

Invest in RIDGID® Tools and We Protect Your Investment



WHAT IS COVERED

RIDGID tools are warranted to be free of defects in workmanship and material.

HOW LONG COVERAGE LASTS

This warranty lasts for the lifetime of the RIDGID tool. Warranty coverage ends when the product becomes unusable for reasons other than defects in workmanship or material.

HOW YOU CAN GET SERVICE

To obtain the benefit of this warranty, deliver via prepaid transportation the complete product to Ridge Tool Company, Elyria, Ohio, or any RIDGID Independent Service Center. Pipe wrenches and other hand tools should be returned to the place of purchase.

WHAT WE WILL DO TO CORRECT PROBLEMS

Warranted products will be repaired or replaced, at the option of Ridge Tool, and returned at no charge; or, if after three attempts to repair or replace during the warranty period the product is still defective, you can elect to receive a full refund of your purchase price.

WHAT IS NOT COVERED

Failures due to misuse, abuse or normal wear and tear are not covered by this warranty. Ridge Tool shall not be responsible for any incidental or consequential damages.

HOW LOCAL LAW RELATES TO THE WARRANTY

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific rights, and you may also have other rights, which vary from state to state, province to province or country to country.

NO OTHER EXPRESS WARRANTY APPLIES

This Full Lifetime Warranty is the sole and exclusive warranty for RIDGID products. No employee, agent, dealer or other person is authorized to alter this warranty or make any other warranty on behalf of the Ridge Tool Company.

EXECUTING THE RIDGID LIFETIME WARRANTY

Ridge Tool Company offers a comprehensive lifetime warranty to support products purchased under the RIDGID Brand, excluding licensed goods.

RIDGID branded products are built with reliability, dependability and durability and are covered by a Full Lifetime Warranty against defects in materials or workmanship.

In the event that you have a problem with your RIDGID product due to a defect in materials or poor workmanship, we will attempt to remedy the problem in accordance with our printed warranty policy in a timely manner. For warranty information on RIDGID licensed goods, visit www.RIDGID.com.

NORMAL WEAR AND TEAR

Commonly, our tools are used on job sites in the most demanding applications and environments. Under these conditions and over time, the RIDGID product may experience normal wear and tear and require service. While normal wear and tear is not considered a "defect" and is not covered by the RIDGID Lifetime Warranty, it is our goal to get your tool back in service as soon as possible. To help expedite this service, Ridge Tool offers a complete assortment of service parts and a network of RIDGID Independent Service Centers to meet your service needs. Technicians throughout our Service Center Network are Factory Trained to provide quality repair service as well as accurate determination and execution of RIDGID warranty if required. For a complete list of RIDGID Independent Service Centers visit www.RIDGID.com.

DEFECTS IN MATERIALS AND WORKMANSHIP

It is our experience that a product that fails prematurely, due to a manufacturing defect in materials or workmanship, will generally do so very early in the product's life cycle, often the first or second time the product is used. When returned for inspection, these products are generally found to be in "like new" condition and show very little signs of use. It is uncommon for a product that was manufactured with a defect to survive under normal use for any extended period of time. Products that are returned for warranty inspection after months or years of continuous reliable service are rarely found to be defective. The most common demand for service is the result of normal wear and tear issues, which are not considered to be a defect in materials or workmanship.

• **1923** Ridge Tool Company founded with the introduction of the RIDGID pipe wrench.

• **1940** Ridge Tool Company introduces power threading machines.

• **1943** Ridge Tool Company establishes its headquarters in Elyria, Ohio USA.

• **1946** Ridge Tool Company begins exporting products to help rebuild Europe.

Complete Product and Service Support

ONLINE 24/7

Sometimes a RIDGID® tool or a piece of equipment will need to be repaired or serviced. When that time comes, you have three options for getting your tools back to work fast and performing like new:

THE RIDGID INDEPENDENT SERVICE CENTER NETWORK

For optimum service of your RIDGID tools and equipment, there is no better choice than a RIDGID Service Center. To locate the service center near you, go to RIDGID.com. Under the Support selection, choose **Service Centers and Repair**.

We make repairs and service convenient.

DO-IT-YOURSELF

Ridge Tool Company offers you 24/7 access to genuine RIDGID replacement parts at: www.RIDGIDparts.com.

