

User's Guide for Mobile Spider Zone™

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US PAT# 6,083,142, 6,390,952 and patents pending

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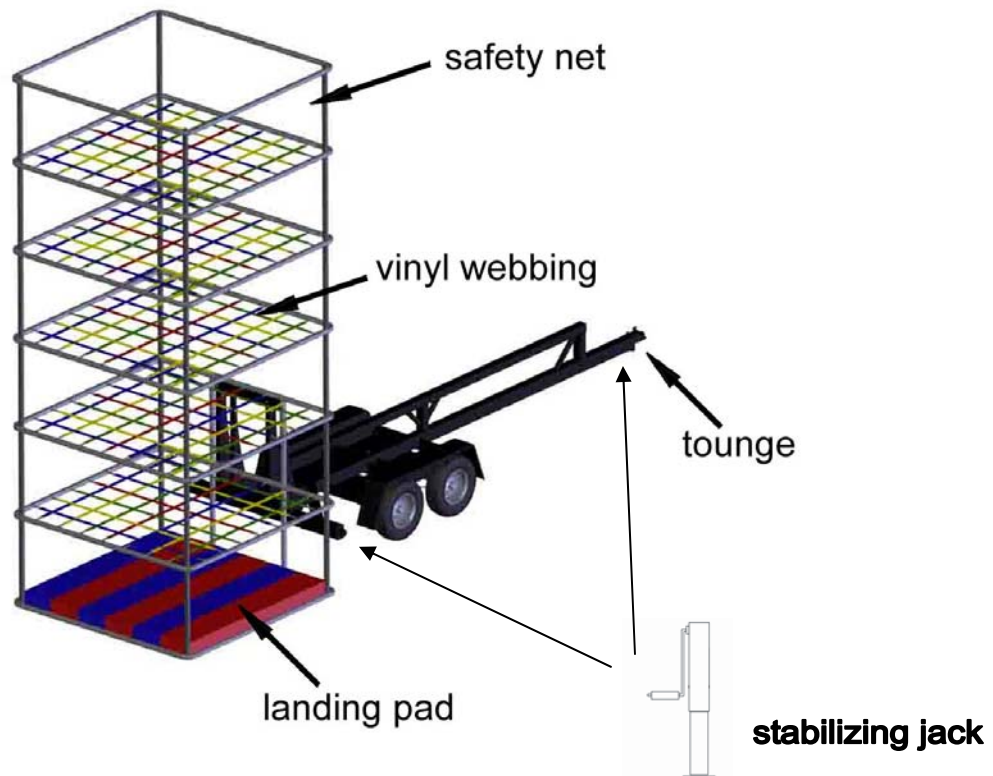
US Patents and Patents Pending. Extreme AutoBelay™, Belay in the Box™, PowerBelay™, Space Saver™, C.A.T.T.™, Monkey Motion™, Angel AutoBelay™, Speed Harness™, Quad Pod™, Spider Zone™ and Extreme Air™ are trademarks of Extreme Engineering®.

Extreme Engineering® is a US registered trademark of Extreme Engineering®

Congratulations!

Congratulations on your purchase of an Extreme Engineering® mobile climbing wall. It is designed by the company that has invented and innovated numerous recreational equipment products, including mobile and stationary climbing walls, the Extreme AutoBelay™ safety climbing system, and the PowerBelay™ safety rappeling system.

Your mobile Spider Zone™ is the best in the industry!



The Extreme Engineering® mobile Spider Zone™ is durable, designed to give you years of service and provide tens of thousands of climbs for your customers.

Your mobile Spider Zone™ is easy to tow, set up, operate, and take down. If you follow these instructions carefully, you'll be assured of a safe and reliable operation.

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

Safety first!

Always make safety your first concern when setting up, operating, or taking down your Extreme mobile Spider Zone™.



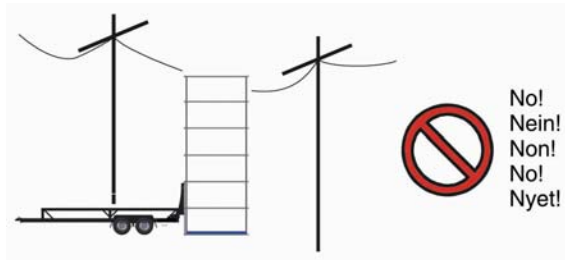
CAUTION. This is a safety alert symbol. It is used to alert you to potential personal safety hazards. Please read all safety messages that follow this symbol to avoid injury or death.



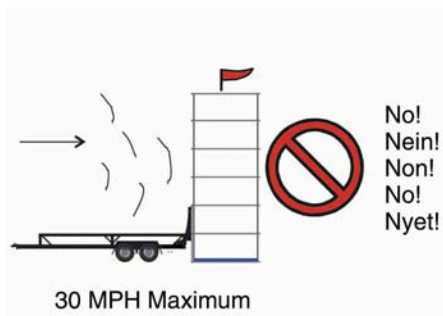
CAUTION. For your safety, read all instructions in this User's Guide before operating the Extreme mobile Spider Zone™.

Safety rules for mobile Spider Zone™ setup

Follow these safety rules to set up your climbing wall correctly. We'll offer you some additional safety tips in the section on operating the climbing wall.



- Don't set up or operate the Spider Zone™ near overhead electrical lines, roof eaves, trees, or other obstructions (like trees or wires) from the top of the wall.



