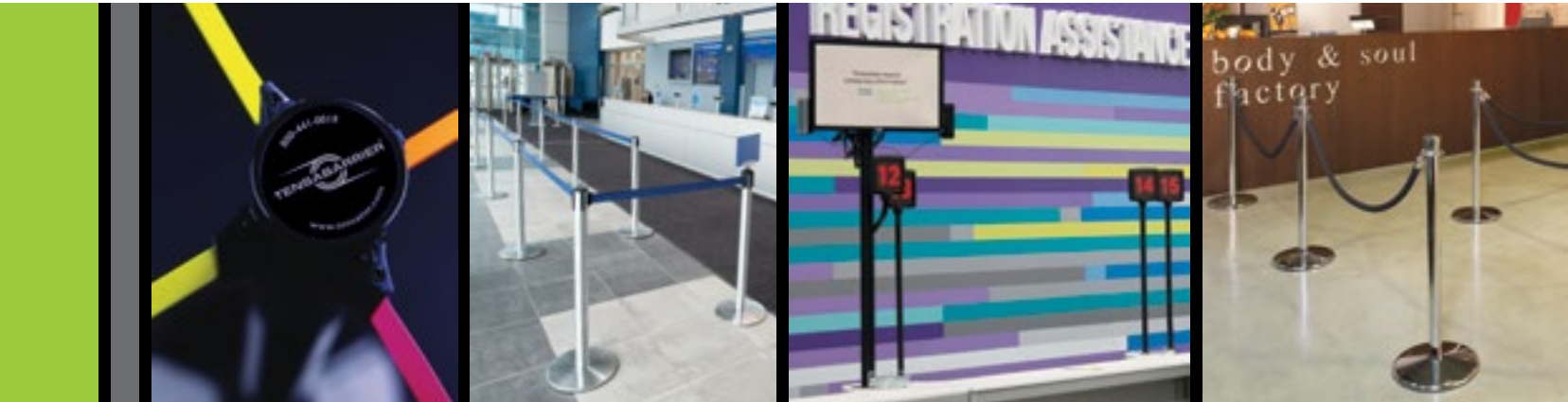


TENSATOR[®]
leading the customer journey



TENSATOR PRODUCT CATALOG

Proudly offering the full
Lawrence Metal brand product line

LAWRENCE

800.441.0019



Leading The Customer Journey

Tensator® is a recognized leader in the management of the customer journey. The company offers a large range of digital media platforms, electronic and virtual queue management, display and signage products, crowd and access control solutions, in-queue merchandising, self-service systems and the Tensabarrier®, one of the most respected barriers in the world.

Tensator® empowers blue chip retailers, international airport terminals, transport providers, financial institutions, major exhibition, leisure and entertainment venues, construction sites, restaurants and hotels to speed customer flow through the queue, improving operational efficiency and customer satisfaction. Tensator® helps eliminate lost revenues through walk-aways and drives high value impulse sales with its range of queue management solutions.

Visit www.tensator.com

for more information, and follow us on Twitter,  LinkedIn,  and YouTube. 

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Why choose TensabARRIER®?

For over 30 years, TensabARRIER® has been the world's leading retractable belt system for line management and although others may try to copy our designs and innovations, no one duplicates the quality and attention to detail that is apparent in every system.

Need more proof?

It begins with our exclusive cassette design:



Better by Design...



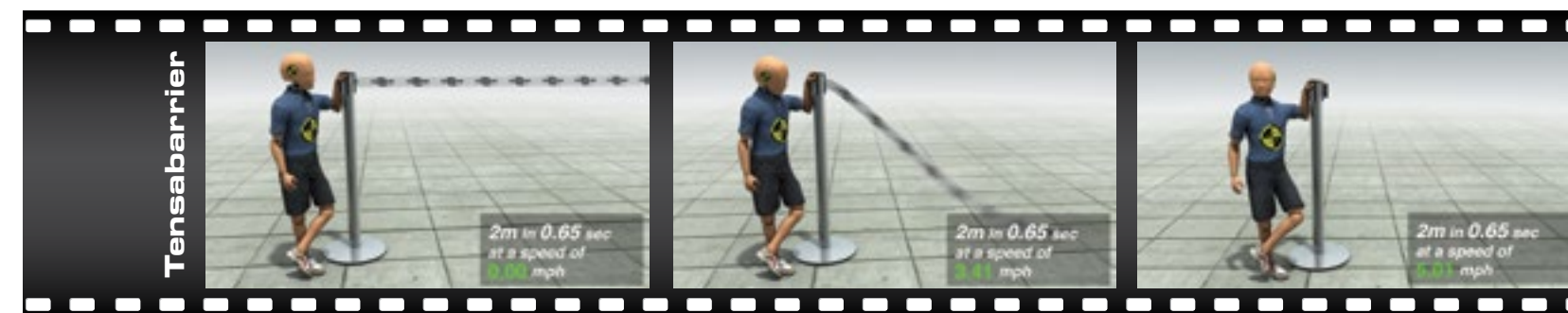
Crowd control stanchions contain a powerful constant force spring used to retract the belt. Studies show that the belt on stanchions without braking systems accelerate at a speed equivalent to 85mph - that's faster than a Formula One car off of the starting line! If the belt is released accidentally and the retraction mechanism is not fitted with a brake, the belt will snap back with enough force to cause injury.

Many competing brands do not have a braking system, the TensabARRIER® by Tensator® has a patented braking system that incorporates twin brake shoes. This slow retract technology allows the belt to fall to the floor when released and then slowly and safely retract back into the post, eliminating the risk of injury.

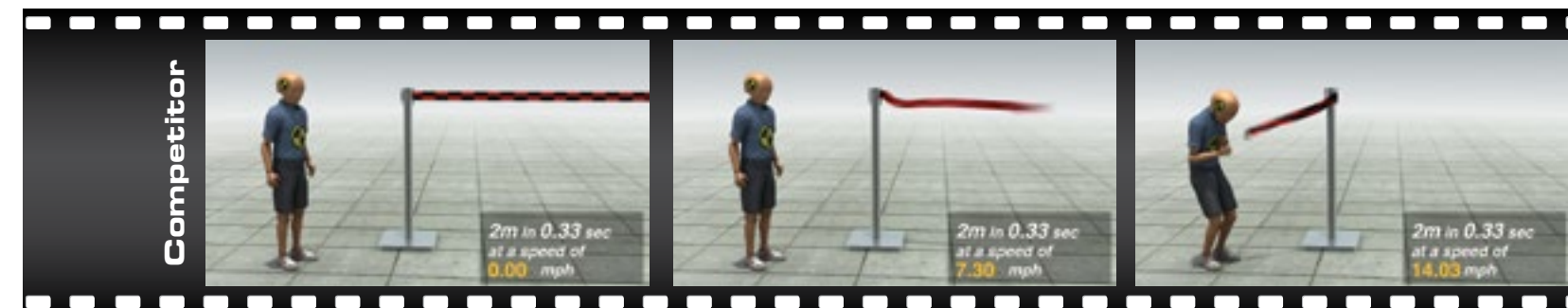
The anti-tamper belt end means that you have to actually press the button to free the belt, preventing accidental release.

Avoid the risk of injury claims and specify genuine TensabARRIER® stanchions to be sure your queue is safe for your customers.

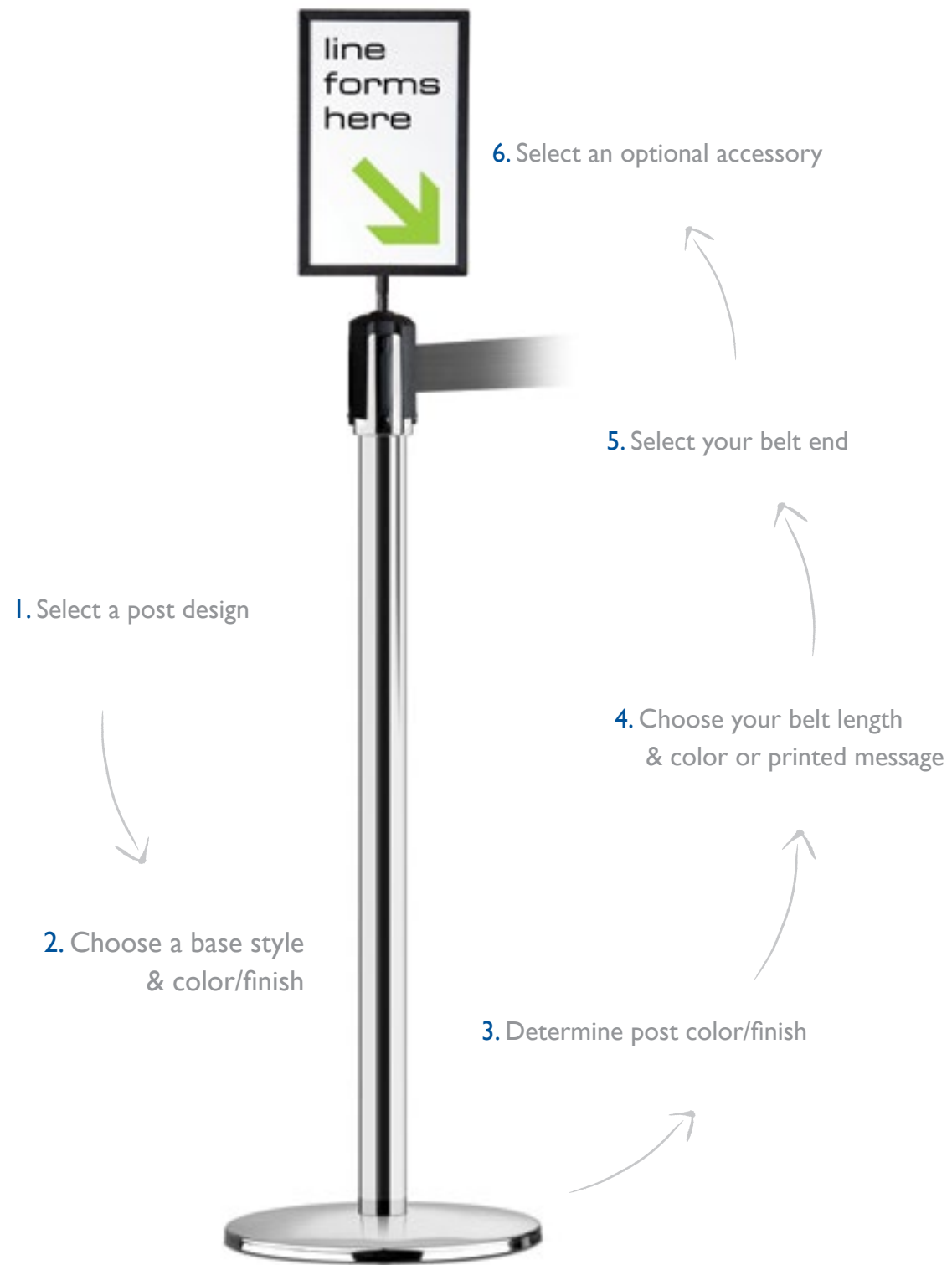
TensabARRIER® featuring the patented slow-retract braking system



