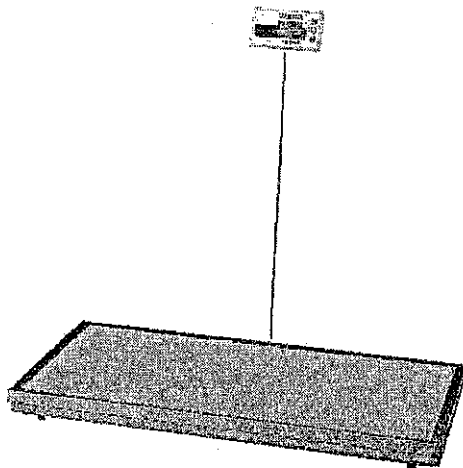
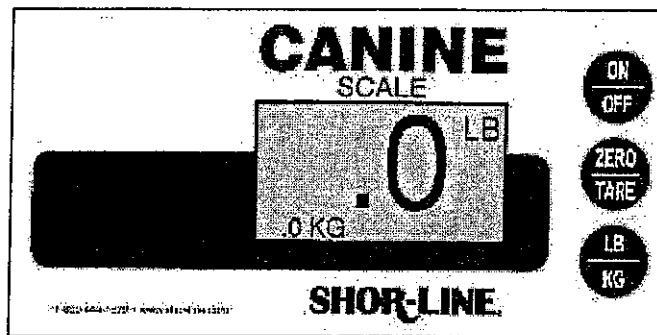
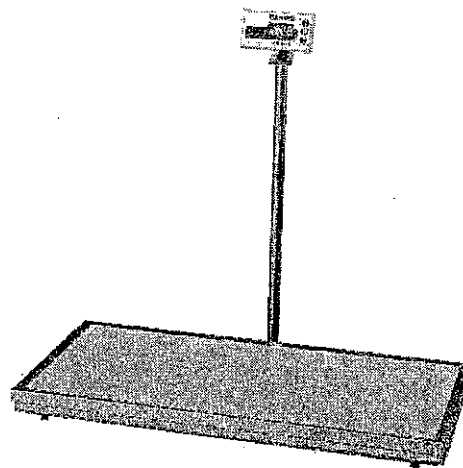


SHOR-LINE®

CUSTOMER AND PRODUCT INFORMATION SHOR-LINE CANINE SCALE



Product #905.4010.00



Product #905.4000.00

SHOR-LINE

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Kansas City, Kansas 66105, USA
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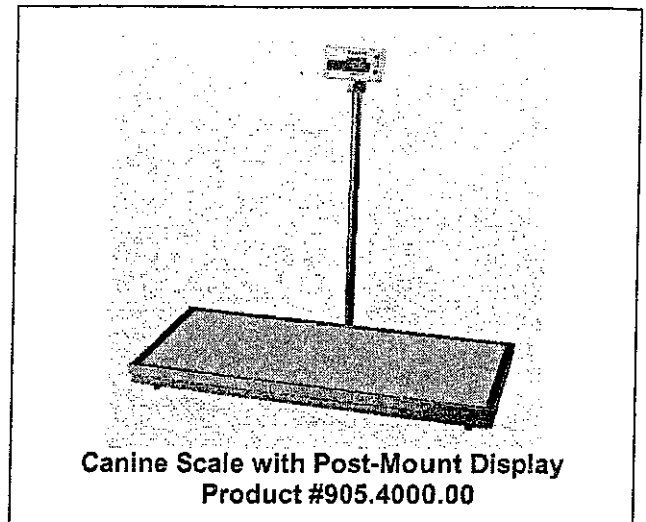
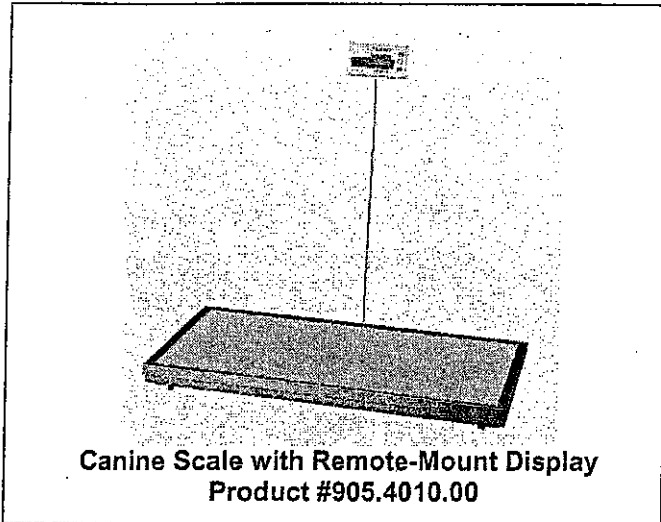
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SHOR-LINE CANINE SCALE

Thank you for placing your trust in Shor-Line. Our commitment to you is exactly the same as it was in 1927, namely, second to none. By purchasing a Shor-Line Canine Scale you have acquired a highly accurate and sturdy piece of equipment.

Our Canine Scales are available in two models:



Both models feature the most technically advanced weigh system on the market:

- Simple to Operate
- Easy to Read LCD Display
- Accurate Measurement in Pounds and Kilograms
- Rugged and Reliable Stainless Steel Platform
- Active and Restless Animals – No Problem
- Easy On-Site Calibration

Installation is quick and easy. For your safety and overall satisfaction, it is important that you read and follow these instructions.

This manual provides information on:

SECTION	DESCRIPTION	PAGE
1.	BEFORE ASSEMBLY	5
2.	ASSEMBLY	7
3.	OPERATION AND FUNCTIONALITY	10
4.	TROUBLESHOOTING	13
5.	SPECIFICATIONS	16
6.	SHOR-LINE CUSTOMER INFORMATION	
	I. Freight Claim & Product Recovery Policy	18
	II. Customer Satisfaction Policy	18
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	VII. Care and Cleaning Of Stainless Steel	23

SHOR-LINE CANINE SCALE

For your safety, please regard all labels stating **⚠ CAUTION**.

Consider keeping this manual in a safe and convenient place for future assistance.

We hope this manual increases your satisfaction, deepens our relationship, and safeguards your investment for years to come.

If you have questions, experience difficulty, or interested in other Shor-Line products, contact us.

Our Technical Service Department stands ready to assist:

SHOR-LINE

Schroer Manufacturing Company
USA

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SHOR-LINE LIMITED

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SECTION 1: BEFORE ASSEMBLY

STEP 1. Unpacking and Inspecting Shipment

Before removing the content from the shipping container, ensure that you've reviewed Shor-Line's RECEIVING & INSPECTING SHIPMENTS (Page 20).

If Shortage:

- Document shortages and call Shor-Line immediately so we can expedite shipment. Items lost or missing from your shipment will be forwarded immediately. Reference our FREIGHT CLAIM & PRODUCT RECOVERY POLICY (Page 18).

If Concealed Damage:

- Follow instructions within RECEIVING & INSPECTING SHIPMENTS (Page 20).

Call Shor-Line immediately so we can expedite replacements or repairs. Reference our FREIGHT CLAIM & PRODUCT RECOVERY POLICY (Page 18).

Important: After fifteen (15) calendar days of receipt of merchandise, these policies become void.

CAUTION Your Canine Scale weighs 75 pounds so precautions must be taken when lifting. Use two or more people when unpacking your shipment. We encourage each person to wear a back support.

Remove content and be sure these items have been received:

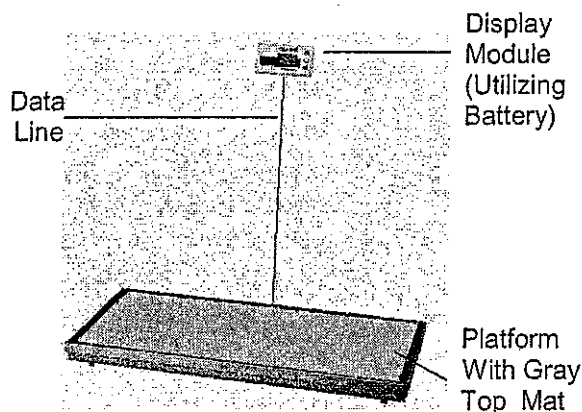
Description

- Platform
- Gray Rubber Top Mat
- Display Module
- AC Adaptor with 6' Power Cord
 - 120V AC/60Hz if USA
 - 220V AC/50 Hz Europe
- Gray 15' Data Line
- Hardware Pack:
 - Four (4) 1/4-20 X 1-3/4" Hex Bolts
 - Four (4) 1-1/4" Wall Mount Screws
 - Four (4) 1/4 X 5/8" Flat Washers
 - Two (2) 2" Toggle Bolts
 - Two (2) Red Anchors
- One (1) 9-Volt Alkaline Battery

