

# Instruction Manual For Ronin Lift Your Personal Ascender

"Original Instructions"

### **WARNING:**

To avoid electrical shock, do not open the Ronin Lift's front cover. Refer servicing to qualified personnel only.

### Caution:

Modification of controls or adjustment or performance other than specified by procedures herein may results in injury or death.

You are cautioned that any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

If you have questions about this product, visit <a href="https://www.changeyourelevation.com/contact/">www.changeyourelevation.com/contact/</a> or contact Ronin Customer Service at 657-444-2557. You can also write to,

### Ronin

Customer Service/Technical Support 600 S. Jefferson St Suite D Placentia CA 92870 USA

### **Declaration of Conformity**

Trade Name: Ronin Lift
Model No.: 2805-11
Responsible Party: Ronin

Address: 600 S. Jefferson St Suite D

Placentia CA 92870 USA

Telephone: 657-444-2557

This device complies with Part 15 of FCC Rules and Industry. Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

# About lithium ion battery

The lithium ion battery used to power this product contains Perchlorate. The following statement is required by the state of California, USA:

Perchlorate Material – special handling may apply. See <a href="http://www.dtsc.ca.gov/hazardouswaste/percholate">http://www.dtsc.ca.gov/hazardouswaste/percholate</a>

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### **Precautions**

Before using this product, carefully read this manual and retain it for future reference. Parents and guardians of children should read this manual and make sure that the child follows all safety precautions.

### Safety

This product has been designed with the highest concern for safety. However, any electro-mechanical device, if used improperly, has the potential for causing fire, electrical shock or personal injury. To help ensure accident-free operation, follow these guidelines:

- Observe all warnings, precautions and instructions
- Regularly inspect AC power cord for damage
- Do not leave any charging battery unattended
- Unplug charging battery immediately upon charge is complete
- Stop use, unplug AC power cord from electrical outlet immediately if the device functions in an abnormal manner, produces unusual sounds or smells, become too hot to touch, or battery becomes swollen/bloated
- Do not handle damaged or leaking lithium-ion batteries
- Do not allow the battery to come into contact with fire or subject to extreme temperatures such as direct sunlight, in a vehicle exposed to sun or near a heat source

Prior to using Ronin Lift Personal Ascender please ensure you properly inspect all gear and accessories. To learn more about proper safety precautions please visit the following websites:

https://adrenalineromance.com/2013/04/11/rock-climbing-101-safety-checks-communication-and-proper-belaying-technique/

http://climbing.about.com/od/staysafeclimbing/tp/10ClimbingSafetyTips.htm

http://www.climbingtechniques.org/safety-checks-and-commands.html

Knott Tying Reference:

http://www.animatedknots.com/indexclimbing.php#ScrollPoint

### Use and Handling

- Do not use Ronin Lift without the proper safety equipment. Not doing so may cause serious injury or death
- Only use approved static rope with Ronin Lift personal ascender
- Do not overheat the DC motor. If motor becomes extremely hot discontinue use until motor has cooled down
- Inspect all equipment prior to each use, including Ronin Lift, safety harness, carabineer clips, static rope, and helmet.
- Only use safety rated carabineer clips with Ronin Lift
- Do not wet or submerge Ronin Lift. Ronin Lift is not water proof.
- Be careful when caring Ronin Lift, if you do not have a good grip, the device may drop causing potential damage or injury
- Do not stand on or put objects on the device, and do not stack the device with other devices
- Keep the device, accessories, and any small components out of reach of small children
- Stop using the device immediately if you begin to feel tired or if you experience discomfort or pain in your hands, arms or legs while operating the device
- If you experience any of the following health problems, discontinue use of the device immediately. If symptoms persist, consult your doctor.
  - Dizziness, nausea, fatigue or symptoms similar to motion sickness
  - Discomfort or pain in a part of the body, such as hands, arms or legs
- Do not place device on the floor or in a place where it may cause someone to trip, stumble or fall
- Do not expose the device to high temperatures or high humidity
- Do not use device in an electrical storm
- Do not touch connectors on device
- Do no wet device on surface that are unstable, tilted or subject to vibration
- Do not allow liquid, small particles or other foreign debris to enter the device

### Vents

Do not block any vents. To maintain good ventilation, follow the guidelines below:

- Do not cover ventilation holes
- Do not allow dust to build up on the vents
- Do not allow foreign debris to cover vents