- Don't set up or operate the climbing wall in windy conditions (winds with gusts of 30 MPH or more).



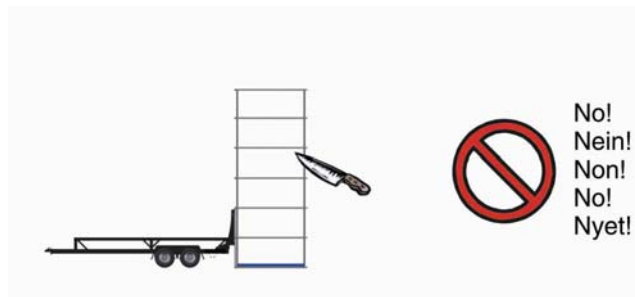
- Set up the climbing wall only on a level surface (3% slope maximum on all climbing wall models). You can level the wall with shims, but it's important to start with the most level ground or floor possible.
- Set up the climbing wall only on a firm surface. Never set up the wall on soft ground or an unstable floor.



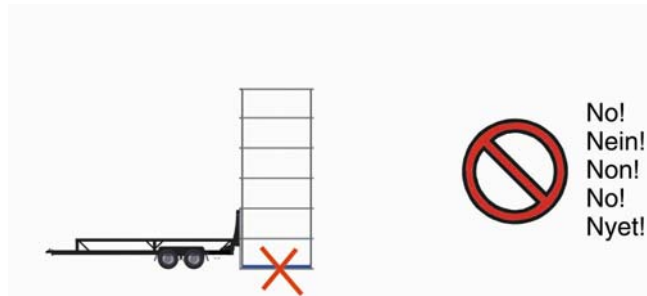
- Extend the jacks only on solid ground or a solid floor. Don't use blocks under the jacks.
- Although you can set up the wall by yourself, it's better to have a second person help. This person can warn you during setup of potential problems or hazards.
- Keep the area clear of people, cars, etc., during setup.
- Don't climb on the backside of the wall or its supports.



- Don't climb on or stand on top of wall.
- Do not free climb on the outside of the Spider Zone™.



- Do not carry sharp or loose objects while using the Spider Zone™. Remove all sharp or loose objects from participants before use.



- Do not operate without a landing pad.

Inspect the mobile Spider Zone™ before use

The Maintenance section of this User's Guide includes comprehensive details for making a complete inspection. Read that section carefully.

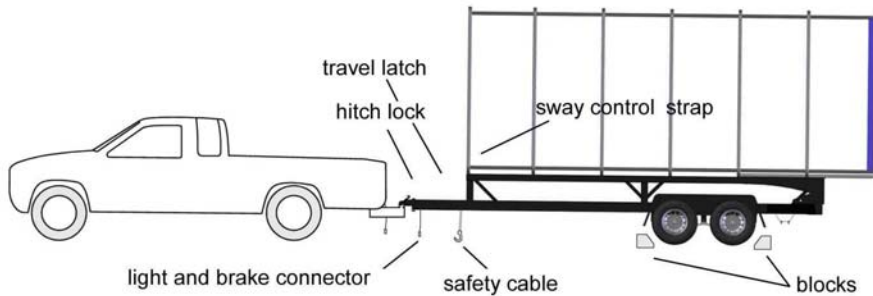
If you find any problems after an inspection, visit our technical site at www.extremeengineering.com or contact us at: 916-663-1560.

Setup

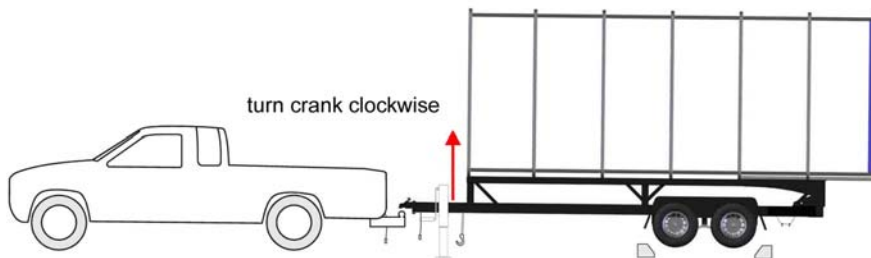


CAUTION. For your safety, read all instructions before setting up the climbing wall.

Position the mobile Spider Zone™ and unhitch the tow vehicle



1. Use the tow vehicle to position the Spider Zone™ to its final location.
2. Block the wheels of the trailer to keep it from rolling.
3. Unplug the trailer light and brake connector.
4. Loosen the hitch lock over the ball hitch.
5. Disconnect the safety cables and emergency brake-away cable.