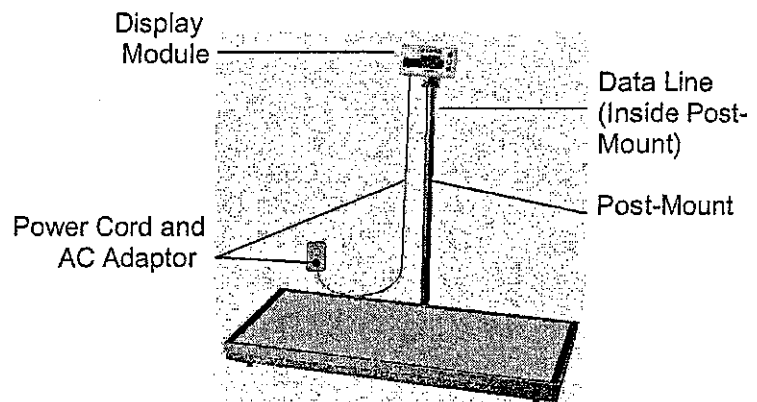
If you purchased our Canine Scale with Post-Mount Display, a separate container will provide:

Description

- Post-Mount (pre-assembled with vertical Brackets)
- Hardware Pack:
 - Four (4) 1/4-20 X 1-3/4" Hex Bolts
 - Two (2) 1/4-20 X 3/4" Hex Bolts
 - Eight (8) 1-1/4" Flat Washers
 - Two (2) 1/4" Flat Washers



**Canine Scale
with Remote-Mount Display**



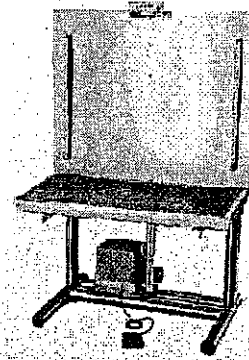
**Canine Scale
with Post-Mount Display**

SECTION 1: BEFORE ASSEMBLY (continued)

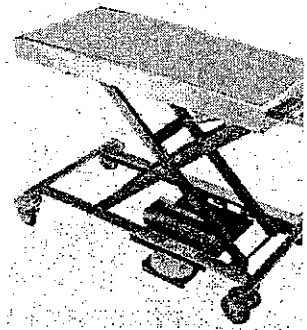
STEP 2. Determining Best Place to Install

CAUTION The Canine Scale weighs 75 pounds. It is designed to operate on the floor. Serious accidents can occur if your Platform is not sufficiently supported.

With the exception of mounting it to our specially designed Lift Table or Mobile Animal Lift Table, we do not recommend placing the scale anywhere besides the floor.

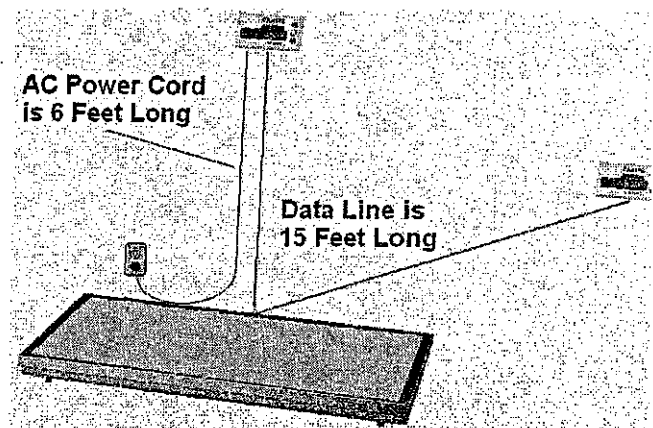


Shor-Line Lift Table
(Product #916.3340.00)

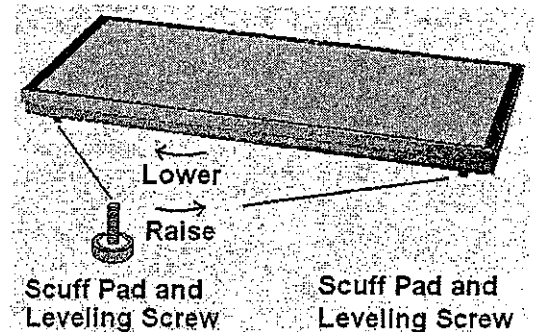


Mobile Animal Lift Table
(Product #903.3120.01)

- If recessing in floor, ensure water (from cleaning, mopping, or other) cannot build-up. Water will short-out or corrode the Platform's Junction Box.
- Cleansers containing bleach will corrode the scale's stainless steel.
- Make sure there is at least 1" clearance on all sides of the Platform.
- If using the AC Adaptor, position the Display Module within 6' of an electrical outlet or use an extension cord. Important: Do not use AC Adaptor if powering with a 9-Volt Battery.
- If mounting the Remote Display to a wall or placing it on a desk, table, etc. (regardless of using AC Adaptor or 9-Volt Battery) position the Platform within 8' of the Display because of Data Line length.



- Set the Platform on a level surface.
- Ensure the four Scuff Pads underneath touch the floor so the Platform doesn't wobble. If necessary, turn the adjustable Leveling Screws until each pad touches the floor.



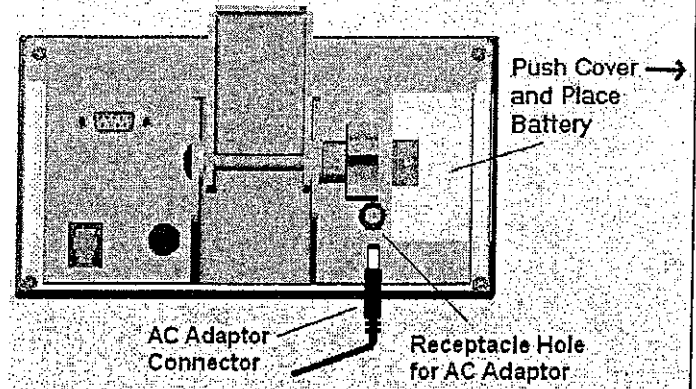
STEP 3. Tools and Materials

- You will need:
 - Phillips-head Screwdriver
 - 3/4" Wrench or Ratchet (if using Post-Mount Display)

SECTION 2: ASSEMBLY

STEP 4: Making Connections

- Choose power source: AC Adaptor OR 9-Volt Battery.
 - If using AC Adaptor insert the Adaptor Connector into the Receptacle Hole located on the backside of the Display Module. Plug Adaptor into an electric outlet.
 - If using 9-Volt Battery load battery into the back of the Display Module.



- Connect Display Module to the scale's Load Cells:
 - Insert the Data Line* into the square jack located on the backside of the Display Module (Figure A). Insert until sharp click is heard.

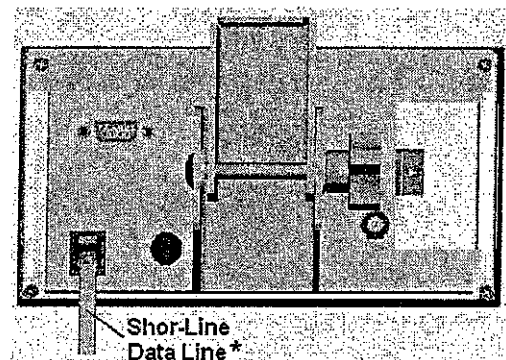


Figure A

- Turn the Platform onto its side (Figure B).
- CAUTION** The scale weighs 75 pounds. Do not attempt to turn the Platform over alone or allow to drop to floor after the completing task.
- Plug the other end of the Data Line* into the Junction Box found underneath the Platform (Figure B).

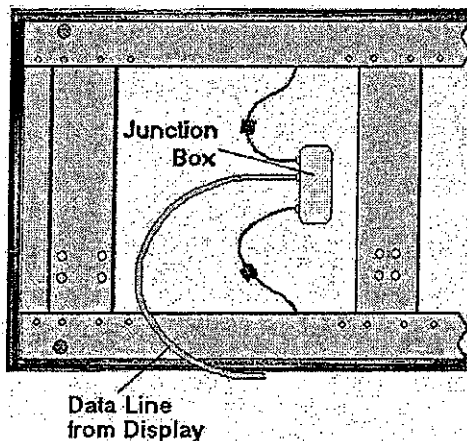


Figure B
Underneath View Of Platform

- The Data Line is inserted into the second square jack (Figure C). If using Post-Mount, first go to Option B on next page.

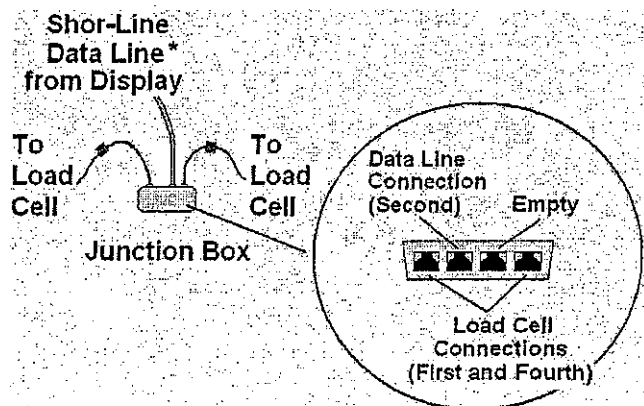


Figure C
Junction Box

* **IMPORTANT:** Shor-Line Data Line connectors differ from standard telephone or personal computer equipment.