Competitor inferior braking system



What to know when placing an order _____



1. Select Your Post Model



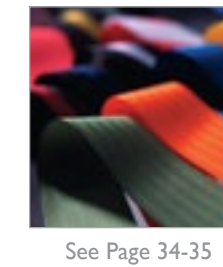
2. Choose a Base Option



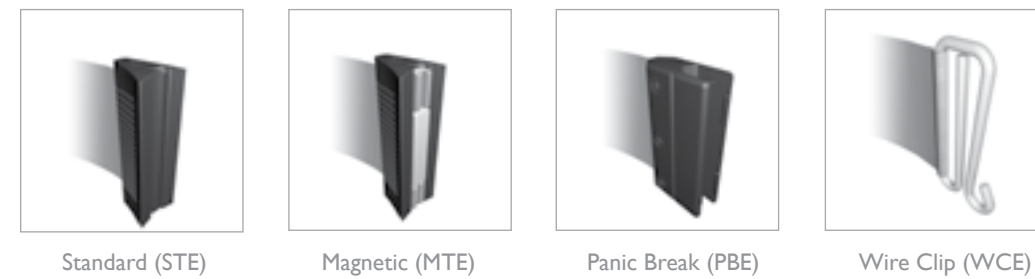
3. Select a Post Finish



4. Choose Your Belt Color & Length



5. Select a Belt End



6. Choose Tensabarrier® Accessories Optional





Tensabarrier® and Post & Rope Base Options

Tensabarrier® Base Options



Universal



Basics



eXpressions



Surface Fixed



Removable

Specialty Tensabarrier® Base Options (Only available on select posts)



Rollabarrier®



Heavy Duty



Outdoor

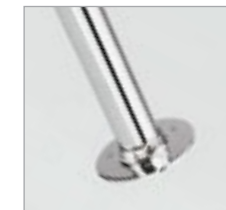
Post & Rope Base Options



Universal



Traditional



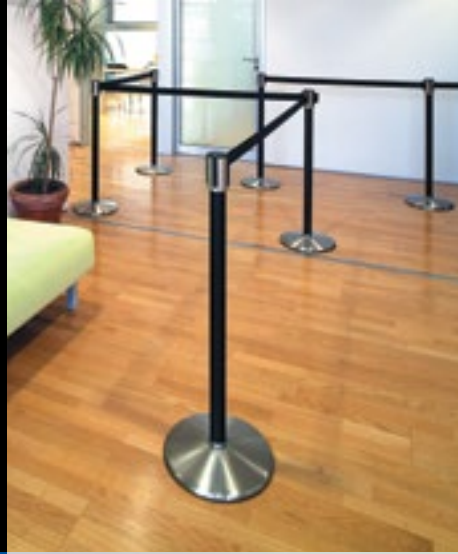
Surface Fixed



Removable



- All metal Tensabarrier® and Post & Rope bases include rubber floor protectors
- Heavy weight bases available upon request (29 lbs.)



890 Slimline

The leading post in the market with a slim 2" design, this classic has been a perennial favorite for over 25 years. Available with a large range of finished bases and belt options, the 890 coordinates with any décor.



Product shown:
890B Black Post with
Black & White Striped Webbing
at JFK Airport, NY



890U Universal Base

The slim profile universal base is cast iron with a pressed steel cover; available in a range of colors & finishes.

Order Code:
890U-STD: 7'6" Belt
890U-MAX: 13' Belt
890U-RCV: No Belt

height	38"	tube O.D.	2"
base dia.	14"	weight	22 lbs.



890B Basics Base

The basics base is cast iron covered by a highly durable NoScuff™ ABS plastic cover.

Order Code:
890B-STD: 7'6" Belt
890B-MAX: 13' Belt
890B-RCV: No Belt

height	38"	tube O.D.	2"
base dia.	14"	weight	21 lbs.



890E eXpressions™ Base

The cast iron eXpressions base complements any decor with a dark gray anti-scuff outer ring and inlay finish options including polished chrome, satin chrome and any powder coated finishes.

Order Code:
890E-STD: 7'6" Belt
890E-MAX: 13' Belt
890E-RCV: No Belt

height	38"	tube O.D.	2"
base dia.	14"	weight	25 lbs.



890F / 890R with Permanent Fixed or Removable Base

For added stability in applications with established traffic patterns.

Order Code:
890F-STD: 7'6" Belt
890F-MAX: 13' Belt
890F-RCV: No Belt
890R-STD: 7'6" Belt
890R-MAX: 13' Belt
890R-RCV: No Belt

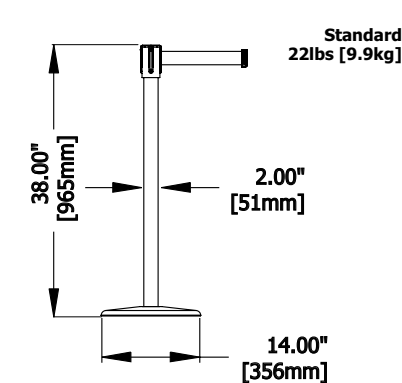


used with 421 socket

height	40.5"	tube O.D.	2"
base dia.	5"	weight	9 lbs.

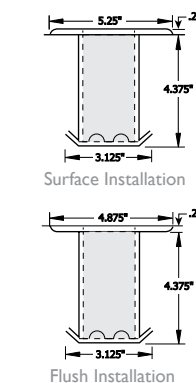
Removable post attaches to 421 socket (sold separately)

890U Slimline



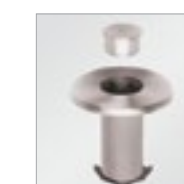
421 Socket

For use with removable base



Replacement Cassettes

All Tensabarrier® belt cassettes are replaceable. Whether you're in need of a new color belt or custom print design, this gives you complete flexibility!



421 Socket & Cap

For surface and flush installations, see illustration for dimensions. (Available in Satin Stainless only)



889 Advance Post

Clean and sleek, the 889 Advance brings simple elegance to public guidance. A contemporary design combined with all the advanced safety benefits unique to Tensabarrier® systems, makes it a perfect solution for indoor applications.



Product shown:
889U Satin Chrome Post with
L5 Blue Webbing at the
Intrepid Museum, NY



889U Universal Base

The slim profile universal base is cast iron with a pressed steel cover; available in a range of colors & finishes.

Order Code:
889U-STD: 7'6" Belt
889U-MAX: 13' Belt
889U-RCV: No Belt

height	38"	tube O.D.	2.5"
base dia.	14"	weight	23 lbs.



889B Basics Base

The basics base is cast iron covered by a highly durable NoScuff™ ABS plastic cover.

Order Code:
889B-STD: 7'6" Belt
889B-MAX: 13' Belt
889B-RCV: No Belt

height	38"	tube O.D.	2.5"
base dia.	14"	weight	22 lbs.



889E eXpressions™ Base

The cast iron eXpressions base complements any decor with a dark gray anti-scuff outer ring and inlay finish options including polished chrome, satin chrome and any powder coated finishes.

Order Code:
889E-STD: 7'6" Belt
889E-MAX: 13' Belt
889E-RCV: No Belt

height	38"	tube O.D.	2.5"
base dia.	14"	weight	26 lbs.



889F / 889R with Permanent Fixed or Removable Base

For added stability in applications with established traffic patterns.

Order Code:
889F-STD: 7'6" Belt
889F-MAX: 13' Belt
889F-RCV: No Belt
889R-STD: 7'6" Belt
889R-MAX: 13' Belt
889R-RCV: No Belt

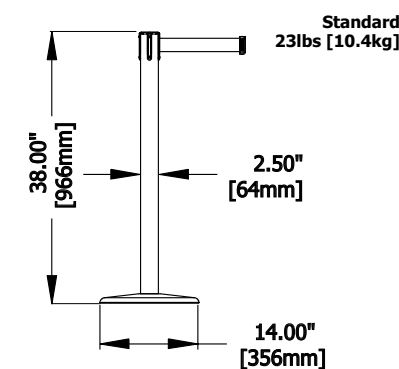


used with 421 socket

height	36.5"	tube O.D.	2.5"
base dia.	5"	weight	9 lbs.

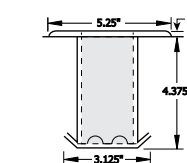
Removable post attaches to 421 socket (sold separately)

889U Advance

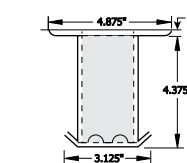


421 Socket

For use with removable base



Surface Installation



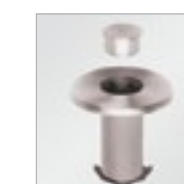
Flush Installation



Post Runner Dolly

No more heavy lifting! Accommodates all Tensator portable posts.

Order Code: PR-1
7 lbs.



421 Socket & Cap

For surface and flush installations, see illustration for dimensions.

(Available in Satin Stainless only)



889T2 Dual Line

The ingenious design of our Advance Dual Line Tensabarrier® provides maximum control, security and safety with the addition of a second retractable belt.

In addition to preventing people and children from ducking under the belt, it is also ADA (Americans with Disabilities Act) compliant, a legal requirement in most US public places, to ensure safety for physically challenged individuals.



Product shown:
889T2E Dual Line Black Post with eXpressions Base

889T2U Universal Base

The slim profile universal base is cast iron with a pressed steel cover; available in a range of colors & finishes.

Order Code:
889T2U-STD: 7'6" Belt
889T2U-MAX: 13' Belt
889T2U-RCV: No Belt

height	38"	tube O.D.	2.5"
base dia.	14"	weight	23 lbs.



889T2B Basics Base

The basics base is cast iron covered by a highly durable NoScuff™ ABS plastic cover.

Order Code:
889T2B-STD: 7'6" Belt
889T2B-MAX: 13' Belt
889T2B-RCV: No Belt

height	38"	tube O.D.	2.5"
base dia.	14"	weight	22 lbs.



889T2E eXpressions™ Base

The cast iron eXpressions base complements any decor with a dark gray anti-scuff outer ring and inlay finish options including polished chrome, satin chrome and any powder coated finishes.

Order Code:
889T2E-STD: 7'6" Belt
889T2E-MAX: 13' Belt
889T2E-RCV: No Belt

height	38"	tube O.D.	2.5"
base dia.	14"	weight	26 lbs.



889T2F / 889T2R Permanent Fixed or Removable Base

For added stability in applications with established traffic patterns.

Order Code:
889T2F-STD: 7'6" Belt
889T2F-MAX: 13' Belt
889T2F-RCV: No Belt
889T2R-STD: 7'6" Belt
889T2R-MAX: 13' Belt
889T2R-RCV: No Belt



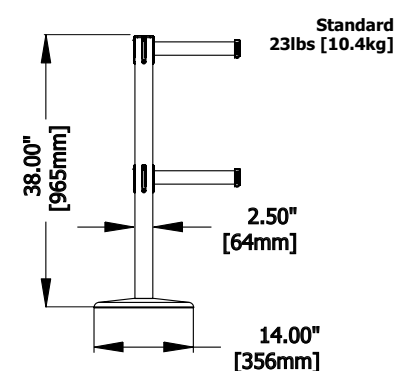
used with 421 socket

height	36.5"	tube O.D.	2.5"
base dia.	5"	weight	10 lbs.



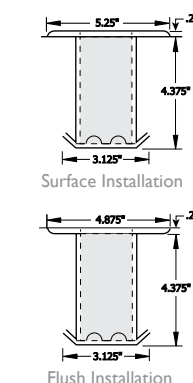
Removable post attaches to 421 socket (sold separately)

889T2U Dual Line



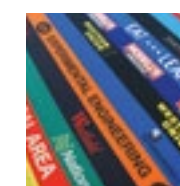
421 Socket

For use with removable base



Replacement Cassettes

All Tensabarrier® belt cassettes are replaceable. Whether you're in need of a new color belt or custom print design, this gives you complete flexibility!



Belt Colors & Custom Printing

Over 40 belt choices available, as well as the option for custom printed webbing designed to your requirements.



889P Plus Advance

Traditional retracting belt barriers feature a 2" wide belt, the 889P is unique with a 6" wide belt, a first in the industry. The wide belt is more visible than traditional 2" belts & suggests a stronger physical barrier for added security. The larger surface area also offers a canvas to showcase corporate logos, advertising or safety/caution messages that are visible from a distance.