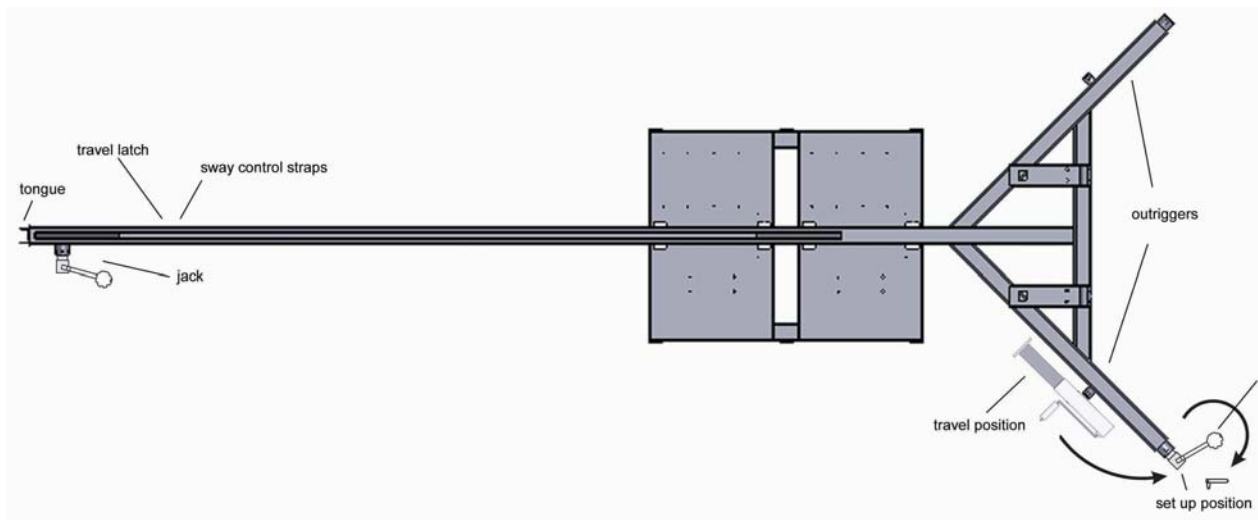


6. Crank the handle clockwise to extend the jack. Extend the jack until the trailer's tongue is clear of the hitch ball on the towing vehicle.
7. Drive the tow vehicle away from the Spider Zone™.

Prepare the Spider Zone™



1. Remove the lockdown strap from the travel latch located at the front of the trailer.



2. Remove sway control straps from trailer.
3. Remove the stabilizing jack stowed against the side of the trailer, in the travel position, by pulling out the lock pin.
4. Place the stabilizing jack into the “set up” position and pin it in place. Pull out the keeper pin on the stabilizing jack to lower the drop leg to the ground. Place the keeper pin back into the stabilizing jack. Please follow these procedures on both sides of the trailer.
5. Crank the jack clockwise to extend the jack until it rests firmly on the ground.
6. Do the same procedure with the other outrigger.
7. Extend the two outrigger jacks until the trailer wheels are about 2” off of the ground. Adjust them to be sure that the trailer is level.

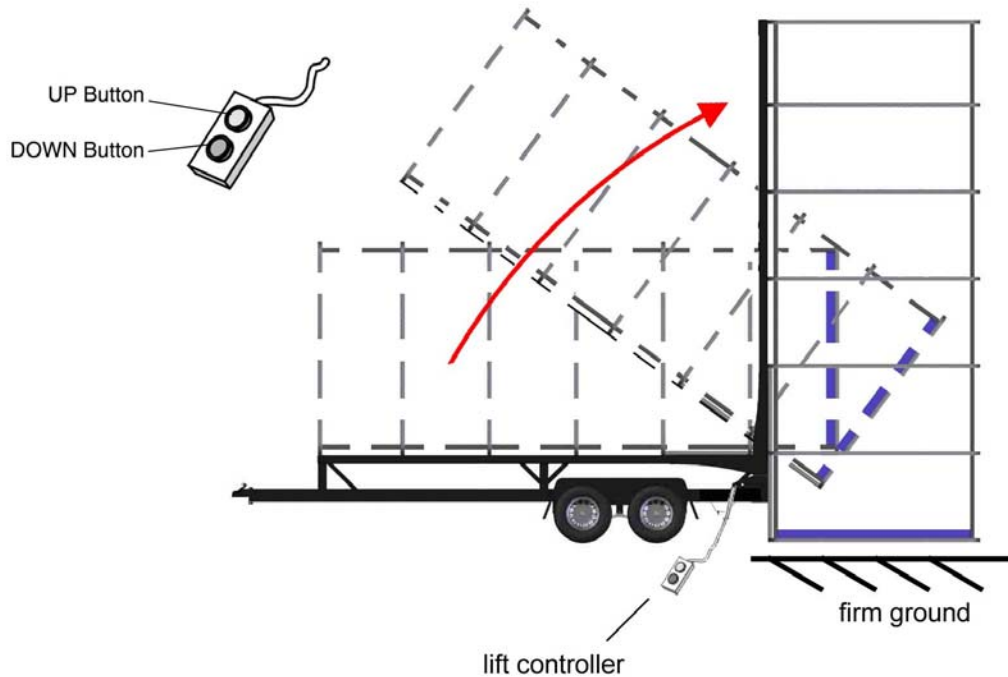


8. Lower the stabilizing jack at the front of the trailer to the ground. Make sure the jack is firmly in contact the ground.



NOTE: Do not lower the jack too much. This will cause the rear end of the trailer to be close to the ground, minimizing clearance when raising the Spider Zone™.

Raise the Spider Zone™



1. Remove the controller from its storage box on the trailer (if applicable). Insert and lock the controller into the receptacle near the battery and hydraulic lift pump. See photo below for location of receptacle.



Receptacle located at rear end of trailer underneath the trailer's fender.