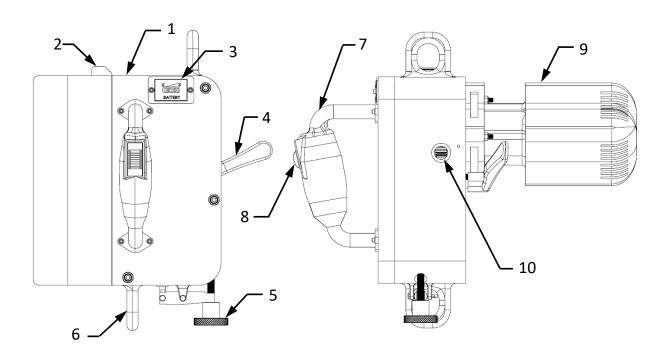
### **AC Power Cord Use**

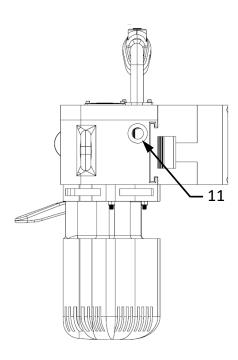
- Do not plug in AC power cord without verifying electrical outlet compatibility. Check AC power supply connected to AC power cord for power outlet compatibilities
- To help ensure safe operation, regularly inspect the AC power cord. If damaged, stop use immediately and contact customer support.
- Do not modify the cord
- Do not use a power cord other than the supplied AC power cord
- Do not touch the AC power cord with wet hands
- Protect the AC power cord from being walked on or pinched particularly at plugs, expansion receptacles and the point where the cords exits the power supply
- Do not place heavy items on the AC power cord
- Do not place the AC power cord near heating equipment and do not expose the cord to heat
- Unplug the AC power cord from the electrical outlet when you do not intend to use the charger. When disconnecting, grasp the AC power cord by the plug and pull straight out of the electrical outlet. Never pull by the cord and do not pull out at an angle.
- Do not connect AC power cord to a voltage transformer or inverter.

### Moisture condensation

If the device is brought directly from a cold location to a warm one, moisture may condense either on the electronics or motor. Should this occur, the device may not operate properly. In this case, remove the battery until moisture evaporates from the device (this may take several hours). If the device still does not operate properly contact customer service.

# **Product Overview**





### Ronin Lift Personal Ascender

- 1 Ronin Lift Personal Ascender
- 2 Lithium Ion Rechargeable Battery
- 3 Battery Indicator
- 4 Brake/Repel Handle
- 5 Tensioner Knob
- 6 Carabineer Clip Attachment Point
- 7 Handle
- 8 Thumbwheel
- 9 Motor/Gearbox
- 10 Rope Exit Hole
- 11 Rope Inlet Hole

# Specification

# Ronin Lift

Motor	28 VDC nominal 100 amps (1 min burst) 275° F (135° C) max operating Temp 4500 rpm 5 N-m continuous torque		
Gearbox	32:1 reduction		
Speed Controller	Pulse Width Modulation (PWM) 120 amps max 32 VDC Max		
Thumbwheel	.381k ohm 60° rotation		
Brake	Manual Operations Via Brake Handle		
Rope Diameters	Static Line Rope 10 mm to 12 mm		
Max Rated Power	3,300 watts max		
Mass	25 lbs.		
Speed	Variable Approx. 1.00 – 1.75 ft/sec		
Operating Temp	-4° F - 100° F (-20° C - 38° C)		
Sound Level	83.1 dBa		
Vibration Level	$6.9 \text{ m/s}^2$		
Capacity	400 lbs. (1.78 kN) Max or 1 Person Max		
Operational Humidity			
Operating Barometric Pressure			
Storage Temperature	-4° F - 113° F (-20° C - 45° C) Less than 1 month -4° F - 95° F (-20° C - 35° C) Less than 6 months		
Storage Humidity ≤ 80% Less than 1 month ≤ 70% Less than 6 months			

# Battery

Type	Lithium-Ion	
Voltage	28.8 VDC Nominal	
Amperage	90 amps (1 min burst)	
Battery Capacity	6 Ah	
Operating Temperature	-4° F - 100° F (-20° C - 38° C)	
Mass	Approx. 6.5 lbs.	
Battery Life	300 Charges	
Charge Time	Approximately 2.5 hrs.	
Charging Temp	109 ° F (43 ° C) Maximum	
Ctorogo Tomporoturo	-4° F - 113° F (-20° C - 45° C) Less than 1 month	
Storage Temperature	-4° F - 95° F (-20° C - 35° C) Less than 6 months	
Storago Humidity	≤ 80% Less than 1 month	
Storage Humidity	≤ 70% Less than 6 months	