Product shown:
889P Black Post, with Custom Printed
6" Wide Plus Webbing



889PU Universal Base

The slim profile universal base is cast iron with a pressed steel cover; available in a range of colors & finishes.

Order Code:
889PU-STD: 7'6" Belt
889PU-RCV: No Belt

height	38"	tube O.D.	2.5"
base dia.	14"	weight	23 lbs.

See page 34 & 35 for belt color options



889PB Basics Base

The basics base is cast iron covered by a highly durable NoScuff™ ABS plastic cover.

Order Code:
889PB-STD: 7'6" Belt
889PB-RCV: No Belt

height	38"	tube O.D.	2.5"
base dia.	14"	weight	22 lbs.



889PE eXpressions™ Base Style

The cast iron eXpressions base complements any decor with a dark gray anti-scuff outer ring and inlay finish options including polished chrome, satin chrome and any powder coated finishes.

Order Code:
889PE-STD: 7'6" Belt
889PE-RCV: No Belt

height	38"	tube O.D.	2.5"
base dia.	14"	weight	26 lbs.



889PF / 889PR Permanent Fixed or Removable Base

For added stability in applications with established traffic patterns.

Order Code:
889PF-STD: 7'6" Belt
889PF-RCV: No Belt
889PR-STD: 7'6" Belt
889PR-RCV: No Belt

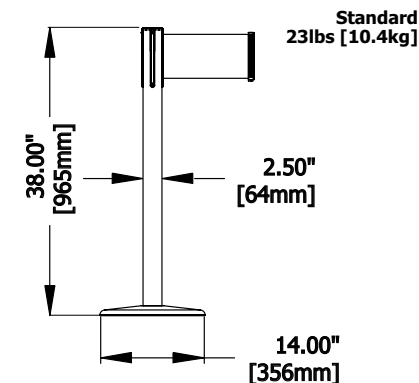


used with 421 socket

height	36.5"	tube O.D.	2.5"
base dia.	5"	weight	10 lbs.

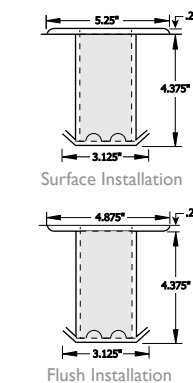
Removable post attaches to 421 socket (sold separately)

889PU Plus



421 Socket

For use with removable base



Post Runner Dolly
No more heavy lifting! Accommodates all Tensator portable posts.
Order Code: PR-1
7 lbs.



421 Socket & Cap
For surface and flush installations, see illustration for dimensions.
(Available in Satin Stainless only)



8G1 Gallery

The Gallery post keeps crowds at a safe distance from exhibits without blocking their view, it is ideal for museums, galleries, auto showrooms and retail displays.



Product shown:

8G1 Gallery Polished Chrome Post,
Universal Base with Black Webbing

Features and Benefits:

- 18" height offers an unobstructed view
- Reduced weight and height is ideal for protecting important displays
- Patented slow retract braking mechanism
- Locking belt receivers prevent accidental release

Specifications:

Construction: steel

Weight: 21lbs. Universal Base, 20 lbs. Basics Base

Height: 18"

Tube Dia.: 2"

Base Dia.: 14"

Finishes: all Tensabarrier® finishes

Belt Color: over 40 color choices or custom printing options available

Order Code:

Universal Base:

8G1U-STD: 7'6" Belt

8G1U-MAX: 13' Belt

8G1U-RCV: No Belt

Basics Base:

8G1B-STD: 7'6" Belt

8G1B-MAX: 13' Belt

8G1B-RCV: No Belt



8G1 Base Options:

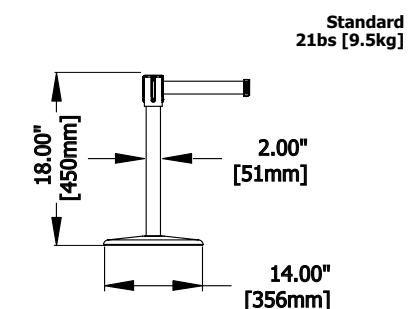


Universal Base



Basics Base

8G1U Gallery



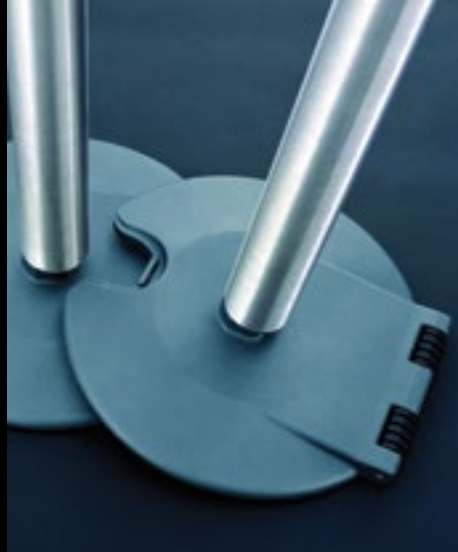
Replacement Cassettes

All Tensabarrier® belt cassettes are replaceable. Whether you're in need of a new color belt or custom print design, this gives you complete flexibility!



Post Top Signage

A wide range of sign holders and dispensers are available to complement all of our Tensabarrier® range and adds additional guidance to your queue.



RB1 RollabARRIER®

The patented RollabARRIER® system is both portable and stable. This post is available in a full range of colors and finishes. The RollabARRIER® features two wheels along with a nesting feature, allowing for the quick and easy movement of posts.



Product shown:
RollabARRIER® Gray Post with Purple Webbing

Features and Benefits:

- Wheeled base for easy movement of posts
- Nesting feature allows up to 4 posts to be moved together and saves up to 50% in storage space
- Design ensures easy set up and quick storage
- Patented slow retract braking mechanism
- Locking belt receivers prevent accidental release
- 4 way connecting system allows up to 3 other belts to be connected to a post

Specifications:

Construction: steel base/polycarbonate tube

Weight: 26 lbs.

Height: 38"

Tube Dia.: 2.5"

Base Dia.: 13.5"

Belt Length: 7'6" & 13'

Belt Width: 2"

Post Finishes: all Tensabarrier® finishes

Base Finishes: (73) Hammertone Gray or (89) Black Wrinkle

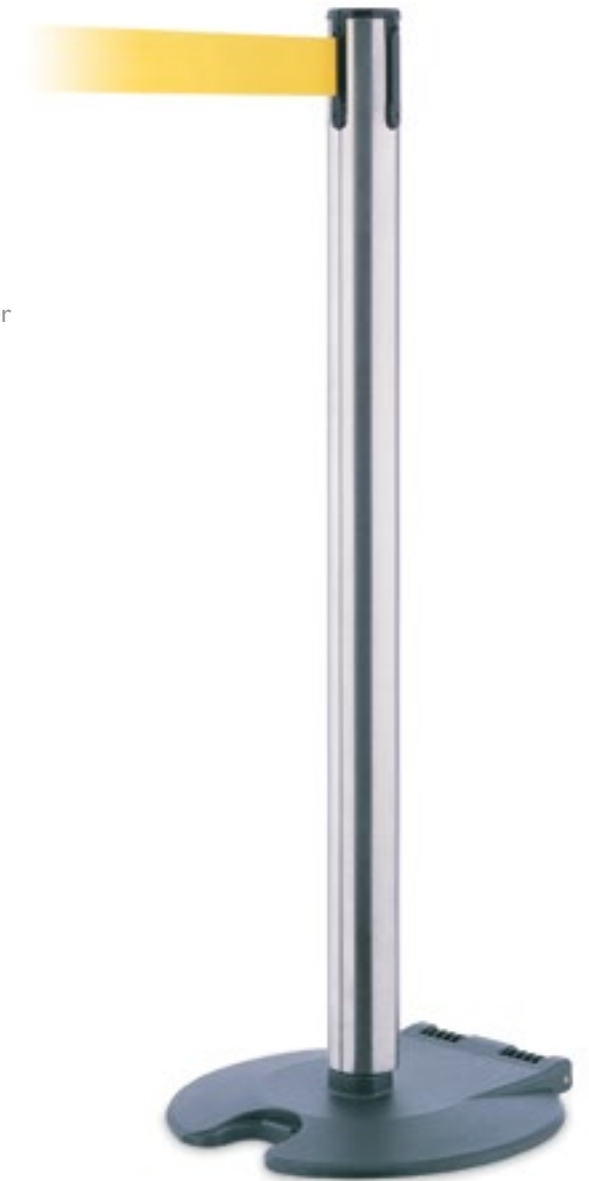
Belt Color: over 40 choices or custom printing options

Order Code:

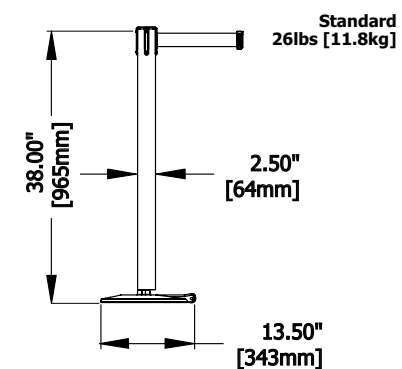
RB1-STD: 7'6" Belt

RB1-MAX: 13' Belt

RB1-RCV: No Belt

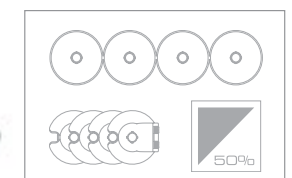


RB1 RollabARRIER®



Nesting Feature

Nesting feature allows up to 4 posts to be moved together and saves up to 50% in storage space





TCL Tensaclear

Tensaclear provides all the functionality of a standard Tensabarrier® with added unique promotional opportunities created through a clear post. Made from polycarbonate, the post is crystal clear and incredibly tough, making it ideal to fill with promotional items, anything from gumballs to coffee beans. The post can be filled in the Tensator® factory or on the customer's site through the use of the easily removable and replaceable cassette head.



Product shown:
Tensaclear Post with Custom Printed Webbing

Features and Benefits:

- Clear post can be filled with promotional items
- Accepts full range of Tensabarrier® accessories including Post Top Signage and Merchandising Bowls
- Custom belt printing available
- Patented slow retract braking mechanism
- Locking belt receivers prevent accidental release

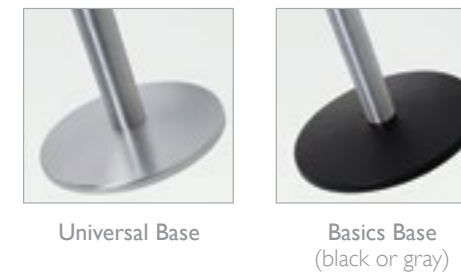
Specifications:

Construction: steel
 Weight: 19 lbs. Universal Base, 18 lbs. Basics Base
 Height: 38"
 Tube Dia.: 2.5"
 Base Dia.: 14"
 Base Finishes: Universal or Basics
 Belt Color: over 40 color choices or custom printing options available

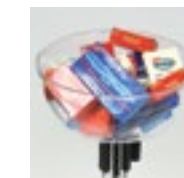
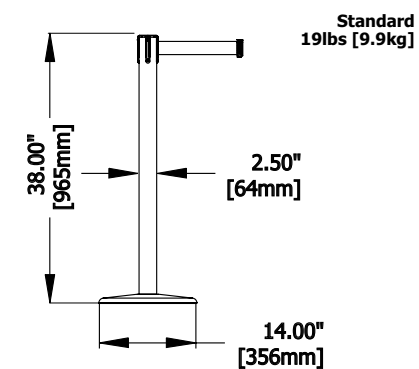
Order Code:
 Universal Base:
 TCLU-STD: 7'6" Belt
 TCLU-MAX: 13' Belt
 TCLU-RCV: No Belt

Basics Base:
 TCLB-STD: 7'6" Belt
 TCLB-MAX: 13' Belt
 TCLB-RCV: No Belt

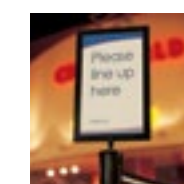
Tensaclear Base Options:



TCLU Tensaclear



Merchandising Bowl
 Add a merchandising bowl to your queue and see your impulse revenues increase, along with your margins, by up to 30%.



