

[www.ikargb.co.uk](http://www.ikargb.co.uk)



**IKAR GB Limited**

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West Midlands

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0121 522 4120



**HOUSING: Plastic**  
**LIFELINE: Webbing**

Sturdy, low maintenance retractable fall arrest devices in a lightweight housing, with a swivel eye attachment point and an aluminium double action hook on the lifeline.

The webbing option has a sewn in load indicator and a fixed eye, aluminium double action hook.

Swivel eyes help to prevent lifelines and attached lanyards from twisting.

The devices below have been approved for vertical and horizontal work.



Product Code	Lifeline Length	Dimensions (H x W x D)	Weight
HWPB3.5	3.5m	326 x 104 x 78 mm	1.2 kg
HWPB5.5	5.5m	300 x 130 x 78 mm	1.5 kg
HWPB7	7.0m	300 x 165 x 80 mm	1.8 kg
HWPB9	9.0m	335 x 168 x 88 mm	2.3 kg
HWPB12	12.0m	370 x 195 x 95 mm	3.4 kg
HWPB15	15.0m	400 x 195 x 95 mm	4.8 kg

Plastic housing, webbing lifeline with integral load indicator and fixed eye double action aluminium hook.

## Annual Servicing, Inspections and Recertification

We are the UK's sole authorised service agent for all IKAR GmbH products.

Due to the nature of servicing and repair work, we cannot guarantee how fast we can return all items sent to our premises. However we aim to have a written quotation for the service and any resulting repairs within 5 working days.

Any item returned for service that is deemed to be un-economical to repair will have a like-for-like product (or as near to) offered to the customer at a favourable rate.

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

### When your items are due for their annual service or inspection please refer to the procedure below:

- 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:
 

The Service Department  
IKAR GB Limited  
Unit 32 Phoenix Industrial Estate  
Charles Street  
West Bromwich B70 0AY

Once we receive your parcel, it will be booked in a queuing system for one of our service engineers 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.

If you require any further information on our product servicing and recertification services, please call us on 0121 522 4120.

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.

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 to be returned un-serviced, we charge a small fee per item to cover the assessment of the product, return packaging and carriage. 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 BER devices to be returned, they are not returned re-assembled.

If you wish us to dispose of a BER device, we will do this free of charge.

## Further Information

### Delivery

We despatch "in stock" items for delivery the next working day, providing that we receive your order in writing (email) before our warehouse deadlines, which are:

Monday	14:00
Tuesday	14:00
Wednesday	14:00
Thursday	14:00
Friday	13:00

For items that are not in stock in our UK warehouse and items that are made to order are usually delivered within 3-5 working days direct from IKAR GmbH in Fulda, Germany.

If there is going to be a longer delay with your delivery, we will advise you of the expected delivery date as soon as we can.

### Training

We offer a range of training courses including:

- Emergency Evacuation / Self Rescue from Height
- Ladders and Step Ladders
- Management of Work at Height
- Third Party Rescue from Height
- Use of IKAR Confined Space Products
- Working at Height

For further information, please contact our training department by phone or email:  
**training@ikargb.co.uk**

### Our Standard Office Hours

Monday	08:30 - 16:30
Tuesday	08:30 - 16:30
Wednesday	08:30 - 16:30
Thursday	08:30 - 16:30
Friday	08:30 - 15:00

### Our Returns Policy

**All returns must adhere to the following conditions:**

- We must be notified of the intention to return goods within 10 days of receipt of delivery
- The return carriage is at the customer's cost and convenience
- Goods must be returned within 15 days of receipt of delivery
- We must be advised of the corresponding despatch note or invoice number
- The goods must be in a re-saleable condition and may be subject to a workshop inspection / recertification
- We will credit the original invoice, less a 15% handling charge and our delivery costs (if applied)

### Duplicate Documents

All IKAR GmbH engineered devices are supplied with a user / instruction manual which contains pre-despatch test data and certification. All user / instruction manuals are validated before despatch and packed with the individual device.

Requests for replacement user / instruction manuals must be accompanied with an official order, stating the device type, serial number and date of manufacture, as replacement user / instruction manuals for all engineered devices will be charged at cost, plus a small administration fee.

### Our Standard Warehouse Hours

Monday	08:30 - 16:00
Tuesday	08:30 - 16:00
Wednesday	08:30 - 16:00
Thursday	08:30 - 16:00
Friday	08:30 - 14:30