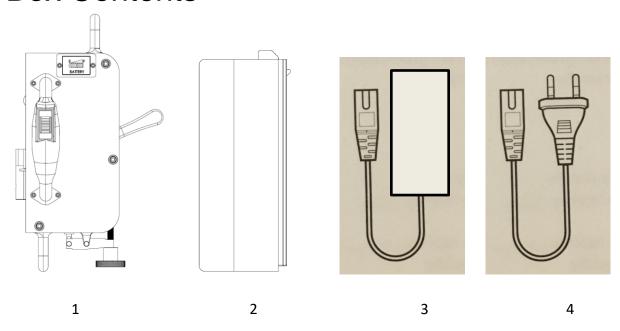
# **Power Supply**

Type	Lithium-Ion Battery Charger
Input Charging Voltage	110 VAC – 240 VAC
Input Charging Amperage	5 amps max
Operating Temperature	32° F - 104° F (0° C - 40° C)
Operating Humidity	5% - 90%
Charge Time	Approximately 2.5 hrs.
Charging Temp	104 ° F (40 ° C) Maximum
Storage Temperature	-4° F - 185° F (-20° C - 85° C)
Storage Humidity	5% - 90%

# Rope

Specification	EN 1891 and EN 564 approved rope
Rope Size	10.0 mm – 11.5 mm with less than 2.0% elongation
Rope Size	11.6 mm – 12.0 mm with less than 3.3% elongation
Rope Type	Aramid or Kernmantle Sheath
Rope Sheath	32 Strands or greater
Sheath Slippage	Very Low
Rope Stiffness	Very Stiff

# **Box Contents**



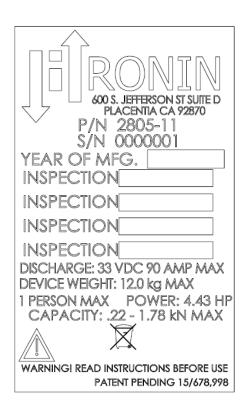
- 1: Ronin Lift Personal Ascender
- 2: Lithium-Ion Rechargable Battery
- 3: AC Power Supply
- 4: AC Power Cord

### Ronin Lift Device Labels

1) Warning Label instructions user to read the entire instruction manual and have a thorough understanding of the device prior to use. Please contact customer service if you are unsure of anything prior to use.



The Ronin Lift label provides device information, Part number, Serial number, year of manufacture, device limits and capabilities, certifications acquired and yearly maintenance intervals performed for the 5-year life of the Ronin Lift Personal Ascender.

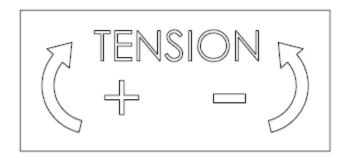


3) Ronin Lift can only be serviced or repaired by an approved repair center or by sending the device back to the manufacturer. The maintenance or repair can be scheduled by calling and obtaining a Manufacturer Repair Order (MRO) number. Do not open the Ronin Lift or warranty will be voided, the do not open label is a tear away one-use label for anti-tampering.

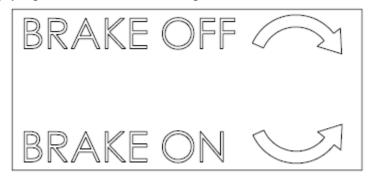
# DO NOT NOT OPEN! ONLY APPROVED REPAIR STATION CAN OPEN AND SERVICE DEVICE.

4) Max load label is the maximum permitted load on the battery carabineer attachment point. The carabineer Attachment point on the battery is not load bearing, maximum permitted load is 53.4 N (12 lbs.).

The tension label describes which direction to turn the tensioner to apply more or less tension to the rope. More tensions increase the grip on the rope to reduce rope slippage with larger loads on the Ronin Lift. It is also used to apply a larger holding capability during lifting max 400 lbs. loads using the Ronin Lift. Turning it in the Counterclockwise direction increases grip and holding capacity. Turning it in the Clockwise direction allows rope to be loaded in the device.



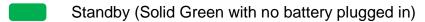
The brake label provides instructions on which direction to operate the brake handle for applying the brake or removing the brake.



# Charging the battery

The battery takes approx. 2.5 hrs. to charge.