Post Top Signage
 A wide range of sign holders and dispensers are available to complement all of our Tensabarrier® range and adds additional guidance to your queue.



Product shown:
Marine Post in White with L5 Blue Webbing

Marine Application Post

Our exclusive Marine Application Post utilizes a stainless steel post and hardware, which is painted with a super durable powder coat finish allowing for superior gloss, color retention and great storage stability.

Weather-resistant and designed for use in many outdoor settings including:

- Cruise Ships and Ports
- Amusement Parks
- Construction Sites
- Playgrounds
- Agricultural
- Beach Resorts

Features and Benefits:

- The best product in the market to be used in harsh environmental conditions, while still maintaining an attractive aesthetic
- All stainless steel hardware
- Excellent weather resistance

Specifications:

Construction: stainless steel

Weight: 22 lbs.

Height: 38"

Tube Dia.: 2.5"

Base Dia.: 14"

Belt Length: 7'6" or 13'

Belt Width: 2"

Post Finishes: Jet Black (Tiger Drylac 38/80020), Brick Red (Tiger Drylac 38/30028), Extrusion White (Tiger Drylac 38/10090), Marine Silver (Tiger Drylac 38/90010), Blue (Tiger Drylac RA1503) (call for custom finish capabilities)

Belt Color: over 40 color choices or custom printing options available

Order Code:

MARINE POST-STD: 7'6" Belt

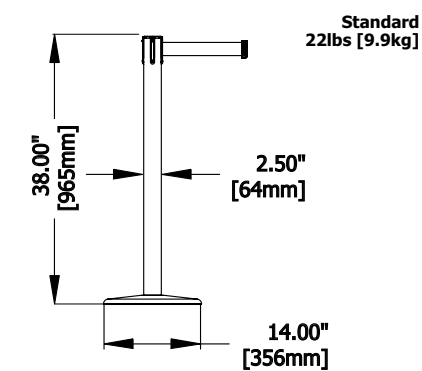
MARINE POST-MAX: 13' Belt

MARINE POST-RCV



Universal base matches post color

Marine Post





Safety Posts

As the inventors of the safest barrier on the market, Tensator® understands the importance of a safe working environment. Our health and safety product range aids our customers in the elimination of unsafe working conditions by clearly defining routes, restricting access to dangerous areas and identifying potential hazards before they can cause harm.



Product shown:
886 Heavy Duty Dual Line Post in Yellow with Yellow & Black Chevron Webbing

886 & 886T2 Heavy Duty

A rugged post & base recommended for outdoor use.

- Recycled rubber stackable base
- Detachable plastic post single and dual line; available in all plastic colors
- Weather resistant
- Over 40 belt color choices or custom printing options available

Order Code:

- 886-STD: 7'6" Belt 23 lbs.
- 886-MAX: 13' Belt 23 lbs.
- 886-RCV: No Belt 23 lbs.
- 886T2-STD: 7'6" Belt 24 lbs.
- 886T2-MAX: 13' Belt 24 lbs.
- 886T2-RCV: No Belt 24 lbs.



height	38"	tube O.D.	2.5"
base dia.	19"	weight	24 lbs.

Note: 886T2 is Dual Line

TensaCone

Innovative and simple, TensaCone is a quick and effective way to restrict access to unsafe areas.

- Great for indoor and outdoor use
- Quick and easy set-up and breakdown
- Includes 9 lb. steel weighted ring for maximum stability
- 4-way connectivity

Order Code:

- TCN-STD: 7'6" Belt
- TCN-MAX: 13' Belt
- TCN-RCV: No Belt
- TCN-WEIGHT (weight only)



height	38"	tube O.D.	N/A
base dia.	14"	weight	14 lbs.*

*5 lbs. without steel weighted ring

875 Popular

Plastic post with rugged good looks is ideal for markets, warehouses & other utilitarian applications.

- Post available in all plastic colors
- 4-way connectivity
- Available in a twin pack (specify on order)
- Over 40 belt color choices or custom printing options available
- Tensabarrier® metal branded base

Order Code:

- 875-STD: 7'6" Belt
- 875-MAX: 13' Belt
- 875-RCV: No Belt



height	38"	tube O.D.	2.5"
base dia.	14"	weight	18 lbs.

885 Outdoor

Lightweight when empty for easy transportation. Plastic fillable base for stability.

- Post available in all plastic colors
- Weather resistant
- Over 40 belt color choices or custom printing options available

Order Code:

- 885-STD: 7'6" Belt
- 885-MAX: 13' Belt
- 885-RCV: No Belt



height	38"	tube O.D.	2.5"
base dia.	15"	weight	6 lbs.



886 Heavy Duty Post - Easy Storage

Post and base detach from one another making them easier to store, as well as flexible to be able to set-up and down.



885 Outdoor Fillable Base

A durable plastic base that can be filled with either sand or water for added flexibility in terms of overall weight and stability.



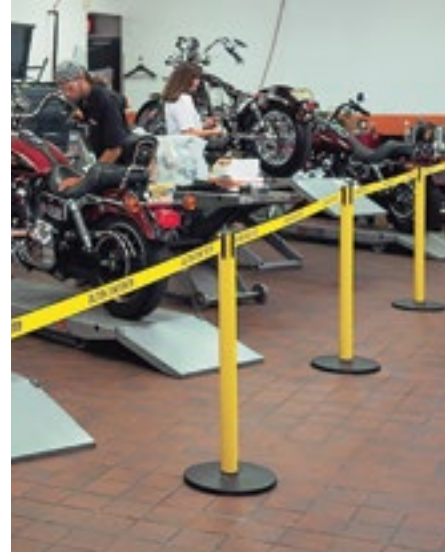
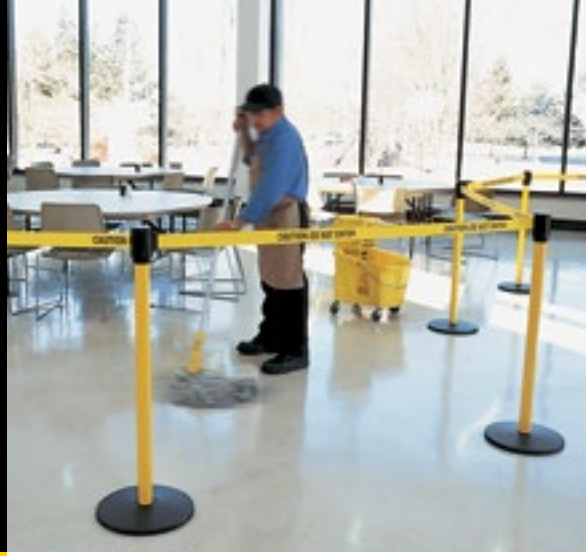
886 Heavy Duty Post - Durable

Hard wearing base can be walked on or driven over and still retain its shape, as well as carry handles molded into the rubber for ease of moving.



Belt Colors & Custom Printing

Over 40 belt choices available, as well the option for custom printed webbing designed to your requirements.



SA1 Stowaway Post

The SA1 is compact, lightweight and can be stored quickly and conveniently into its handy carrying bag. The 4-pack Stowaway TensabARRIER® kit lets you establish up to an immediate 50' highly visible perimeter in just seconds. (with max belts)

- Available as single or 4-pack
- Includes carrying bag
- Weather resistant
- Over 40 belt color choices or custom printing options

Order Code:

SA1-STD: 7'6" Belt

SA1-MAX: 13' Belt

SA1-RCV: No Belt

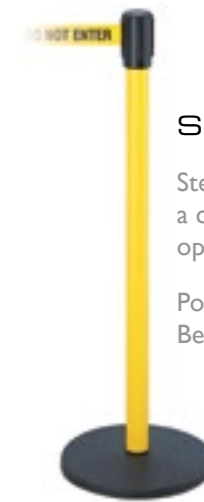
930801: Carrying Bag Only

height	38"	tube O.D.	2.5"
base dia.	29.5"	weight	7 lbs.*



Product shown:

SA1 Stowaway Post with Yellow & Black Chevron Webbing
Hofstra University, New York



SFT Safety Post

Steel construction combined with a slimline design make SFT ideal for safety and security applications where a combination of utility and style is required. The safety yellow post and attention grabbing printed belt options offer the high visibility needed to ensure restricted access.

Post Colors: Yellow

Belt Colors: Over 40 belt color choices or custom printing options

height	38"	tube O.D.	2"
base dia.	14"	weight	22 lbs.

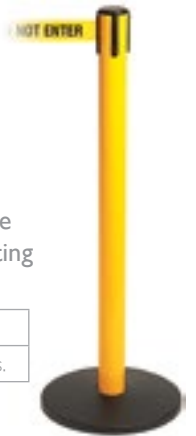
887 Utility Post

The 887 offers an economical solution for providing barriers in heavy traffic areas such as markets, warehouses or outdoors. A powder coated steel post and black NoScuff™ ABS base construction make the 887 a rugged performer. High visibility post and belt colors make an ideal safety product for restricting access to work areas.

Post Colors: Yellow

Belt Colors: Over 40 belt color choices or custom printing options

height	38"	tube O.D.	2.5"
base dia.	14"	weight	22 lbs.



TC114 Topper®

Features 7'6" or 13' of high visibility chevron webbing, which connect cones together. Designed to fit over most standard traffic cones, the Topper® is a quick & effective way to restrict access to designated areas.

- Available in blue, green, orange & yellow
- Easy to use
- 4-way connectivity
- Over 40 belt color choices or custom printing options available

Order Code:

TC114-STD: 7'6" Belt

TC114-MAX: 13' Belt

TC114-RCV: No Belt

TC114 Topper® color options

When ordering be sure to specify topper color, belt length and color.



Post Top Signage

Made of a heavy-duty construction, our post top signage accommodates both 1/4" and 1/8" inserts. Two fitting options are available, one for use with our Classic Post & Rope line and the other version designed to fit over our Tensabarrier®.

Order Code:

BRACKET-HDSC
Sign Bracket & Adapter
(accepts 1/4" insert)
specify size, color & orientation

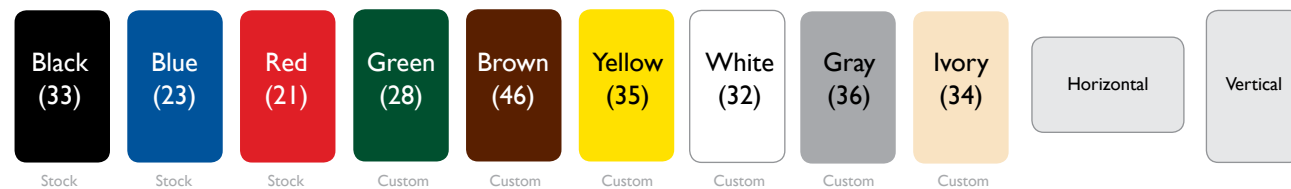
FRAME-HDSC
Standard Frame & Adapter
(light duty accepts 1/8" insert)
specify size, color & orientation

FRAME-HDSCHD
Heavy Duty Frame & Adapter
(accepts 1/4" insert)
specify size, color & orientation



Acrylic Sign Color Options:

Vertical (portrait) or Horizontal (landscape) orientation



Note: Black, Blue, & Red are stock colors, all other colors are considered custom

Sign Bracket:



Bracket and Adapter

For use with Tensabarrier® posts or any 2.5" dia. post top. Adapter comes in black with the bracket available in polished chrome, polished brass, satin chrome, satin brass and all powder coated finishes. Fits 1/4" sign only.

