



OWNERS MANUAL

GUIDELINE FOR THE SAFE USE OF VEHICLE SNATCH STRAPS

- Always follow product instructions
- Never attempt to recover a vehicle without all the necessary equipment and only use equipment that is properly rated for the particular situation. If in doubt, don't use it
- Never exceed the Minimum Breaking Strength (MBS) of the Snatch Strap or the Working Load Limit (WLL) of shackles
- It is important to correctly attach the Snatch Strap to a vehicle and only attach the Snatch Strap to a vehicle recovery point or device that is suitably rated for use with the Snatch Strap. A standard tow ball or vehicle tie-down point is not designed for this purpose and may result in the Snatch Strap or a vehicle component detaching from a vehicle and striking and seriously injuring or killing a person
- Incorrect use has previously resulted in serious injury and death

KEY INFORMATION AND SAFETY RECOMMENDATIONS

- The minimum breaking strength of the Snatch Strap should be between 2 and 3 times the vehicle's Gross Vehicle Mass (GVM); and The Snatch Strap must be suited to the GVM of the lighter of the two vehicles used in the recovery process
- NOTE: If the GVM is not stated on the identification plate of a vehicle or its registration certificate it should be available from the owner's handbook or from the vehicle manufacturer
- Consider completing a nationally recognised four wheel drive training course or contact a four wheel drive club for more comprehensive advice on the proper selection and use of your recovery equipment
- The motor vehicle Snatch Strap must not be used for lifting or conventional towing
- Ensure the Snatch Strap is not damaged and is in usable condition
- The Snatch Strap's strength and stretch are reduced when the Snatch Strap is saturated with water
- A recovery damper, heavy bag or blanket must be draped over the Snatch Strap during use to reduce any unintentional rebound of the Snatch Strap
- Before attempting the vehicle recovery, passengers of the vehicles involved must:
 - (i) exit the vehicles; and
 - (ii) stand as far away from the vehicles as possible; and
 - (iii) avoid standing in the path of the vehicle performing the recovery
- While the Snatch Strap is being used, all bystanders must be kept at least 1.5 times the length of the unstretched Snatch Strap from either of the vehicles involved in the recovery process; and- never situate themselves within the path of the vehicles involved in the recovery

SET UP THE RECOVERY

- Assess the circumstances of the stranded vehicle. If bottomed out, clear under the vehicle body so it rests on its wheels. The recovery vehicle should be placed in line with the stranded vehicle (no more than 10°C off the vehicle centre-line). The initial distance between vehicles should be 2-3 metres less than the unstretched length of the Snatch Strap. Establish the point to which the stranded vehicle is to be recovered and the signal (radio, hand signal or horn blast) to be given when that point is reached

CONNECT THE SNATCH STRAP

- Carefully inspect the Snatch Strap - if the Snatch Strap is wet, dirty, cut or chuffed, it will not perform properly and may break causing damage or injury; a Snatch Strap must not be used in this condition
- Roll the Snatch Strap out between the vehicles, and make sure there are no twists
- NOTE : Joining Snatch Straps should be avoided wherever possible, and NEVER use a metal object to join Snatch Straps – if the Snatch Strap breaks, the object can become a missile and is likely to cause damage or injury
- Check your vehicle hand book for recovery point locations, or use correctly rated and fitted aftermarket recovery points
- DO NOT CONNECT TO A TOW BALL OR TIE DOWN POINT
- Only use load rated shackles. To correctly tighten shackle pins, screw the pin until it seats then back off the pin about ½ to 1 turn
- Ensure the Snatch Strap does not contact hot surfaces or sharp edges

MAKE THE RECOVERY

Check all connections and move bystanders to a safe distance (at least 1.5 times the unstretched Snatch Strap length) and to the side of the recovery operation - NEVER allow bystanders to remain in the line of recovery

- Gently accelerate, taking up the slack and proceeding at no faster than 10-12kph. The stranded vehicle should be in 1st gear (or 2nd Low), and the driver should assist the recovery by trying to drive out approximately 3 seconds after the recovery vehicle commences to move
- If the vehicle is not recovered on the first attempt, check under the stranded vehicle, again, for obstacles, reset the slack (about 2-3 metres slack between the vehicles) and increase the speed of the recovery vehicle. NOTE:
 - a) Snatch Straps require rest periods between use to allow return to their original length and capacity
 - b) Excessive speed or continual jerking whilst using a Snatch Strap may result in damage to the recovery point, chassis and drive line of both vehicles
- When the stranded vehicle reaches the agreed point the driver of the recovery vehicle should stop, then the stranded vehicle should stop
- Where proper use of a Snatch Strap is unsuccessful, use an appropriate sized recovery winch

NOTE: Do not attempt to remove the Snatch Strap until both vehicles are stationary and secured.

