



MARKER

MARKER RENTAL HELMET PROGRAM TRAINING MANUAL AND CONDITIONAL INDEMNITY

Marker USA
112 Etna Rd.
Lebanon, NH 03766
(603) 442-0314

www.markerusa.com
www.markercertification.com

INTRODUCTION:

In the interest of delivering the proper training to rental operators providing Marker rental helmets, Marker provides this Rental Helmet Program and Training Manual to Authorized Marker Rental Helmet Dealers. It explains the conditional indemnity affecting rental helmets and instructs rental shop employees as to the knowledge and skills necessary for Marker Rental Helmet Certification. These skills include proper assessment, fitting, and maintenance of Marker rental helmets. Please read this manual carefully and complete your certification at www.markercertification.com. Your manager can provide you with the login information.

CONDITIONAL INDEMNITY

Conditional indemnity means that Marker agrees to defend and indemnify the authorized rental shop against liability arising from claims for personal injury allegedly occurring during proper use of a rental customer's use of a Marker helmet, in accordance with the terms outlined in the Marker Rental Helmet Conditional Indemnity. Indemnification is strictly subject to satisfaction of the terms and conditions requiring that the authorized rental Dealer has:

- 1) executed and returned an Authorized Dealer Agreement
- 2) signed the Rental Helmet Conditional Indemnity
- 3) properly trained its staff to achieve Marker Rental Helmet Certification
- 4) abided by all provisions and conventions outlined in this Manual, along with other care and use instructions that may be provided by Marker.

LIABILITY INSURANCE STATEMENT

Marker maintains product liability insurance coverage for each occurrence, underwritten by a rated national insurance company. In the event of a product liability occurrence involving a Marker helmet rented by one of our accounts – the policy includes a Vendor's Endorsement that provides coverage to our authorized rental shops, subject to specified terms and conditions. Of course, shops will not be insured by our policy for any unsubstantiated claims they make regarding the performance of Marker rental helmets.

If you require Marker insurance certificate, please submit a written request to your Marker sales rep on your shop or company letterhead, and Marker will gladly send you a copy.

MARKER RENTAL HELMET CERTIFICATION

In order for any rental shop to retain Marker Authorized Dealer status, the rental shop must have at least one staff member who has participated and passed the Marker Rental Helmet Certification Exam (www.markercertification.com). Additionally, all staff members who inspect, maintain, fit and rent Marker helmets are required to review and understand all parts of this manual. Marker Rental Helmet Certification is valid for one season. Prior year certifications expire annually on December 31.

This Manual is designed to help educate rental shop staff with the care, fitting and proper rental protocol for Marker Rental helmets by:

- 1) Providing a general background about Marker rental helmets.
- 2) How to properly size and fit rental helmets.
- 3) How to inspect helmets.
- 4) How to properly clean and store helmets.
- 5) Replacement Parts

Once the rental shop staff has studied this Manual, they may take the certification exam at www.markercertification.com to become a Marker Rental Helmet Certified Technician.

HELMET CONSTRUCTION:

Marker Rental Helmets consists of:

- 1) Outer Shell, ABS: hard rigid plastic to:
 - A) Help distribute the impact force over a larger surface area.
 - B) Help protect against penetration of sharp objects.
 - C) Help protect the Inner Shell from abrasions and knocks.
- 2) Inner Shell, EPS:
 - A) Expanded Polystyrene. (EPS)
 - B) Material compound designed to absorb impact energy through compression.
 - C) Consistent absorption properties through variety of conditions and temperatures.
 - D) Single Impact Design. EPS absorbs by material compression. Not able to use helmet after crushing impact.
- 3) Liner:
 - A) Anti-Microbial, Anti-Bacterial, Hypo-Allergenic.
 - B) Breathable
 - C) Cushioned feel and fit to customer's head
 - D) Replaceable
- 4) RTS System: (Rotate to Size)
 - A) Micro adjust fit to customers head
 - B) Easy turn dial
 - C) Replaceable
- 5) Goggle Clip:
 - A) Holds Goggle to helmet
 - B) Color coded by size for easy visible

In summary, the outer shell (ABS) helps to spread impact energy over a larger area of the helmet, and the inner shell (EPS) helps to absorb the force by compressing upon impact. It is important to remember that if a helmet is involved in any substantial impact, the chances are the inner shell (EPS) has been compressed and the helmet should be replaced, even if it appears visually undamaged.