Order Code: I701 BRACKET - HDSC



Bracket

For use with Classic Posts, featuring a short stem for greater stability. Bracket is available in polished chrome, polished brass, satin chrome, satin brass and all powder coated finishes. Fits 1/4" sign only.

Order Code: I700 BRACKET - NOSC

Stock Signs

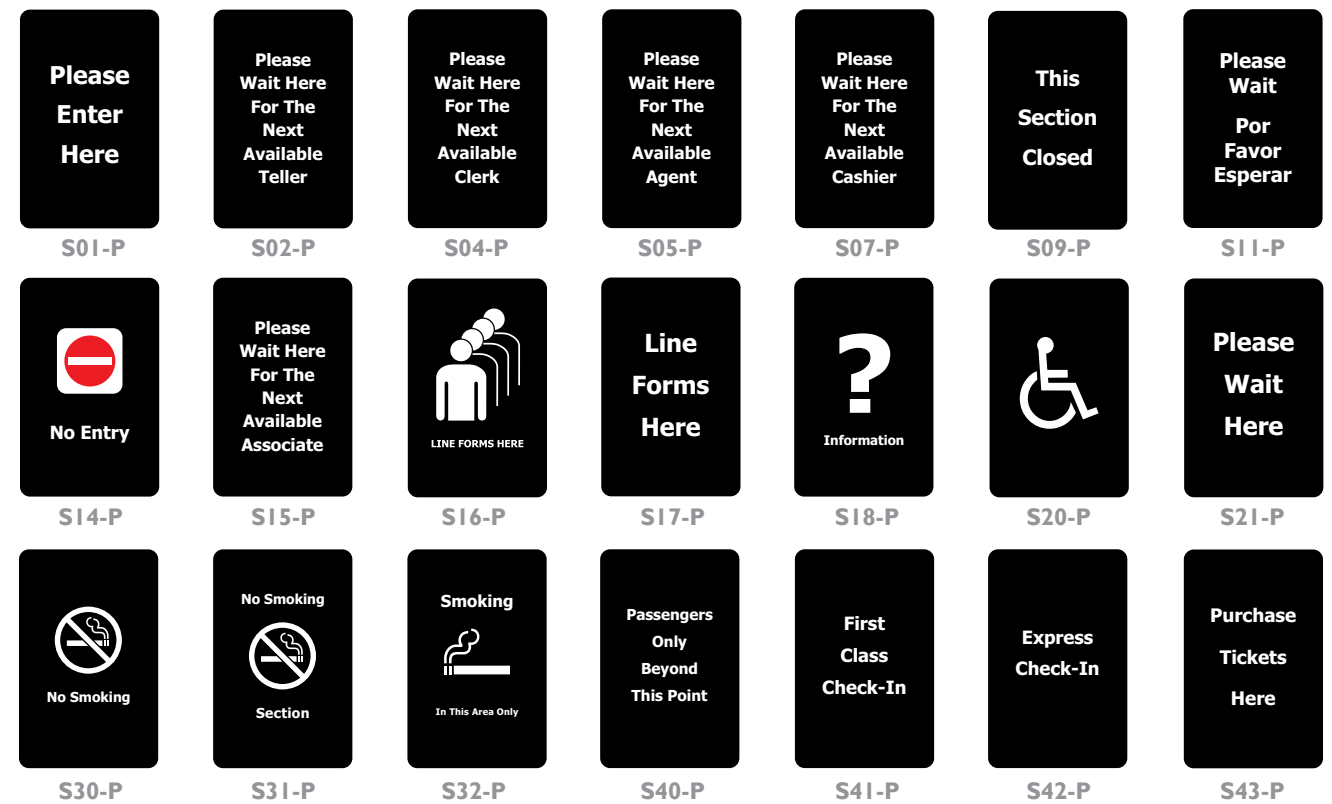
Sizes 7"x11" 1/4" thickness & vertical orientation. Available in: (33) Black (23) Blue or (21) Red



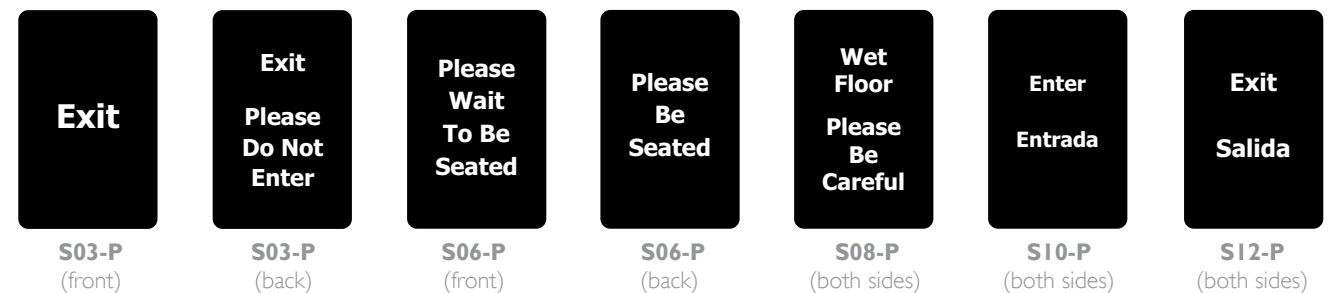
Also Available (Non Stock)

Sizes 7"x11"- 8.5"x11"-11"x14"-14"x22" & 22"x28" (1/4" & 1/8" thickness, horizontal or vertical orientation)

Single Faced Signs



Double Faced Signs



Custom Sign Capabilities: Sizes 7"x11"- 8.5"x11"-11"x14"-14"x22" & 22"x28" 1/4" & 1/8" thickness, horizontal or vertical orientation. Take advantage of our extensive custom sign making capabilities! Simply call us with your requirements.

Order Code: **SX-1** Single Faced, **SX-2** Double Faced

Sign Frames

Full framed message holder to fit on top of an existing Tensabarrier® stanchion or Classic/Contemporary Post

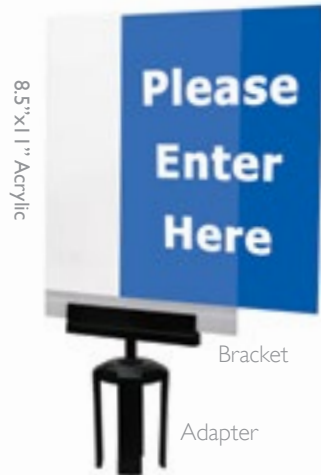
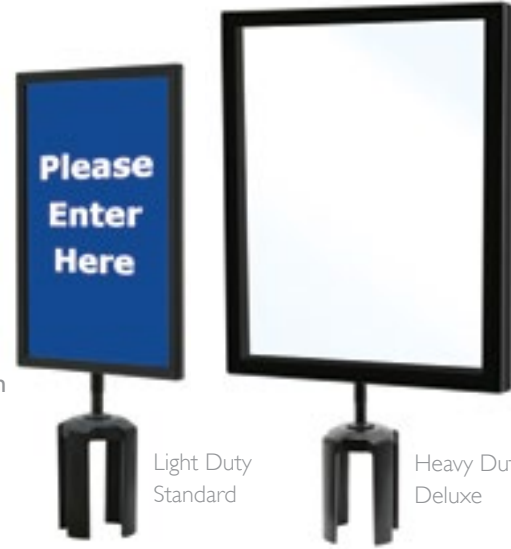
- Horizontal or vertical orientation
- Available in all Post & Rope line finishes
- Create your own signage to insert into the sign frame or use a Tensator® acrylic sign

Heavy Duty Deluxe	Light Duty Standard
7"x11", 8.5"x11", 11"x14", 14"x22", 22"x28"	7"x11", 8.5"x11", 11"x14"
1/4" thick acrylic sign and clear inserts	1/8" thick acrylic sign and clear inserts

Order Code:

HEAVY DUTY DELUXE FRAME - Specify size, finish & orientation
 LIGHT DUTY STANDARD FRAME - Specify size, finish & orientation

1. Specify: HDSC - Includes adapter for Tensabarrier® posts (excludes 14x22 & 22x28)
2. Specify: NO HDSC - For classic Post & Rope no adapter (all sizes applicable)
3. Specify: If acrylic inserts are needed or not



Acrylic Paper Sign Holder

A standard low cost signage solution from Tensator®, which is compatible with any Tensabarrier® or 2.5" diameter post. Can also be used with Classic & Contemporary Post & Rope Line.

- Bracket available in polished chrome, polished brass, satin chrome, satin brass & all powder coated finishes (specify on order)
- Sign comprised of sign bracket with an acrylic sleeve to enable easy insertion of paper signs
- Compatible with 8.5"x11" vertical paper signs (not supplied)
- Vertical orientation only

Order Code:

PSH I-T TENSABARRIER Includes bracket & adapter
 PSH I-C CLASSIC POST Includes bracket



Brochure Holder

Acrylic rack contains two pockets and accepts standard 4"x8" pamphlets. A convenient way to display your company's literature, our brochure holder fits over the top of existing post tops without obstructing the use of the belt. Can also be used with Classic & Contemporary Post & Rope Line

Order Code:

LDI-T TENSABARRIER Includes bracket & adapter
 LDI-C CLASSIC POST Includes bracket



Profile Sign

Sleek & stylish, the blade sign fits onto existing Tensabarriers® creating a contemporary way to display customer information.

- Fits onto any existing Tensabarrier® or In-Queue merchandising system
- 6"x18.75"

Order Code: PS-618-335



TensaBowl®

The low cost TensaBowl® by Tensator® increases sales revenue within queue lines by transforming your existing stanchions into an impulse merchandising fixture, increasing impulse purchases by up to 400%.

- Made from durable, flexible polycarbonate
- No tools are required for assembly
- Includes black adapter
- Fits onto any existing Tensabarrier® or In-Queue merchandising post
- Sign options available: 3"x4", 5.5"x7", 7"x11" (please specify on order additional charges may apply.)
- Optional dividers create 2 separate compartments

Order Code: TENSABOWL

Order Code: BOWL DIVIDER

Table Top Writing Surfaces

Writing surfaces fit easily onto any Tensabarrier® system, transforming unused space so customers can complete any necessary paperwork while maximizing their queuing experience.

- Fits on top of any Tensabarrier® posts
- All writing surfaces are black or gray
- No tools required for assembly

Order Code: WS (long writing surface, black)

Order Code: PTT (round writing surface, black)



Impulse Tower

The Impulse Tower is an evolution of TensaBowl® and allows you to merchandise anywhere in the store. The standalone circular design of the Impulse Tower allows the unit to be shopped 360 degrees and offers the following features and benefits:

- Generates exceptional revenue per square foot of floor space
- High clarity polycarbonate bowl construction allows good visibility & durability (resists scratching)
- Large capacity reduces restocking
- Bowl dividers are available to maximize merchandising space
- Introduce an additional revenue stream to your front end
- Knock down feature reduces freight costs
- Lightweight and easy to reposition
- Sign option available: 7"x5.5" (please specify on order)
- Polished chrome finish with gray base (as shown)

Order Code: IMPULSE TOWER

Umbrella Stand & Post Top Umbrella Holder

Our two exclusive designs provide your customer the option to place their wet umbrella in a bag, helping to avoid dangerous falls from a slippery floor.