2. Press and hold the UP button on the controller.
3. Raise the Spider Zone™ to the vertical position in one *continuous* motion. Try to avoid pressing the UP button multiple times. Once vertical, **DO NOT** continue to force the Spider Zone™ any further. This may cause damage to frame members.
4. Put the controller back into the storage box on the trailer or store the controller away.
5. Lower the outrigger jacks until the tower sits firmly on the ground. Make sure to take all of the weight off of the outriggers. To ensure that the weight is placed off of the outriggers, raise the jacks until they are just firmly touching the ground. This will minimize any potential movement while the Spider Zone™ is in use.

The base of the wall must sit firmly on the ground. The ground surface must have at least 2,000 lb./sq. ft. load bearing strength.

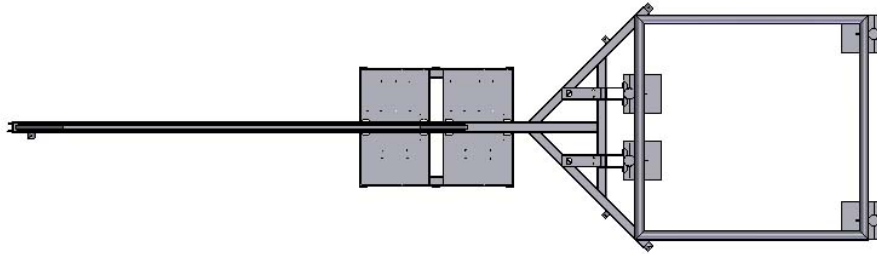


NOTE: You can use shims to level the base of the wall, as long as they are of a sturdy, non-compressible material. Use a minimal number of shims, and do not stack them. Make a final inspection of the shims when all other setup steps are completed, to ensure they are secure.

The base of the Spider Zone™ should ideally be at exactly 90 degrees vertical, measured at the wall's rear and on one side.

Prepare for operations

These final steps will make the Spider Zone™ ready for climbers.



1. There should be a 4 to 6 foot radius operating zone around the Spider Zone™. The operating zone is designed to keep the public clear from other climbers. To ensure maximum safety, an operating zone around the Spider Zone™ is suggested by Extreme Engineering®.
2. You may set up stanchions and crowd control ropes around the operating zone of the Spider Zone™ to control the flow of the traffic.
3. If you are charging per climb it is recommended to setup the cashbox and table near the crowd control ropes at one side of the Spider Zone™ (IF APPLICABLE). The cashbox and table should be adjacent to the entry area of the Spider Zone™. One operator can easily both collect money and supervise 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. or explain where the entrance is located for the users.
5. Make sure your operators are clear on your procedures. It's always a good idea to have pre-day 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.

Operations



CAUTION: Read all instructions before operating the Spider Zone™.



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

Operating techniques

1. Make sure to keep the landing area clear of spectators.
2. No direct supervision is required. If you are charging per climb, one crew member is needed for collecting money and controlling the traffic.

Crew member #1

- Takes money (or tickets or tokens, if money is taken elsewhere).
- Supervises the climbers in the Spider Zone™.
- Instructs the climbers to exit the Spider Zone™ when the established time has expired.

Safety rules for you, the operator

- Don't stand on top of the Spider Zone™.
- Don't climb on the outside of the Spider Zone™.
- The Spider Zone™ needs to be monitored while climbing is in progress.
- If you must leave the Spider Zone™ unsupervised, make sure that an adult is available to monitor the climbers, otherwise make sure all participants exit the Spider Zone™.



CAUTION: To prevent the possibility of coming entangled in the Spider Zone™, do not wear any loose clothing such as scarves, neckties, etc., while operating or inspecting the Spider Zone™. Also do not carry any loose or sharp objects.

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 for the climbers to read. The following page is ready to photocopy, if you wish.

Safety Rules

Stationary Spider Zone™

BEFORE YOU START

- Empty your pockets of any loose or sharp objects before participating on the Spider Zone™.
- You must weigh no more than 250lbs to participate on the Spider Zone™.
- Please follow all safety rules provided by the operator.

DURING YOUR CLIMB

- Do not pull on other climbers.
- Do not climb with high heels or sandals.
- Don't climb on the steel frame or pull on the sides of the safety net.

AT THE END OF YOUR RIDE

- Climb down and exit out of the Spider Zone™.

This Page May Be Duplicated

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.

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 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 climb down first (you can let them restart once the reckless climber is removed from the Spider Zone™.) Then, tell the reckless climber to climb down and exit the Spider Zone™.

Takedown



CAUTION: For your safety, read all instructions before taking down the Spider Zone™.