RIDGID products are designed and built to the highest quality standards to perform specific tasks with optimum and lasting efficiency. Tool components are made to complement each other to form an ideally functioning “system.” To preserve the high standards of performance you expect from RIDGID tools, it is important to make sure you use RIDGID replacement parts.

Look for and insist on Genuine RIDGID Replacement Parts. It is your best assurance of performance, efficiency and long service life.

These are the values that built our reputation.

USE THE RIDGE TOOL COMPANY FACTORY SERVICE CENTER

For customers in the USA who need fast service, contact the Ridge Tool Factory Service Center in advance when you are sending an item in for repairs. Just complete our “Request Tool Repair” online form at: <https://www.ridgid.com/us/en/tool-repair-form>. Your completed email form alerts our service staff that your tool is on its way. Then print out the form and include it with the tool being shipped to the Factory Service Center.

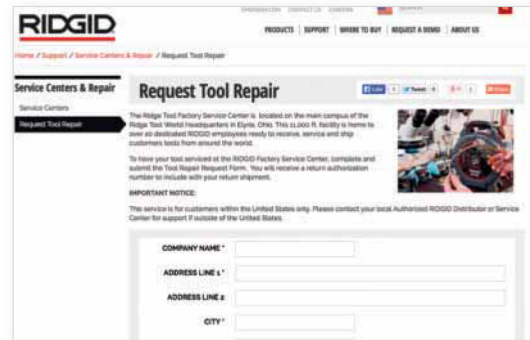
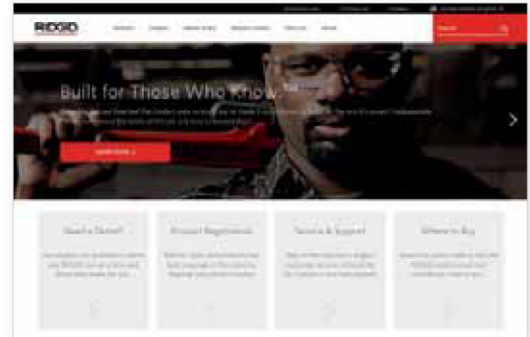
Easy and smart

DISTRIBUTOR 24X7 SERVICE ON DEMAND

RIDGID distributors have access to a comprehensive knowledge base to get answers to a wealth of product application and service questions – 24 hours a day, seven days a week. Here are just of the the many things you can do:

- Create a parts order with complete information with just a few taps of the keyboard.
- Use online warranty claims processing and assistance with executing the RIDGID warranty.
- Create and store repair quotes.
- FAQs: Tips and Tricks, Service Notes and more are included to provide fast answers to commonly asked questions.

At RIDGID, we make it easy.



• **1964** A new sales and manufacturing facility opens in St. Truiden, Belgium.

• **1966** Ridge Tool Company becomes part of Emerson Professional Tools™.

• **1967** The Kollmann line of drain cleaning and diagnostic tools becomes part of Ridge Tool.

• **1972** A new sales and manufacturing facility opens in Sao Paulo, Brazil.

Quality Management Systems

Ridge Tool Company manufacturing facilities listed below are certified to BS EN ISO 9001-2000 Quality Management System Standards by an Accredited Registrar.

MANUFACTURING PLANT ACCREDITED REGISTRAR

Elyria, Ohio	BSI
Erie, Pennsylvania	BSI
Orange, Virginia	BVQI



Distributor Support

Rely on your RIDGID® Distributor for our complete line of tools, parts, service and information. Your RIDGID Distributor:

- Keeps you competitive with the latest products for your industry.
- Guarantees your purchasing power by buying from hundreds of suppliers.
- Helps you get back in business fast when you need parts or service.
- Manages traffic so you get the goods on time and at the least cost.
- Warehouses products for you, saving capital, insurance and overhead.
- Brings technical aid to your staff to solve your problems.
- Simplifies your record-keeping with one billing for all your tool needs.



Parts and Repair Parts Catalogs

Catalogs illustrating parts for hand tools, machines and drain cleaning products are available upon request and cover all tools listed in this catalog. For ordering the exact parts needed, be sure to order by the catalog numbers that appear in the parts catalogs, as well as any other data that will help us avoid errors in filling the order.