Order Code:

UMBRELLA STAND (available in powder coated finishes; sign, bracket, and bags sold separately)

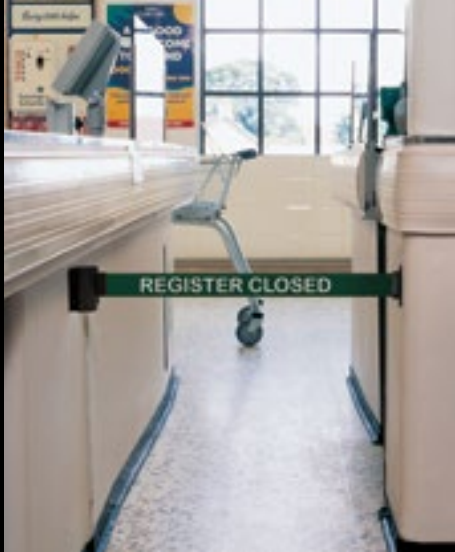
UMBHD-1114H (post and bags sold separately/adaptor included)

UMBRELLA - BAG (sold separately in quantities of 200 pieces)



Post Top Umbrella Holder

Readily available: Satin Black, Sun Gold, Silver Moon also available in powder coated finishes



Wall Units

Tensabarrier® Wall Units are ideal for areas requiring periodic access restriction without taking up floor space. As part of the Tensabarrier® product line, the world's original retracting belt barrier system, our wall units use the identical retracting mechanism as the floor standing Tensabarrier® posts.

All wall units feature Tensabarrier's patented safety systems including locking belt ends that help to avoid accidental release, as well as the SlowRetract™ braking mechanism that provides slow, safe belt retraction.



Product shown:
897 Plus with Chrome Caps & 7'6" Custom Printed Plus Webbing

897 Mounting Options:

Tensabarrier® wall units offer a choice of 4 mounting options and install on any surface - please specify on order



Warehouse Rack Mount (W)



Removable (R)
Semi permanent



Magnetic Mount (M)
Standard = 9 lbs. pull per/magnet
Industrial = 90 lbs. pull per/magnet



Clamp Mount (C)
Attaches up to 7" dia. pole. Wire clip belt end standard unless otherwise specified



897 Standard:
15' belt length

Order Code: 897

899 Max:

(24) 24' belt length

(30) 30' belt length

24' & 30' belt length

Order Code: 899-24 (24')

Order Code: 899-30 (30')

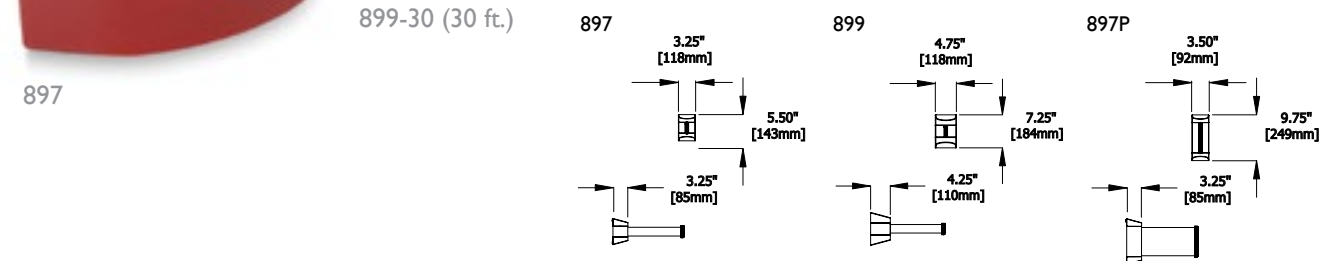
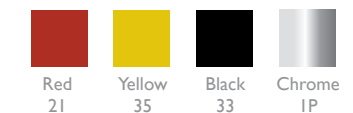
897 Plus:

7'6" belt length

Comes with 6" wide belt as standard

Order Code: 897P

897,899 & 897P Plastic Cap Color Choices



896, 897 & 899 Belt End Options: please specify on order



Standard Belt End (STE)

The zinc 898 Wall Receiver is screw mounted to the opposite wall (non magnetic)



Panic Break Belt End (PBTE)

Provides a panic breakaway in both directions, allowing for a fast exit in an emergency.



Magnetic Belt End (MTE)

The belt end contains a magnet, so that the belt can be attached to metal surfaces.



Wire Clip Belt End (WCE)

A metal clip secures the belt end by looping around an upright and clipping back on the belt.

896 & 896HC Mini Wall Mount:

7'6" & 13' belt length

• Constructed in steel & powder coated finishes

Order Code: 896 (7'6") specify mounting option & belt end

Order Code: 896HC (13') specify mounting option & belt end

Mounting options:

Concealed Mount (Reverse Mount), Magnetic Mount, Removable or Standard Mount



Standard Mount

Concealed Mount

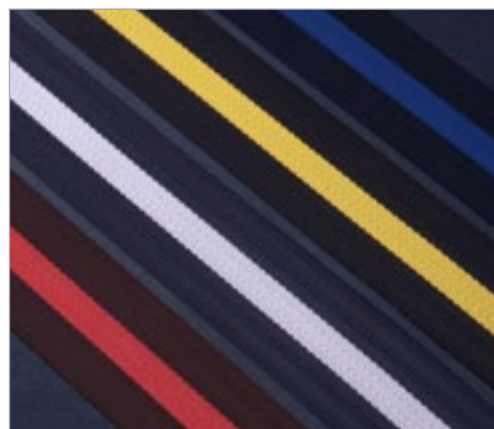
Belt Selection Guide

Solid & Fluorescent



- | | |
|------------------------------|---------------------------|
| □ B1 White (White) | ■ L3 Light Blue (PMS 299) |
| ■ B5 Gray (PMS 431) | ■ L5 Blue (PMS 287) |
| ■ B7 Dark Gray (PMS 432) | ■ L7 Dark Blue (PMS 2955) |
| ■ B9 Black (PMS 426) | ■ N7 Brown (PMS 497) |
| ■ F2 Fluoro Orange (PMS 804) | ■ O5 Orange (PMS 1585) |
| ■ F3 Fluoro Pink (PMS 813) | ■ P5 Purple (PMS 267) |
| ■ F5 Fluoro Yellow (PMS 388) | ■ R5 Red (PMS 200) |
| ■ G2 Light Green (PMS 346) | ■ R7 Maroon (PMS 505) |
| ■ G6 Green (PMS 348) | ■ Y5 Yellow (PMS 107) |
| ■ G7 Dark Green (PMS 3435) | |

Striped Webbing



- | | |
|--|--|
| ■ S1 Blue (PMS 288) | |
| ■ S2 Red (PMS 200) | |
| ■ S3 White (White) | |
| ■ S4 Yellow (PMS 107) | |
| Standard 2" Webbing (7'6" length only) | |
| ■ S7 (Black w/ reflective White) | |
| ■ S8 (Yellow w/ reflective White) | |

Custom Printing



Dye Sublimation Webbing

Custom digital dye-printed 2" & 6" wide belts are available for any Tensabarrier® product containing a retractable belt.

Text, full color graphics, photos, messages & promotions can all be applied to your line management products with your own unique content design.



Screen Printed Webbing

Custom screen printed 2" & 6" wide belts are available for any Tensabarrier® product containing a retractable belt.

Text or solid color logos and messages can be applied as a cost effective alternative to digital dye sublimation.

Pre-Printed Messages - Double Sided Print

- | | |
|--------------------------|-----------------------|
| ■ Please Wait Here | BC (White on PMS 426) |
| ■ This Lane Closed | BD (White on PMS 426) |
| ■ Authorized Access Only | RA (White on PMS 186) |
| ■ No Entry | RB (White on PMS 186) |
| ■ Caution - Do Not Enter | RG (White on PMS 186) |
| ■ Danger - Keep Out | RH (White on PMS 186) |
| ■ Danger - Do Not Enter | RI (White on PMS 186) |
| ■ Caution - Do Not Enter | YA (Black on PMS 107) |
| ■ Cleaning in Progress | YC (Black on PMS 107) |
| ■ Danger - Keep Out | YD (Black on PMS 107) |
| ■ Out of Service | YE (Black on PMS 107) |



- | |
|---------------------------------------|
| ■ D1 Blue (PMS 2728) |
| ■ D2 Green (PMS 348) |
| ■ D3 Red (PMS 186) |
| ■ D4 Black & Yellow (PMS 107) |
| ■ D5 Magenta & Yellow (PMS 107 & 219) |

Chevron Webbing



Pre-Printed

- | | |
|--------------------------|-----------------------|
| ■ This Lane Closed | BD (White on PMS 426) |
| ■ Authorized Access Only | RA (White on PMS 186) |
| ■ No Entry | RB (White on PMS 186) |
| ■ Danger - Keep Out | RH (White on PMS 186) |
| ■ Caution - Do Not Enter | YE (Black on PMS 107) |

Chevron

- | |
|-------------------------------|
| ■ D3 Red (PMS 186) |
| ■ D4 Black & Yellow (PMS 107) |

Striped

- | |
|-----------------------|
| ■ S3 White (White) |
| ■ S4 Yellow (PMS 107) |

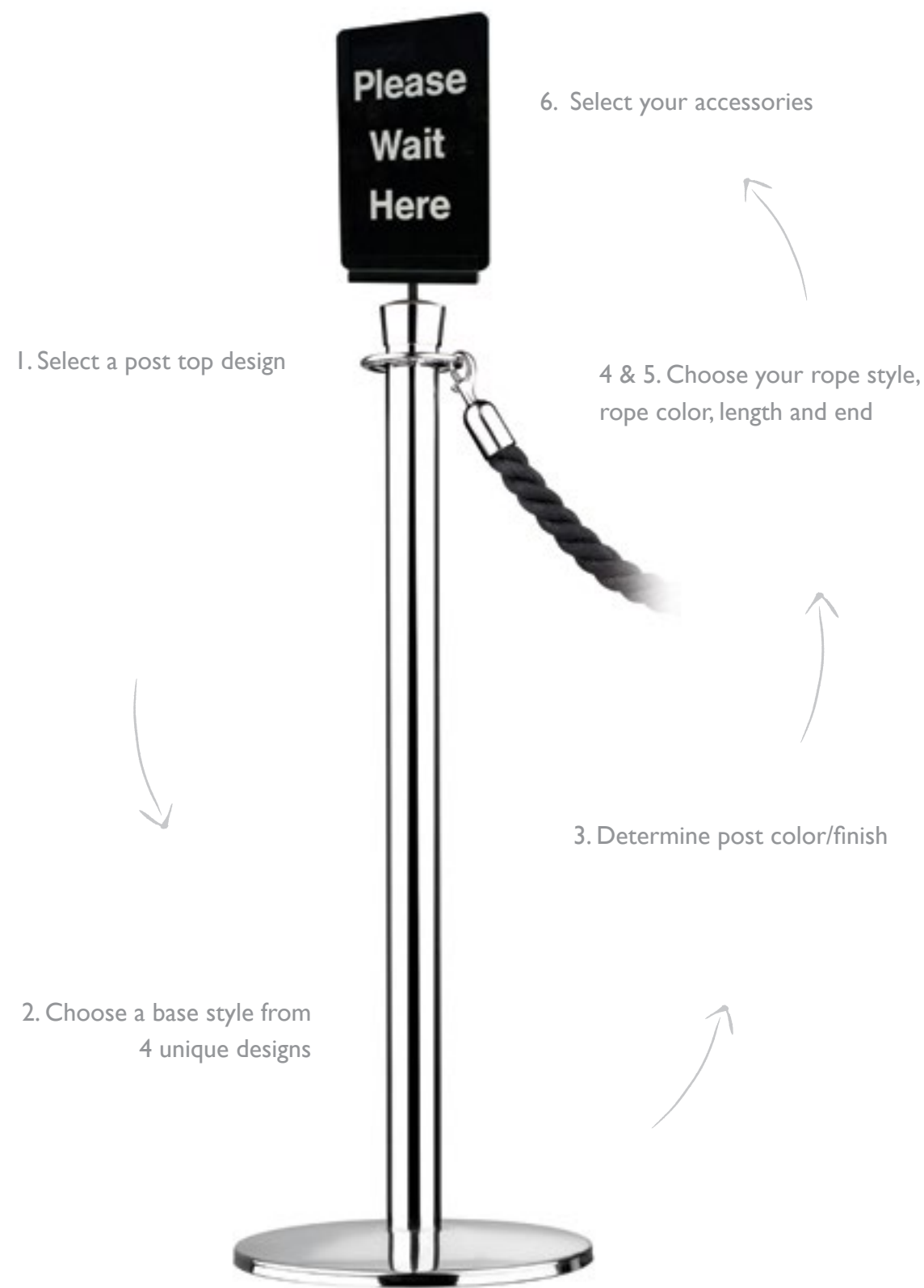
Standard Colors

- | | |
|----------------------------|---------------------------|
| □ B1 White (White) | ■ L7 Dark Blue (PMS 2955) |
| ■ B9 Black (PMS 426) | ■ R5 Red (PMS 200) |
| ■ G7 Dark Green (PMS 3435) | |