SECTION 2: ASSEMBLY (continued)

STEP 5: Position Display Module

Option A: If using Remote-Mount Display (Figure A)

- If mounting Module to a wall:
 - And a wall stud is accessible, use two 1-1/4" Wall Mount Screws and Flat Washers and mount the display's bracket to the wall. Use top two holes.
 - But a wall stud is not accessible, use either two 1-1/4" Wall Mount Screws Flat Washers, and Red Anchors found in Hardware Pack or use two 2" Toggle Bolts to mount display's bracket to the wall.
- If positioning the Module elsewhere, (like a desktop or table):
 - Set the Module upright on a level surface.

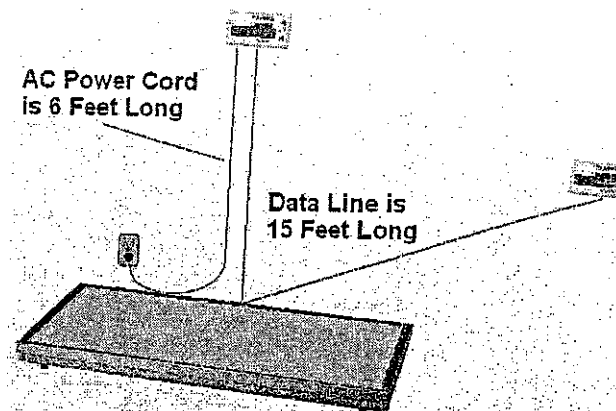


Figure A
Remote-Mount Display

Option B: If using Post-Mount Display (Figure B)

- Turn the Platform onto its side (Figure B).

⚠ CAUTION The Canine Scale weighs 75 pounds. Do not attempt to turn the Platform over alone or allow it to drop to floor after completing task.

- Locate the two holes where the Post is to be mounted. Using two 1/4-20 X 3/4" Hex Bolts and two 1/4" Flat Washers attach the Post.

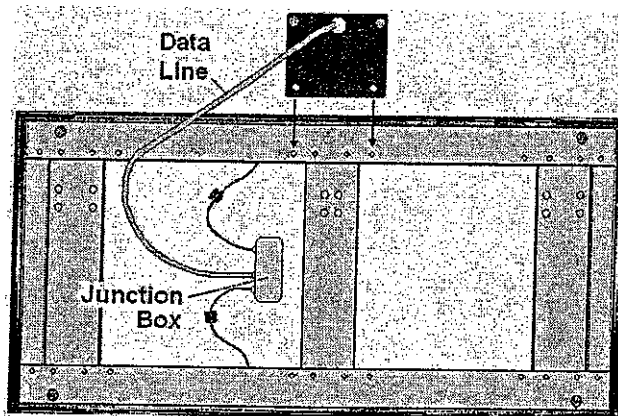


Figure B
Mount Post to Platform

- Place the scale upright (Figure C).

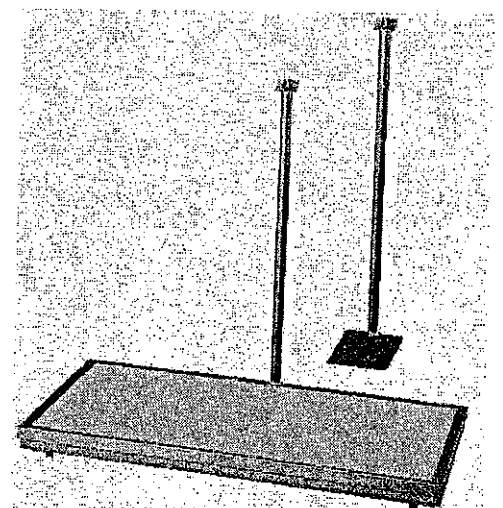
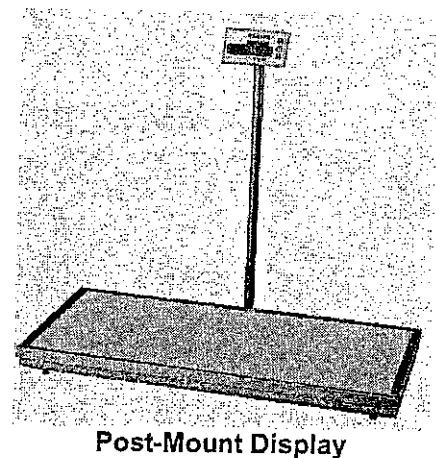


Figure C
Post-Mount Display

SECTION 2: ASSEMBLY (continued)

Option B: If using Post-Mount Display (continued)

- Remove the Bracket from the Display Module by loosening and removing the Knob, pulling out the Bolt, and freeing the Bracket and the Sleeve (Figure D).

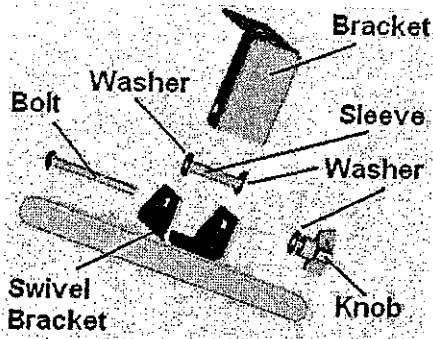
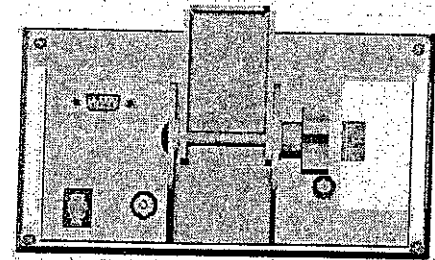


Figure D

- Mount the Display Module to the Post. Insert the Post Mount into the Swivel Bracket while reassembling the Sleeve, Washers, Bolt, and Knob (Figure E).
- Go to Page 7, STEP 4: Making Connections and connect the Data Line to the Display Module. The Data Line runs from the Module inside the Post to the Platform Junction Box (Figure F).



Remove the Bracket

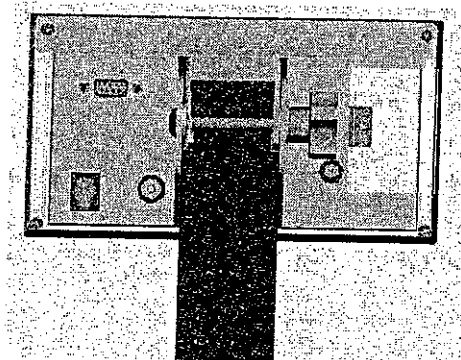


Figure E

Mount Display Module to Post Mount

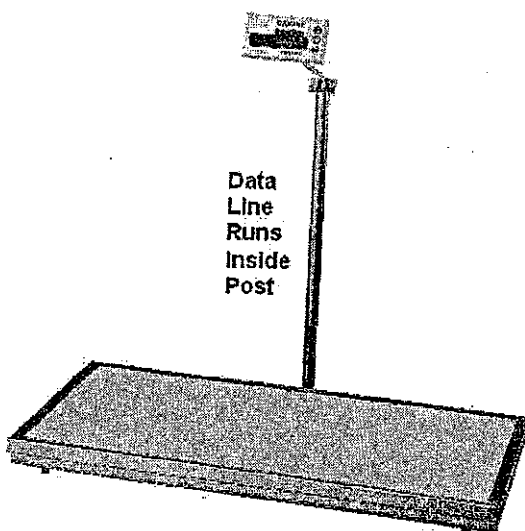
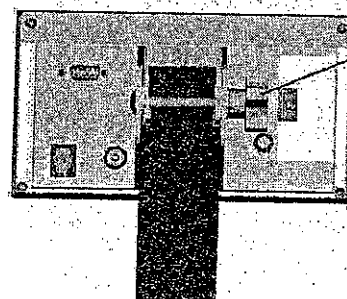


Figure F
Post-Mount Display

- Adjust viewing angle by loosening and re-tightening the knob on the back of the Module (Figure G).



Turn Knob to
Adjust Display

Figure G

SECTION 3: OPERATION AND FUNCTIONALITY

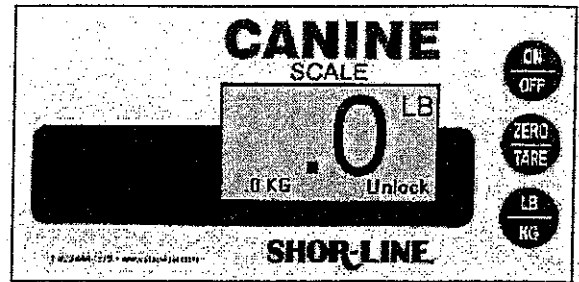
IMPORTANT: Your Shor-Line Canine Scale was designed and manufactured for animal health care services. Please limit the use of the product to only animals.

A) Turning ON the Canine Scale:

Push and hold the ON/OFF touch pad until "Shor-Line Please Wait" is displayed. The Display Module will perform a brief self-diagnostic test for about three seconds. When the screen displays ".0 LB" (or ".0 KG"), the scale is ready and in the Unlock Mode (see below).

B) Turning OFF the Canine Scale:

- Push the ON/OFF touch pad and the Display Module will turn off immediately.
- The Module will also turn off automatically:
 - If using AC Adaptor, 10 hours after last measure.
 - If using Battery, 30 seconds after last measure.