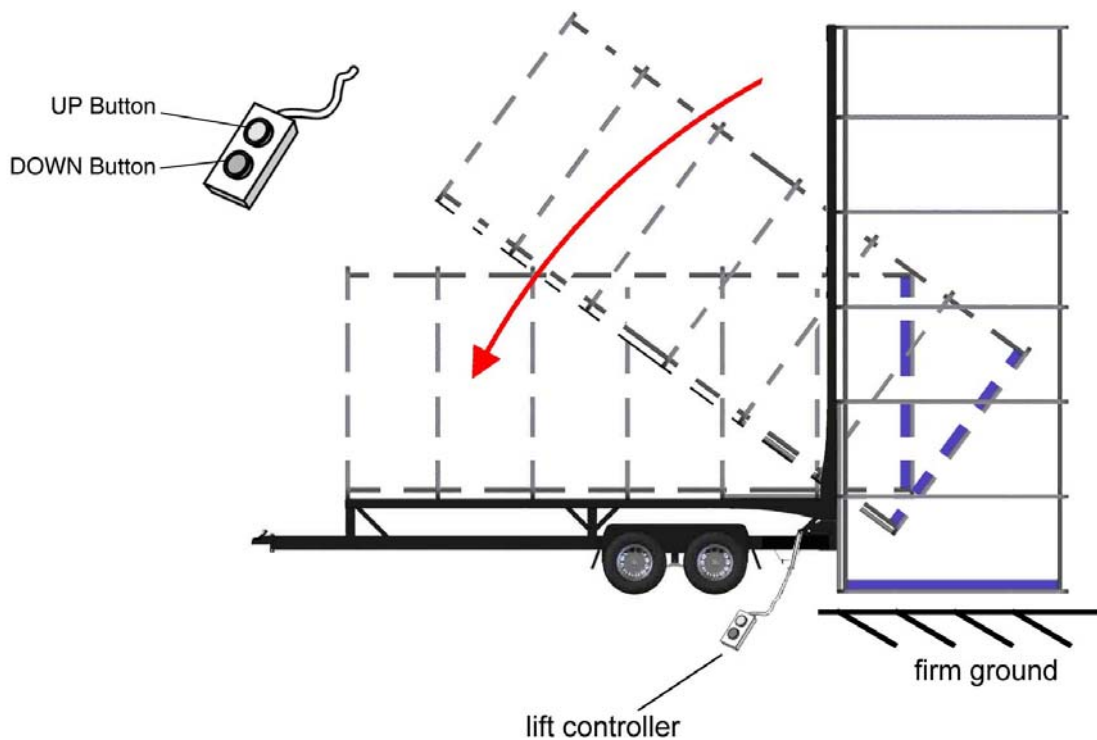
CAUTION: Keep the area clear of people, cars, etc., during all steps of the takedown.

1. Clear the area of items used in operating the Spider Zone, including stanchions, crowd control ropes, etc.
2. Clear the area of people and cars.

Lower the Spider Zone™

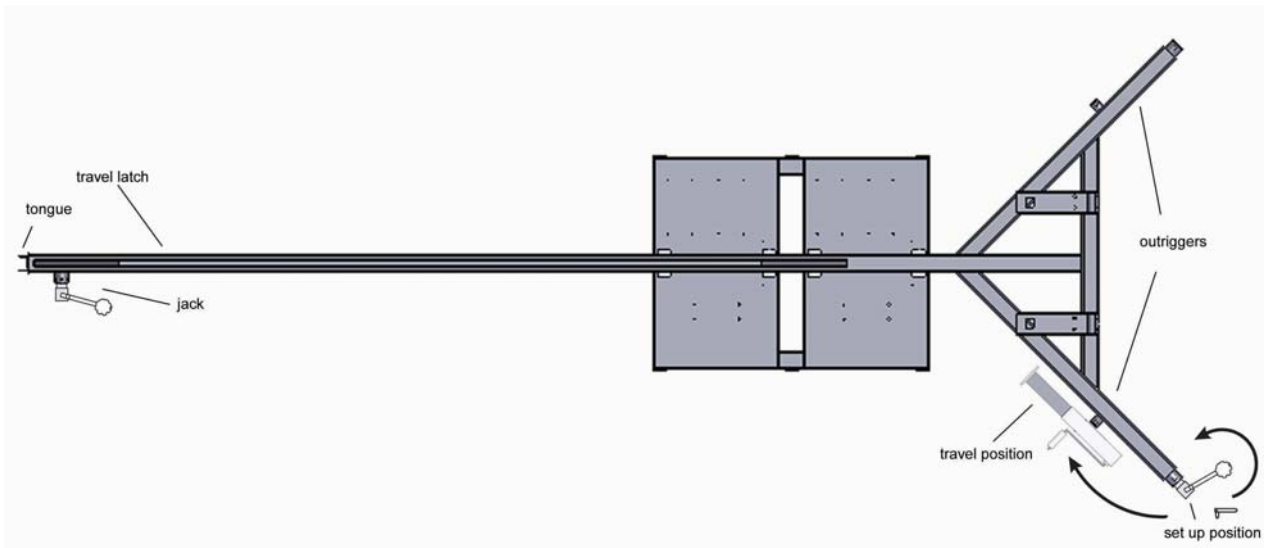


CAUTION: Keep the area clear of people while lowering the Spider Zone™. Also make sure there is nothing resting on the trailer frame that might prevent the wall from coming to rest fully on the trailer.



1. Use the two outrigger jacks to raise the rear of the trailer. The wheels on the trailer should be about 2" off the ground.
2. Plug in the controller.
3. Press and hold the controller's DOWN button to lower the wall down to its horizontal position on the trailer.
4. Unplug the controller and store it safely away.
5. Pack up any shims which were under the base, and stow them in the optional trailer toolbox (if applicable) or in the tow vehicle.

Secure the Wall for Transport

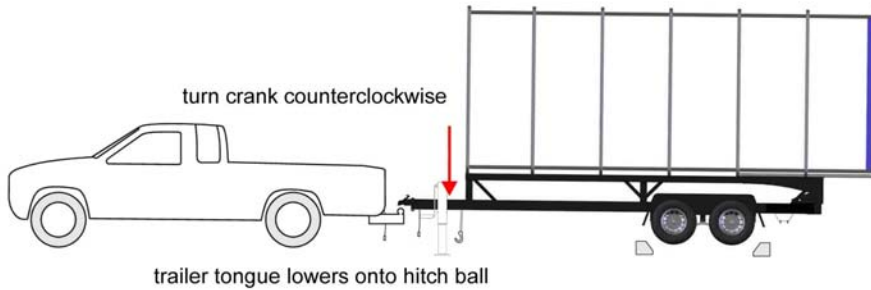


1. Lower the outrigger jacks until the trailer's wheels are resting firmly back on the ground.
2. Remove the outrigger jacks from the set up position and properly secure them back into the travel position.