The charger LED codes are the following:



Charging (Solid Red when battery is charging)

Fully Charged (Solid Green with battery plugged in)

### **Battery Warnings**

- To charge the battery, you must only use the included charger.
- Only use included AC power cord.
- Do not over-discharge the Lithium-Ion battery.
- Do not store the Battery connected on the device. Remove the battery from the device when storing the unit.
- Disconnect a depleted battery, do not leave a dead battery on the device
- If at any time the Lithium-Ion battery begins to balloon or swell, discontinue charging or discharging immediately.
- Always terminate all processes if the battery/charger malfunctions.
- Do not over charge the battery.
- Store the Lithium-Ion battery at room temperature in a dry area for best results.
- Allow the Lithium-Ion Battery to cool to ambient/room temperature before recharging.
- Never charge the Lithium-Ion battery unattended at any time.
- Never charge the Lithium-Ion battery connected to the Ronin Lift.
- Never Charge the battery above 109 ° F (43 ° C).
- After battery is discharged from use allow 30 min. rest prior to recharging.

# Rope Requirements

- Only use static line rope with aramid or kernmantle sheath in your Ronin Lift personal ascender.
- The only approved rope sizes for use with the Ronin Lift is Static Rope in the range of 10 mm diameter to 12 mm diameter sizes.
- Static rope sizes between 10 mm and 11.5 mm need to have an aramid or kernmantle sheath with low reduction in rope diameter (recommended under 2% elongation). Outer sheath should consist of 32 strands or more.
- Rope diameter up 11.5 mm to 12 mm can be used with larger elongation factors (recommended under 3.3% elongation). Outer sheath should consist of 32 strands or more.

- The diameter of the rope should not shrink below 10 mm when weight is applied to the device.
- Both ends of the rope should have good clean burns and all tape or shrink wrap should be removed from the rope.
- The rope should have low sheath slippage and the outer sheath should not balloon or swell.

### Rope Warnings

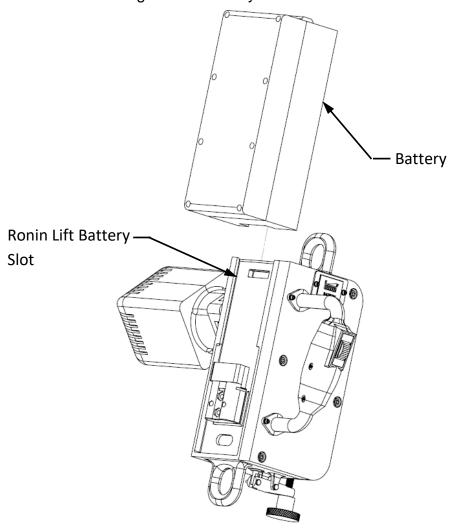
- Only use static line ropes with aramid or kernmantle sheath with Ronin Lift
- Do not use Dynamic rope
- Inspect rope prior to use, during use and after use for rope integrity
- Never use damaged or worn rope
- Only use EN 1891 and EN 564 approved rope

# **Operating Instructions**

### **Battery Installation and Motor Initiation**

Warning: If battery is to be switched out mid-line a lanyard shall be attached to the battery carabineer attachment point and another point either on person or device. This ensures if the battery was to fall it will be retained by the lanyard. This is a safety precaution to ensure a battery does not accidentally fall and injure person(s) below.

1. Slide the battery down the side of the Ronin Lift, matching the slots in the Ronin Lift with the tangs on the battery.



2. Drive the battery down with enough force to mate the connectors.

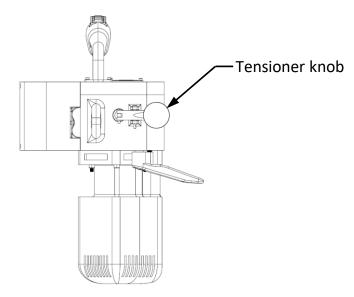
Note: The connectors are impact resistant, due to tolerance stack some batteries may take more force to connect then others.

- 3. The battery connection will start up the motor arming sequence. You will hear the motor beep 5 times. After the initial 3 beeps will follow an additional 2 beeps. These two beeps indicate the motor is armed and the Ronin Lift is ready for use.
- 4. The battery indicator will also go through a lighting sequence. It will circulate from empty (red color tick mark left most side) to full (green color tick mark right most side), then display the batteries current charge state.

### **Loading Rope**

1. Rotate the tensioner dial knob in the clockwise direction until it bottoms out on the Ronin Lift ascender housing. This will relieve the tension allowing the first wrap to be started. Rotate the knob clockwise until it stops.

Note: Screw the tensioner knob clockwise until it cannot turn anymore. The knob will start getting tight and this is due to the spring, continue to screw the knob down until it bottoms out or will not turn anymore.

