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Rice Lake	RL35023	VPG Celtron	SQB Single-ended Shear Beam	page 203
Rice Lake	RL75016	VPG Celtron	DSR Double-ended Shear Beam	page 207
Rice Lake	RL75058	VPG Celtron	CLB Double-ended Beam	page 208
Rice Lake	RL1521A	VPG Celtron	LPS Single Point	page 209
Rice Lake	RL1250	VPG Celtron	LOC Single Point Heavy Capacity	page 210
Rice Lake	RLPWM12	VPG Celtron	LOC Single Point Heavy Capacity	page 210
Rice Lake	RL90000	VPG Celtron	LCD Compression Disk	page 211
Streeter Richardson	2011611, 2011612	VPG BLH	C2P1 Compression Canister	page 192
Streeter Richardson	2011613, 2011614, 201617	VPG BLH	C2P1 Compression Canister	page 192
Streeter Richardson	2011711, 2011712	VPG BLH	T2P1 Tension Canister	page 194
Streeter Richardson	20117XX	VPG BLH	T3P1 Tension Canister	page 195
VPG BLH	C2G1	VPG Celtron	LPS Single Point	page 209
VPG Revere	CBU	VPG Celtron	MBB Single-ended Beam	page 205
VPG Revere	5203	VPG Celtron	DSR Double-ended Shear Beam	page 207
VPG Sensortronics	60063	VPG Celtron	STC Low-capacity S-beam	page 199
VPG Sensortronics	60001	VPG Celtron	STC S-beam	page 200
VPG Sensortronics	60050	VPG Celtron	STC SS S-beam	page 201
VPG Sensortronics	65023	VPG Celtron	SQB Single-ended Shear Beam	page 203
VPG Sensortronics	65007	VPG Celtron	MBB Single-ended Beam	page 205
VPG Sensortronics	65016	VPG Celtron	DSR Double-ended Shear Beam	page 207
VPG Sensortronics	65058	VPG Celtron	CLB Double-ended Beam	page 208
VPG Tedea-Huntleigh	1022	VPG Celtron	LPS Single Point	page 209
VPG Tedea-Huntleigh	1250	VPG Celtron	LOC Single Point Heavy Capacity	page 210
VPG/HBM	PW12	VPG Celtron	LOC Single Point Heavy Capacity	page 210

VPG Celtron

Manufacturer	Model	Manufacturer	Model	Page #
Interface	MB	VPG Celtron	CLB Double-ended Beam	page 208
NMB	C2G1	VPG Celtron	LPS Single Point	page 209
Rice Lake	RL20000	VPG Celtron	LOC Single Point Heavy Capacity	page 210
Rice Lake	RL20001	VPG Celtron	LCD Compression Disk	page 211
Sensortronics	RL35023	Rice Lake	RL75223 Double-ended Beam	page 153
Streeter Amet	RL75016	Rice Lake	RLCSP1 Compression Canister	page 156
Streeter Richardson	RL75058	VPG BLH	C2P1 Compression Canister	page 192
Streeter Richardson	RL1521A	VPG BLH	C2P1 Compression Canister	page 192
Streeter Richardson	RL1250	VPG BLH	T2P1 Tension Canister	page 194
Streeter Richardson	RLPWM12	VPG BLH	T3P1 Tension Canister	page 195
Thurman	RL90000	Rice Lake	RL75223 Double-ended Beam	page 153
Thurman	C2G1	Rice Lake	RL75040 Double-ended Beam	page 155
Unibridge	CBU	Rice Lake	RL75223 Double-ended Beam	page 153
VPG BLH	5203	Rice Lake	RL1521A Single Point	page 168
VPG BLH	60063	VPG Celtron	LPS Single Point	page 209
VPG Celtron	60001	Rice Lake	RL200001I S-beam	page 107
VPG Celtron	60050	Rice Lake	RL75016 Double-ended Beam	page 143
VPG Celtron	65023	Rice Lake	RL75016SS Double-ended Beam	page 145
VPG Celtron	65007	Rice Lake	RL75058I Double-ended Beam	page 148
VPG Celtron	65016	Rice Lake	RL75040 Double-ended Beam	page 155
VPG Celtron	65058	Rice Lake	RL90000 Compression Disk	page 161
VPG Celtron	1022	Rice Lake	RL1521A Single Point	page 168
VPG Celtron	1250	Rice Lake	RL1040 Potted and Unpotted Single Point	page 174
VPG Celtron	PW12	VPG Tedea-Huntleigh	1250 Potted Single Point	page 334

Flintec

Manufacturer	Model	Manufacturer	Model	Page #
Fairbanks	LCF-HR4050-3	Flintec	SLB Single-ended Beam	page 218
Fairbanks	LCF-HR4020-1	Flintec	RC1 Rocker Column	page 225
Fairbanks	LCF-HR4020-2A	Flintec	RC3 Rocker Cell	page 226
Rice Lake	RL1250	Flintec	PCB Single Point	page 227
Rice Lake	RLPC6	Flintec	PC6 Single Point	page 231
VPG Celtron	LOC	Flintec	PCB Single Point	page 227
VPG Tedea-Huntleigh	1250	Flintec	PCB Single Point	page 227

HBM

CUSTOMER
ASSISTANCE

Manufacturer	Model	Manufacturer	Model	Page #
Fairbanks	3-481XX-1, 3-486XX-1	HBM	BBS Single-ended Beam	page 237
Fairbanks	3-53581-X, 3-52921-1	HBM	PW15 Single Point	page 241
HBM	SS4	HBM	H35 Single-ended Beam	page 236
Mettler Toledo	TB601019-008 (500 lb, 2,500 lb, 5,000 lb)	HBM	H35 Single-ended Beam	page 236
Rice Lake	RL39123	HBM	BBS Single-ended Beam	page 237
Rice Lake	RL30745	HBM	Z6 Single-ended Beam	page 238
Rice Lake	RLBLC	HBM	SP4M Single Point	page 240
Rice Lake	RL1250	HBM	PW15AH Single Point	page 242
Rice Lake	RLPWM16	HBM	PWS Single Point	page 243
Rice Lake	RL1260	HBM	BBS Single-ended Beam	page 237
Rice Lake	RLPWM15	HBM	Z6 Single-ended Beam	page 238
Rice Lake	RL1380	HBM	Z6 Single-ended Beam	page 238
VPG BLH	LBG1	HBM	BBS Single-ended Beam	page 237
VPG Celtron	HBB	HBM	Z6 Single-ended Beam	page 238
VPG Sensortronics	60007	HBM		
VPG Tedea-Huntleigh	355	HBM		
VPG Tedea-Huntleigh	1250	HBM		
VPG Tedea-Huntleigh	1260	HBM		

