



Repair Program

Retractable/Mechanical Device Repair Program

Retractable lifelines and mechanical devices can be maintained and recertified to help extend the service life of the product. When maintenance is required, quality workmanship in a timely manner is critical to ensure the unit can be quickly returned to service. The 3M Retractable/Mechanical Device Repair Program offers a full service repair center located in Concord, North Carolina to provide consistent, quality repairs in an efficient process.



3M

Retractable Repair Program

How to Request Retractable Repair Work

- 1.) Complete the Factory Repair Authorization Request Form
- 2.) Submit P.O. on form authorizing 'RSL Service'
RLD-10, MS-11, MS-16 qualifies up to R, RS Service only.
- 3.) Return Factory Repair Authorization Request Form, P.O. and unit to:
3M Retractable Repair Department
4451 Raceway Drive SW
Concord, NC 28027

This submittal authorizes repairs on each unit up to the RSL price level. If repairs to the retractable are covered by the RSL service level (i.e. R, RS or RSL Service), then nothing more needs to be done before the unit can be repaired and returned to the customer. However, if additional work is needed to re-certify the retractable, a formal estimate will be provided and must be approved with the submission of an additional P.O. before any work will be completed.

Units received without an accompanying P.O. will be subject to additional \$10 handling charge. Upon any receipt not containing a P.O., we will contact the customer and provide 10 business days to authorize the P.O. If a P.O. is not received within 10 days after the customer has been contacted the units will be considered unclaimed and marked for destruction.

Repair estimates for parts and labor beyond the RSL service level will require an authorized P.O. within 10 days of the communication of the estimate to the customer. If the additional P.O. is not received within 10 days, the unit(s) will be considered unclaimed and marked for destruction.

Applicable freight charges are not included and are the responsibility of the distributor. Excessive exterior wear requiring external cleaning will be subject to an hourly labor rate. A formal estimate for external cleaning will be provided and must be approved with the submission of an additional P.O. before any work will be completed. Any unit deemed contaminated with hazardous materials will not be eligible for repair.

Repair Types

Included Parts & Service	R Service	RS Service	RSL Service
Instruction Manual	●	●	●
New Box	●	●	●
Inspection Recertification	●	●	●
Internal Cleaning	●	●	●
New Labels (As Needed)	●	●	●
Pawl Springs (As Needed)	●	●	●
Brake Tuning	●	●	●
Rubber Ball Stop		●	●
Snap Hook		●	●
Swedges		●	●
Thimble			●
Replacement Cable/Webbing			●
Cable Stop			●

Products Eligible for Repair Program

3M™ Retractables Eligible For Program

ReLoad™ (REW Series and REC Series)

M Series

RLD Series

MS Series

3M™ Mechanical Devices Eligible For Program

Self Retracting Lanyards with Retrieval (205G Series)

Horizontal Lifeline Energy Absorber (SWSW-18)

Repair Pricing

The following chart illustrates retractable lifelines and mechanical devices that are eligible for repair, including service repair costs.

		R Service	RS Service	RSL Service
MS-Series Web Retractable Lifelines				
MS-11	11' Web	\$45.25	\$62.75	Recommendation: purchase new product
MS-16	16' Web	\$55.50	\$75.50	Recommendation: purchase new product
MS-20	20' Web	\$60.25	\$82.75	\$115.50
MS-25	25' Web	\$65.50	\$87.50	\$118.75
MS-30	30' Web	\$65.50	\$87.50	\$121.25
MS-40	40' Web	\$80.25	\$102.75	\$135.50
MS-50	50' Web	\$85.75	\$108.25	\$145.75
RLD Series Cable Retractable Lifelines				
RLD-10	10' Galvanized Cable	\$50.50	\$70.50	Recommendation: purchase new product
RLD-20	20' Galvanized Cable	\$62.50	\$85.50	\$115.25
RLD-30	30' Galvanized Cable	\$65.75	\$88.25	\$120.75
RLD-40	40' Galvanized Cable	\$85.25	\$108.75	\$140.50
RLD-50	50' Galvanized Cable	\$90.75	\$115.25	\$145.75
RLD-65	65' Galvanized Cable	\$100.50	\$125.50	\$175.25
M-Series Cable Retractable Lifelines and 205G Series Retrieval Devices				
M-15	15' Galvanized Cable	\$55.50	\$77.50	\$98.25
M-20	20' Galvanized Cable	\$62.25	\$85.75	\$120.50
M-30	30' Galvanized Cable	\$65.75	\$88.25	\$125.75
M-40	40' Galvanized Cable	\$85.25	\$107.75	\$145.50
M-50 & 205G-50	50' Galvanized Cable	\$90.50	\$112.50	\$150.25
M-65	65' Galvanized Cable	\$100.75	\$125.25	\$180.75
M-75 & 205G-75	75' Galvanized Cable	\$105.50	\$130.50	\$190.25
M-100 & 205G-100	100' Galvanized Cable	\$130.25	\$154.75	\$250.50
M-130	130' Galvanized Cable	\$140.75	\$164.25	\$275.75
Horizontal Lifeline Energy Absorber				
SWSW-18	18' Power Brake	\$55.50	N/A	N/A

		R Service	RSL Service
ReLoad™ Retractable Lifelines (REW and REC Series)*			
REW-12	12' Web	\$55.50	\$95.49
REW-23	23' Web	\$55.50	\$126.93
REC-23	23' Galvanized Cable	\$55.50	\$112.40
REC-30	30' Galvanized Cable	\$55.50	\$125.59
REC-40	40' Galvanized Cable	\$55.50	\$137.23
REC-50	50' Galvanized Cable	\$55.50	\$148.84

*For Sealed ReLoad™ repairs you must contact a 3M™ Authorized ReLoad™ Repair Center. All ReLoad™ models can either be repaired directly by 3M through the Repair Program as outlined above or alternatively through an Authorized ReLoad™ Repair Center. Repair cost quoted by Repair Center. For a list of 3M Authorized ReLoad™ Repair Centers, visit 3M.com/SealedReLoad.

If additional work is required over and above the RSL Service level, 3M will quote additional charges prior to repair.

If additional charges are not approved by the customer, the following diagnostic charges will apply:

Self Retracting Lanyards 30 ft and less – \$25

Self Retracting Lanyards 40 ft and greater – \$55



Repair Department

4551 Raceway Drive SW
 Concord, NC 28027
 USA
 Phone 1-704-743-2401
 Fax 1-704-786-0401
www.3M.com/PPESafety

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