1. Use the tie down strap to secure the Spider Zone onto the trailer's travel latch (located directly behind the trailer's tongue).
2. Use the sway control straps to secure the Spider Zone™ onto the trailer.

Reconnect the Tow Vehicle

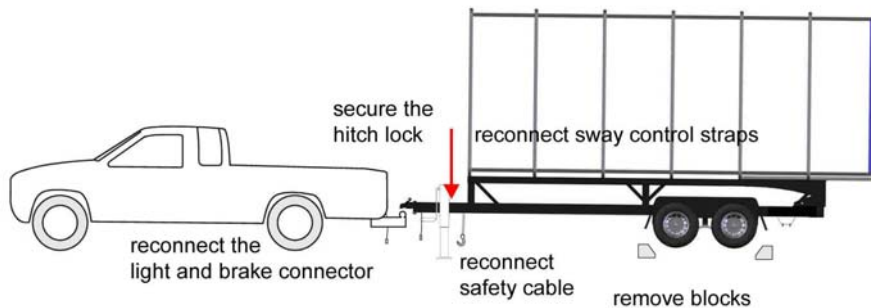


1. Back the tow vehicle into position so that its towing ball is positioned under the climbing wall's trailer tongue. If you have a second operator, have him or her stand by the trailer to guide you into position.
2. Position the tow vehicle's hitch as close as possible to the tongue of the trailer to minimize you having to manually move the trailer into place.



CAUTION: Try to avoid the need to manually position the trailer! If you must, do so only for the last few inches. Do not attempt to pull the trailer by hand, as this could result in serious injury.

3. Retract the center jack by cranking counterclockwise until the trailer tongue lowers onto the hitch ball.



4. Secure the hitch lock over the ball. Look under hitch to make sure the ball is secure.
5. Reconnect the sway control straps.
6. Reconnect the safety cable(s).



CAUTION: Be sure the safety cable(s) are securely connected! Should the hitch fail during transport, the safety cable can help avoid a towing catastrophe.

7. Reconnect the trailer/brake connector, thus electrically connecting the trailer and the tow vehicle.

8. Make sure to connect the emergency break-away cable.
9. Unblock the trailer wheels, and stow the blocks.
10. If you have a second operator, have him or her stand behind the trailer while you test the turn signals and brake lights to make sure they are operating properly.
11. Take a walk completely around the wall and trailer to inspect it carefully. Make sure that everything is secure and stowed properly before leaving the site.
12. Drive the tow vehicle and the Spider Zone™ away.

Troubleshooting

If you have a problem with your Spider Zone™, check the following table for solutions.

Problem and Solution
<p>Jacks don't extend or retract</p> <ul style="list-style-type: none"> • Keeper pins may still be in Place. Remove the keeper pins. • Dirty jack inner ram tube. Remove obvious dirt. Then spray a little silicon lubricant to loosen the jack and extend it. When fully extended, clean the inner ram tube carefully and apply a light coating of silicon.
<p>Spider Zone™ won't raise or lower</p> <ul style="list-style-type: none"> • Spider Zone's™ tie down strap or sway control straps are still in place. Remove straps. • Controller malfunction. Make sure controller cable is not damaged. Wires may have been pulled loose in connector or receptacle. • Loose connector on hydraulic pump. Check and tighten connector. • Battery is low. Check the battery and recharge if necessary.

Spider Zone™ seems unstable

- Surface not level. Make sure the set up surface is level. Add shims as necessary.
- Shims poor. If you have used shims to level the Spider Zone™, make sure they are solid and stable, and they are not stacked.
- Poor Spider Zone™ location. Move the Spider Zone™ to a more solid, level location.
- Windy. If wind conditions are too strong, lower the Spider Zone™ and don't use it until conditions improve.
- Outriggers are not properly secure and/or level. Secure and/or level the outriggers.
- Spider Zone™ is not vertical. Check by leveling and adjust jacks as needed.

Brake lights/tail lights/turn signals don't work

- Connector loose or not connected. Make sure the trailer light/brake connector cable is firmly connected to the tow vehicle.
- Blown fuse in the tow vehicle. Inspect the fuse and replace it if necessary.
- Broken wire. Make sure the connector cable is not damaged.
- Broken or burnt-out light bulbs. Replace the broken or dead bulbs.

Netting loose around the Spider Zone™

- Make sure the netting is tightened around the steel frame.

Webbing is loose

- Make sure the webbing is pulled back with a spring. Ensure that the spring pulling back the webbing is fastened to the steel frame.

Maintenance

Your Spider Zone™ will give you years of trouble-free service if you take care of it. For safety, trouble-free operations, and good appearance, follow the maintenance schedules provided here.

Log Book

A maintenance log book is essential for tracking the use of the Spider Zone™. 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 Auto-belay™ cable) should occur. We have a maintenance log sheet included on page 48 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

- **Hydraulic Hose**

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

- **Spider Zone™ lift system**

Raise and lower the wall. Make sure the Spider Zone™ lifts smoothly and completely. If the wall does not raise or lower completely, or there is any hesitation in its motion, contact Customer Service.