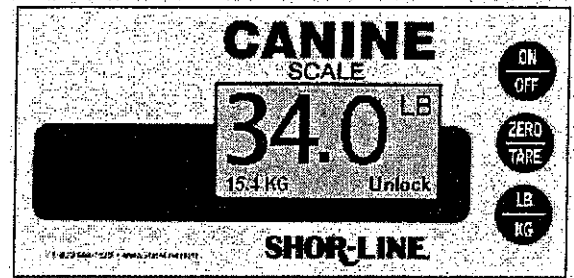
Push and Hold to Turn On
Push to Turn Off

C) Weighing Animals:

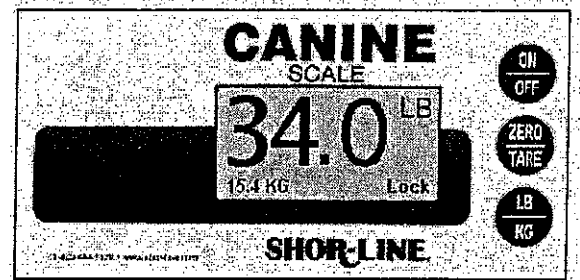
Your Canine Scale has two different modes (Unlock and Lock) to deliver accurate weights for not only the well-behaved animal but also the jittery or unruly pet.

- **Unlock Mode (default setting):** In this mode, the weight displayed slowly fluctuates up and down as the animal moves on the Platform. The pet only needs to be still for about 1 second for the number to stop changing, showing you the actual weight.
- **Lock Mode:** This can be used to weigh a fractious animal that will not stay still on the Platform. This mode will average the highs and lows and will "lock" in a weight after 5 seconds. While in this mode, the word "Lock" will appear in the lower right corner of the Display after the weight has been determined.

For weighing extremely uncooperative animals, go to next page.



Unlock Mode
Default Setting



Lock Mode
Accurate Weight In Five Seconds

Changing Modes:

With the Canine Scale in the Unlock Mode, push and hold the ZERO/TARE touch pad for 3 seconds. When "Unlock" disappears from the lower right corner of the Display, release the touch pad. Your Canine Scale is now in the Lock Mode, although the word "Lock" does not appear.

To switch back to Unlock Mode, push and hold the ZERO/TARE touch pad until "Unlock" reappears on the lower right corner of the Display.

Note: Switching mode has to be done before placing animal on the scale.

D) Switching Between LBs and KGs:

The large numbers displaying the unit of measure on the LCD Screen can be switched easily:

- Simply push the LB/KG touch pad to toggle the unit of measure being displayed.

SECTION 3: OPERATION AND FUNCTIONALITY (continued)

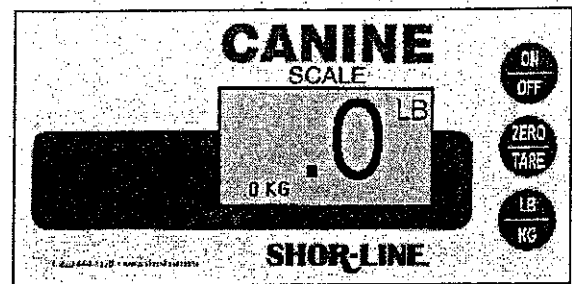
E) Weighing Uncooperative Animals:

You can weigh an active animal by placing it into a portable kennel (or container) or by having someone hold it.

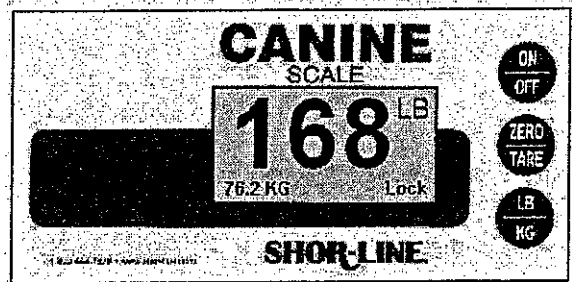
TARE/ZERO Function:

- Turn ON the scale. The TARE/ZERO Function can be used in either the Lock or Unlock Mode. For our example, we'll push and hold TARE/ZERO to set the scale into Lock Mode.
- Place an empty kennel (or container) or have an empty-handed assistant stand on the Platform so the scale can determine weight. The Display will "lock" onto the weight in about 5 seconds.

Let's say your assistant weighs 168 pounds.

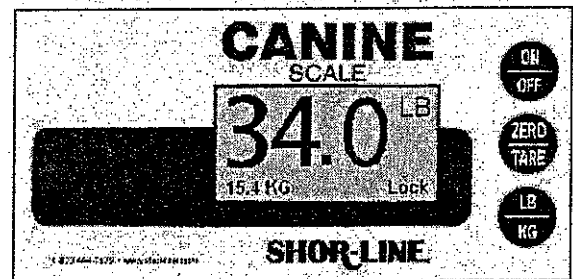


Turn Scale ON



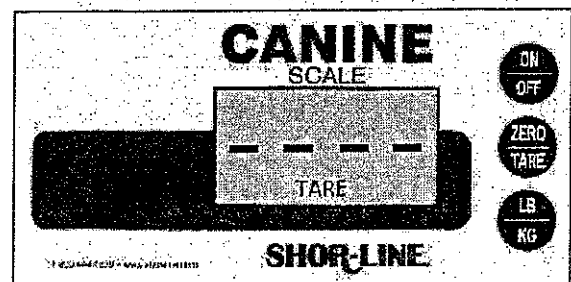
Weigh Assistant or Container
Without Animal

- Hand the animal to the assistant on the Platform or place the animal into the kennel (or container) on the Platform.
- The Display will "Lock" onto the animal's weight in about 5 seconds. It will display only the weight of the additional load (the animal). Our measurement shows the animal weighs 34 pounds.
- When the animal is removed from the Platform, the Display will return to ".0 LB (or .0 KG)" after 6 seconds. Another animal can be weighed in the same manner.



Weigh Animal
Using Assistant or Container

- When the assistant steps off or the empty kennel (or container) is removed from the Platform, the LCD Screen will read "----TARE" which informs the User to push the ZERO/TARE touch pad and return the scale to its standard functionality, the Unlock Mode (default mode).



Returns Scale to Normal Functionality

SECTION 3: OPERATION AND FUNCTIONALITY (continued)

F) Testing Your Scale

Your Canine Scale was calibrated in our factory and should measure accurately. Occasionally though your Canine Scale should be tested to ensure that it is weighing correctly. We recommend testing:

- Each time the Platform is turned on its side (after initial assembly for example)
- Each time the Platform is moved from one spot to another
- Once a month

Testing Your Scale – Place an object with a weight that is known. A twenty pound bag of dog food, for example, will weigh between 20.4 and 20.6 lbs. A forty pound bag is approximately 40.7 lbs.

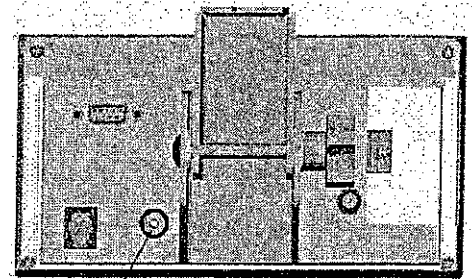
If the weight displayed is significantly off (more than 2%) then:

- Test the Load Cells. Go to Page 14, E) The Weight of the Animal is Not Being Displayed At All.

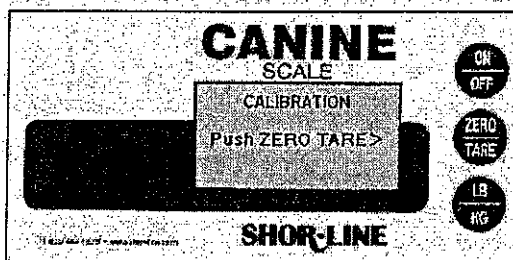
If the weight displayed is just slightly off (less than 2%) then:

Perform On-Site Calibration

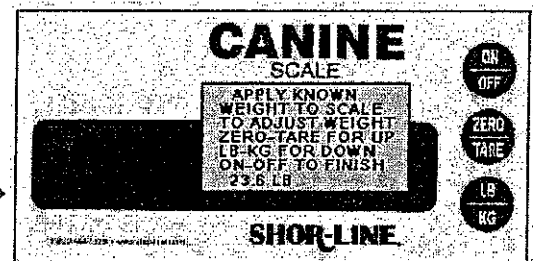
- Let's use a 40 LB bag of dog food that displays 40.6 LBs (off around 3.1 LBs). Remove the weight from the Platform.
- Pop-off the white plastic cap from the back of the Display Module to locate the white button positioned in the hole.
- Using a narrow item, like a pencil, push the button once to activate the function.



Push Button One Time

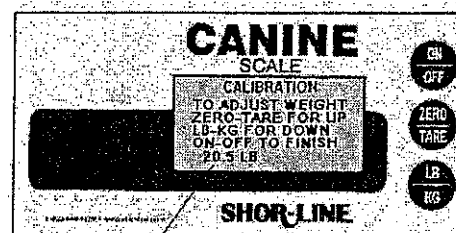


- Follow the instructions on the LCD Screen.
- Push the ZERO/TARE touch pad to "zero out" the weight.