VPG Revere

Manufacturer	Model	Manufacturer	Model	Page #
Artech	30310	VPG Revere	5123 Single-ended Beam	page 258
Artech	30410	VPG Revere	5723 Link Beam	page 264
Artech	90210	VPG Revere	CP Compression Canister	page 276
Artech	90310	VPG Revere	CSP Compression Canister	page 277
Artech	90405	VPG Revere	792 Compression Canister	page 278
Cardinal	CP1	VPG Revere	CP Compression Canister	page 276
HBM	B35	VPG Revere	9123 Single-ended Beam	page 259
HBM	Z6	VPG Revere	SHB Single-ended Beam	page 265
HBM	SB3	VPG Revere	SSB Single-ended Beam	page 266
Howe Richardson	20908XXX	VPG Revere	CP Compression Canister	page 276
Howe Richardson	244699-000X	VPG Revere	CSP Compression Canister	page 277
NV Technology	BLC-2-XX-N	VPG Revere	9803 Double-ended Beam	page 271
NV Technology	BLC-1-N-WP	VPG Revere	9323 Double-ended Beam	page 272
NV Technology	BLC-1-N	VPG Revere	9423 Double-ended Beam	page 273
VPG Revere	5102	VPG Revere	9102 Single-ended Beam	page 262
VPG Revere	9102	VPG Revere	5102 Single-ended Beam	page 263
VPG Revere	392B	VPG Revere	CP Compression Canister	page 276
VPG Revere	692B	VPG Revere	CSP Compression Canister	page 277
Rice Lake	RL20000	VPG Revere	363 S-beam	page 255
Rice Lake	RL20000SS	VPG Revere	9363 S-beam	page 256
Rice Lake	RL20000ST	VPG Revere	9363 S-beam	page 256
Rice Lake	RL30000	VPG Revere	5123 Single-ended Beam	page 258
Rice Lake	RL39123	VPG Revere	9123 Single-ended Beam	page 259
Rice Lake	RL39523	VPG Revere	9523 Single-ended Beam	page 260
Rice Lake	RLHBB	VPG Revere	SHB Single-ended Beam	page 265
Rice Lake	RLSSB	VPG Revere	SSB Single-ended Beam	page 266
Rice Lake	RL70000	VPG Revere	5103 Double-ended Beam	page 267
Rice Lake	RL70000SS	VPG Revere	9103 Double-ended Beam	page 268
Rice Lake	RL71000HE	VPG Revere	9103 Double-ended Beam	page 268
Rice Lake	RL75223	VPG Revere	5223 Double-ended Beam	page 269
Rice Lake	RLCSP1	VPG Revere	CSP Compression Canister	page 277
Rice Lake	RL8C2P1SST	VPG Revere	792 Compression Canister	page 278
Streeter Amet	3753070, 3752030, 3752040, 3751940	VPG Revere	CP Compression Canister	page 276
Streeter Amet	3760XXXX	VPG Revere	CSP Compression Canister	page 277
Thurman	TSC 800	VPG Revere	5223 Double-ended Beam	page 269
Thurman	10088970A-50K		9803 Double-ended Beam	page 271
VPG Celtron	HBB	VPG Revere	SHB Single-ended Beam	page 265
VPG Tedeo-Huntleigh	3411	VPG Revere	5123 Single-ended Beam	page 258
VPG Tedeo-Huntleigh	355	VPG Revere	SHB Single-ended Beam	page 265

VPG Ssortronics

Manufacturer	Model	Manufacturer	Model	Page #
Artech	50210	VPG Ssortronics	60040 Single-ended Beam	page 298
Artech	80210	VPG Ssortronics	65040A-1127W Double-ended Beam	page 310
Fairbanks	65023A-XX-5164	VPG Ssortronics	65023A-5297 Single-ended Beam	page 290
Fairbanks	Rodan 90814-40K	VPG Ssortronics	65061A Double-ended Beam	page 307
Fairbanks	Rodan 91088-50K	VPG Ssortronics	65061A Double-ended Beam	page 307
Fairbanks	63951	VPG Ssortronics	65114 Rocker Column	page 311
NCI	Mark III	VPG Ssortronics	60051 Single Point	page 300
NCI	Mark IX	VPG Ssortronics	60051 Single Point	page 300
NCI/Weigh-Tronix	Mark V	VPG Ssortronics	60048SS Single Point	page 299
Pennsylvania	65023A-XX-5141	VPG Ssortronics	65023A-5107-10 Single-ended Beam	page 291
Revere Transducers	5203	VPG Ssortronics	65016 Double-ended Beam	page 302
Rice Lake	RL20001	VPG Ssortronics	60001 S-beam	page 287
Rice Lake	RL20001HE	VPG Ssortronics	60063 S-beam	page 289
Rice Lake	RL35023	VPG Ssortronics	65023A Single-ended Beam	page 293
Rice Lake	RL30002	VPG Ssortronics	65023A Single-ended Beam	page 293
Rice Lake	RL35023S	VPG Ssortronics	65023SS Single-ended Beam	page 294
Rice Lake	RL35023S	VPG Ssortronics	65023S Single-ended Beam	page 295
Rice Lake	RL35083	VPG Ssortronics	65083 Single-ended Beam	page 296
Rice Lake	RL35082	VPG Ssortronics	65083S Single-ended Beam	page 297
Rice Lake	RL50210	VPG Ssortronics	60040 Single-ended Beam	page 298
Rice Lake	RL75016	VPG Ssortronics	65016 Double-ended Beam	page 302
Rice Lake	RL75016WHE	VPG Ssortronics	65016W Double-ended Beam	page 303
Rice Lake	RL75016WHE	VPG Ssortronics	65016WH Double-ended Beam	page 304
Rice Lake	RL75058	VPG Ssortronics	65058A Double-ended Beam	page 305
Rice Lake	RL75060S	VPG Ssortronics	65058S Double-ended Beam	page 306
Rice Lake	RL75040	VPG Ssortronics	65040A Double-ended Beam	page 308
Rice Lake	RL75040	VPG Ssortronics	65040S Double-ended Beam	page 309
Rice Lake	RL75223	VPG Ssortronics	65040A-1127W Double-ended Beam	page 310
Thurman	TSC 840	VPG Ssortronics	65040A Double-ended Beam	page 308
Thurman	TSC 800	VPG Ssortronics	65040A-1127W Double-ended Beam	page 310
VPG Celtron	STC	VPG Ssortronics	60001 S-beam	page 287
VPG Celtron	STC-SS	VPG Ssortronics	60050 S-beam	page 288
VPG Celtron	SQB	VPG Ssortronics	65023A Single-ended Beam	page 293
VPG Celtron	SQB-HSS	VPG Ssortronics	65083 Single-ended Beam	page 296
VPG Celtron	DSR	VPG Ssortronics	65016 Double-ended Beam	page 302
VPG Celtron	DSR-HSS	VPG Ssortronics	65016W Double-ended Beam	page 303
VPG Celtron	CLB	VPG Ssortronics	65058A Double-ended Beam	page 305
VPG Celtron	DLB	VPG Ssortronics	65040A Double-ended Beam	page 308
VPG Revere	5503	VPG Ssortronics	60040 Single-ended Beam	page 298
VPG Revere	5223	VPG Ssortronics	65040A-1127W Double-ended Beam	page 310
VPG Ssortronics	65023 SS	VPG Ssortronics	65023S Single-ended Beam	page 295
VPG Ssortronics	65016WH	VPG Ssortronics	65016W Double-ended Beam	page 303
VPG Ssortronics	65016W	VPG Ssortronics	65016WH Double-ended Beam	page 304
VPG Ssortronics	65040	VPG Ssortronics	65040S Double-ended Beam	page 309

