



Frequently Asked Questions

What type of vehicle or additional equipment is needed to tow the portable wall?

Depending upon model, Extreme Engineering's products weigh between 3200 and 4800 lbs (about the same as a light ski boat) and can be towed with most vehicles. A class 2 or larger tow hitch is recommended. The ball size is 2 5/16" or current and the wire harness is a standard RV 7 way connector. The brake control (for the trailer brakes) and wire harness are standard installation for most RV centers and U-Haul facilities.

What type of insurance do I need, how much does it cost, where do I get it?

Most events require liability insurance. The cost can vary. We provide a list of insurance providers that are familiar with our equipment and requirements.

Is financing available?

Yes. Call us at (916)663-1560 for a list of recommended financial institutions.

How much maintenance is required?

As with any equipment, general maintenance is required. However, maintenance tasks are simple and can be done yourself. A general log is recommended and the average maintenance for our customers depends on the amount of use of the product.

How long does it take to set up a mobile wall or rappel tower?

The set up time is approximately 10 minutes for climbing walls, 10 minutes for mobile Spider Zones™ and 15-20 minutes for Combo Units. All products, except Combo Units, can be set up with one person. The push button lift hydraulics on Extreme Engineering's mobile products make it safe, fast and easy!

Are there different levels of difficulty on the climbing walls?

Yes. The wall designs provide different levels of difficulty; however, Extreme Engineering makes sure that the wall isn't too difficult to climb. We offer over various climbing hold placements for rerouting the wall, allowing you to set the difficulty level higher or lower. The climbing holds can be easily moved and adjusted for any combination or configuration you want.



How durable is the climbing surface?

The simulated rock finish is a polyester resin with a long fiber E-glass matrix, making it waterproof, wear resistant, and extremely durable for many years of day in and day out use. The polymer technology is also designed for many years of day in and day out use.

How do I clean the wall and climbing holds?

Most of our customers find it easy to go to a “coin-op” car wash and pressure wash the climbing holds and rock wall.

What is a short footprint trailer?

The footprint is the actual space dimension on the ground when the climbing wall or other Extreme Engineering mobile product is set up. Due to our unique, patented (US PAT# 6,083,142) trailer base, the footprint is only 16' x 8' (depending on configuration). One of the many advantages of the short footprint is the ability to fit inside areas that are limited in space. Many events charge vendors by the square foot. Fewer square feet equates to less money out of your pocket!

What types of events are most popular?

Fairs, festivals, school carnivals, graduation nights, college events, private parties, corporate team building, company picnics, radio promotions, store sales, parks and recreation events. The list is endless and is based on your creativity!

How much should I charge at events?

Extreme Engineering's products are completely self-sufficient. This means no noisy generators, looking for power outlets or polluting the environment. The battery used to run the hydraulics (and optional *ClimberTimer™* timer/counter for walls) charges when towing the trailer from event to event! Stationary systems include an AC/DC inverter for periodic recharging.



What are the typical gross earnings potential?

Similar to most businesses, returns vary depending on the individuals running the business and the venue. Here are some potential numbers, for a 3-climber wall:

- Average timer per climber 3 minutes
- Climbers per hour with harness time 45
- Average per climber price \$3-\$6
- Average hourly price \$200-\$300

Average Per Climb #'s: 45 climbers/hr X 8 hours X \$5 per climb = \$1800
per day

Average Hourly Charge #'s: 8 hour event X \$225 per/hour = \$1800
per day

Auto Belay Questions:

My auto Belay is leaking oil out of the breather.

Is the fluid clear or red? If clear and ram/belay is new this is normal for some to leak out. The clear fluid is an assembly fluid and will soon work it's way out of the ram. If the fluid is red, it is not uncommon for a little weeping/dripping to occur. However if the system is losing air pressure (5psi/week) ram should be scheduled for replacement.

My auto belay is spewing oil.

Spewing oil is a safety issue and ram should be replaced. During the ram replacement procedure always ensure that fluid levels are correct.

My auto belay has lost pressure, below 55 PSI.

The correct target pressure for an AB-34 is 65PSI when the cable is fully extended and attached to the bottom of the wall. The real issue is the fluid level. If auto-belay is losing pressure due to fluid loss and tank is re-pressurized system runs the risk of running out of fluid. Operating an auto-belay low on fluid will cause a safety issue. To correct problem; Check fluid level (see procedure). Using a soap suds solution wet each joint and look for bubbles. Tighten as required.



My auto belay 'dropped' a climber a few feet.

Immediately stop using that auto-belay. Your belay is low on fluid, see level check and refill process.

Climber Timer Questions:

My climber timer is flashing a LO signal.

With wall in up position unplug timer connector, wait for 60 seconds and reconnect. If it still persists charge battery and check for corroded and loose connections on battery. If it still persists send in for repair.

My climber timer is stuck on a number and not cycling through to operate.

Try timer on other circuits. If it still persists send in for repair.

Controller Questions:

I cannot LOWER my wall.

- Check battery level by using jumpers to a running vehicle.
- Check all battery cables for corrosion and tightness.
- Check all wires from plug on trailer-side to battery and pump motor looking for loose connections.
- Check controller-side plug for loose connections. Remove plug cover and inspect wires/connections. (see wiring diagram)
- Emergency lowering, If motor runs but won't lower wall then jumper wire from (+) terminal to terminal of black solenoid. BE CAREFUL OF GETTING IN THE WAY OF WALL WHILE IN MOTION.
- Emergency lowering, Using jumper cables jump direct to motor lug (+), on motor and ground lug (-) on battery. At the same time jumper wire from (+) terminal to terminal of black solenoid. BE CAREFUL OF GETTING IN THE WAY OF WALL WHILE IN MOTION.

I cannot RAISE my wall.

- Check battery level by using jumpers to a running vehicle.
- Check all battery cables for corrosion and tightness.
- Check controller-side plug for loose connections. Remove plug cover and inspect wires/connections. (see wiring diagram)
- Emergency raising, If motor runs but won't raise wall then black solenoid needs to be replaced.
- Emergency raising, Using jumper cables jump direct to motor lug (+), on motor and ground lug (-) on battery. BE CAREFUL OF GETTING IN THE WAY OF WALL WHILE IN MOTION.



My pump makes sounds when I try to operate the controller but nothing happens with my wall.

- Check battery level by using jumpers to a running vehicle. (Clicking sound)
- Check all battery cables for corrosion and tightness. (Clicking sound)
- Check controller-side plug for loose connections. Remove plug cover and inspect wires/connections. (see wiring diagram)
- Check fluid level in tank. When wall in down position black tanks will have fluid level one inch from opening. Translucent tanks two inches of fluid in bottom.