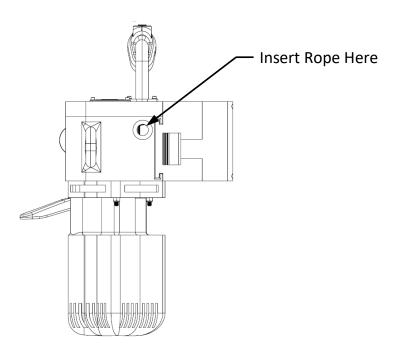


2. Insert Static Line Rope with 10 mm to 12 mm diameter through the rope inlet feed hole.

Note: Static line rope 10.0 mm – 11.5 mm should have less than 2% elongation and the outer sheath should be low slippage with 32 strands or greater.

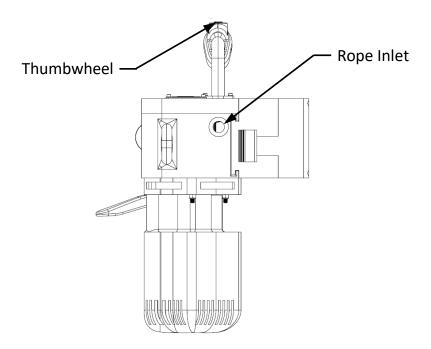
Static line rope 11.6 mm – 12.0 mm should have less than 3.3% elongation and the outer sheath should be low slippage with 32 strands or greater.

**Warning:** After rope has been fed through the device and load is applied the rope cannot shrink in diameter below 10.0 mm. If the rope shrinks below 10.0 mm the brake will not hold the load.



- 3. Push Static Line Rope 10 mm to 12 mm diameter manually into the Ronin Lift personal ascender as far as it will go.
- 4. Grab the rope 3 to 4 inches above the inlet hole and push rope into the device. At the same time as you push rope into the device tap the thumbwheel, rope will start to feed through the device.

Warning: Do not hold the thumbwheel trigger down. When rope is not fully feed through the system with proper tension applied, rope can become burnt and/or tear the sheath. Heat buildup from the shaft spinning around the rope can cause the sheath to melt or tear. Only tap the trigger as you push the rope into the inlet.

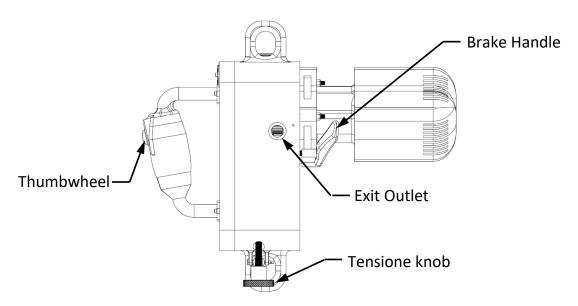


5. Continue to grab 3 to 4 inches of rope behind the inlet hole and push the rope into the device tapping the thumbwheel until the rope can no longer feed into the device.

Note: During this process the tensioner may need to be adjusted in either the tension + (Counterclockwise) or tension – (Clockwise) direction as the thumbwheel is tapped to feed rope through the device. This is rope dependent.

6. Once rope is no longer feeding into the device apply back tension via the tensioner by rotating the tensioner knob in the counterclockwise direction.

Note: Rotate the tension knob counterclockwise until the rope starts to feed out of the system. This can be achieved by tapping the thumbwheel as you are turning the tensioner knob counterclockwise and watching the rope. You should start to see the rope feed into the system once enough back tension has been applied. The rope should self-eject out of the exit hole.



7. Slowly pull the thumbwheel switch actuating the motor. This will drive the rope out of the system.

Note: The rope can pitch up behind the Cam Insert and get jammed. Watch for this through the outlet hole as rope is coming out. If the rope pitches behind the Cam Insert pull it down and dislodge it with your finger or pick.

Do not continue to drive rope into the system with the rope pitched behind the Cam Insert and jammed. This can damage your device.

- 8. Once rope is protruding out of the exit hole turn the tensioner knob counterclockwise until it is tight and cannot physically rotate anymore.
- 9. Allow 40-50 inches of rope to be fed out of the device.
- 10. The system is now ready to be used.

Note: The tension can be used to limit descent speed. If too much tension is applied, you may not be able to descend. If this happens reduce the amount of tension. Full speed descent of 4 ft./sec. with 400 lbs. can be achieved by screwing the knob in fully clockwise.

**Warning:** If tension is removed for descent ensure tension is reapplied before ascending. If tension is not reapplied the drive shaft can slip on the rope possibly damaging or breaking the outer sheath.