VPG Tedeo-Huntleigh

Manufacturer	Model	Manufacturer	Model	Page #
Flintec	PCB	VPG Tedeo-Huntleigh	1250 Potted Single Point	page 334
HBM	Z6	VPG Tedeo-Huntleigh	355 Single-ended Beam	page 321
HBM	PW16	VPG Tedeo-Huntleigh	1260 Single Point	page 331
NMB	C2G1	VPG Tedeo-Huntleigh	1022 Single Point	page 322
VPG Revere	SHB	VPG Tedeo-Huntleigh	355 Single-ended Beam	page 321
Rice Lake	RL30000	VPG Tedeo-Huntleigh	3411/3421 Single-ended Beam	page 318
Rice Lake	RL39123	VPG Tedeo-Huntleigh	3411/3421 Single-ended Beam	page 318
Rice Lake	RLHTO	VPG Tedeo-Huntleigh	3510 kg Single-ended Beam	page 320
Rice Lake	RLHBB	VPG Tedeo-Huntleigh	355 Single-ended Beam	page 321
Rice Lake	RL1521A	VPG Tedeo-Huntleigh	1022 Single Point	page 322
Rice Lake	RL1010	VPG Tedeo-Huntleigh	1010/1015 Potted and Unpotted Single Point	page 323
Rice Lake	RL1042	VPG Tedeo-Huntleigh	1042 Single Point	page 325
Rice Lake	RL1042	VPG Tedeo-Huntleigh	1042S Single Point	page 325
Rice Lake	RL1040	VPG Tedeo-Huntleigh	1040 Potted and Unpotted Single Point	page 326
Rice Lake	RL1140	VPG Tedeo-Huntleigh	1140 Single Point	page 328
Rice Lake	220	VPG Tedeo-Huntleigh	220 Compression	page 340
Rice Lake	RL1260	VPG Tedeo-Huntleigh	1260 Single Point	page 331
Rice Lake	RL1260	VPG Tedeo-Huntleigh	1260S Single Point	page 332
Rice Lake	RL1250	VPG Tedeo-Huntleigh	1250 Potted Single Point	page 334
VPG BLH	C2G1	VPG Tedeo-Huntleigh	1022 Single Point	page 322
VPG Celtron	SQB-HSS	VPG Tedeo-Huntleigh	3510 lb Single-ended Beam	page 319
VPG Celtron	HBB	VPG Tedeo-Huntleigh	355 Single-ended Beam	page 321
VPG Celtron	LPS	VPG Tedeo-Huntleigh	1022 Single Point	page 322
VPG Celtron	LOC	VPG Tedeo-Huntleigh	1040 Potted and Unpotted Single Point	page 326
VPG Celtron	LOC	VPG Tedeo-Huntleigh	1250 Potted Single Point	page 334
VPG Celtron	HOC	VPG Tedeo-Huntleigh	1320 Single Point	page 335
VPG Revere	5123	VPG Tedeo-Huntleigh	3411/3421 Single-ended Beam	page 318
VPG Revere	9123	VPG Tedeo-Huntleigh	3411/3421 Single-ended Beam	page 318
VPG Sensortronics	65083	VPG Tedeo-Huntleigh	3510 lb Single-ended Beam	page 319
VPG Tedeo-Huntleigh	1260	VPG Tedeo-Huntleigh	1260S Single Point	page 332
Weigh-Tronix	MK29	VPG Tedeo-Huntleigh	1130 Single Point	page 327

Shipping Information

FREIGHT SERVICES OFFERED	"SMALL PACK"	LTL	TRUCK LOAD
Nationwide Same Day Service	Y* ***	Y*	N
Next Day (AM)	Y**	Y**	Y**
Next Day (END OF DAY)	Y	Y**	Y**
2 Day	Y	Y	Y
3 Day	Y	Y	Y
Ground	Y	Y	Y
Canada	Y	Y	Y
Mexico	Y	Y	Y
Express Freight (Air-over 150 lb)***	Y	Y	N
International (Sea)	Y	Y	Y
International (Air)	Y	Y	N

* Subject to cost/distance

** Subject to distance

*** Subject to flight availability and proximity of nearest airport

Same Day Services

These services do not carry the same service guarantees that standard delivery schedules do and are subject to availability.

Small Parcel Services

We ship with internationally recognized parcel carriers based on delivery time and services offered.

Determining Dimensional Weight for Small Parcel Shipments for Air and Ground

When shipping via air services, couriers require the shipping weight be determined by the greater of the boxed product's actual weight or its dimensional shipping weight. The formula for calculating dimensional shipping weight is as follows:

Domestic shipments via Ground or Air: $L \times W \times H / 139$.

International air shipments: $L \times W \times H / 139$.

Please note: Rice Lake Weighing Systems takes the added precaution of double-boxing some of our electronic products and balances. This may result in higher dimensional weight charges by the carrier. Even with this added precaution, we suggest you always ship high precision and fragile products via air services to reduce excessive handling.

Less Than Truckload (LTL)

Full service LTL coverage for the continental United States, Puerto Rico, Canada and Mexico.

Note: A standard LTL delivery is considered to be one that ships from either a company or partner dock to arrival at a standard commercial address with disposition of the goods at the rear of the truck to enable off loading by material handling equipment provided by the consignee at either ground level or via loading dock. The freight in question should be palletized and secured in a way to facilitate the safe handling of the freight with no one dimension over seven feet, six inches.

Any LTL delivery falling outside of this criteria may well accrue accessorial charges levied by the carrier in line with their tariff rules. It is recommended that any potential accessorial costs are discussed at the time of order placement so these costs can be billed appropriately at the time of shipment. If this is not the case, Rice Lake reserves the right to charge the customer retrospectively for any accessorial costs incurred during the delivery process.

Accessorial charges include, but are not limited to the following:

Lift gate, call for appointment and guaranteed delivery: Day and by 10:30 a.m. (where available). Excessive length, inside delivery

NOTE: To inside of first threshold crossed only, high cost delivery areas such as government sites and mines, re-delivery, re-consignment, residential and restricted access shipments. All prices are available on request.

Full Truckload

Various truckload providers give us the ability to ship to the contiguous United States, Alaska, Canada and Mexico.

Forwarders (International Freight)

We can provide service through a forwarder of our choice, or select one of your preferred forwarders.

Air freight: All of our forwarders are internationally recognized brands.

Ocean freight: All of our forwarders are internationally recognized brands.

Rice Lake Weighing Systems Freight Claims Procedure

Incidents can happen anytime between a package's departure from Rice Lake's loading dock and the time you receive it. For that reason, we are asking you to follow the procedures below when receiving a shipment.

The Bill of Lading (BOL) or Delivery Receipt (D/R) is the only record of the product's condition when it arrives at your site. If you do not inspect a shipment before signing, you are essentially waiving the right to collect on a damage claim regardless of whether the damage is visible or concealed. Your signature on a delivering carrier's BOL or D/R constitutes acceptance of the merchandise "as is." This proof is essential in filing a claim and holding the responsible parties accountable for items damaged or missing while in transit. Remember, once you sign, the goods and responsibility are yours.

Receiving a Shipment

- Check immediately for possible damage during shipment. Inspect, examine and inventory your delivery as it is unloaded.
- Open cartons and containers. Any suspicion of damage or shortage must be noted on the BOL or D/R. This information must include the item, discrepancy and condition of the item in question. If this is NOT noted, the liability to prove the damage was done by the delivering carrier is your responsibility.
- The driver cannot leave your receiving dock until the BOL or D/R is signed, regardless if they are behind schedule or not. Do not be intimidated by the driver.

Damaged Shipment

- Discovered damage: If the box, crate or merchandise is visibly damaged, beyond what you would consider to be normal shipping wear and tear, refuse the delivery and request a Return Authorization Number from the driver in order for the shipment to be sent back to its origin at no charge.
- Concealed damage: Immediately document and photograph the damage and packaging. Keep all crating and packaging material with the damaged item(s) for inspection by the company's claim inspector until told to either return or dispose of the item(s). The item should be moved minimally; only to an area where it can be inspected by the carrier or their agent.
- Keep a second copy of the BOL or D/R noting the damage and the driver's signature.
- Call your Rice Lake Weighing Systems customer service representative to report the shortage and/or damage. Ideally, the call should be made before the driver leaves the site.