MARKER HELMET CERTIFICATION STANDARD:

CE – EUROPEAN HELMET STANDARDS

All Marker Rental Helmets are CE (EN 1077:2007) Certified.

This European-based standard provides impact, penetration, retention and coverage qualifications for alpine ski helmets.

MARKER HELMET CLEANING AND CARE:

CLEANING

Marker helmets should be cleaned with a soft cloth or sponge using warm water and mild soap (mild dish soap). Allow all parts of helmet to air dry.

Do Not use cleaning solutions, paints or solvents as these can damage the protective properties of a Marker rental helmet. This damage is potentially not visible.

LICE

If there is an instance where Lice is evident in a helmet, please follow the steps to contain and remove.

- 1- Do not use a spray of any type.
- 2- Remove the helmet liner and seal tight in a plastic bag and dispose bag with liner.
- 3- Place the helmet into a sealed plastic bag for 48 hours.
- 4- Using a soft cloth or sponge, warm water and mild soap to clean all the helmet surfaces and straps. Allow helmet to air dry once cleaned.
- 5- Call Marker for replacement liner.

HELMET STORAGE

Marker recommends the helmet be stored in a cool, dry place. Excessive heat can damage the helmet. If there are questions about the condition of a Marker helmet, please call for information.

DAMAGED HELMET

A Marker helmet that is visibly damaged (cracked outer shell, crushed or cracked EPS shell or other damage) it must be removed from use. The protective properties of a Marker helmet are consumed or compromised during a significant impact. Damage may not always be visible. If there are questions about the condition of a Marker helmet call us for information.

HELMET LIFESPAN

A Subject to any other recommendations about damage replacement, Marker generally recommends replacing a rental helmet every three (3) years. If you have any questions about the condition of a Marker rental helmet, please call us for information.

HELMET SIZING & FITTING:

A helmet must fit properly and be worn properly in order to work properly. In order to offer the best value and fit possible, Marker makes helmets in a wide range of sizes as follows:

Junior Rental Shell Sizes:

00 47-51cm: Color Code: Orange

0 51-56cm: Color Code: Green

Adult Rental Shell Sizes:

S 51-55cm: Color Code: Blue

M 55-59cm: Color Code: Red

L 59-63cm: Color Code: Yellow

SIZING A HELMET

In order to determine the correct size helmet for a customer, use a flexible metric measuring tape or the Marker Helmet Sizing Tape to measure the circumference of the customer's head. Wrap the tape around the customer's head, being sure to locate the tape just above the ears and keeping the tape level front to back.

The Marker Helmet Sizing Tape provides a fast and easy way to determine the correct size rental helmet by using the eyelet end of the tape to overlap the color code size section of the tape. The color that is showing through the eyelet is the correct color code size helmet for the customer.

Once you have the proper measurement you can select the corresponding size/color code helmet. In order to check that the helmet fits properly have the customer try the helmet on. It should be a comfortable but snug fit. The helmet should be positioned low enough in the front to protect the forehead and make a snug fit to the top of their goggles, but not so low that it hinders their vision by pushing the goggles down too low on their face. If there is a major gap between the head and the liner or pressure points this indicates the need to try a different size helmet. Once the helmet is properly sized and positioned, you can adjust the Rotate To Size system dial and chinstrap.

ROTATE TO SIZE SYSTEM DIAL ADJUSTMENT

Marker's RTS (**R**otate **T**o **S**ize system) enables the helmet to adjust to the customer's head for a superior fit. By turning the dial, clockwise or counter clockwise, at the back edge of the helmet the RTS system can make the helmet fit smaller or larger within the size range of that helmet size.

The RTS system only needs to be adjusted to fit snug and comfortable to the customer. The RTS dial does not need to be turned hard to fit properly. The RTS System has stops at each end, (Small and Large) trying to turn beyond these stops can damage the RTS dial System.