- Return the known weight (the bag of dog food) onto the scale and locate its weight at the bottom left-hand side of the Screen (23.6 LB).

- Calibrate – adjust the weight:
 - Push LB/KG touch pad to decrease weight displayed on LCD Screen until 20.5 is displayed (recall the actual weight of food and bag is around 20.4 and 20.6 LBs).
 - Push ZERO/TARE touch pad to increase weight.
 - Push ON/OFF touch pad when correct weight is displayed and calibration is complete.
- The Display will return to its normal operating screen display and now show the weight you assigned (20.5 LB in our case).
- Remove the object and after the Display returns back to 0 LBs, test the scale again.
- Replace the Display Module cap when done.



Press ON/OFF when Weight Displayed is Correct

Press when Display Matches Known Weight

Press to Increase Displayed Weight

Press to Decrease Displayed Weight

SECTION 4: TROUBLESHOOTING

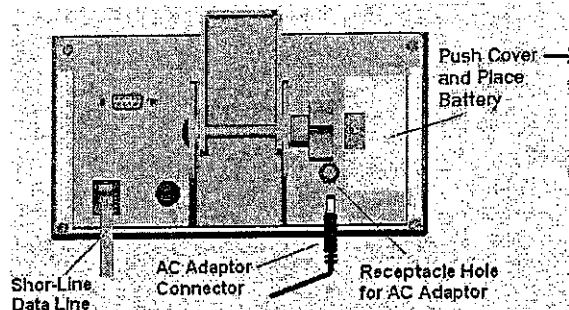
What Do I Do If...

A) The LCD Screen Does Not Come On

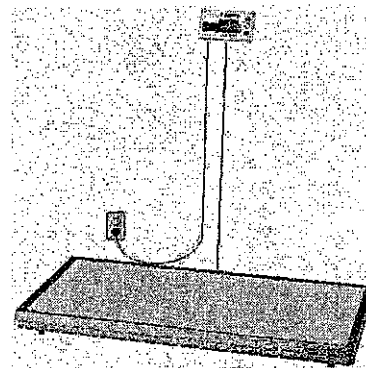
There are two possible power sources – AC Adaptor and 9-Volt Battery. An alkaline battery should last about three months and a lithium battery six months.

- Ensure the scale is on. Remember, the Display Module will turn off automatically if idle (After 30 seconds if using a battery-powered Module. After 10 hours if using AC Adaptor).

- If using a 9-Volt Battery, check the 9-Volt Battery and replace if necessary or remove the battery and use the AC Adaptor.



- If using the AC Adaptor, ensure all connections (Power Cord from the electric outlet to Display, Data Line from Display to Platform Junction Box) are still properly connected. Reference Page 7 for all connections.



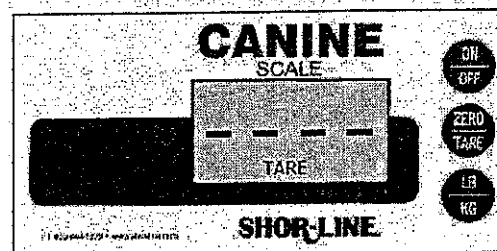
B) The Weight Being Displayed Is Not Accurate

- If slightly off (less than 2%), go to Page 12, Perform On-Site Calibration.
- If significantly off (more than 2%) or no numbers displayed at all, go to Page 14, E) The Weight of the Animal Is Not Displayed At All.

C) The LCD Screen Reads "----TARE"

This is just a reminder that the TARE/ZERO Function (perhaps to weigh an active animal) was used previously.

- Push TARE/ZERO touch pad and return to the standard functionality.



D) Cannot Get Weight Because Of Uncooperative Animal

- Use Lock Mode (Page 10) or TARE/ZERO Function (Page 11).

SECTION 4: TROUBLESHOOTING (continued)

What Do I Do If...

E) The Weight of the Animal Is Not Being Displayed At All

- With assistance, turn Platform onto its side (Figure A)
- Disconnect the two Load Cells Data Line Clips from the Junction Box (Figure A).
- Disconnect the gray 15' Data Line from the Junction Box (Figure A) and Display Module (Figure B).
- Remove Display Module from the Post or Wall Mount.

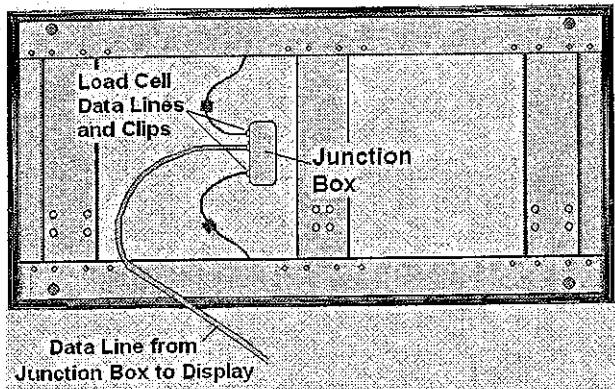


Figure A

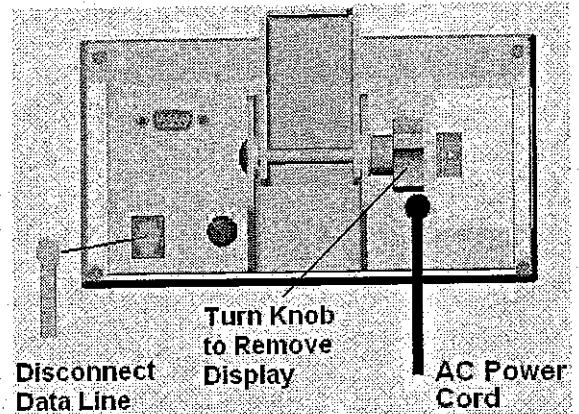


Figure B

- Connect one Load Cell Data Line (Figure C) directly into the Display Module (Figure D).
- As Figure C shows, you'll need to move the Display Module close to the Platform to perform this because Data Lines are very short.

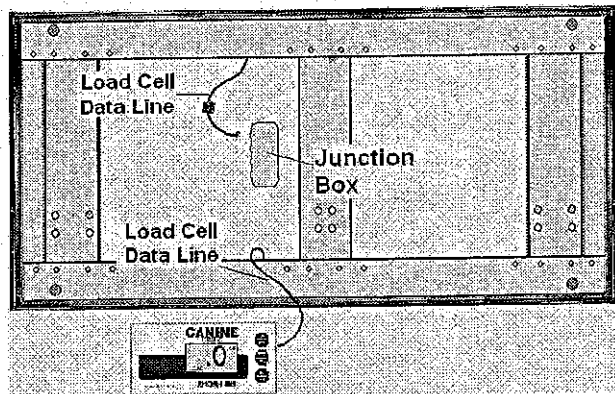


Figure C

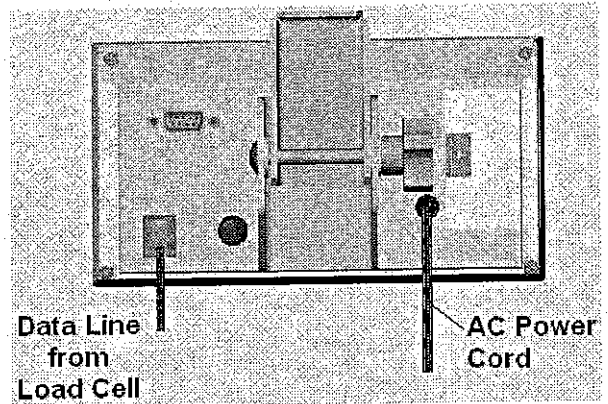


Figure D

- Push the ZERO/TARE touch pad once (Figure E).
- The LCD Screen should read ".0 LB" (or ".0 KG").

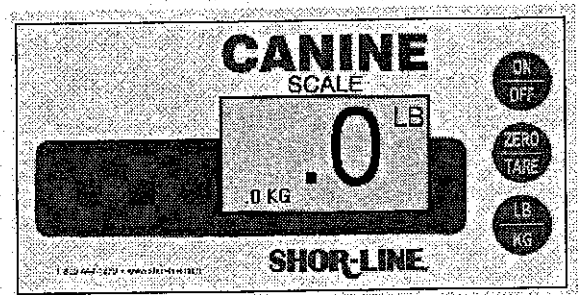
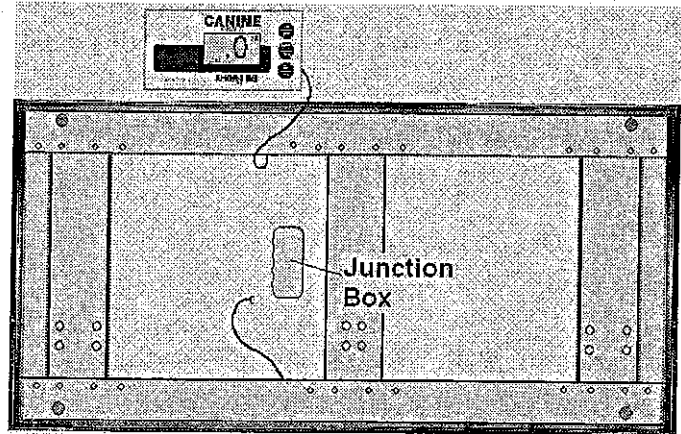


Figure E

SECTION 4: TROUBLESHOOTING (continued)
What Do I Do If...