At this point, a claim for concealed damage will be started and an inspection will be requested. The inspector will determine if the damage was possibly caused by the carrier. A report and claim must be filed with the carrier within seven days after delivery. The sooner concealed damage is discovered and reported, the better.

Small Parcel Shipments

In general, it is the policy of small parcel carriers to NOT deliver damaged packages but rather take them back to the distribution center for evaluation. HOWEVER, that does not always happen. Occasionally if the package is deemed to be ok, it will be re-taped and delivered to the consignee. If damage is noticed while still at the distribution center, a notation should have been entered into the system.

If you do receive a package that appears to be damaged you can either refuse as damaged or you can accept the damaged package and report the damage (immediately) to your Rice Lake customer service representative with the tracking number. They will, in turn, contact the relevant team member from their support group so the claims process can be started. It should be noted that **drivers do not normally note the package was damaged until it is brought back to the distribution center. A clerk will note damage at that point.**

Questions

If you have any questions about shipping or potential damages to your shipment, contact us at 800-472-6703 and a member of our sales and logistics team will assist you.

Customer Service Contacts

At Rice Lake Weighing Systems we strive to give you the best customer service in the industry. You can depend on our knowledgeable staff to deliver decisive, courteous assistance when you need it most.

Customer Service Representative Hours (CST):

Monday through Friday 6:30 AM to 6:30 PM; Saturday 8:00 AM to Noon

United States and Canada Field Sales



Tim Campbell
Great Lakes Region
715-434-5067



Jeff Canfield
Allegheny Region
715-434-5081



Jim Gruchalla
Lower Midwest Region
715-434-5084



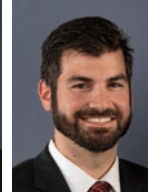
Chris Hanson
Mid-Southeast Region
715-434-5069



Reggie Mabe
Eastern Canada Region
715-434-5049



Monte Martinson
Upper Midwest Region
715-736-6466



Gabriel Ruberti
Southeast Region
715-434-5157



Jim O'Brien
Northeast Region
715-736-6487



Murray Stewart
Western Canada Region
715-434-5194



Tommy Nix
Southwest Region
715-434-5047



Steve Delaney
Mid-Southwest Region
715-434-5293



Jon Spencer
Northwest Region
715-434-5370

International Field Sales



Manuel Talancon
International Sales
Director
+39 388 457 0497



Martin Devilla
Rice Lake de Mexico
+52 81 1516 5938



Jose Mathew
Southeast Asia
715-434-5048



Jaap Oosterlee
Master Brand Europe
+31 06 30048248



Frank Da Silva
Central/South America
+507 6977 4115



Alan Mostowfi
Middle East/Balkans
+39 344 2532967



Phil Maillols
Oceania
+61 45 144 1755



Marco Casolari
Northern Europe
+39 329 649 9997



George Cox
UK/Ireland
+44 07821 122257



Luca Prampolini
Spain/Portugal/
Eastern Europe
+39 344 2528841



Andrea Mazzone
Italy
+39 377 1697446



Stefano Ferli
Italy/OEM
+39 351 273 1978



Vitaliy Domalchuk
Central Europe/Russia
+39 344 2686947



Alessio Balatti
France
+39 344 2528126



Mathieu Favreau
France
+33 0148 734 347



Alessandro Mattioli
UK/Italy/OEM
+39 0536 843 418



May Deng
China
+86 21 66314055



Massimo Zanotti
Africa
+39 348 8707493



Paolo Picotti
Italy
+39 348 5213857



Robert Brzozowski
Poland
+48 664 085 410

Customer Service Contacts

CUSTOMER
ASSISTANCE

Customer Relations



Mark O. Johnson
Chief Executive
Officer



Mark Johnson, Jr.
President



Steve Parkman
Chief Operating
Officer



Nick Peterson
Chief Financial
Officer



Tom Kowalski
Chief Information
Officer



Steve Hersman
Vice President of
Global Sales



Dominic Hodkiewicz
Vice President of
Manufacturing



Patrick Ranfranz
Vice President of
Marketing



Glenn Zalusky
Vice President
Strategic Business



Tim Donahue
Director, Global
Product Management
and Innovation



Guru Ganesh
Managing Director,
India



Walter Hendriks
Managing Director,
Master Brand, Europe



**Massimo
Corrandini**
General Manager
Engineering/
Manufacturing
Modena, Italy



Enrico Tosi
General Manager
Business/HR/Finance
Modena, Italy



Kevin Marshall
Logistics Manager



Jim Norvid
Director of Mechanical
Engineering



Joe Ramos
Director of Electrical/
Software Engineering



Brandi Harder
Quality Manager



Mike Solie
Training Coordinator



Greg Stager
Technical Training
Specialist

Inside Sales



Deanna Stanley
Inside Sales Manager



Keven Jensen
Warranty Coordinator



Shannon Abel



Eric Butzler



Sonya Hegle



**Stacie Lashmett-
Stoeberl**



Gene Marquardt



Jason Mathews



Matt Piazza



Ray Pumala



Sam Solie



Jamie Springer



John Tennant



Casey Sutherland



**Lynnette
Thompson**



Kally Wagner

Customer Service Contacts

Sales Engineers



Tommy Guest
Sales Resource/Tech
Support Manager



Tim DeDoncker



John Eisele



Doug Hagie



Sharon Miller



Efrain Molinari
Habla Español



Preston Reed



Brady Reetz



Marvin Stodola

Health Sales



Staci Wiesner
715-434-5124

Heavy Capacity Sales



Matt Davis
Product Manager



Karen Hansen



**Stacie Lashmett-
Stoeberl**



Matt Piazza



Tony Zillmer

International Region



**Jennifer
Krahenbuhl**



Gloria Miranda
Habla Español



Bobbie Stiver
Habla Español
Parle Français

Livestock Sales



Andy Burish
Product Manager



Keven Jensen



Gene Marquardt



Sam Solie



Tony Zillmer

MSI Overhead Weighing



Phil Gray
Director of
Operations



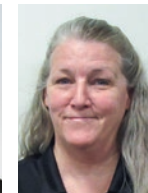
Bob Davis
Field Sales Engineer



Patrick Hillman
Technical Sales &
Service Specialist



Jack Nelson
Technical Sales
Specialist



Sue Radowick
Inside Sales



Rob Nelson
Engineering
Manager

Customer Service Contacts

CUSTOMER
ASSISTANCE

Technical Support



Tommy Guest
Sales Resource/Tech
Support Manager



Brian Ballerstein



Brent Craine



Alan Dobrowolski



Mark Hopland



Peter Jacobs



Torey Nelson



Daniel Poler



Scott Ross



Layne Siverling



Joel Thompson



Mark Ware



Don O'Connell
Retail



Chris Olson
Retail



Matt Rigden
Retail

Repair Department



Phil Stoeberl
Electronic Assembly
Repair Manager



Diane Gagner
Warranty>Returns



Lisa Maciosek
Warranty>Returns



Randee Bauch



David Deitz



Deb Hayton



Chad Dobrowolski



Tracy Lavalieri



Brian Veitch

Receptionists



Terica Schamberger
Sales Administration
Supervisor



Chantel Holmes



Trish Schultz



Briana Shramek

Financial Services



Lynette Marshall
Financial Services
Manager



Wendy Boese
Senior Account
Analyst



Terri Brinker
Account Analyst



Nicole Dostal
Senior Account
Analyst



Marcia Fankhauser
Account Analyst



Katie Garling
Tax Specialist



Leanne Madsen
Account Analyst



Melissa Olson
Account Analyst

Customer Assistance

Product Support

Rice Lake Weighing Systems strives to provide you with the most current and accurate information in our Load Cell Guide. Manufacturers occasionally change specifications or prices after the publication is printed, which is beyond our control. Please consult our sales staff or our website at www.ricelake.com for the most current information.

