

# NONSTOP BELAY

## Compare Plans

Benefits	Nonstop Belay	Annual service
Fulfills Service Requirement	✓	✓
Eliminates downtime	✓	✗
Lifetime warranty	✓	✗
You own your device	✓	✓
Includes new webbing	1/year	✗
Automatically receive device	✓	✗
Return shipping included	✓	✗
No need to store shipping boxes	✓	✗

### Do I actually own a TRBLUE in this program?

Yes, you do own a device, however unlike traditional ownership you will get different physical units after each service. Think of this program like a propane tank exchange program.

### Does the program cover all webbing replacements?

The Nonstop Belay Program includes one new webbing per year, which comes installed on your device when it is shipped to you. You are responsible for all daily inspections and to purchase and replace webbings as needed between service dates.

### When do I send my old device back?

After you receive your freshly serviced replacement device you can change it out at any time before the service due date. Within 5 days of the service due date, expired devices should be packed and returned to Zipline Europe.

### My device is overdue for service, can I still sign up?

If your device is overdue for service, it will need to be brought up-to-date with its annual service prior to enrollment. To do this, you will need to pay for a full price service, including any late fees and/or replacement parts. After that you can sign up any time.

### What condition will my replacement TRUBLUE be in?

All replacement devices shipped out to members of the program will be completely serviced with a fresh webbing. Since these are part of a fleet there may be cosmetic wear to certain areas, however they are functionally perfect and will have no major external damage.

### What happens if I opt out of the program?

If you choose not to renew your contract you will assume ownership of the device that you currently have, and must continue to keep up with annual service on your own. You'll lose the webbing, shipping, and warranty benefits, but there are no other penalties.

### When will I receive my replacement device in the mail?

All replacement devices will be shipped before service is due on your current device. With average ship times this will leave facilities a full week to change devices before service is due.

### What happens if I need service before the due date?

In the unlikely event of your device needing to be sent in for inspection or service outside of the normal annual schedule, contact **Customer Service** and if it's determined your device needs repairs, they will arrange a shipment of a replacement device and facilities can follow the same steps as they would for annual service.