Always make sure that the customer feels comfortable with the helmet fit and understands that a properly worn helmet provides the most protection.

CHINSTRAP AND RATCHET BUCKLE ADJUSTMENT

Having the chin strap adjusted properly is important to providing the best protection to the customer.

Insert the black toothed ratchet into the red lever buckle. Adjust toothed ratchet so that the chinstrap fits snugly under the customer's chin. If the ratchet is too tight or too loose the strap can be adjusted

to be longer or shorter. The chin strap is adjusted properly when the chin strap is under the customer's chin and not pressing into their throat. The customer should be able to open their mouth wide without feeling choked or pinched without sticking their chin forward. The customer needs to understand that the chinstrap buckle needs to be fastened and fit snugly before use.

To open the chin strap, pull down on the red strap and buckle and remove the back toothed ratchet.

Make sure the loose end of the strap passes through the plastic slide. If it does not, the strap may loosen and the helmet can move around or come off accidentally.

CONFIRM FIT

To confirm the fit, try to move the helmet on the customer's head with both hands.

- 1- Twist side to side. A good fit is when the skin on the customers forehead moves with the helmet. If the helmet moves and not the skin on the forehead, the helmet is too loose.
- 2- Rotate forward and backward. A good fit is when the helmet is able to stay in place and not rotate forward covering customer's eyes or rotate backwards exposing their forehead.

If you are able to move the helmet in these directions, do not use this size and replace with a different size. Once satisfied with the helmet fit and the helmet is properly adjusted and tightened, the customer should feel comfortable wearing the helmet properly.

HELMET INSPECTION:

As an authorized Marker Rental Dealer, you have committed to inspecting rental helmets after each usage to make sure that the helmets are intact and in good condition. Helmet inspection is part of your commitment to product integrity and service, which requires not renting helmets that show any evidence of an accident, major impact or excessive scratches and/or dents.

To properly inspect a rental helmet, follow these simple steps:

ASK QUESTION

Ask the customer upon returning the helmet, if they had any falls or major accidents while wearing the helmet. Also ask if they had any problems or noticed any loose or broken parts.

VISUAL INSPECTION

Look for any signs of a major impact or damage, including scuffs/scratches, dents or cracks. Examine the chin strap and buckle for any fraying, cuts, cracks or discoloration. Check to see thaty the RTS sizer is functioning properly. If the helmet has a fit system, make sure that it is in good working condition and securely anchored into the helmet. Check that the liner is securely attached and in good condition. Replace any parts that are broken, worn or missing.

CONCERN IF A HELEMT HAS BEEN DAMAGED

If there is a concern about the condition of a Marker helmet, it can be sent back to Marker for further inspection. Marker will inspect the helmet for damage and determine if the helmet can still be used. Call Marker at (800) 453-3862 for more details on this service.

WARRANTY & REPLACEMENT PARTS:

Marker helmets are warranted to be free from manufacturing defects in material and workmanship for 1 year from date of purchase. Marker will determine if the helmet is defective and either repair or replace the helmet.

REPLACEMENT PARTS

If you have questions concerning replacement parts for Marker helmets you can call us at: (800) 453-3862, or e-mail us at warranty@mdv-usa.com.

Here is a list of replacement parts available for the Marker rental helmets.

item no.	description	size	colour
169480.00	Rental Goggle Clip	00	orange
169480.0	Rental Goggle Clip	0	green
169480.S	Rental Goggle Clip	S	blue
169480.M	Rental Goggle Clip	M	red
169480.L	Rental Goggle Clip	L	yellow
item no.	description	size	
169481.S	Rental Liner	S	
169481.M	Rental Liner	M	
169481.L	Rental Liner	L	
item no.	description	size	
169482.00	FE Rental Liner	00	for FE version and Rental Junior
169482.0S	FE Rental Liner	0	
169482.S	FE Rental Liner	S	
169482.M	FE Rental Liner	M	
169482.L	FE Rental Liner	L	
item no.	description	size	
169483.0	Rental Chin Pad		
item no.	description	size	
169484.0	RTS Size Adjustment	M & L	
169484.1	RTS Size Adjustment	00, 0 & S	