Returns

Our commitment to our distributors states that if any standard product purchased from Rice Lake Weighing Systems does not work, or if the incorrect product is shipped, return it in its original shipping container with all accessories for full credit or replacement within 30 days of purchase. Always inspect the product upon receipt.

Please note that if the incorrect amount of product was shipped, Rice Lake Weighing Systems must be contacted within 30 days of the purchase. Upon notification, we will immediately correct the situation.

We may, at our option, assess a restocking charge if the equipment was incorrectly specified for the application intended, and/or damaged beyond reasonable repair. The restocking charge is directly proportional to the amount of time and material required to return the item to resalable condition—we will make every effort to do this quickly and economically. Equipment that has been abused and/or shows signs of excessive wear, and cannot be reconditioned and resold, will not be accepted for return.

As Applied to Drop Shipments

All Rice Lake Weighing Systems return guidelines apply to products drop-shipped to your end-user customer. If a perceived error occurs, Rice Lake Weighing Systems will investigate to the best of our ability to determine if the error occurred prior to shipping, during shipping or at the end-user site. If our records and subsequent investigation indicate that the shipment was correct when it left our factory, our responsibility extends only to the distributor, not their end-user. Our standard product warranty notes that our coverage extends only to equipment and systems properly installed by a distributor.

Trademark Recognition

The following product names, logos, brands and other trademarks featured or referred to within this publication are the property of their respective trademark holders.

DigiTol®	Masstron®
Flintec®	Revere Technologies®
Artech®	Fairbanks®
VPG BLH®	Weigh-Tronix®
VPG Celtron®	Avery Weigh-Tronix®
VPG Revere®	Thurman®
VPG Sensortronics®	Unibridge®
VPG Tedea-Huntleigh®	Howe Richardson®
HBK®	Streeter Amet®
HBM®	NMB®
Mettler-Toledo®	Streeter Richardson®
Toledo™	Interface®
NCI™	NV Technology®
Howe™	Pennsylvania®
PreVent™	Power Cell®
Cardinal®	Hecon®

The terms “buyer,” “authorized reseller,” and “customer” as used herein, shall mean the party placing the purchase order with Rice Lake Weighing Systems. No contractual relationship between Rice Lake Weighing Systems and said party shall arise until such time as a purchase order has been accepted by Rice Lake Weighing Systems and such acceptance has been indicated on a written acknowledgment. Orders shall be subject to Rice Lake Weighing Systems’ standard terms and conditions as printed below, subject to correction for clerical errors.

Any conditions stipulated by the buyer which are in contradiction to these sales terms and conditions shall only be valid if expressly acknowledged by Rice Lake Weighing Systems in writing.

1. Prices

(a) Rice Lake Weighing Systems (Rice Lake) prices are net 30 days Ex Works Rice Lake plants. Orders are subject to approval of our credit department with rights reserved to change or withdraw credit terms without notice and to terminate any orders when invoices for work done thereon have gone unpaid for 60 days.

(b) Prices do not include taxes of any kind by federal, state, municipality or other governmental authority, which Rice Lake may be required to collect or pay with respect to the sale or shipment of goods sold hereunder. Regardless of when any such taxes are determined or become payable, all taxes would be the responsibility of the customer and would be in addition to the prices quoted hereon.

(c) This quotation is made upon the basis of the cost of materials and labor as of the date of this quotation. A change in such costs shall give Rice Lake the right to alter prices to reflect such changes in cost.

(d) Requests for additional documentation, drawings, audits of factories or inspection of equipment in-process, additional testing, additional inspections and record retention will be quoted as a separate item even if we have already issued quotations for products and services.

2. Shipment, Title, Risk of Loss

(a) All shipments are Ex Works point of shipment. Title and risk of loss or damage passes to the customer upon presentation of the goods to the customer’s carrier at Rice Lake’s facility.

3. Quantity, Materials and Tolerances

(a) Rice Lake assumes no responsibility for loss or damage occurring by reason of delay or inability to deliver caused by fires, strikes, accidents, embargoes, car shortages, delays of carriers, insurrection, riots, acts of the civil or military authorities, nor will we assume responsibility for any reason whatever for damages of any kind on account of failure to deliver at the time specified. The customer shall indemnify and hold Rice Lake harmless from all direct and consequential costs and damages resulting from such loss or delay.

4. Weight Calibration Services

The uncertainty of measurement is included in the decision rule in determining pass/fail criteria of the Maximum Permissible Error (MPE).

5. Patents

If this quotation covers parts made specifically for the customer, the customer agrees to indemnify and hold Rice Lake harmless against any loss resulting from infringement of patents or trademarks, or from claims of such infringements and shall pay all legal and defense costs incurred by Rice Lake in the defense of such actions.

6. Software

Unless specifically otherwise stated, any and all software associated or part of any product sold, loaned on trial or demonstration to the customer is to be considered proprietary to Rice Lake. The customer agrees not to duplicate for distribution or to sell or distribute in any way without the prior written consent of Rice Lake.

7. Changes and Cancellation: Rejection, Claims

(a) Orders placed with Rice Lake are not subject to cancellation, change or reduction in amount or suspension of deliveries except with Rice Lake’s consent and upon terms that indemnify Rice Lake against loss. Unless confirmed in writing, all verbal agreements are void.

(b) Rice Lake will not be responsible for changes in design, deliveries or other instructions, unless they are furnished in writing. The customer agrees to pay for all tooling charges caused by changes in design or specifications.

(c) Samples submitted shall be deemed approved unless written rejection is received within two weeks of submission.

(d) Manufactured parts will be shipped and billed as they are produced.

(e) Claims for shortage or rejections for defects must be made within 10 days of receipt of goods. Credit will be rendered on such defective parts after we have had an opportunity to inspect them, provided they are returned to our factory, transportation charges prepaid, within 30 days, and provided they have not been altered or defaced in any way.

8. Tooling and Designing

(a) In consideration of the engineering service necessary in the designing of jigs, fixtures and tooling not being charged for, but being quoted on the basis of labor and material only, and not at their fair market value, such jigs, fixtures and tooling shall remain in our possession for at least one year. Thereafter, the customer desiring delivery of such jigs, fixtures and tooling shall pay an engineering charge of 50 percent of the original price of said jigs, fixtures and tooling and accept same as-is.

(b) When requested, we will submit suggestions concerning design and construction of parts, but we will not accept responsibility of liability for the practicability of these suggestions if adopted by the customer.

9. Delivery and Adjustment to Price

(a) If the customer requests that the goods be manufactured and shipped on a date (or dates) earlier than originally agreed to by Rice Lake and the customer, and Rice Lake agrees to the earlier date (or dates), any increase in the cost of performance incurred by Rice Lake resulting from earlier manufacture and shipment will be included in an adjustment of the purchase price to be made by Rice Lake and will be paid by the customer.

Terms and Conditions

(b) Should shipments be held beyond scheduled date for convenience of the customer, goods will be billed and charges will be made for warehousing, trucking and other expenses incident to such delay. Reasonable and sufficient care is taken by Rice Lake in crating its goods. Rice Lake cannot be held responsible for breakage after having received “in-good-order” receipts from the transportation carrier. All claim for loss and damage must be made by the customer to the carrier, but we will assist insofar as practical in securing satisfactory adjustment of such claims.