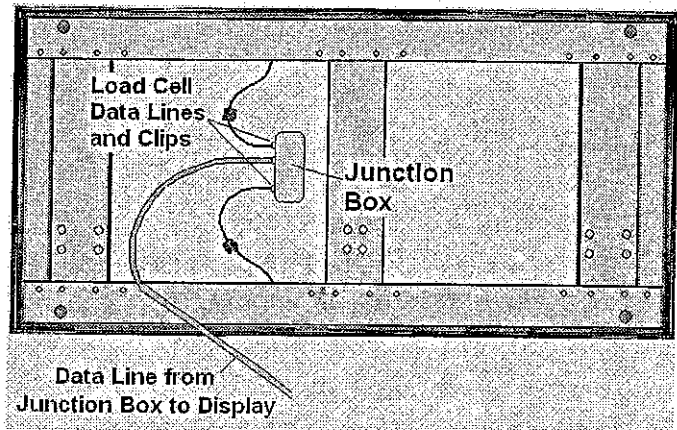
E) Weight of the Animal Is Not Being Displayed (continued)

- Position the scale upright and place an object (or push down) on the Platform.
 - If numbers appear on the LCD Screen, the Load Cell is good. **IMPORTANT:** The weight on the object, however, will not be accurate when only one cell is used. The measure may actually be double.
 - If numbers do not appear, the Load Cell is bad.
- Disconnect and test other Load Cell in same manner



If both Load Cells are good:

- Reconnect both cells into Junction Box.
- Reconnect the Data Line from the Junction Box into the Display Module.
- Place the scale upright, press ZERO/TARE touch pad and retest.
 - If weight IS displayed, validate accuracy by testing scale. Go to Page 12, Perform On-Site Calibration.
 - If weight IS NOT displayed, the Data Line is bad. Contact Shor-Line to discuss our Limited Warranty, Repair/Replace Policy, and Return Policy. Order a new Data Line.



If one Load Cell or both Load Cells are bad:

- Discontinue use.
- Contact Shor-Line to discuss our Limited Warranty, Repair/Replace Policy, and Return Policy.

IMPORTANT: The scale cannot measure accurately with only one good Load Cell. Do not try to compensate by calibrating scale.

SECTION 5: CANINE SCALE SPECIFICATIONS

PLATFORM	
Size	20" W X 3.5"H X 44" 44.5 L"
Load Cell	2
Leveling Feet	Yes
Mat Color	Gray (included)
Cable	Snap-in Connector

DISPLAY UNIT	
Size	3.5"W X 1.185:H X 7.5"L
Display	LCD (1.125" Character Height)
Function Button	3 Touch Pads (ON/OFF, ZERO/TARE, LB/KG)
Measurement	Pounds and Kilograms
Weight Lock	Auto Weight Lock
Weight Range	0-450 LBS or 0-204.3 KG
Calibration	Easy 4 Step Calibration With Instructions on Screen
Accuracy	+/- .1 LB/KG Less Than 100 LB/KG +/- 1 LB/KG Equal to or More Than 100 LB/KG
Repeatability	+/- .02% Throughout Range
Surge and Static Protected	Yes
Power	AC Wall Adaptor (Preferred) or One (1) 9-Volt Battery
Battery Life	Three (3) Months for Alkaline Six (6) Months for Lithium
Auto Shut Off	10 Seconds if Powered with Battery 10 Hours if Powered by AC Adaptor
Back Light	Yes (With the AC Adaptor ONLY)
Warranty	One (1) Year on Display / Two (2) Years on Load Cells

SECTION 6: SHOR-LINE CUSTOMER INFORMATION

I. FREIGHT CLAIM & PRODUCT RECOVERY POLICY

Shor-Line does not abandon our commitment to customer satisfaction when products are in transition to your office.

If merchandise is received damaged, defective, or shorted and:

- A Shor-Line freight carrier is responsible, we'll replace or fix the merchandise to your satisfaction and manage the freight claim process.
- You chose an alternative carrier, we'll gladly provide support and guidance but you are responsible for product repair or replacement, as well as, managing cost recovery efforts.

To recover product(s) and cost, a claimant must prove that freight was damaged or short when delivered at your receiving area. To improve the quality of claims, we offer best practices in RECEIVING & INSPECTING SHIPMENTS.

At a minimum, if problems exist with your shipment:

- Describe the damage or shortage on delivery receipt.
- Do not move damaged merchandise, its container, or its inner packing material from the location you discovered damage or shortage.
- Do not use damaged merchandise (if using, then stop).
- Call Shor-Line's Technical Service Department immediately.

Important:

- After fifteen (15) calendar days of receipt of merchandise, this policy becomes void.
- Failure to apply our instructions described in RECEIVING & INSPECTING SHIPMENTS may result in you owning damaged products.

II. CUSTOMER SATISFACTION POLICY

If you are not fully satisfied with our product or your purchase decision, Shor-Line will replace the product or credit your account (excluding shipping and handling costs). We do require you:

- Within fifteen (15) calendar days of receipt of the product, to notify our Technical Service Department.
- To express in writing why you are not fully satisfied.
- Within thirty (30) calendar days, to return our product to Shor-Line in satisfactory condition and in compliance with our PRODUCT RETURN POLICY.

Important:

- This policy **does not apply** to specially designed, discontinued, used, factory second, or repaired products.
- After fifteen (15) calendar days of receipt of our product, this policy becomes void. Check our LIMITED WARRANTY if product quality lessens over time.
- Shor-Line's obligation is limited to providing the applicable credit, which will be processed only after the receipt of the returned product.

III. PRODUCT RETURN POLICY

There are several reasons why products are returned to Shor-Line, namely repairs, replacements, and credit.

1. It is our policy to only pay freight for:

- IN-WARRANTY SERVICE (if product repair or replacement is justified).
- Replacement of product is requested pursuant to: CUSTOMER SATISFACTION POLICY (Note: not applicable if credit is requested).

Important:

- Shor-Line will only pay for standard surface/ground shipping. A customer must pay for overnight delivery or other special requirements to expedite delivery.
- 2. If merchandise is damaged during transit AND a Shor-Line freight carrier was responsible, it is our policy to invoice our carrier for subsequent shipping costs.

If customer selected an alternative freight carrier who was responsible, Shor-Line will not be responsible for any costs related to product return or subsequent shipping.

Refer to RECEIVING & INSPECTING SHIPMENTS for terms, conditions, and procedures.

Please notify us of any return prior to shipping and obtain an RMA (next page).

- 3. The customer is responsible to pay freight for all other types of returns (out-of-warranty service, return for credit, etc.).
- Please **notify us** of any return prior to shipping and obtain an RMA (next page).
- We recommend that you insure the shipment.

Regardless of circumstances or carrier, Shor-Line is not responsible for damages during in-bound shipment.

- If your return / repair shipment is received in damaged condition or shorted, we will notify you immediately. You will need to notify the carrier and initiate a claim inspection. Shor-Line will provide assistance, as necessary, to support your claim.
- 4. All products returned for credit or returned without being replaced or repaired are subject to a minimum 15% restocking charge.
- 5. Products are to be returned only to the address provided on RMA form (next page).

Contact SHOR-LINE at (800)444-1579 or (913)281-1500.

If in the United Kingdom phone +44(0) 1446 77 20 41.

SECTION 6: SHOR-LINE CUSTOMER INFORMATION

Important: All Returns Require an RMA Number

Products being returned for any reason or delivered for repair must receive advance authorization from our Technical Service Department. Before shipping, obtain a Return Merchandise Authorization (RMA) number to ensure efficient processing of your repair, replacement, or credit.

- RMA numbers should appear on the outside of the container in BOLD print.
- Only the precise product and quantity specified on the original RMA request should be returned with the RMA number issued.
 - If you intend to return additional products to us, a new RMA number should be required.

Failure to obtain a valid RMA or follow these instructions may delay the processing of your repair, replacement, or credit.

IV. PRODUCT REPAIR POLICY

There are several reasons why products require repair, namely normal wear-and-tear, excessive use, abnormal conditions, accidents, abuse, and inferior quality or workmanship.

1. Refer to LIMITED WARRANTY (paragraph two specifically) to understand in-warranty and out-of-warranty terms and conditions relating to repairs.
2. Refer to PRODUCT RETURN POLICY if a product needs to be shipped to Shor-Line.

IV. PRODUCT REPAIR POLICY - continued

3. If merchandise is damaged during shipping but can be repaired to your full satisfaction AND a Shor-Line freight carrier was responsible, it is our policy to expedite repairs, manage the freight claim, and invoice our carrier for costs associated with repair and subsequent shipping.