Plus Webbing



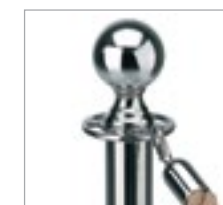
What to know when placing an order _____



1. Post Top Options:



310 Classic



312 Sphere



314 Contemporary

2. Base Options:



Universal



Traditional



Surface Fixed



Removable

3. Post Finishes:



See Page 64-67

4. Rope Style & Color:



See Page 49



5. Rope Ends & Finish: (See Page 49 for finish options)



ROPE END-SNAP



ROPE END-HOOK

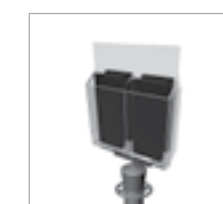
6. Post Top Accessories: (for use with 310 & 314 posts)



Sign Frame



Acrylic Sign



Brochure Holder



Paper Sign Holder

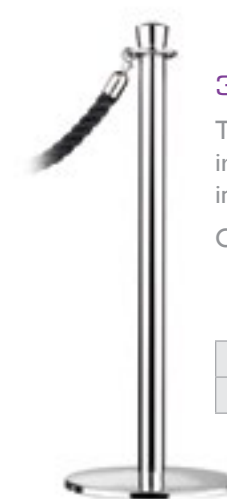
Note: All 310 Classic and 314 Contemporary posts are pre-tapped to accommodate signage



310 Classic

Our classic appearance of the 310 post is an ideal choice when durability and upscale sophistication are the requirements for your environment.

Note: The Classic top posts are pre-tapped to accommodate signage



310U Universal Base

The slim profile Universal Base is cast iron with a pressed steel cover; available in a range of metals & finishes.

Order Code: 310U

height	36.25"	tube O.D.	2"
base dia.	14"	weight	24 lbs.

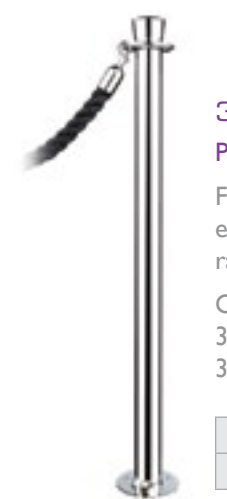


310T Traditional Base

This ornate base option complements the Classic Top for traditional environments. A cast iron core is covered by a pressed cover; available in a range of metals & finishes.

Order Code: 310T

height	38.5"	tube O.D.	2"
base dia.	11.5"	weight	22 lbs.



310F/310R

Permanent Fixed or Removable Base

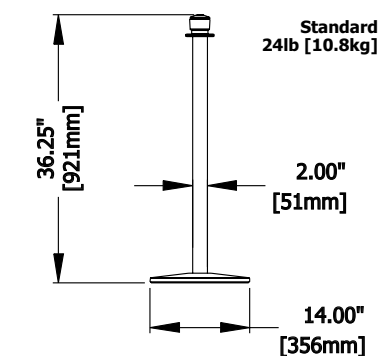
For added stability in applications with established traffic patterns; available in a range of metals & finishes.

Order Code:
310F (fixed) shown
310R (removable)

height	38"	tube O.D.	2.5"
base dia.	5"	weight	10 lbs.

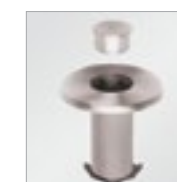
* Removable post attaches to 421 socket shown below (sold separately)

310 Classic Universal Base



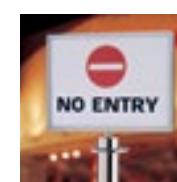
Ropes, Chains and Connectors

Velour, Naugahyde & Poly Hemp, Ropes offered in a variety of colors. see page 49



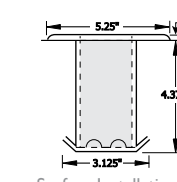
421 Socket & Cap

For surface and flush installations, see illustration for dimensions. (Available in Satin Stainless only)

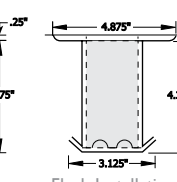


Post Top Signage

A wide range of sign holders and dispensers are available to complement most of our Post & Rope range and adds additional guidance to your queue. see page 49



Surface Installation



Flush Installation

421 Socket
For use with removable base

Product shown:

310U Classic Polished Chrome Post, Universal Base with 6' Black Twisted Rope

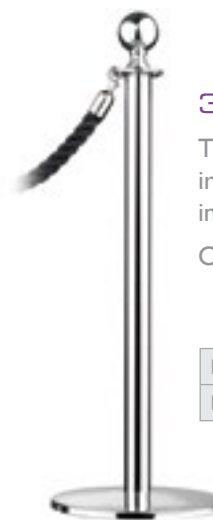
312 Sphere

Featuring an elegant spherical top, this post is favored by prestigious locations throughout the world. Available with an ornate domed base for traditional environments or slim profile universal base for a more contemporary look.

Note: The Sphere top cannot accommodate post top accessories.



Product shown:
312T Sphere Satin Brass Post, Traditional Base
with 6' Maroon Velour Rope at the
Empire State Building, NY



312U Universal Base

The slim profile Universal Base; is cast iron with a pressed steel cover; available in a range of metals & finishes.

Order Code: 312U

height	38.5"	tube O.D.	2"
base dia.	14"	weight	24 lbs.

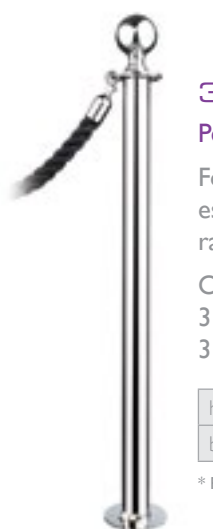


312T Traditional Base

This ornate base option complements the Sphere Top for traditional environments. A cast iron core is covered by a pressed cover; available in a range of metals & finishes.

Order Code: 312T

height	40.25"	tube O.D.	2"
base dia.	11.5"	weight	22 lbs.



312F/312R

Permanent Fixed or Removable Base

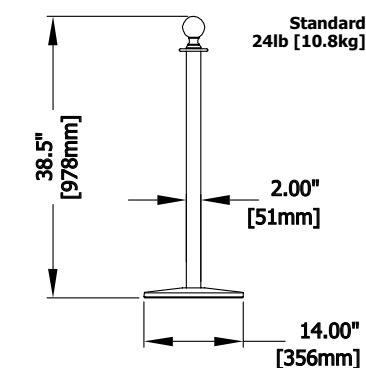
For added stability in applications with established traffic patterns; available in a range of metals & finishes.

Order Code:
312F (fixed) shown
312R (removable)

height	37"	tube O.D.	2"
base dia.	5"	weight	6 lbs.

* Removable post attaches to 421 socket shown below (sold separately)

312U Sphere Universal Base



Ropes, Chains and Connectors

Velour, Naugahyde & Poly Hemp, Ropes offered in a variety of colors. see page 49



Post Runner Dolly

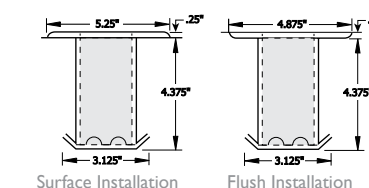
No more heavy lifting! Accommodates all Tensator portable posts.

Order Code: PR-1
7 lbs.



421 Socket & Cap

For surface and flush installations, see illustration for dimensions. (Available in Satin Stainless only)



421 Socket

For use with removable base



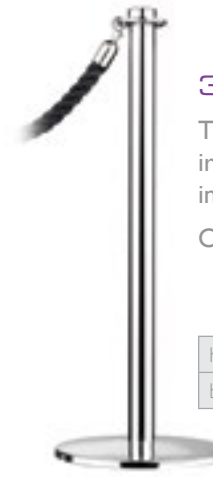
314 Contemporary

Available in the full range of colors and finishes, the clean lines of the Contemporary posts complement any décor, making it an ideal solution for modern spaces.

Note: The Contemporary top posts are pre-tapped to accommodate signage



Product shown:
314U Contemporary Single Line Chrome Post,
Chrome Universal Base with 6' Green Velour Rope



314U Universal Base

The slim profile Universal Base is cast iron with a pressed steel cover; available in a range of metals & finishes.

Order Code: 314U

height	34"	tube O.D.	2"
base dia.	14"	weight	24 lbs.



314T Traditional Base

This ornate base option complements the Contemporary Top for traditional environments. A cast iron core is covered by a pressed cover; available in a range of metals & finishes.

Order Code: 314T

height	36.25"	tube O.D.	2"
base dia.	11.5"	weight	22 lbs.



314F/314R

Permanent Fixed or Removable Base

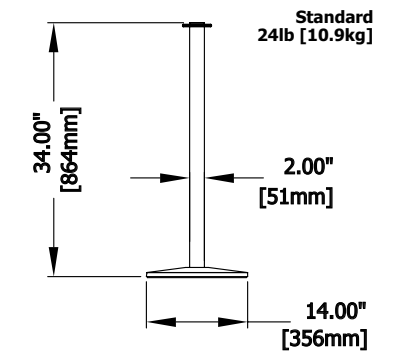
For added stability in applications with established traffic patterns; available in a range of metals & finishes.

Order Code:
314F (fixed) shown
314R (removable)

height	34"	tube O.D.	2"
base dia.	5"	weight	6 lbs.

* Removable post attaches to 421 socket shown below (sold separately)

314U Contemporary Universal Base



Ropes, Chains and Connectors

Velour, Naugahyde & Poly Hemp, Ropes offered in a variety of colors. see page 49



Floor Protectors

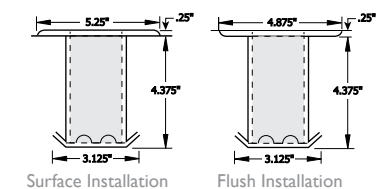
All metal Tensabarrier® and Post & Rope line bases now include rubber floor protectors as standard.



421 Socket & Cap

For surface and flush installations, see illustration for dimensions.

(Available in Satin Stainless only)



421 Socket
For use with removable base



Specialty Post & Rope

Tensator's specialty Post & Rope line comes backed by 130 years' of quality craftsmanship, designed to fit seamlessly into any required setting.