10. Payment and Liens

(a) All invoices shall be due and payable when submitted for payment in accordance with the revisions of Rice Lake terms. No withholding of funds, back charges or credits against amounts otherwise due to Rice Lake will be permitted unless specifically agreed to in writing by Rice Lake. Settlement of any amounts due to the customer will be negotiated as separate items and not as offsets against amounts otherwise due to Rice Lake from the customer for products sold hereunder.

(b) Any unpaid account for work done shall constitute a lien on any jigs, fixtures, manufactured parts and raw materials in Rice Lake possession. In the event any account remains open and unpaid for 90 days, Rice Lake reserves the right to use the customer's jigs and fixtures to make parts therefrom, and to sell or dispose of manufactured parts and raw materials.

(c) The customer shall not assign or transfer any rights or obligations arising from this proposal, or monies payable thereunder, without the prior written consent of Rice Lake, and any such assignment or transfer made without such written consent shall be deemed null and void.

11. Additional Provisions

(a) Errors—stenographic and clerical errors are subject to correction.

(b) These terms and conditions constitute the entire contract between the customer and Rice Lake, transcending any oral arrangements or representations which may be inconsistent therewith.

(c) This quotation is made under and shall be governed by the laws of the state of Wisconsin.

12. Resale of Rice Lake Weighing Systems Products

In order to ensure compliance with the U.S. Export Administration Regulations we ask you to comply with the following:

(a) The customer shall not export or re-export Rice Lake Weighing Systems products, either directly or indirectly, in contravention of any applicable law, statute or regulation and will first obtain any required licenses or authorizations from the relevant government authority when necessary as prescribed by law.

(b) The customer confirms that it is familiar with and complies with the relevant national and international export control regulations and embargo regulations. The customer furthermore confirms that it is in particular familiar with and complies with the U.S. Department of Commerce, Export Administration Regulations; U.S. Department of Treasury, OFAC Sanctions; the U.S. Department of Defense, ITAR requirements and the U.S. Department of State regulations.

(c) If deemed necessary, Rice Lake Weighing Systems, in individual cases may make further requests from the customer for information required for export compliance.

(d) Should it be necessary for the customer to obtain an export license from the appropriate authorities pursuant to the aforementioned regulations, the customer shall apply for such a license autonomously and at their own expense.

The foregoing warranties are exclusive and in lieu of all other express and implied warranties whatsoever, including but not limited to implied warranties of merchantability and fitness for a particular purpose. Rice Lake shall not be subject to any other obligations or liabilities whatsoever with respect to parts manufactured or supplied by Rice Lake or services rendered by it.

Anything herein to the contrary notwithstanding, Rice Lake shall not be liable for incidental and consequential damages, and in substitution for all remedies which the customer may have under any applicable law. The customer's sole and exclusive remedy against Rice Lake for any breach of warranty or any other breach relating to goods delivered pursuant hereto shall be for repair or replacement (at Rice Lake's option) of the goods or parts effected by such breach.

Warranties

Standard Product Limited Warranty

Rice Lake Weighing Systems (Rice Lake) warrants that all Rice Lake brand equipment and systems properly installed by an Authorized Reseller or original equipment manufacturer (OEM) will operate per written specifications as confirmed by the authorized reseller/OEM and accepted by Rice Lake. All systems and components are warranted against defects in materials and workmanship for one (1) year from the date of shipment from Rice Lake, unless otherwise stated in the product catalog or manual. Rice Lake warrants that the equipment sold here under will conform to the current written specifications authorized by Rice Lake. Rice Lake warrants the equipment against faulty workmanship and defective materials. If any equipment fails to conform to these warranties, **Rice Lake will, at its option, repair or replace such goods returned within the warranty period subject to the following conditions:**

Upon discovery by the Customer of such nonconformity, Rice Lake will be given prompt written notice with a detailed explanation of the alleged deficiencies.

Individual electronic components returned to Rice Lake for warranty purposes must be packaged to prevent electrostatic discharge (ESD) damage in shipment. Packaging requirements are listed in the publication, “Protecting Your Components From Static Damage in Shipment,” available from the Rice Lake Equipment Return Department.

Examination of such equipment by Rice Lake confirms that the non-conformity actually exists, and was not caused by accident, misuse, neglect, alteration, improper installation, improper repair, or improper testing. Rice Lake shall be the sole judge of all alleged non-conformities.

Warranty and Limitation of Liability

Such equipment has not been modified, altered, or changed by any person other than Rice Lake or its duly authorized repair agents.

Cutting the load cell cable will void the warranty.

Rice Lake will have a reasonable time to repair or replace the defective equipment. The Customer is responsible for shipping the product to Rice Lake. Rice Lake is responsible for shipping the product back to the Customer.

In no event will Rice Lake be responsible for travel time or on-location repairs, including assembly or disassembly of equipment. Nor will Rice Lake be liable for the cost of any repairs made by others.

On all intrinsically safe equipment, any field repair or modifications voids any and all warranties expressed or implied and void F.M. approval.

Any loose hardware, screws, washers or non-ESD bags of hardware stored inside indicator will void warranty. This could cause harm to repair technician or damage CPU board.

If just the board is sent in for repair, the serial number of the product the board is from should accompany the board.

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 the authorized reseller will, in any event, be liable for incidental or consequential damages at the point of use. Rice Lake and the Customer agree that Rice Lake's sole and exclusive liability here under is limited to repair or replacement of such goods. In accepting this warranty, the Customer waives any and all other claims to warranty.

Should the seller be other than Rice Lake, the Customer 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 Customer.

Carrier Product Damage

As part of our commitment to customer satisfaction and in accordance with ISO 9001 standards, we make every attempt to pack our products so they will arrive in new condition. Occasionally due to rough handling or carelessness of carrier, product may arrive in a damaged condition. When this happens, don't assume that the shipment left Rice Lake in that condition or that the original packing was not sufficient.

The receiver, whether it is the authorized reseller or their Customer, is responsible for making a notation of damaged or missing items when signing the carrier's delivery receipt. If you or your Customer are not sure whether there is damage, we suggest adding a statement "CONDITION UNKNOWN" to the delivery receipt. In the event that damage or missing items are not properly documented at time of receipt, the carrier is relieved of responsibility and the receiver is then responsible for the cost to get the product back to new condition.

After the damage or shortage has been properly noted with the carrier, contact Rice Lake immediately and keep all the original packaging material for inspection by the carrier's representative. It is also helpful in the claim process to take pictures of the condition of the packaging and damage.

When drop-shipping items to your Customers, it is imperative that you advise them of their responsibility in accepting shipments from common carriers. Even if the equipment is not expected to be installed or used for a period of time, the shipment must be inspected at time of receipt in order to preserve their rights for making a claim.

Custom Software Limited Warranty

Rice Lake Weighing Systems (Rice Lake) warrants that (a) the software will perform in accordance with the specification and accompanying written endorsement by the Customer for a period of 90 days from the date of receipt; (b) any hardware accompanying the software will be free from defects in materials and workmanship under normal use and service for a period of one (1) year from the date of shipment from Rice Lake; and (c) the Customer should perform inspection and testing of software products prior to installation.

This limited warranty is void if failure of the software or hardware has resulted from accident, abuse, misapplication, or incorrect Customer specification. Any replacement software will be warranted for the remainder of the original warranty period or 30 days, whichever is longer.

If the software fails to conform to these warranties, Rice Lake will, at its option, repair or replace such goods returned within the warranty period subject to the following conditions:

Upon discovery by the Customer of such nonconformity, Rice Lake will be given prompt written notice with a detailed explanation of the alleged deficiencies.