GENERAL CARE AND MAINTENANCE

- Check the full length of the Snatch Strap for nicks and cuts before and after use. If damaged, replace the Snatch Strap
- Never allow your Snatch Strap to contact sharp or hot surfaces; and remove any twists & kinks
- Foreign material such as sand and grit can permanently damage the Snatch Strap fibres. Clean your Snatch Strap with warm water and a mild detergent
- When thoroughly dry, coil your Snatch Strap for storage
- Inspect shackles for damage; if pins are hard to turn, it is likely that the shackle has been overstressed and therefore needs to be replaced
- Never use the strap as a lifting sling



WARNING INCORRECT USE MAY RESULT IN INJURY OR DEATH!



Vehicle **OCCUPANTS** and **BYSTANDERS** have been **KILLED** by flying projectiles (such as tow balls) when recovery straps have been attached incorrectly.

NEVER attach recovery straps to vehicle fittings such as tow balls, tow bars, tie-down points or tow hooks.

ONLY attach recovery straps to an **APPROVED** recovery point/device that is suitably rated for use with the strap.

BEFORE attempting a vehicle recovery all passengers must exit the vehicles and stand as far away as possible.

WARNING - Always follow product instructions. It is important to correctly attach the motor vehicle recovery strap to a motor vehicle. A standard tow ball or vehicle tie-down point is not designed for this purpose and may result in the strap or a vehicle component detaching from a motor vehicle and striking and seriously injuring or killing a person. Only attach the strap to a vehicle recovery point or device that is suitably rated for use with the strap. Incorrect use has previously resulted in serious injury and death.

WARRANTY POLICY

LIMITED WARRANTY AGAINST DEFECTS

1. This Limited Warranty is provided by Adventure Operations Australia Pty Ltd
ABN [43 622 679 887] trading as OZtrail in our capacity as supplier and manufacturer of the Products.

Our contact details are:

Address: 71 Charles Ulm Place, Eagle Farm, 4009 QLD.

Phone number: 07 3193 1110

Email address: warranty@adventureoperations.com

OUR LIMITED WARRANTY

2. This Limited Warranty applies in addition to any other express warranty or warranties against defects we may supply from time to time for specific Products. If the individual packaging, accompanying product information or labelling of a Product specifies a different warranty period from the 12 month warranty period provided in this Limited Warranty, the packaging Warranty Period will apply instead but on the same terms as this Limited Warranty.

The warranty period for this product is 12 months.

3. Moving forward, in this Limited Warranty, Warranty Period means:

- a) for all OZtrail Products, 12 months from the date of original purchase of the relevant OZtrail Product; or
- b) another time period set out in the individual packaging, product information, labelling, or accompanying a specific OZtrail Product.

4. Under this Limited Warranty, we warrant that products distributed by Adventure Operations Australia Pty Ltd and any of our subsidiaries (Products) will be free from defects in materials and workmanship under normal use (as described in the published product documentation accompanying or applicable to the relevant product) for the relevant Warranty Period (Limited Warranty).

5. If a defect in materials or workmanship becomes apparent under this Limited Warranty within the Warranty Period described above, subject to any additional rights you have under the Australian Consumer Law or any applicable local law, we agree to replace or refund covered Product parts that prove defective through normal use during the Warranty Period. We may alternatively agree to repair certain Products through our qualified agents, where such facilities are available. Without limiting any rights you have under the Consumer Law, the following conditions also apply to the Limited Warranty:

