916-663-1560.

Warranty claim service must be performed and approved by the Extreme Engineering Customer Service Department. Warranty replacement hardware systems and components or parts will be free of charge. Shipping and handling costs on defective items returned to Extreme Engineering are paid by the consumer purchaser. Labor cost to repair or replace will be limited to the amount of the original purchase price of the systems and components. The replaced warranty products or parts become the property of Extreme Engineering and

must be returned to the Extreme Engineering Customer Service Department freight prepaid, unless prior arrangements have been made.

Replacement parts

Purchase your replacement parts through our customer support center at 916/663-1560 or visit our online store at www.extremeengineering.com. Always make sure that your extreme products are running at optimal performance.

Technical Support

If you require technical support and your product is still under warranty, contact customer service to schedule free technical support on your product. Technical support will respond within 24 hours once a claim is placed. You may call customer service at 916-663-1560 or request a phone call through our website at www.extremeengineering.com under the technical support page. If your product is over a year old, ask about our technical support fees. Technical support annual packages are available for a small fee. Support packages are the most cost effective solution if your product is outside of the 1 year warranty.

This manual is the property of Extreme Engineering. Any duplication without Extreme Engineering's consent is illegal and will be reported to the appropriate authorities. If you have any questions about the manual, please contact Extreme Engineering.

**THANK YOU FOR PURCHAING AN EXTREME ENGINEERING® PRODUCT.
THE BEST MOBILE CLIMBING WALLS ON THE MARKET!**



Warranty Claim Form

Company Name:			Date:
Customer Name:			
Address:			
City:	State:	Zip:	Country:
Phone:		Fax:	
Email:			
Product Name (Part Number):		Purchase Date:	
Sales Order Number:			
Detailed Description of Current Issue(s):			