Examination of software by Rice Lake confirms that the nonconformity exists, and was not caused by accident, misuse, neglect, alteration, improper installation, improper repair, improper testing, or incorrect Customer specification. Rice Lake shall be the sole judge of all alleged non-conformities.

Rice Lake will have a reasonable time to repair or replace the software. The Customer is responsible for shipping charges both ways.

In no event will Rice Lake be responsible for travel time or on-location repairs, including assembly or disassembly of equipment. Nor will Rice Lake be liable for the cost of any repairs made by others.

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 the authorized reseller will, in any event, be liable for incidental or consequential damages at the point of use.

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

Warranty and Limitation of Liability

Should the seller be other than Rice Lake, the Customer 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 Customer.

Return Policies

Our commitment to our Customers states that if any standard product purchased from Rice Lake does not work, or if the incorrect product is shipped, **return it in its original shipping carton with all accessories in "like new" condition** for full credit or replacement within 30 days of purchase. **Electronic components returned to Rice Lake must be properly packaged to prevent electrostatic discharge (ESD) damage in shipment.**

Packaging requirements are listed in the publication, "Protecting Your Components from Static Damage in Shipment," available online or from our Returns Department. This policy and the 30-day limit also apply to any products drop-shipped directly from the manufacturer.

Please note that if an incorrect quantity of product was shipped, Rice Lake must be contacted within 10 days of the purchase. Upon notification, we will immediately correct the situation.

A restocking charge will apply if equipment is not in like-new condition. The restocking charge is directly proportional to the amount of time and material required to return the item to resalable condition—we will make every effort to do this quickly and economically. Equipment that has been abused and/or shows signs of excessive wear and cannot be reconditioned and resold will not be accepted for return or credit after excessive wear or has been modified.

As Applied to Drop Shipments

All Rice Lake return guidelines apply to products drop-shipped directly from the manufacturer. If a perceived error occurs, Rice Lake will investigate to the best of our ability to determine if the error occurred prior to shipping, during shipping, or at the end user site. If our records and subsequent investigation indicate that the shipment was correct when it left our factory, our responsibility extends only to the authorized reseller, not their end user. Our standard product warranty notes that our coverage extends only to equipment and systems **properly installed by an authorized reseller.**

Obtaining an RMA

A return authorization number (RMA) is required for all materials being returned to Rice Lake for credit. Flat rate repairs require purchase orders at time of RMA issuance. When returning equipment for repair or warranty reimbursement consideration, these simple steps will help to expedite your request:

1. Contact our Returns Department.
2. Please have your customer number and both the item description and detailed findings of product problem for repair.
3. Please have the original sales order or invoice number for items to be returned for credit or warranty.
NOTE: See return policy
4. An RMA number will be given for eligible returns. This RMA number may also be faxed or emailed per your request.

Return Shipments Outside the United States for Repair, Warranty, Calibration or Other Services and Re-export.

For shipment to the USA:

1. The commercial invoice must include the following statement:
 - i. "These goods are being returned for maintenance under"
 - ii. Goods Made in the USA -- "HTS 9801.00.1012"
 - iii. Goods NOT made in the USA -- "HTS 9801.00.2500"
2. The commercial invoice must list items individually and include the fair market value of the item based on its present condition for customs purposes only.
3. Please reference original Rice Lake commercial invoice number and date item was purchased if applicable.
4. Please note that failure to follow these procedures may cause delay and will certainly incur extra charges that will NOT be absorbed by Rice Lake.

Return Shipments Outside the United States Other Than for Repair, or Service Work Not Being Returned.

For shipment to the USA:

1. The commercial invoice must include the following statement:
 - i. Goods Made in the USA -- "HTS 9801.00.1045"
 - ii. Goods NOT made in the USA -- "HTS 9801.00.2500"
2. The commercial invoice must list items individually and include the fair market value of the item based on its present condition for customs purposes only.
3. Please reference original Rice Lake commercial invoice number and date item was purchased if applicable.
4. Please note that failure to follow these procedures may cause delay and possible reduction in your refund.
5. Please be advised that you may qualify for a refund of your duties and should contact your local customs authority for instructions and forms.

Special Order, Modified, Non-Catalog, or Non-Stock Items

Due to the added resources and difficulty in reselling special or non-standard products, returns or credit are not allowed for special order equipment, special software programs, equipment physically modified or altered in the field, discrete electronic components, relays, manuals, or opened software packages.

Calibration Test Weights

All weights returned for credit will be assessed a restocking charge because of the required inspection and verification. Credit is not allowed for serialized weights, calibration or traceable services performed on weights.

Calibration Test Weights

No returns will be accepted for items that are specifically modified for the Customer's requirements. Examples of such modifications may include, but not necessarily limited to:

1. Weights that have been specifically built to the customer's specifications.
2. Standard product specifically modified to the customer's specifications.

Warranty and Limitation of Liability

3. Standard product engraved with serial numbers at the customer's request.
4. Laboratory procedure charges.
5. Laboratory documentation fees.

Balances

Balances returned for credit within 30 days of purchase may be subject to a restocking fee if assessed by balance manufacturer.

Balance Repair Policy and Rates

We offer repair support on the following balance models:

- All Rice Lake brand models: Once we receive the equipment and the RMA form, an estimate will be prepared.

A minimum charge of one hour will apply. All balance repairs are covered by a 90-day limited warranty on parts and workmanship performed and noted under the scope of the specific repair. Balances must be packaged to adequately protect them from damage in transit. Please refer to "How to Prepare a Balance for Shipment" available on our website and from our Returns Department.

How to Prepare a Balance for Shipment

The best and most effective method for shipping a balance at any time and for any reason is to use the original manufacturer's packaging materials and subsequently double box it as described below. Teach your Customers to retain the packing set. Please remember that due to the nature of the equipment, new packaging materials can be very expensive.

In the event that the original manufacturer's packaging materials are not available, follow these instructions for top loading balances.

1. Remove the weighing platform cover, support buttons, weighing platform, floor plate and other devices installed in the weighing chamber. Pack these pieces individually in bubble wrap and tape the wrapping closed. Follow this same procedure for AC adapters and power cords. Please note that AC adapters and power cords are necessary to adequately evaluate the problem.
2. Examine the device (refer to the operating instructions) and if necessary, re-install or tighten any shipping screws/retaining devices to prevent damage to the weighing mechanism during shipment.
3. If the floor plate is not removable, ensure it is securely in place and cannot come loose during shipment, even if the balance is inverted. Do NOT invert the balance to test the security of the floor plate.
4. Clean the device of any loose debris or potential contaminants to our testing facility.
5. Prepare and sign a Statement of Decontamination (form #0679). This form MUST be included in a separate packing list envelope on the outside of the box with the "Statement of Decontamination Form" statement clearly visible.

6. Using Scotch tape or "speed" tape, tape all the glass doors on the device CLOSED. Be sure the tape is securely affixed and will not come off during shipment. Please note that on some devices, the glass breeze-break around the weighing chamber can actually be disassembled and packed separate prior to shipment. Refer to the manufacturer's operating instructions. If this is a feature of the device being return, disassemble the breeze break and pack it in its own packing material and box.
7. Use a large box that will provide a minimum of 3 inches of space around the device for loose-fill packing material.
8. Place a padding of foam or Styrofoam (at least 1 inch thick) at the bottom of the box.
9. Place the balance in a large plastic bag and seal the bag closed.
10. Please put the device on top of the foam padding or Styrofoam from step 8 above.
11. Ensure that there is at least three inches of clearance between the top of the balance and the top of the box.
12. Using generous amounts of anti-static loose-fill packing material, fill all the spaces around the balance. Shake the box to cause the material to settle and add additional loose fill as necessary.
13. Place the small box containing all the items from step 1 above on top of the loose fill covering the balance. Add additional loose fill to completely cover all items within the box.
14. Double pack this box in another box that will again provide an additional two inches of space around the inner box. Fill all existing space between the inner and outer box with copious amounts of anti-static loose fill packing material.
15. Seal the box and include all the necessary documentation on the outside of the box. Don't forget the Decontamination Form (form #0679) from step 5 above.