Estimates on repairs and prices on repair parts will be furnished upon receipt of the tool or machine at our factory, or at a RIDGID Independent Service Center. Return all tools and machines freight prepaid.

PLEASE NOTE

Engineering advances may cause changes to information shown in this catalog. Please contact your RIDGID distributor for current information.

Do not use RIDGID tools and equipment for any other purpose beyond those they are intended for. Always follow any instructions and warnings provided with RIDGID tools and equipment.



• **1991** Ridge Tool Company establishes European headquarters and central distribution facility in Leuven, Belgium.

• **1996** Ridge Tool Company acquires Peddinghaus of Gevelsberg, Germany.

• **2002** Ridge Tool Company acquires Von Arx of Sissach, Switzerland.

TERMS AND CONDITIONS OF SALE

Ridge Tool Company is herein referred to as "Ridge" and the customer or person or entity purchasing goods or services (hereinafter collectively referred to as "Goods") is referred to as the "Buyer". These Terms and Conditions, any price list or schedule, quotation, acknowledgment or invoice from Ridge relevant to the sale of the Goods and all documents incorporated by specific reference therein, constitute the complete and exclusive statement of the terms of the agreement governing the sale of Goods by Ridge to Buyer. Buyer's acceptance of the Goods will manifest Buyer's assent to these terms and conditions without variation or addition. Any different or additional terms in Buyer's purchase order or other Buyer documents are hereby objected to. Ridge reserves the right in its sole discretion to refuse orders.

1. PRICES: Unless a fixed price is quoted, the price at which this order is accepted is subject to adjustment to Ridge's price in effect at the time of order.

2. TERMS OF PAYMENT: Terms are stated on Ridge's invoice in U.S. currency. Ridge shall have the right, among other remedies, either to terminate this agreement or to suspend further performance under this and/or other agreements with the Buyer in the event Buyer fails to make any payment when due, which other agreements Buyer and Seller hereby amend accordingly, or Ridge otherwise deems itself insecure. Buyer shall be liable for all expenses, including attorneys' fees, relating to the collection of past due amounts. Should Buyer's financial responsibility become unsatisfactory to Ridge, cash payments or security satisfactory to Ridge may be required by Ridge for future deliveries and for the goods theretofore delivered. If such cash payment or security is not provided, in addition to Ridge's other rights and remedies, Ridge may discontinue deliveries.

3. SHIPMENT AND DELIVERY: Unless otherwise expressly provided, shipments are made F.O.B. Ridge's shipping point. Risk of loss or damage and responsibility shall pass from Ridge to Buyer upon delivery to and receipt by common carrier. Any claims for shortages or damages suffered in transit are the responsibility of Buyer and shall be submitted by the Buyer directly to the carrier. Shortages or damages must be acknowledged and signed for at the time of delivery. While Ridge will use all reasonable commercial efforts to maintain the delivery date(s) acknowledged or quoted by Ridge, all shipping dates are approximate and not guaranteed. Ridge reserves the right to make partial shipments. Ridge, at its option, shall not be bound to tender delivery of any Goods for which Buyer has not provided shipping instructions. If the shipment of the Goods is postponed or delayed by Buyer for any reason, Buyer agrees to reimburse Ridge for any and all handling and storage costs and other additional expenses resulting therefrom. All claims for shipping errors, lost shipments or any other discrepancies must be made within ninety (90) days or they will be disallowed and deemed waived.

4. Ridge WARRANTY: Ridge covers its products with a LIFETIME WARRANTY against defects in material or workmanship for the life of the tool. Pipe or drain cleaning tools, rods and cable, are not covered by this warranty and are considered expendable material. To take advantage of this warranty, the complete product must be delivered prepaid to RIDGE TOOL COMPANY or any RIDGE AUTHORIZED SERVICE CENTER. Pipe wrenches and other hand tools should be returned to

place of purchase. Obviously, failures due to misuse, abuse, or normal wear and tear are not covered by this warranty. NO OTHER WARRANTY, WRITTEN OR ORAL, APPLIES. No employee, agent, dealer, or other person is authorized to give any warranty on behalf of Ridge. Warranted products will be repaired or replaced at our option at no charge and returned via prepaid transportation. Such replacement or repair is the exclusive remedy available from Ridge. Ridge is not liable for damage of any sort, including without limitation incidental and consequential damages.

