



## Petzl EXO Sales Program - Frequently Asked Questions

Questions	Answers
<b>1. Fire Dept. question:</b> Can our Fire Dept. obtain sample EXO System for testing?	Yes, but you must first have a Petzl sales representative, authorized dealer or trainer representative provide a 2 hour long demonstration of the EXO system to your organization's assigned test personnel. The EXO Systems must be returned following the testing period.
<b>2. Fire Dept. question:</b> Can individual Firefighters purchase EXO System without their Fire Dept.'s approval?	Yes, but you must first attend an EXO end-user course before purchasing the kit. These courses will be available through Petzl and through authorized EXO trainers starting in October 2006.
<b>3. Fire Dept. question:</b> Can Petzl recommend training organizations that provide EXO System end-user and train-the-trainer courses?	Yes, Petzl can provide you with a list of Training Organizations that are authorized to provide courses on the EXO System
<b>4. Fire Dept. question:</b> Can Fire Dept. have their Training Officers participate in an EXO trainer course so that they can in turn train their own Firefighters?	Yes, you can qualify to become a Authorized EXO Trainer if you send your Training Officers to an EXO trainer course. These courses will be offered by Petzl and by Authorized EXO Trainers as of Oct. 2006.
<b>5. Fire Dept. question:</b> Can these Training Officers train other Fire Dept. outside their department ones they have completed the EXO trainer course?	No, this qualification is specific to your organization. Training Officers may not go outside of their department unless authorized by Petzl in unusual circumstances (such as mutual aid volunteer departments).
<b>6. Fire Dept. question:</b> Can Fire Dept. purchase the EXO and Triact carabiner components separately from the kits?	No, the EXO kit is engineered as a complete system, it is manufactured, tested and inspected under Petzl's ISO 9001 quality control standard and certified under NFPA standards as a complete personal escape system. All components are compatible with one another and perform correctly under specific test criteria.
<b>7. Petzl Dealer question:</b> Can dealers purchase and sell the EXO System?	Yes, as long as at least one of your sales staff members attends an EXO Dealer course. Once the training is successfully completed, the dealer will be allowed to purchase EXO kits for display and demo purpose only. End-users of the system must be authorized to purchase the kits by having scheduled or completed an EXO end-user training. All EXO system purchases must be submitted to Petzl on an EXO purchase order form which will request details about the end-user's training provisions
<b>8. Petzl Dealer question:</b> Can dealers stock EXO system?	No, EXO systems will not be included on our pricelist and the kits will not be sold off-the-shelf.
<b>9. Petzl Dealer Question:</b> Can dealers provide demonstration on the EXO system to potential buyers?	Yes, as long as the person demonstrating the system has successfully completed an EXO dealer course.
<b>10. Non-dealer Trainer question:</b> Can non-dealer trainers demo, purchase and sell the EXO system?	Yes, as long as the Company or Training Organization becomes a Petzl Dealer and your trainers have successfully completed either an EXO dealer or trainer course. Once the training is complete, the training organization will be allowed to purchase EXO kits for display/demonstration and for training purpose only. End-users of the system must be authorized to purchase the kits by having scheduled or completed EXO end-user training. All EXO kit purchases must be submitted to Petzl on an EXO purchase order form which will request details about the end-user's training provisions
<b>11. Non-dealer trainers question:</b> Can non-dealer training org. train end-users with the EXO kit?	Yes, as long as your trainers have successfully completed a EXO trainer course offered by Petzl or any of our Authorized EXO Trainers.
<b>12. Dealer/Trainer question:</b> Can dealer/trainer demo, purchase and sell the EXO kit?	Yes, as long as one of your sales persons/trainers has successfully completed either an EXO dealer or a trainer course. Once the training is completed, the training organization will be allowed to purchase EXO kits for display/demonstration and for training purpose only. End-users of the kit must be authorized to purchase the kits by having scheduled or completed EXO end-user training. All EXO kit purchases must be submitted to Petzl on an EXO purchase order form which will request details about the end-user's training provisions
<b>13. Dealer/Trainer question:</b> Can dealer/trainer train end-users with the EXO kit?	Yes, as long as your trainers have successfully complete a EXO train-the-trainer course offered by Petzl or any of our Authorized Training Organizations.

Course titles, cost and dates	Duration	Instructor	Attendees	Authorization:
<b>A) EXO end-user course</b> \$200 Nov 27 * Jan 29 * Apr 1	8 hours	Petzl & Authorized Trainers	End-users	Purchase and Use the EXO kit
<b>B) EXO dealer course</b> \$400 Nov 26-27 * Jan 28-29 * Mar 31-Apr 1	16 hours	Petzl Trainers	Dealers and sales reps	Purchase and Use the EXO kit, demo & sell the EXO kit
<b>C) EXO trainer course</b> \$600 Nov 26-28 * Jan 28-30 * Mar 31-Apr 2	24 hours	Petzl & Authorized Trainers	Commercial & Public Sector Trainers	Purchase and Use the EXO kit, demo & sell (if also dealer) the EXO kit , train end-users on the EXO kit