## **Operating Ronin Lift**

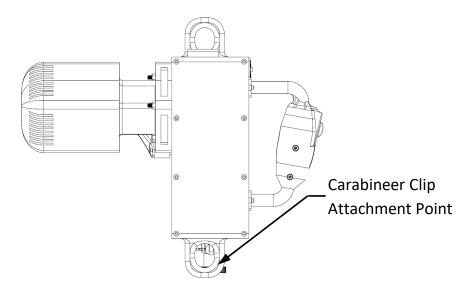
Caution: Ensure you have all safety equipment on and properly secured prior to using Ronin Lift. Misuse or improperly secured equipment could result in serious injury or death. Never use Ronin Lift Personal Ascender without a Safety lock line.

 Using a rope grab on a secondary safety line, system or an approved secondary catch system, connect it to your harness. Below is an example of a rope grab system, this is one example. There are many different secondary safety line systems that can be used.



2. Using a load baring carabineer clip that complies with ANSI standards, connect the Ronin Lift Personal Ascender to your harness via carabineer clip.

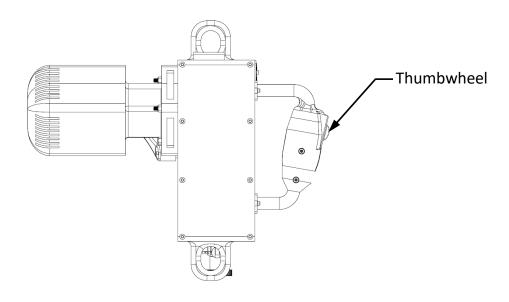
Caution: Do not use a key chain clip or any clip not rated for holding persons. This could result in serious injury or death.



Prior to using the Ronin Lift in an ascent apply back tension to the system to allow the drive shaft to grip and drive rope. This is accomplished by rotating the tension knob counterclockwise.

Note: The tensioner is how the Ronin Lift accommodates multiple rope sizes and drives rope with heavier loads. If the drive shaft is slipping there is not enough back tension. Increase the back tension by rotating the tensioner knob counterclockwise until the tensioner knob will not physically rotate.

4. Once clipped into Ronin Lift, grip the handle in your left hand and pull down the brake/repel handle with your right hand. Gently pull the thumbwheel about ¼ of the stroke to actuate the motor taking out any slack in the line.

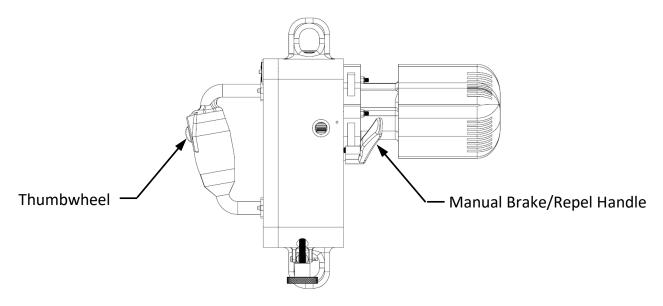


5. Once all slack has been removed, grip handle with your left hand. (Only place thumb on thumbwheel when ready to ascend)

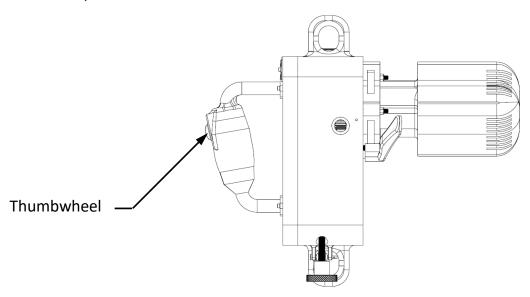
Warning: Do not hold manual brake/repel handle in the up/locked position and operate/pull thumbwheel switch on Ronin Lift. This will cause the ropes outer sheath to melt or tear. This can cause detrimental damage to the rope and jeopardize rope integrity. Serious injury or death can occur with a rope break due to misuse.

**Warning:** Prior to ascent double check all equipment for integrity, rope, Ronin Lift Personal Ascender, Harness, Safety line connected and functioning, Helmet secured, etc.

**Warning:** Before operation, the user shall ensure there is no risk of objects falling on the lift, operator or surrounding person(s) below.