If a customer selected an alternative freight carrier, Shor-Line will not be responsible for any costs related to repair.

Refer to RECEIVING & INSPECTING SHIPMENTS for terms, conditions, and procedures.

4. Any replacement parts furnished at no cost to the Customer, in fulfillment of the Shor-Line Limited Warranty, are warranted only for the unexpired portion of the original warranty.
5. Any services or repairs outside the scope of our Limited Warranty shall be at Shor-Line's rates and terms then in effect.

Important:

- All repairs, regardless if in-warranty or out-of-warranty, need to be initiated and authorized through our Technical Service Department. Failure may result in a customer being obligated for unauthorized expenses.

If shipping is required, Shor-Lines needs to issue you an RMA (prior column) to ensure repairs are managed properly and expeditiously.

SECTION 6: SHOR-LINE CUSTOMER INFORMATION

V. RECEIVING & INSPECTING SHIPMENTS

INTRODUCTION

When preparing for transport, Shor-Line and a carrier inspected product quality and count. Because problems occur during transit, Shor-Line offers you best practices for receiving, inspecting, and unpacking your merchandise.

Please help us file claims and protect yourself by applying the following practices. **Failure to concur can result in you owning damaged products.**

Important:

- After fifteen (15) calendar days of receipt of merchandise, Shor-Line's FREIGHT CLAIM & PRODUCT RECOVERY POLICY becomes void.

A) AT TIME OF DELIVERY

1. **VERIFY COUNT** - Check the number of pieces (shipping containers, cartons, etc.) received against the number listed on carrier's delivery receipt (i.e. Bill of Lading).

If no discrepancy:

- Go to: 2. INSPECT CONTAINERS FOR DAMAGE

If discrepancy (shortage):

- Write the number of pieces not delivered AND number of pieces delivered on all copies of delivery receipt.
- Confirm the shortage by having driver sign all copies of the delivery receipt. Retain a copy to file a claim for loss.
- Initiate carrier inspection and recovery processes:
 - If Shor-Line's carrier delivered freight, call our Shor-Line Technical Services Department immediately and we'll replace missing freight.
 - If customer-selected carrier delivered freight, contact carrier and initiate inspection and claim processes.

2. **INSPECT CONTAINERS FOR DAMAGE** - Thoroughly examine each shipping container for visible damage.

If no visible damage (containers are not crushed, torn, wet, or otherwise damaged):

- Accept the shipment, retain copy of delivery receipt, and continue to next page: B) AFTER ACCEPTANCE OF FREIGHT

If minor visible damage:

- Describe damage to container(s) in detail AND write "subject to damages discovered" on all copies of delivery receipt. This is critical for freight claims.
- Confirm your notation by having driver sign all copies of the delivery receipt.
- Accept the shipment, retain copy of delivery receipt, and continue to next page: B) AFTER ACCEPTANCE OF FREIGHT

2. INSPECT CONTAINERS FOR DAMAGE - continued

If severe visible damage:

- Write the number of containers damaged and describe damage to container(s) on all copies of delivery receipt.
- **Ask driver to inspect merchandise with you** and open container immediately. If driver will not inspect freight and leaves premise,
 - Write "Driver will not inspect merchandise" AND "Subject to concealed damage" on all copies of delivery receipt.
 - Have the driver sign to confirm your notation and keep a copy of the delivery receipt to file a claim.
 - Continue to next page: B) AFTER ACCEPTANCE OF FREIGHT
- Describe, in detail, all visible damage to merchandise on all copies of delivery receipt.
- Write "Subject to damages discovered" on all copies of delivery receipt and sign.
- Have the driver sign to confirm your notation on all copies of delivery receipt.
- Keep a copy of the delivery receipt to file a claim.
- Initiate carrier inspection and recovery processes:

If Shor-Line's carrier delivered freight:

- Call our Shor-Line Technical Services Department immediately and we'll replace or fix product to your satisfaction. Our team will coordinate product return and/or repair pursuant to our PRODUCT RETURN POLICY and PRODUCT REPAIR POLICY.
- We'll request documentation from you, coordinate future site inspection with carrier, and prepare you for site inspection. Reference next page: C) SUPPORT DURING SITE INSPECTION.

If customer-selected carrier delivered freight:

- Decide if you want to accept or reject the entire shipment. You may have the option to accept and reject parts of the shipment. Speak with carrier.*
- Write the number of pieces you accept AND number of pieces you reject on all copies of delivery receipt.
- Contact carrier and initiate inspection and claim processes.
- Continue to next page.

- * If the carrier abandons the merchandise (fails or refuses to return shipment), consult your legal counsel regarding disposition.

V. RECEIVING & INSPECTING SHIPMENTS - continued

B) AFTER ACCEPTANCE OF FREIGHT

1. **INSPECT MERCHANDISE** - At the receiving area open (unpack, uncrate, etc.) all containers, as soon as possible, to ensure your expectations are met and to safeguard all rights to a freight claim. Inspect shipment for:

- Concealed Damage – Damage to merchandise that could not have been noted during delivery.
- Concealed Shortages – Loss of contents within a shipping container that could not have been noted during delivery.
- Non-compliance with order specifications

If concealed damage or shortage discovered:

- Do not use. Keep damaged merchandise, container(s), and inner packing materials at the receiving area.
- Keep damaged or shorted merchandise in its original shipping container and in same condition when damage or loss was discovered, until site inspection is completed.
- Move containers as little as possible.
- Initiate carrier inspection and recovery processes:

If Shor-Line's carrier delivered freight:

- Call our Shor-Line Technical Services Department immediately and we'll replace or fix product to your satisfaction. Our team will coordinate product return and/or repair pursuant to our **PRODUCT RETURN POLICY** and **PRODUCT REPAIR POLICY**.
- We'll request documentation from you within fifteen (15) calendar days of freight acceptance.
- We'll coordinate future site inspection with carrier and prepare you for site inspection. Reference next column:

C) SUPPORT DURING SITE INSPECTION

If customer-selected carrier delivered freight:

- Contact carrier to describe damage or loss immediately. Although not mandatory, confirm calls in writing, specifically noting the date, time and person to whom you spoke. Use documentation, if necessary, as evidence that you contacted the carrier within the 15 day period.
- Provide requested documentation and schedule inspection at your site. Reference next column:

C) SUPPORT DURING SITE INSPECTION

Important:

- To recover product(s) and cost, a claimant must prove damage or shortage existed at time of acceptance. Therefore, moving freight prior to inspection or delaying inspection too long can jeopardize claims.
- Often, a carrier cannot be held responsible unless inspections are completed within 48 hours. At the latest, shipping damage or shortage must be reported within 15 days of freight acceptance. Note: Fifteen (15) calendar days after freight acceptance. Shor-Line's **FREIGHT CLAIM & PRODUCT RECOVERY POLICY** becomes void.
- Perform this inspection even if merchandise won't be used right away.

C) SUPPORT DURING SITE INSPECTION

1. A third-party freight inspector will inspect freight containers, merchandise, and inner packing materials.

- Be present for the inspection and accompany the inspector at all times he/she is on your premises.
- Provide copy of delivery receipt as evidence that shortage, damage, and/or possible damage was noted at delivery.
- When inspection has been completed, read the inspector's report carefully and sign if you agree with the summary of facts or conclusions. **Do not sign** if you disagree:

If Shor-Line is handling claim process:

- Call our Shor-Line Technical Services Department and we'll speak with inspector.

If you are handling claim process:

- Consult your legal counsel regarding disposition.
- An inspection report is not a claim.
 - Stop if Shor-Line is handling claim process.
 - Continue if you are handling claim process.

D). AFTER INSPECTION

A freight claim is a written demand for a specific or determinable amount of money for merchandise damaged or lost during transit. The claim is written to the carrier and contains sufficient information delivered within the time limits specified in the delivery contract. To make a successful freight claim, you must prove:

- Carrier received freight in good condition at Shor-Line
- Freight was damaged or short when delivered
- The dollar amount of damage or shortage

1. If you are handling claim process:

Understand filing requirements and file claim within timeframe.

To make a successful freight claim, you must prove:

- Carrier received freight in good condition at Shor-Line
- Freight was damaged or short when delivered
- The dollar amount of damage or shortage
- Retain damaged merchandise until the claim is completely resolved or until you are given disposition from the carrier. You cannot use or dispose of the merchandise without permission from the carrier.
 - Do not return merchandise to Shor-Line unless carrier grants permission AND we provide written authorization (RMA). Reference: **PRODUCT RETURN POLICY**. Failure to keep damaged freight voids any freight claim.
 - If carrier wants to take damaged merchandise, obtain a receipt from the driver at time of pick-up and file with other documentation.
- After carrier has rendered a decision, make sure remedy is completely satisfactory.
 - Unless you are absolutely certain that your damaged merchandise can be satisfactorily repaired, you should seek replacement.
 - If not satisfied, consult your legal counsel regarding disposition.

Important:

- You are still responsible to pay the freight bill on time. Your claim is a separate transaction.

