

Heavy Capacity Warranty Packages and Labor and Travel

SURVIVOR® Lightning Protection Warranty Packages

- SR, PT, OTR, ATV, OTR-XV and OTR-SV only
- Lightning Protection Warranty Packages are included with each vehicle scale order.
- Packages include two or five years of warranty coverage, AC protection, DC transient protection, and single #10 bare ground conductor cable.
- With the five (5) year Lightning Protection Package, there must be a bi-annual contract inspection of the site and the transient protection electronics for acceptance of coverage by Rice Lake Weighing Systems. The inspection must be completed by a qualified Rice Lake distributor. Scale owner is responsible for the cost of the inspections.
- With the two (2) year Lightning Protection Package, there must be a bi-annual contract inspection of the site and the transient protection electronics for acceptance of coverage by Rice Lake Weighing Systems. The inspection must be completed by a qualified Rice Lake distributor. Scale owner is responsible for the cost of the inspections.

Vehicle Scale Labor & Travel Reimbursement Program

IMPORTANT NOTE: All labor and warranty claims must be authorized by Rice Lake Weighing Systems. A Return Materials Authorization (RMA) number will be required to submit warranty reimbursement claims. When requesting a RMA# you will also need to request a Vehicle Scale Labor and Travel Reimbursement Form (#0634).

The following outlines warranty labor and reimbursement for vehicle scale warranty support. Warranty claims are for defects in materials and workmanship only. This labor reimbursement program is only available for vehicle scales.

Labor:

- 16 hours maximum on-site labor
- 6 hours maximum travel time,
- Maximum rate \$70.00 per hour

Mileage charges:

- Test truck – \$2.00 per mile, maximum 120 miles
- Pickup – \$0.70 per mile, maximum 120 miles

This reimbursement program only applies to vehicle scale products shipped from Rice Lake. Ancillary equipment provided by others is the responsibility of others.

Rice Lake Weighing Systems will specify particular components, actions, and material to be used in the installation and completion of a vehicle scale. The provided components must meet Rice Lake specifications, or warranty reimbursement may not occur.

Parts Replacement under Vehicle Scale Limited Warranty

Component Parts:

- 100% replacement cost

Component products shipped from Rice Lake are covered under our standard return and warranty program. Concrete, rebar, and other construction components supplied by others are not included in Rice Lake reimbursement warranty programs.

These warranties exclude all other warranties, expressed or implied, including without limitation warranties of merchantability or fitness for a particular purpose. Neither Rice Lake nor distributor will, in any event, be liable for incidental or consequential damages.

Rice Lake and buyer agree that Rice Lake sole and exclusive liability hereunder is limited to repair or replacement of such goods. In accepting this warranty, the buyer waives any and all other claims to warranty.

Should the seller be other than Rice Lake, the buyer agrees to look only to the seller for warranty claims.

No terms, conditions, understanding, or agreements purporting to modify the terms of this warranty shall have any legal effect unless made in writing and signed by a corporate officer of Rice Lake and the Buyer.

A detailed form titled "Vehicle Scale Labor and Travel Reimbursement" from Rice Lake. The form includes fields for Return Materials Authorization No., Customer Contact, Model No. of Vehicle Scale, Customer Purchase Order No., and Billing Protection program Purchase Order No. It also has fields for Brand, Customer Account No., Model No. of Scale, Date of Order, and where reimbursement is to be sent. A "DESCRIPTION OF SCALE" section lists various components like Load Cells, Electronics, Weigher, Platform, and Lightning protection components, with checkboxes for "Reimbursable" and "AC protection". Other sections include "Reimbursable" for items like Calibration, Weigher, and Platform, and "Not Reimbursable" for items like Steel, Wood, and Ancillary. A "Notes" section is at the bottom.