

Dear Valued Customer,

June 28, 2021

This note is regarding the Service & Repair of Werner Self-Retracting Lifelines (SRL's).

We are excited to announce a partnership with Bucknall Power Tools & Service out of North Hollywood, California as an authorized SRL repair center. For our initial rollout, Max Patrol Cable SRL's of 20 feet and longer and Bantam Cable Leading Edge SRL's are eligible for service.

A list of eligible models is below:

Model	Model & Description	Model	Model & Description
R410020	Max Patrol 20' Cable SRL	R410008LE	Bantam 8' SRL LE
R410030	Max Patrol 30' Cable SRL	R410008LE-R	Bantam 8' SRL LE AL RB
R410050	Max Patrol 50' Cable SRL	R410008LE-SR	Bantam 8' SRL LE STL RB
R410020LE	Leading Edge 20' Cable SRL	R413008LE	Bantam Twin Leg 8' SRL LE
R410030LE	Leading Edge 30' Cable SRL	R413008LE-R	Bantam Twin Leg 8' SRL LE AL RB
R410065LE	Leading Edge 65' Cable SRL	R413008LE-SR	Bantam Twin Leg 8' SRL LE STL RB

Please utilize the following procedure for SRL Service Requests:

**Step 1:** Fill out the attached Service Request Authorization including PO# authorizing work up to \$150.00

**Step 2:** Email the completed form to the following:

Martin Del Sol [martin@bpt-us.com](mailto:martin@bpt-us.com) (818) 765-0228  
Rose Morris [morrim@wernerco.com](mailto:morrim@wernerco.com) (724) 373-3359

**Step 3:** Ship SRLs with a printed copy of the completed form enclosed to:

Bucknall Power Tools & Service  
11910 Vose St.  
North Hollywood, CA 91605

**Step 4:** Bucknall Power Tools & Service to contact customer to confirm service required and quotation

- For repairs < \$150, Bucknall Power Tools & Service will proceed with all repairs
- For repairs requiring >\$150, additional customer authorization will be required
- If unit is non repairable or customer determines not to proceed, a Werner representative will be in contact with replacement options

\*Please allow 5 business days to process repair work

\*\*Shipping charges will be responsibility of customer

We will continue to keep you updated with the expansion of our SRL Service & Repair capabilities.

Thank you for your continued support and use of Werner fall protection products.

Michael Cameron  
Technical Service - Fall Protection