SHOR-LINE CUSTOMER INFORMATION - continued

VI. LIMITED WARRANTY

Shor-Line warrants to the initial purchaser (CUSTOMER) products, manufactured by Shor-Line, shall be free from defects in materials and workmanship, under normal use and service, for varying periods depending on the particular product and subject to the limitations and conditions set forth herein. If properly cleaned and maintained, Shor-Line's stainless steel products are warranted to be free from such defects for their normal useful life. Shor-Line's mechanical and electrical products, parts, devices and components (including such parts, devices and components of stainless steel products), and other non-stainless steel products are warranted to be free from such defects for one year. Shor-Line disclaims any express or implied warranty for products not manufactured by Shor-Line and the only warranty available therefore to CUSTOMER is that offered by the product's manufacturers.

The warranty period shall run from the date of delivery to CUSTOMER. If within the applicable warranty period, a product proves to be defective as described herein, Shor-Line will repair or replace the product, at Shor-Line's sole discretion, conditional upon CUSTOMER's written notice of the defect within fifteen (15) days after its discovery. Upon receipt of CUSTOMER's notice, including substantiation of Customer's status as the initial purchaser and details of the defect, Shor-Line shall advise CUSTOMER whether it plans to repair or replace the product. Shor-Line's obligation is solely limited to repair or replacement of the defective product and in no event shall Shor-Line be liable for transportation from or to Shor-Line offices or any other expense which may arise in connection with this Limited Warranty or the aforementioned CUSTOMER SATISFACTION POLICY.

Shor-Line makes no other warranty or guarantee of any kind whatsoever, whether express or implied, statutory or otherwise, including but not limited to implied warranties of fitness and/or merchantability. The above limited warranty constitutes our only warranty and no person or entity is authorized, on behalf of Shor-Line, to modify or expand upon the provisions expressed in the limited warranty statement. Shor-Line's liability under the limited warranty shall be limited as provided for above and the foregoing shall be the customer's sole remedy and recourse under this contract. There are no warranties that extend beyond the description of the face hereof and goods are sold as is. Shor-Line Limited Warranty is only available to the initial purchaser of its products.

VI. LIMITED WARRANTY - continued

Customer agrees to comply with all instructions and specifications furnished by Shor-Line relating to installation, care and application of products sold. CUSTOMER agrees that it will not modify, misapply, or misuse such products in any manner that would deviate from Shor-Line's instructions. Any repairs, alterations or service provided by parties other than Shor-Line, or its authorized representative may void this Limited Warranty. This Limited Warranty shall not apply to normal wear and tear, damage caused by accident, negligence, or improper operation. This Limited Warranty shall not apply if the information contained within GUIDE TO CARE AND CLEANING OF STAINLESS STEEL PRODUCTS is not followed. A metallurgist may analyze products made of stainless steel to determine if harmful agents (like bleach) or insufficient or improper cleaning practices caused product degradation.

The Shor-Line's Limited Warranty, made in connection with this sale, shall not be effective and shall be void unless such goods are applied and used in accordance with Shor-Line's instructions.

LIMITATION OF LIABILITY

Under no circumstances shall Shor-Line be liable to buyer or any other person for any special, liquidated, incidental or consequential damages, including without limitation, damages based upon lost goodwill, lost sales or profits, work stoppage, delay, product failure, impairment of goods or otherwise and whether arising out of breach of warranty, breach of contract, negligence or otherwise, and in any case, Shor-Line's liability for any and all losses and damages sustained by Buyer and others rising out of or by reason of this contract, shall not exceed the original purchase price of the product upon which liability is founded.

In no event shall any action be commenced against Shor-Line more than one year after the cause of action with respect to which the claim is made has accrued. Shor-Line shall not be responsible for expenses for repairs not made by Shor-Line without the prior written consent of Shor-Line.

SECTION 6: SHOR-LINE CUSTOMER INFORMATION
VII. GUIDE TO CARE & CLEANING OF STAINLESS STEEL PRODUCTS

INTRODUCTION

Shor-Line stainless steel equipment is a long-term investment. Proper care and cleaning of your product is therefore critical. Routine maintenance will:

- Ensure quality and life of your long-term investment
- Protect animals from transmittable disease and infection
- Safeguard your rights to the Shor-Line LIMITED WARRANTY

This guide offers you best practices from the animal care professionals we serve. It also provides you lessons Shor-Line has learned while manufacturing top-quality, stainless steel equipment since 1927.

QUALITY & LIFE OF YOUR PRODUCT

To safeguard your investment and rights to the Shor-Line LIMITED WARRANTY, it is important that you know factors that degrade stainless steel. *Corrosion, pitting, and discoloration can occur if:*

- Bleach, deodorizing agents, disinfectants, and sanitizers (chlorides, bromides, iodides and thiocyanates) stand wet on your product for a prolonged period (over two minutes).*
- Bleach, deodorizing agents, disinfectants, and sanitizers are used frequently without being neutralized with clean water after each application.
- Acidic urine is not removed rapidly and surfaces are not washed thoroughly.
- Animal hair, holding urine and fluids, is allowed to collect around kennel legs, hinges, casters, and welded wire intersections.
- Solutions like liquid bleach and anti-bacterials are allowed to evaporate and dry on surfaces.
- Particles from steel wool, metal fiber brushes, or metal scrapers (which are never recommended for cleaning stainless) get embedded in your product's surface, rust, and give the false impression that the stainless steel is defective.
- Your water source (local or well) is heavy in iron content and water is allowed to dry on your product.
- High levels of pollution (automotive exhaust, aggressive gases, soot, iron oxides, chemicals, etc.) or chloride (from sea or de-icing salts) exist in the environment and frequent, thorough cleaning (manual or rain-washing) does not occur.

BEST PRACTICES / LESSONS LEARNED

You play an essential role in safeguarding your investment and rights to Shor-Line's LIMITED WARRANTY. We recommend:

- Daily or weekly cleaning of stainless steel to prolong its longevity and value and to maintain its finish.
- Using the mildest cleaning procedure that will do job effectively.
 - Ordinary waste deposits and fluids can usually be removed with soap and water. Rinse thoroughly with clear water and dry completely with a soft cloth to discourage water spotting.
 - Minor scale build up and some hard water spotting can be removed by washing with vinegar followed by a clear water rinse and thorough drying.
 - If rubbing, brushing, or scraping is required, use only *stainless* steel wool, brushes with plastic, nylon or *stainless steel* fibers, and scrubbers made of plastic or nylon. Ordinary steel wool or steel brushes should never be used.
 - Stubborn deposits or tightly adhering debris may require a commercial cleaning product. Scouring powders will scratch stainless and should not be used. *Always review label statements on cleaning products regarding use on metals.*
 - Cleaning is not completed until fresh water has been used to thoroughly rinse all residue of salt, bleach, deodorizing agents, disinfectants, and sanitizers.
- After hosing down kennel floors with a strong spray, hose down isolation and side panels that may have become contaminated from the cleaning process.
- Rubbing, drying, and polishing should always be in the direction of the product's grain so scratches will blend into the surface. Efforts opposite the grain may produce a scratched surface appearance.
- Rubbing a soft cloth moistened with olive oil, undiluted white or cider vinegar, or club soda may brighten stainless steel and help remove surface streaks and heat stains.
- Never using paint, lacquer, or varnish as a substitute or shortcut for caring and cleaning stainless steel.
- Never intentionally stamp or etch stainless surfaces.

SECTION 6: SHOR-LINE CUSTOMER INFORMATION

VII. GUIDE TO CARE & CLEANING OF STAINLESS STEEL PRODUCTS - continued

PROTECTING AGAINST DISEASE & INFECTION

Shor-Line shares your commitment to health and safety. This information is intended help protect your animals, as well as, safeguard your investment.

- Clorox Company warns: "We cannot recommend Clorox® to clean metal surfaces, including stainless steel. Prolonged or repeated exposure of metal to strong solutions of our product eventually can cause discoloration or corrosion. To reduce the possibility of metal discoloration, we suggest that exposure time to Clorox® be less than five minutes and that surfaces be rinsed well after application of the solution." To kill parvovirus," the Clorox® Company instructs, "Keep the solution in contact with surfaces for ten minutes."

That's twice the time the company warns against!

- Bleaches can be harmful to animals. Bleaches can react with acids and release chlorine gas that is highly toxic.
- Because of its strong corrosive and toxic properties, bleach is diluted with water. The solution's potency (shelf-life) quickly degrades as the active chlorine dissipates with water. Animal care professionals, therefore, cannot know with certainty how effective the bleach solution is over time without implementing a formal monitoring system.
- If abrasive cleansers (such as Comet®) or chemical deodorizers, disinfectants, or sanitizers are used, protect your animals from respiratory problems and infections by using clean water to wash residue from all surfaces and dry thoroughly.

SHOR-LINE'S LIMITED WARRANTY

LIMITED WARRANTY guarantees the quality and craftsmanship of Shor-Line stainless steel products. The guarantee will be deemed void if information regarding the proper care and cleaning is not adhered to. A metallurgist will determine if harmful agents (like bleach) or insufficient or improper cleaning practices caused product degradation.

If problems occur, call us and we'll help you isolate the cause and offer solutions. If justified, we'll gladly exercise your warranty.