Check that all connectors on the hydraulic lift pump are properly tightened (control cable, power, and ground). Tighten if necessary.

- **Jacks**

The Spider Zone™ has a total of three: the two outrigger extending jacks and the jack used at the front of the trailer.

Let out each extending jack as far as possible and clean the inner ram tube. Coat the tube with a light coat of silicon spray lubricant.

- **Trailer Hitch**

Make sure the trailer hitch is operating correctly. Make sure the trailer hitch lock locks down the hitch to the ball securely, and that it cannot be popped off without first loosening the hitch lock. Inspect the safety cable and its mounting hardware for wear. If at all questionable, replace it.



CAUTION: If you are in any doubt whatsoever about the hitch or the safety cable, consult an automotive or RV service center. This is critical for safe transport! Should the trailer become unhitched during transport, this can be a catastrophic hazard!

- **Trailer tongue**

Make sure the bolts holding the trailer tongue to the trailer are tight.

- **Trailer wheels**

Make sure the lug nuts are tight. Lug nuts should be checked every 500 miles.

- **Trailer lights/Emergency Break Away Cable**

Connect the trailer light and brake connector to a towing vehicle. Be sure the taillights, brake lights, running lights, emergency break away cable, and turn signals are performing correctly.



CAUTION: Replace any broken or burnt-out bulbs. Keep spare bulbs on hand. Transporting the trailer with any malfunctioning lights – even for a short distance – can be a serious hazard!

Check the tow vehicle for a blown fuse, and replace it if necessary. If replacing a fuse or bulb does not correct the problem, then replace the trailer/brake light connector, which is of the standard RV type. If this does not solve the problem, contact Customer Service.

Check for broken light lenses and replace if necessary.

- **Loose or broken parts**

Inspect the entire Spider Zone™ for loose or broken parts. Replace broken parts (call Customer Service to order) and tighten loose parts.

- **Keeper pins**

Keeper pins and safety snap pins are of the standard RV type. Keep spares on hand. Only replace with equal quality.



CAUTION: For both use and transport, never “jury-rig” your equipment with anything other than the correct keeper pins or safety snap pins! Doing so could create a serious hazard!

- **Vinyl Webbing**

Make sure the vinyl webbing is not cracking, fracturing, or falling apart. If you come across worn webbing, replace it as soon as possible.

- **Safety Net**

Make sure the safety net doesn't have any large holes or gaps. Also make sure that the safety net is tightened around the steel frameset. If the netting is worn, replace it as soon as possible.

- **Springs**

Make sure that there are no missing or broken springs from the Spider Zone™. If you find any broken or missing springs, replace them as soon as possible.

- **Landing Pad**

Make sure the landing pad doesn't contain any rips and is in good shape. If the landing pad has rips and is worn, please replace it as soon as possible.

Cleaning and Other Special Care

- **Spider Zone™ and trailer**

Clean the Spider Zone™ as you would a boat, camper or recreational vehicle. Hose it off. Use a solution of warm water and dish soap to remove dirt from the Spider Zone™ and trailer. Some owners take their Spider Zones™ through a coin-op car wash and spray them down.

Protection from the elements

Store the Spider Zone™ as you would a boat, camper or recreational vehicle.

- Storing the Spider Zone™ in a covered shelter or garage will keep it cleaner and preserve its appearance longer.
- Storing the Spider Zone™ outdoors is no problem. However, you may want to place a tarp over it to preserve the finish from excessive exposure to the sun.

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

- ❑ **Hydraulic hose.** Check for leaks at ram or pump ends.
- ❑ **Trailer lights.** Tail, brake, running, and turn signal lights should be working.
- ❑ **Trailer tires.** Pressure at 65 psi or to manufacturer's specifications. Tread must be adequate, with no objects in treads. Also check the spare tire.
- ❑ **Keeper pins.** Be sure spares are on hand.
- ❑ **Vinyl Webbing.** Check for fraying or broken strands. Check for kinks, wear or damage to the vinyl webbing. If the webbing is damaged, replace it as soon as possible.
- ❑ **Springs.** Must not be worn or missing.
- ❑ **Safety Net.** Make sure that the safety net is not cut or contains large gaps and/or holes. Replace if necessary.
- ❑ **Landing Pad.** Check cracks or rips in the landing pad. If the landing pad contains cracks or rips, replace the pad as soon as possible.
- ❑ **Steel Frameset.** Must be in good condition, not worn. When dirty, hand wash with warm, soapy water and allow it to air dry. Make sure there is no missing or broken hardware.
- ❑ **Loose or broken parts.** Replace broken parts; tighten loose parts.

Periodic Maintenance Checklist

Thoroughly inspect the Spider Zone before every use.