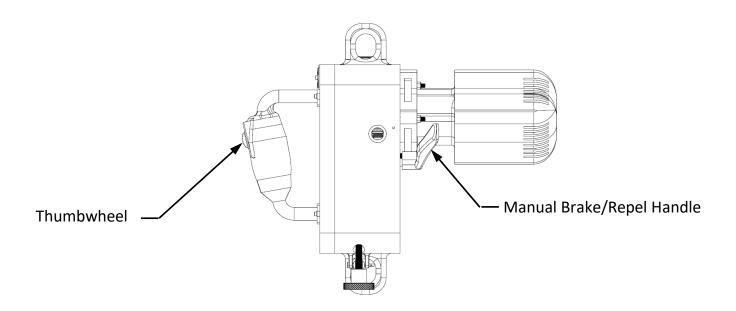


6. Once ready for ascent pull thumbwheel down with your left hand to achieve desired ascent rate. The thumbwheel switch is a variable speed thumbwheel capable of providing ascent speeds of .50 ft./sec to 1.75 ft./sec. The further you pull down the thumbwheel the faster the ascent will be.



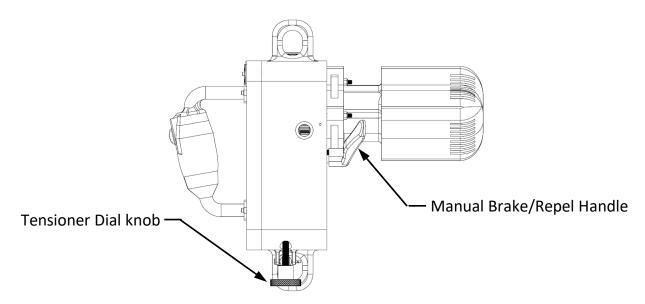
7. When ready to stop ascending release the thumbwheel switch with your left hand.

Note: The brake is an always "on" system and will self-engage once the thumbwheel is released.



- 8. Once the device has stopped, hands free operation can be achieved.
- 9. Once decent is ready to be performed, grip handle with left hand for and use your right hand pulling downward (with approximately 5-15 lbs. of force) the manual brake/repel handle. Tap the thumbwheel to release the brake or if there is no charge on the battery forcefully pull the brake/repel handle down.
- 10. You can control your decent speed by turn the tensioner knob counterclockwise to slow down or clockwise to speed up. To stop simply release the brake handle.

Note: The tensioner system also increases the amount of force it takes to back drive the reduction gearbox. If you have the brake/repel handle wide open and you are not descending or descending very slow and would like to speed your descent turn the tensioner knob clockwise back to the neutral position or until it bottoms out and all tension is removed. The tensioner system can be used as a means of maximum speed achieved in descent. For example, a double up system can be used by using a pully and connecting one end of the rope to the top of the Ronin Lift and feeding the other end through the Ronin Lift. This reduces the speed of the device in half. But during the descent if the back tension is set too high on the device it will not descend. The back tension must be fully removed for the unit to descend; therefore, the tensioner knob must be screwed completely in clockwise.



11. Once you are safely on the ground and sufficient slack has been taken out of the rope, you may unclip from Ronin Lift.

# Ronin Lift Duty Cycle

Ronin Lift requires a duty cycle to ensure the device does not exceed temperatures as defined by CE certification requirements. The permitted temperature is 129 °F (54 °C) in which skin can touch metal and not be burned. To meet this requirement please do not exceed the duty cycle described below:

The Ronin Lift can ascend 200 ft. of rope continuously in 100 °F (38 °C) temperature with max load of 400 lbs.

Followed by a 30 min. rest and an additional 50 ft. can be ascended.

The 30 min. rest and additional 50 ft. of ascent can be performed 3 additional times after the initial 200 ft. of ascent.

Then unit needs to cool down back to 100 °F (38 °C) temperature. Then the duty cycle may be performed one additional time per day.

# Inspection and Maintenance

During the Ronin Lifts life cycle periodic inspection and maintenance is required. Some parts will experience wear and will need to be replaced. See table below for periodic inspection, maintenance check and part replacement interval.

Part Number	Description	Inspection Interval	Inspection	Maintenance Interval	Maintenance	Replacement Interval
101504	Thumbwheel	Daily Prior to Use	With battery connected and power to unit rotate thumbwheel downward slowly and verify motor increases in speed. Then rotate thumbwheel slowly back to neutral position and verify thumbwheel decreases motor speed to off.	None	None	As required
151023	Motor	Daily Prior to Use	With battery connected and power to unit rotate thumbwheel downward slowly and verify motor increases in speed. Then rotate thumbwheel slowly back to the off position and verify thumbwheel decrease motor speed to off in the neutral position. Ensure there is no debris blocking the air slots in the motor cover and the motor is free from debris inside. If debris is found blow out using air.	None	None	3 years
770518	Tensioner Knob	Daily Prior to Use	Visually inspect tensioner knob threads are in good working condition and lubricated with grease	Monthly	Apply Teflon based grease	1 year
520435	Tensioner Assembly	N/A	Verify tensioner assembly moves up and down smoothly with operation of the tension knob	None	None	1 years
112483	Battery Indicator	Daily Prior to Use	Verify when battery is connected indicator flashes through the indicator lights and then illuminates battery charge	None	None	As required
110230	Cam Cinch Assembly	Daily Prior to Use	Look into the Ronin Lift Exit hole and visually inspect Cam Cinch teeth and not clogged with any debris and is not worn	None	None	1 year
82610	Drive Shaft Assembly	N/A	Will be performed at authorized repair facility	None	None	1 years
508822	Battery	Daily Prior to Use	Verify battery is not damaged, leaking, or swollen	None	None	300 Charges