This warranty shall not apply to any Goods which:

- a. Have been repaired or altered outside Ridge's factory (or Authorized Service Center) or in any manner so as, in Ridge's judgment, to affect its serviceability or proper operation.
- b. Have been subjected by persons other than Ridge (or Authorized Service Center) to improper handling, operation, maintenance, repair or alteration.
- c. Have been subjected to misuse, negligence, improper installation or accident. Ridge's obligation under this warranty, and the Buyer's exclusive remedy for the breach thereof, shall be limited to, at Ridge's option, repair or replacement of any allegedly defective Goods or issuance of credit. Ridge requires the return of any allegedly defective Goods, transportation prepaid, before honoring any claim. All returned Goods are subject to inspection, and if examination does not disclose any defect covered by this warranty, replacement of such Goods or issuance of credit for same will not be approved.

THE FOREGOING CONSTITUTES RIDGE'S SOLE WARRANTY RESPONSIBILITY AND BUYER'S EXCLUSIVE REMEDY WHETHER SOUNDING IN TORT, CONTRACT, STRICT LIABILITY OR OTHERWISE, EXCEPT AS OTHERWISE EXPRESSLY SET FORTH IN THIS AGREEMENT. THERE ARE NO OTHER WARRANTIES, EXPRESS OR IMPLIED, WHETHER OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR OTHERWISE. RIDGE SHALL NOT BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY CHARACTER IN CONNECTION WITH THE SALE, RESALE OR USE OF THE GOODS.

This warranty extends only to persons or organizations who purchase the Goods from Ridge for resale.

5. LIMITATION OF REMEDY AND LIABILITY: THE SOLE AND EXCLUSIVE REMEDY FOR BREACH OF ANY WARRANTY HEREUNDER SHALL BE LIMITED TO REPAIR, CORRECTION, REPLACEMENT OR CREDIT UNDER SECTION 4.

RIDGE SHALL NOT BE LIABLE FOR DAMAGES CAUSED BY DELAY IN PERFORMANCE, AND IN NO EVENT, REGARDLESS OF THE FORM OF THE CLAIM OR CAUSE OF ACTION (WHETHER BASED IN CONTRACT, INFRINGEMENT, NEGLIGENCE, STRICT LIABILITY, OTHER TORT OR OTHERWISE), SHALL RIDGE'S LIABILITY TO BUYER AND/OR ITS CUSTOMERS EXCEED THE PRICE PAID BY BUYER FOR THE SPECIFIC GOODS GIVING RISE TO THE CLAIM OR CAUSE OF ACTION, AND BUYER SHALL INDEMNIFY RIDGE FOR ANY DAMAGES IN EXCESS THEREOF. BUYER AGREES THAT IN NO EVENT SHALL RIDGE'S LIABILITY TO BUYER AND/OR ITS CUSTOMERS INCLUDE INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, WHICH ARE WAIVED BY BUYER AND AS TO WHICH BUYER SHALL INDEMNIFY RIDGE. The term "consequential damages" shall include, but not be limited to, loss of

anticipated profits, business interruption, loss of use of revenue, cost of capital or loss of or damage to property or equipment, or loss of reputation. Further, Buyer shall indemnify and hold Ridge harmless from any liability to Buyer, Buyer's employees, workers, contractors or any other persons arising out of Buyer's, or any other persons' use of the Goods. All instructions and warnings supplied by Ridge will be passed on to those persons who use the Goods. Ridge's Goods are to be used in their recommended applications and all warning labels adhered to the Goods by Ridge shall be left intact.

6. EXCUSE OF PERFORMANCE (FORCE MAJEURE): Ridge shall not be liable for delays in performance or for non-performance due to acts of God; acts of Buyer; war; fire; flood; weather; sabotage; strikes, labor disputes, civil disturbances or riots; governmental requests, restrictions, allocations, laws, regulations, orders or actions; unavailability of or delays in transportation; default of suppliers; or unforeseen circumstances or events beyond Ridge's reasonable control. Deliveries or other performance may be suspended for an appropriate period of time or cancelled by Ridge upon notice to Buyer in the event of any of the foregoing, but the balance of this agreement shall otherwise remain unaffected.