Repair Service Policies

Our Service Department is staffed Monday through Friday from 6:30 A.M. to 6:30 P.M., and Saturday from 8:00 A.M. to noon, Central time. For those utilizing the conveniences of the internet, we have an e-mail address dedicated to technical support. Please contact Rice Lake at service@ricelake.com for answers to your technical questions and the status of repair products during normal business hours.

We provide quality and timely repairs for the products we sell. Flat rate repair is offered for selected models of indicators, printers and remote displays. Prior to returning a product for repair, our returns department will work with you to determine some key factors that will help Rice Lake better serve you. Please provide the following via phone to extensions 5348 or an RMA form.

Warranty and Limitation of Liability

- Customer Number: Without a customer number we cannot issue an RMA number.
- Ship-to Address: Your customer number will bring up the bill-to address. You must inform Rice Lake of the ship-to address if it's different than the bill-to address.
- **Original sales and invoice orders: Required on warranty claims.**
- Freight Type: Unless stated otherwise, we ship the device back to you utilizing the same freight type in which we received it. If Rice Lake is responsible for freight charges, the carrier will be selected at the sole discretion of Rice Lake.
- **Definition of Product and Problem: Please provide as much detail as possible regarding the type of product, application and problem.**
- Purchase Order Number for Flat Rate Repair: Once we receive the equipment and the RMA, equipment for flat rate repair will be processed immediately. Other equipment will be evaluated and a minimum evaluation charge will apply (contact the factory for exact pricing).

You may be asked about the possibility of a new replacement product. It may be in your customer's best interest to explore the option of purchasing a new product if the repair will exceed 50 percent of authorized reseller net price, since new products carry full-warranty benefits.

Please note our hourly service rate on all current Rice Lake products. Contact the factory for exact pricing. There is a 120-day limited warranty on parts and workmanship performed and noted under the scope of the specific repair.

California Proposition 65

Rice Lake Weighing Systems Statement

Proposition 65 requires businesses to inform Californians about exposures to chemicals that are known to cause cancer, birth defects or other reproductive harm. These chemicals may be in the products you purchase, or they may be exposed to you at home, at the workplace or within the environment. Proposition 65 enables Californians to make informed decisions about their exposures to these chemicals.

Rice Lake Weighing Systems wants to be proactive in regards to Proposition 65 and provide information about the products we produce, distribute and use to manufacture equipment we sell.

We are providing this warning based on the knowledge that one or more chemicals included in the California Proposition 65 list known to cause cancer, birth defects or other reproductive harm may be present in Rice Lake Weighing Systems products and workplaces.



WARNING: Chemicals listed in California Proposition 65 known to cause cancer, birth defects or other reproductive harm may be present only in trace amounts or contained within Rice Lake Weighing Systems products and proper encapsulation equipment. This warning is provided out of an abundance of caution to enable you to be an informed consumer.

More information about California Proposition 65 can be found at www.P65Warnings.ca.gov

Using Ingress Protection (IP) Ratings

For load cell sealing techniques, Rice Lake Weighing Systems uses the Ingress Protection (IP) rating system. We find the IP numbers and their definitions are suitable for the classification of load cells and only apply IP numbers to such cells. The IP numbers on a load cell further specify the treatment a specific cell can endure in environments more severe than simple washdown.

All load cell cables should be run through conduit to increase protection against moisture ingress

Example: Protection level offered by an IP67 rated product

IP 67

Protection against solid objects

First number (in this case 6)

- 0 No protection
- 1 Protected from solid objects up to 50 mm (e.g., accidental touch by hands)
- 2 Protected from solid objects up to 12 mm (e.g., fingers)
- 3 Protected from solid objects more than 2.5 mm (e.g., tools and small wires)
- 4 Protected from solid objects more than 1 mm (e.g., small wires)
- 5 Protected from dust; limited entrance (no harmful deposit)
- 6 Totally protected from dust

Protection against liquids

Second number (in this case 7)

- 0 No protection
- 1 Protected from vertically-falling drops of water (e.g., condensation)
- 2 Protected from direct sprays of water up to 15° from vertical
- 3 Protected from direct sprays of water up to 60° from vertical
- 4 Protected from water sprayed from all directions; limited entrance allowed
- 5 Protected from low pressure jets of water from all directions; limited entrance allowed
- 6 Protected from strong jets of water (e.g., for use on ship decks); limited entrance allowed
- 7 Protected from the effects of immersion between 15 cm and 1 m for 30 minutes
- 8 Protected from extended periods of immersion under pressure

IP Numbers with Hermetically Sealed (HS) or Environmentally Protected (EP) Ratings

Rating	Protection
EP	Dust proof, not protected from moisture or water
IP65	Dust proof, protected from splashes and low-pressure jets
IP66	Dust proof, protected from strong water jets
IP67	Dust proof, protected from temporary immersion in water 1 meter deep for 30 minutes
IP68	Dust proof, protected from continuous immersion in water under more severe conditions than IP67
IP66/68	Dust proof, protected from strong water jets and/or constant immersion
IP69K	Dust proof, protected from high pressure washing and steam cleaning

CUSTOMER
ASSISTANCE

Weigh Module Application



This Weigh Module Application form will help you and your customer choose the best weigh module kit for their application. It has the most commonly asked questions and the back can be used to sketch the application, make notes or draw the bolt pattern needed to mate the legs and mount plates. A copy should be made for your files for future reference.

CONTACT INFORMATION

Sales Organization _____ Sales Person _____

Dealer/Customer Number _____ Email _____

Phone _____ Address _____

City _____ State _____ Zip _____

APPLICATION NOTES

Is the application washdown? ☐ Yes ☐ No ☐ High Pressure ☐ Steam

Ambient temperature that load cells will be exposed to _____

List of chemicals that load cells will be exposed to _____

Is weighing environment considered explosive, if so please provide class, group and division area is classified as _____

Is FM approval required for the load cells? ☐ Yes ☐ No

Is ATEX approval required for the load cells? ☐ Yes ☐ No

Are NTEP Certified load cells required? (Legal for Trade) ☐ Yes ☐ No

Type of vessel being weighed _____

☐ Tension ☐ Compression ☐ Vertical ☐ Horizontal

Configuration of vessel? ☐ Round ☐ Square ☐ Rectangle

Number of supports or weigh points? _____

Product being weighed _____

Desired material of load cell? ☐ Stainless ☐ Alloy steel ☐ Aluminum

Desired material of mount assembly? ☐ Stainless ☐ Alloy steel

Live load of material? _____ lbs _____ kgs

Dead load of vessel? _____ lbs _____ kgs

Any mixers or motors that are part of the vessel. If yes, location and size (horsepower) _____

Will there be shock loading? ☐ Yes ☐ No If yes, provide calculation or description _____

Notes: _____

Any modifications desired for the weigh module, i.e. top or bottom plate size, bolt hole pattern?
If so, please provide sketch below:



This image shows a full page of blank graph paper. The grid consists of thin, light gray horizontal and vertical lines that intersect to form small, uniform squares across the entire surface. There are no margins, text, or other markings on the paper.