- ❑ **Do the per-use maintenance checklist first.**
- ❑ **Loose or broken parts.** Replace broken parts; tighten loose parts.
- ❑ **Trailer hitch.** Be sure the hitch, hitch lock, and light/brake cable all are operating correctly. Be sure the safety cable is OK.
- ❑ **Trailer tongue.** Make sure the bolts are tight.
- ❑ **Trailer wheels.** Make sure lug nuts are tight.
- ❑ **Trailer electric brakes.** Check for correct operation of the brakes and breakaway switch.
- ❑ **Jacks.** Extend all jacks and clean inner ram tubes. Coat with silicon spray lubricant.
- ❑ **Spider Zone™ lift system.** Be sure the Spider Zone™ lifts smoothly. Check that connectors on the hydraulic lift pump are tight (control cable, power, and ground). Tighten if needed.
- ❑ **Vinyl Webbing.** Check for fraying or broken strands. Check for kinks, wear or damage to the vinyl webbing. If the webbing is damaged, replace it as soon as possible.
- ❑ **Springs.** Must not be worn or missing.
- ❑ **Safety Net.** Make sure that the safety net is not cut or contains large gaps and/or holes. Replace if necessary.
- ❑ **Battery.** Check terminals for corrosion; clean if needed.
- ❑ **Clean Spider Zone™ and trailer.** Wash with soap and water, or spray at a car wash, treat like a boat or camper.

Safe Towing Tips

We encourage you to be a safe, courteous driver when towing your Spider Zone™. Keep the following in mind when towing your wall on public streets.

- Be sure that the lug nuts are tightened.
- Be sure to use the safety cable at all times.
- Be sure the tail lights, brake lights, and turn signals are functioning correctly.
- Be sure the trailer's brakes are working correctly.
- Be sure your trailer is properly registered with your state motor vehicle department.
- Always observe the posted speed limits for trailers when towing your Spider Zone™ and be especially cautious (and reduce your speed) when encountering windy, snowy, or rainy conditions.
- Install extended side rear view mirrors on your towing vehicle. Your climbing wall is over 24 feet in length and you'll need the mirrors to see traffic directly behind you.
- Signal before changing lanes. When you change lanes, be aware of traffic behind you and at your sides. Allow plenty of clearance before changing lanes.
- Do not attempt to make tight left or right turns.
- Practice backing up where there is plenty of room before you try it in a real-life situation. (As with any trailer, turn the steering wheel the opposite direction of the direction you want the trailer to move).

Specifications for the mobile Spider Zone™

GENERAL	
Height - raised	20'
Width - towed	8' 0"
Weight	3,600 lbs.
Steel	Tubing meets ASTM A500. Flat plates meet ASTM A572. Welds are AWS and A15C compliant.
TRAILER	
Type	Tandem axle. Electric Brakes.
Hitch	2" 5/16 RV standard or current.
Wiring	7-prong RV standard, 12VDC.
Wheel diameter	15", 5 lug
Tire type	ST205/75D15 (Standard) – tire type may change without notice
Tire pressure	50 PSI cold maximum or as stated on the tire
Axles and Brakes	Independent brake suspension. Heavy-duty electric brakes. 3,500 lbs nominal load rating with heavy-duty tapered roller bearings.
STEEL	
Steel	Powder Coated Steel. Tubing meets ASTM.
WEBBING	
Vinyl	Thick gauge vinyl webbing and landing pad. Vinyl is UV resistant. Meets all inflatable specifications.
PARTICIPANT WEIGHT	
Weight Limit	Recommended weights are 45-250 lbs.

Trailer coupler configurations

Below are the 3 types of trailer coupler configurations that may be on our mobile climbing wall. Please specify which type your trailer has and review the specifications for your coupler.



STYLE: CAST BOLT-ON

RATING: 12,000 LBS

BALL SIZE: 2 5/16 inch

BOLTS: 5/8 GRADE 8

TORQUE TO 150 FT-LBS

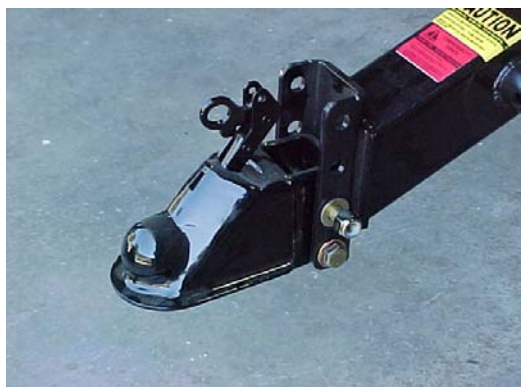


STYLE: WELD-ON

RATING: 20,000 LBS

BALL SIZE: 2 5/16 inch

REQUIRES HITCH PIN



STYLE: FORMED BOLT-ON

RATING: 12,000 LBS

BALL SIZE: 2 5/16 inch

BOLTS: 5/8 GRADE 8

TORQUE TO 150 FT-LBS

REQUIRES HITCH PIN

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, handholds, cables, pulleys, jumper straps, vinyl straps, springs, 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 Auto-belay™ cables or pulleys).
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.
5. 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.
6. ANY IMPLIED WARRANTIES ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY, AS STATED ABOVE. EXTREME ENGINEERING DOES NOT ASSUME RESPONSIBILITY FOR CONSEQUENTIAL DAMAGE OR LOSS, INCLUDING LOSS OF USE OF VEHICLE, LOSS OF TIME, INCONVENIENCE, EXPENSE FOR GASOLINE, TELEPHONE, TRAVEL, LODGING, LOSS OR DAMAGE TO PERSONAL PROPERTY OR LOSS OF REVENUES. Some states do not allow limitations on how long an implied warranty lasts or limitations on consequential damages, so the above limitation may not apply to you.

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. Some states do not allow the exclusion of incidental or consequential damages, so the above exclusion may not apply to you.
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):				