If Ridge determines that its ability to supply the total demand for the Goods, or to obtain material used directly or indirectly in the manufacture of the Goods, is hindered, limited or made impracticable due to causes set forth herein, Ridge may allocate its available supply of the Goods or such material (without obligation to acquire other supplies of any such Goods or materials) among itself and its purchasers on such basis as Ridge determines to be equitable without liability for any failure of performance which may result therefrom.

7. CHANGES: Ridge reserves the right to change designs and specifications for standard Goods without prior notice to Buyer, but not with respect to custom Goods being made for Buyer. Ridge shall have no obligation to install or make such change in any Goods manufactured prior to the date of such change.

8. ASSIGNMENT: Buyer shall not assign its rights or delegate its duties hereunder or any interest herein without the prior written consent of Ridge, and any such assignment, without such consent, shall be void.

9. INSTALLATION: Buyer shall be responsible for receiving, inspecting, testing, storing, installing, starting up and maintaining all Goods.

10. INSPECTION/TESTING: Buyer, at its expense, agrees that it will promptly inspect the Goods upon receipt thereof, and in no event later than thirty (30) days from the date of receipt of the Goods. Buyer shall deliver to Ridge within fifteen (15) days of inspection, but in no event later than forty-five (45) days from the date of receipt of the Goods, written notice of any and all deficiencies, defects, variations from specifications or complaints of any kind with respect to the quantity, quality, condition, shipment, performance, price or appearance of the Goods so received by Buyer. In the event no such written notice is received by Ridge, Buyer shall be deemed conclusively to have inspected and accepted all such Goods unconditionally and to have waived any and all rights and claims, including without limitation any right to reject the Goods or to claim damages in respect thereof. Buyer may not return Goods without first advising Ridge of the reasons therefore, obtaining from Ridge a material authorization number and observing such instructions as Ridge may give in authorizing such return.

11. SERVICES: If this agreement requires Ridge to perform or provide any services, Ridge (including without limitation its successors, assigns, agents or any person or entity acting at Ridge's direction) shall not be responsible for any damages, claims, liabilities or expenses of any nature arising out of such services.

12. U.S. EXPORT CONTROL LAWS: All Goods sold to Buyer by Ridge hereunder are subject to U.S. Export Control Laws. Buyer hereby agrees not to re-sell or divert any goods contrary to such laws.

13. SELLER/CONTRACTOR: shall comply with all applicable federal, state or local laws, rules, regulations, or orders. Seller/Contractor shall comply with Executive Order 11246, as amended by the Executive Order 11375, and the applicable provisions of the Office of Federal Contract Compliance Programs (OFCCP), 41 CFR Part 60, which are incorporated herein by this reference.

14. MISCELLANEOUS: These terms and conditions supersede all other communications, negotiations and prior oral or written statements regarding the subject matter hereof. No change, modification, rescission, discharge, abandonment, or waiver of these terms and conditions shall be binding upon Ridge unless made in writing and signed on its behalf by its duly authorized representative. No conditions, usage or trade, course of dealing or performance, understanding or agreement purporting to modify, vary, explain, or supplement these terms and conditions shall be binding unless hereafter made in writing and signed by Seller. No modification shall be effected by Ridge's receipt or acceptance of Buyer's purchase orders, shipping instruction forms, or other documentation containing terms at variance with or in addition to those set forth herein, all of which are objected to by Ridge. No waiver by Ridge with respect to any breach or default of any right or remedy and no course of dealing, shall be deemed to constitute a continuing waiver of any other breach or default of any other right or remedy, unless such waiver be expressed in writing and signed by Ridge. All typographical or clerical errors made by Ridge in any quotation, acknowledgment or publication are subject to correction.

The validity, performance, and all other matters relating to the interpretation and effect of this agreement shall be governed by the laws of the state of Ohio without regard to its conflict of law principles. Buyer and Ridge agree that the proper venue for all actions arising in connection herewith shall be only in Ohio and the parties agree to submit to such jurisdiction. No action, regardless of form, arising out of transactions relating to this contract, may be brought by either party more than two (2) years after the cause of action has accrued. Further, the United Nations Convention on the International Sale of Goods (1980) (as amended from time to time) shall not apply to this Purchase Order or any transactions relating thereto.