- a) in replacing a defective product under the Limited Warranty, we may, at our discretion, substitute the product with a product model of equivalent nature where the exact model of the defective product is unavailable;
- b) we may elect, at our discretion and as an alternative to repairing or replacing a defective part, to refund the cost of the relevant product upon it being returned to us or one of our authorised resellers;
- c) this Limited Warranty does not extend or apply to any claim you or any other person may have for damage for any loss (including without limitation consequential damages or loss of profit, freight/shipping or travel costs), or otherwise damage howsoever caused whether or not such loss or damage arises as a result of any defect in the product or from the failure or omission on our part to comply with any obligation at law relating to the defect;
- d) this Limited Warranty does not apply to damage caused by your failure and damage caused by improper use and abuse, fair wear and tear, accidents, misuse (including failure to follow instructions regarding care and maintenance of the product), neglect, disassembly, alterations or external causes such as, but not limited to, water damage, exposure to sharp objects, exposure to excessive force, anomalies in the electrical current supplied to the product (if applicable), and extreme thermal or environmental conditions; and
- e) this Limited Warranty does not extend to any Products acquired for the purposes of re-supply, or for use in a manufacturing, or repair processes.

REPAIR FACILITIES AND SPARE PARTS

6. Please note that we have very limited repair facilities for our Products. This means that subject to any limited repair facilities offered through authorised repair agents, we are not able to repair broken or damaged Products that are broken or damaged by you or are defective. For defective Products, this Limited Warranty and your rights under the Australian Consumer Law will apply and in most cases the remedy will be limited to a refund or replacement.

7. OZtrail carries spare parts for many, but not all, of our Products. A comprehensive catalogue of our spare parts can be found at: Camping Gear Spare Parts. This means that where a Product is broken or damaged by you, we may not be able to provide you with a spare part for that Product. Where a Product is defective, you will be entitled to your rights under this Limited Warranty and the Australian Consumer Law, and in most cases the remedy will be limited to a refund or replacement.

HOW TO CLAIM THE LIMITED WARRANTY

8. This Limited Warranty is only valid and enforceable in Australia or New Zealand and will apply only if you have purchased the Product from us directly or from one of our authorised resellers.
9. This Limited Warranty may be claimed by you if a defect becomes apparent in the Product within the Warranty Period.
10. To claim this Limited Warranty you must do either of the following:
 - a) return the defective product to its place of purchase within the Product's Warranty Period, with a detailed proof-of-purchase clearly showing the date and detail of the purchase;
 - b) make the warranty claim directly with us by returning the defective Product to our address at Adventure Operations, 71 Charles Ulm Place, Eagle Farm, 4009 QLD accompanied by a detailed proof-of-purchase clearly showing the date and detail of the purchase;
 - c) make the warranty claim directly with us by emailing us at warranty@adventureoperations.com accompanied by a detailed proof-of-purchase clearly showing the date and detail of the purchase. We may require you to mail us the product or email us photographs of the defect and Product.
11. Where you return the defective Product in-store to the place of purchase, our authorised reseller will inspect the Product and proof-of-purchase to determine if this Limited Warranty has been complied with and can be claimed. They will also determine the remedy available to you under this Limited Warranty.
12. Where you make the warranty claim directly with us, we will inspect the Product (including by inspecting photographs you send to us over email) and the proof-of-purchase to determine if this Limited Warranty has been complied with and can be claimed. We will also determine the remedy available to you under this Limited Warranty.

EXPENSES

13. You must bear the expense of claiming a remedy under this Limited Warranty, including postage and transport costs of returning the product. If we or our authorised reseller determine you are entitled to a remedy under this Limited Warranty, we will reimburse you for any reasonable expenses you have incurred in making the claim, provided you supply us with proof of such expenses.

YOUR RIGHTS UNDER THE CONSUMER LAW

14. Products distributed by Adventure Operations Australia Pty Ltd and any of our subsidiaries come with guarantees that cannot be excluded under the Australian Consumer Law or the New Zealand Consumer Guarantees Act 1993 (Consumer Law) (as the case may be). You are entitled to a replacement or refund for a major failure (or, where the New Zealand Consumer Guarantees Act 1993 applies, a failure of a 'substantial character') and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if products fail to be of acceptable quality and the failure does not amount to a major failure (or a failure of a substantial character, as the case may be).

CONTACT US

15. If you have any questions concerning this warranty policy, you may contact us in writing: Adventure Operations, 71 Charles Ulm Place, Eagle Farm, 4009 QLD, or by email: warranty@adventureoperations.com or visit our website: adventureoperations.com.



OZtrail® is a registered trademark of **Adventure Trading Australia Pty Ltd**

WARRANTY - For details see www.oztrail.com.au/warranty

Designed by:
Adventure Trading Australia Pty Ltd
71 Charles Ulm Place,
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AUSTRALIA

