

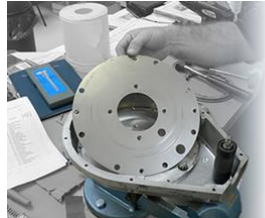
# SAFETYSCOPE



2501 Rutherford Road  
Unit 22 Vaughan, Ontario  
L4K 2N6



Phone: 416.231.3752  
E-mail:  
info@safetyscope.net



## Servicing / Re-Certification

### In-house annual service, inspection and recertification

You pack up and send your devices to us with a PO for annual service, inspection and re-certification.

- We inspect and quote for the service / repair
- You approve the quote and supply a purchase order
- We carry out the service / repair and return it to you with a certificate

Based in our dedicated industrial unit in Vaughan, the IKAR Servicing Team is the sole authorized in-house servicing centre for any IKAR product in Ontario. We are licensed by IKAR to inspect, service, repair and re-certify the entire IKAR product range; including Retractable Type Fall Arrest Devices, Rescue from Height Products, Confined Space Retrieval Devices and Tripods.

From our workshop we are able to offer you a fast, efficient, reliable response to any of your IKAR product servicing or repair needs – at a very competitive rate. This workshop is fitted out with a vast array of up-to-date equipment, including computerized torque setting devices for the retractable products, and an extensive spares catalogue.

We also have over 30 collective years' experience in the inspection of Harnesses, Fall Arrest Lanyards, Restraint and Work Positioning Lanyards, Rescue Equipment and all other associated items of Personal Fall Protection PPE manufactured from webbing and/or rope.

Due to the nature of servicing and repair work we cannot guarantee how fast we can return all items sent to our premises; however, at present, we can guarantee a written quotation for the service and any resulting repairs within 5 working days. Any item returned for service that is deemed be un-economical to repair will have a like-for-like product (or as near to) offered to the customer at a favourable rate.

The IKAR Servicing Team is committed to ensure that your spends more time with you than it does with us.



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## OUR IN-HOUSE SERVICING PROCEDURE

For all your IKAR Servicing requirements please put your device in a sealed package, along with a company Purchase Order, letterhead or compliment slip advising us of a contact name, telephone number and email address for our initial quote to be sent to. Send this package to:

**Safetyscope Service Department  
2501 Rutherford Rd, Concord, ON L4K 2N6**

Once we receive your parcel, it will be booked in a queuing system for our service Technician to visually inspect the device. A quotation will be raised and sent to the contact provided. We then ask you to reply with a valid purchase order to cover all of the costs plus the return carriage fee. When this is received, we can then complete the service, re-certify and return the goods to you or an alternative address as per your instruction.

It should be noted, all IKAR devices are serviceable in principal, as we are able to service all IKAR devices. However depending on how the devices have been used, stored, generally cared for and previously maintained, this will affect the potential working life and serviceability of the device. Even when a device that appears to 'function', replacement parts are sometimes required, for the device to 'perform' as it should.

Clearly, we do not like making any IKAR products 'Beyond Economical Repair' (BER), but in some cases we have no option, based on the condition and the age of the device. Sometimes devices require spare parts which are longer in production due to the age of the device. In the case of a device being deemed BER a report detailing the nature of damage and parts required will be given.

In the case of a BER device and you requiring the device returned unserviced, we charge \$100.00 per device to cover the assessment of the product, return packaging and shipping. You should also note to carry out the assessment of the devices we have to open them up and dismantle the devices. As the devices are not fit or safe for use, when customers request the devices to be returned, they are not returned reassembled. If you wish us to dispose of a BER device we will do this free of charge.

All BER devices will be held until your direction or will be disposed of in 2 months of the emailed report.

**If you require any further information on our product servicing and recertification services, please Ken goodyear 416-231-3752.**



**XTIRPA™**

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