# Inspection and Log Sheet

Return your Ronin Lift to Ronin Revolution Corp or your local authorized Ronin Lift dealer to have the yearly required inspection and part replacement performed. If you bought your product directly from <a href="https://www.changeyourelevation.com">www.changeyourelevation.com</a>, please follow the directions below.

- 1. Request an MRO (Manufacturing Repair Order) number from Ronin Customer Support by clicking on the Contact Us link at the bottom left of the main <a href="https://www.changeyourelevation.com/contact/">www.changeyourelevation.com/contact/</a>.
- 2. Package products along with a copy of the MRO form.
- 3. Write the MRO number on the outside of the box and send to the appropriate address based on your specific location: (items must be received by Ronin within 30 days of issuing the MRO):

Note: Please do not hand deliver your product to the Ronin facility, even if you are local. This facility is not set up to receive visitors. Thanks!

Inspection Interval 1 Date:	
Work Performed:	
Inspection Interval 2 Date:	
Work Performed:	
Inspection Interval 3 Date:	
Work Performed:	
Inspection Interval 4 Date:	
Work Performed:	

# End of life product recycling

Ronin Lift is made of many materials that may be recycled. The battery is lithium ion, materials are aluminum, and speed controller contains solder and electrical components. Ronin products can be recycled for free in the United States and Canada by dropping the product off at any number nationwide recycling locations.

# Warranty Information

We're disappointed if you're not completely satisfied with your Ronin purchase. We take a lot of pride in our products and service! If you are experiencing a problem with a Ronin purchase, please take a minute to read the information below to determine if your issue is covered under the Ronin warranty.

### 30 DAY MONEY BACK GUARANTEE: (Ronin Webstore Purchases)

We want you to be totally psyched about the products you purchase from the <a href="https://www.changeyourelevation.com">www.changeyourelevation.com</a>. If at any time within 30 days of receiving your order, you are not 100% satisfied, you may return it to us for a refund. No questions asked. Any items damaged due to reasons not covered under warranty cannot be accepted back for refund under our 30 Day Money Back Guarantee. Also, associated shipping fees are not refundable. NOTE: this guarantee only applies to orders placed on Ronin webstore at www.changeyourelevation.com

### **Ronin Warranty**

Ronin products and accessories are guaranteed against manufacturing defects 90 days from the original date of purchase. Ronin's sole obligation in the event of such defects during this period is to repair or replace the defective part or product with a comparable part or product at Ronin's sole discretion. Except for such repair or replacement, the sale, processing or other handling of this product is without warranty, condition or other liability even though the defect or loss is caused by negligence or other fault. Damage resulting from use, accident, or normal wear and tear is not covered by this or any warranty. Ronin assumes no liability for any accident, injury, death, loss, or other claim related to or resulting from the use of this product. In no event shall Ronin be liable for incidental or consequential damages relating to or resulting from the use of this product or any of its parts. This product is not warrantied against user repairs and user repairs will result in voided warranty. Because of possible user resealing error water housing leakage or any resulting water damage resulting because of user resealing error will void warranty. Returns or replacements of parts and/or products may be subject to shipping, handling, replacement and/or restocking fees.

### Ronin Web Store Returns

If you bought your product directly from www.changeyourelevation.com, and you are not satisfied with your purchase within 30 days of receipt, you can return it following the below procedure. Your card will be credited upon receipt of the returned merchandise.

- 4. Request an RMA (Return Merchandise Authorization) number from Ronin Customer Support by clicking on the Contact Us link at the bottom left of the main <a href="https://www.changevourelevation.com/contact/">www.changevourelevation.com/contact/</a>.
- 5. Package products along with a copy of the RMA form.
- 6. Write the RMA number on the outside of the box and send to the appropriate address based on your specific location: (items must be received by Ronin within 14 days of issuing the RMA):

Note: Please do not hand deliver your product to the Ronin facility, even if you are local. This facility is not set up to receive visitors. Thanks!