Product shown:
300 Plastic Post in White with
White Plastic 966 Chain



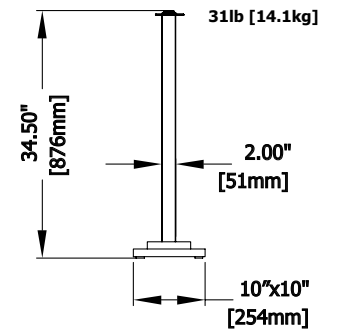
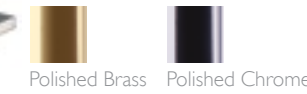
309 Deco

Evoke the art deco look of the 1920s & 30s with this highly stylized post design.

- Square tube & base
- Forged 4-way square loop
- Specify if post needs to be tapped to accommodate the full range of sign holders

Order Code: 309

Color Options:

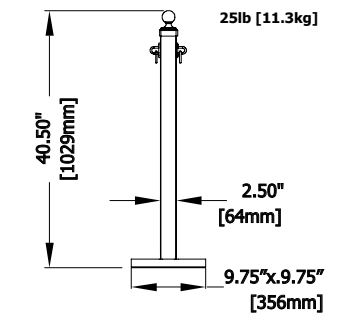


307 Hitching

The classic wild west style Hitching Post is recreated in this rugged update of the original.

- Tensabarrier® branded base

Order Code: 307

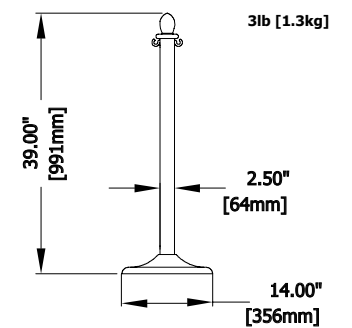


300 Plastic

All plastic construction for indoor & outdoor applications.

- Use with 966 plastic chain (see below)
- Available in Black or White
- Weather resistant

Order Code: 300

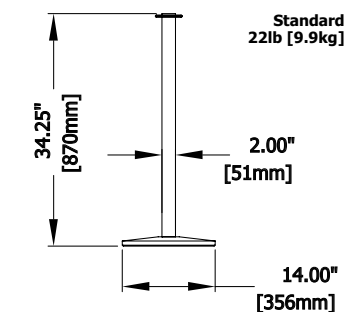


303 Safety

Our high visibility barrier in bright yellow is perfect for factories, warehouses, parking lots or anywhere a rugged and durable barrier is required.

- Durable black base
- Cast loop
- Yellow metal post

Order Code: 303





Product shown:
3035 Deluxe Post Storage Cart
(posts not included)

3035 Deluxe Storage Cart

The 3035 cart provides an easy transportation and storage system for up to 18 Classic Posts or Tensabarriers®. This heavy-duty cart is designed to withstand continuous use for many years while protecting posts with padded slots.

Specifications:

- Height: 72"
- Width: 32"
- Depth: 41"
- Weight: 175 lbs.
- Ships flat packed, assembly required

Order Code: 3035

Features and Benefits:



Construction
Heavy gauge steel construction



Maneuverability
6" diameter locking castors for greater maneuverability and stability



Post Protection
Padded slots to protect posts from scratching



Storage Tray
Convenient tray to store accessories



Wall Protection
Rubber bumpers to protect against wall damage



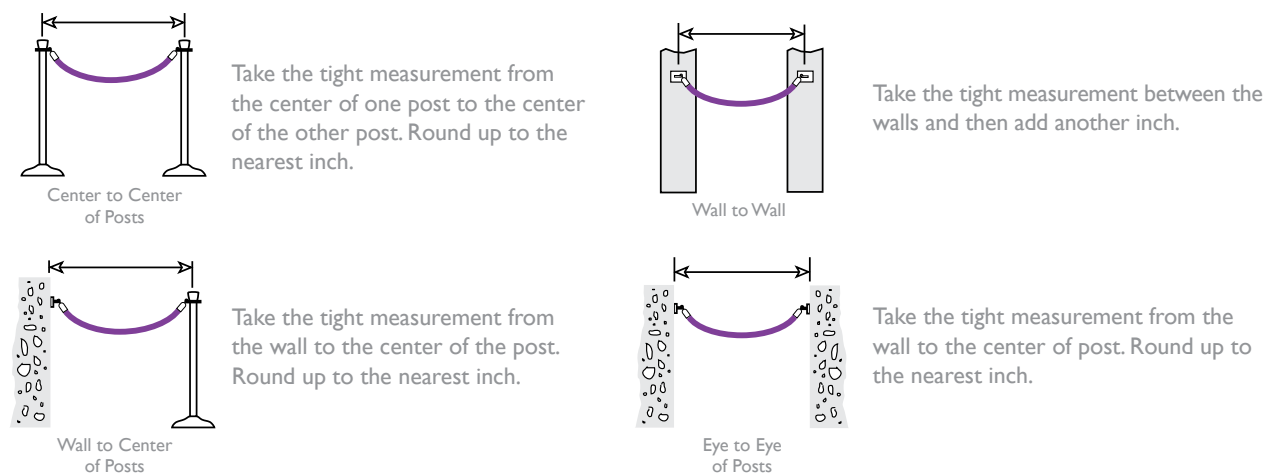
Storage Capacity
Capacity for up to 18 posts



How do I determine the proper rope length to order?

Ordering the correct rope length is easy! Here are some points to consider:

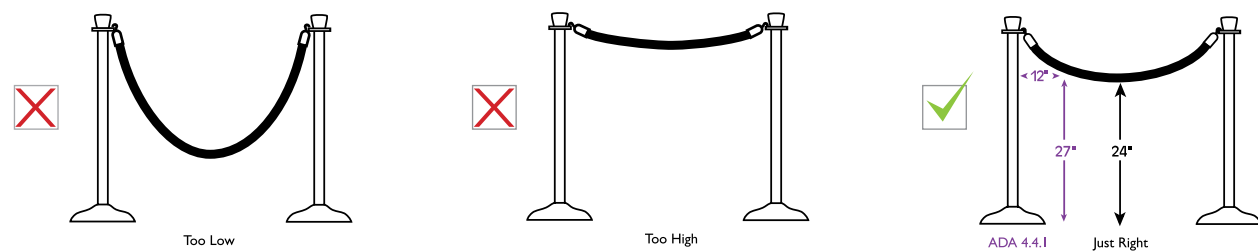
When designing a queuing system, it is advisable to buy ropes in modular 3' and 6' lengths in order to provide maximum flexibility should you ever need to reconfigure your layout.



Following these instructions will ensure that your Classic Post & Rope system will comply with ADA regulations regarding protruding objects.

It is important to position your posts to allow the correct amount of slack in the rope. A correctly measured and installed rope will hang with its center a minimum of 24" from the floor. If the posts are too close or the rope is too long, the rope will be too close to the floor and may present a tripping hazard. Conversely, a rope that is too short, or posts that are too far apart, will make the rope too taut, requiring only a slight downward pressure on the rope to compromise the stability of the posts.

Proper spacing of the posts allows each rope to hang gracefully, while ensuring the stability and safety of your installation.



Contact us if you need assistance in determining the proper rope length for your intended installation.

Rope Selection Guide All ropes are 1.5" in diameter

Naugahyde Rope - cotton core



- 21 Red
- 43 Maroon
- 29 Dark Green
- 47 Walnut Brown
- 33 Black

Twisted Rope - plastic



- 21 Red
- 33 Black
- 23 Blue
- 35 Yellow
- 32 White

Velour Rope - cotton core



- 22 Bright Red
- 43 Maroon
- 24 Royal Blue
- 44 Purple
- 29 Hunter Green
- 46 Brown
- 33 Black
- 48 Beige

Poly Hemp Rope



- 50 Natural

Stainless Chain



964-X Welded links Stainless Steel Chain



960 Snap End (polished chrome only)

Snap & Hook Ends

If your rope is still in pristine condition, you can replace your snap ends to instantly smarten up your Post & Rope stanchions within minutes.

- Available in all Post & Rope finishes
- Compatible with 1.5" diameter rope
- Please note that ropes require 2 snap or hook ends

Wall Plates

- Available in all Post & Rope finishes



511 horizontal wall fixing able to fit up to 2 ends



509 vertical wall fixing, fits one end



509C Post loop with curved back for 2" tubes, fits one end



Sign Stands

These popular and widely used free standing metal sign holders are perfect for a variety of settings including: retail, banks, hotels, leisure and healthcare.



1310 Sign Stand

- This popular sign stand is available in 7"x11", 8.5"x11", 11"x14", 14"x22" and 22"x28"
- Heavy-duty frame size can be horizontal or vertical (specify on order)
- Height to Underside of Frame is 36"
- Available in Post & Rope product line finishes

Order Code: 1310

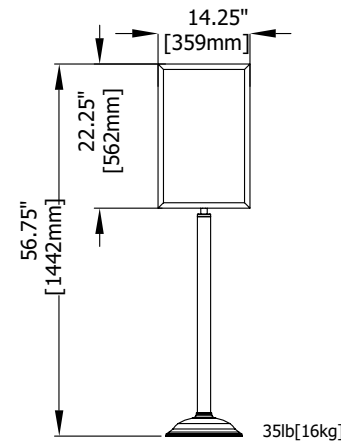
1310 Base Options:



Traditional



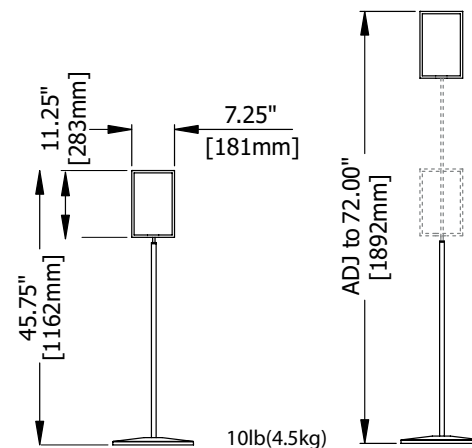
Universal



1410 Sign Stand

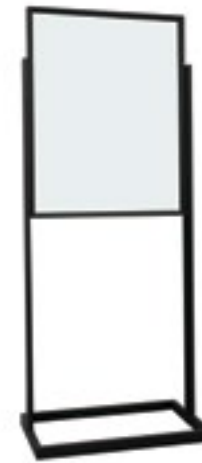
- Light duty frame size 7"x11" or 11"x14" can be horizontal or vertical
- Adjustable height from 45.75" to 72"
- Base size is 10"
- Available in: polished chrome, satin chrome, polished brass & satin brass

Order Code: 1410



Poster Display Stands

Heavy duty and weather-resistant aluminum construction provides a long-term, practical use for any environment. Featuring a variety of display options as shown below:



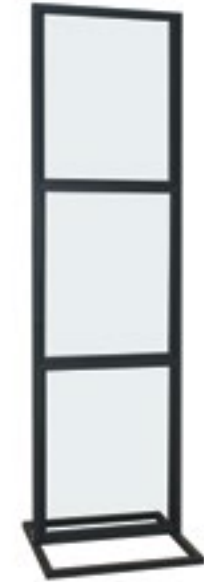
PDS

Overall height: 56"
15"x24" rectangular tubing frame base. Available: 14"x22" in polished chrome or 22"x28" in black



PDS 1/2

Overall height: 56"
15"x24" rectangular tubing frame base. Available: 22"x28" in black



PDS 1/2/3

Overall height: 90"
24"x25" rectangular tubing frame base. Available: 22"x28" in black



PDS 1330

Overall height:
(14"x22") 56" or (22"x28") 60"
10"x14" flat base.
Available: 14"x22 in polished chrome, 22"x28" in black



1350 Weather Warrior

Protects graphics and stands up to any weather conditions. Weatherproof sign frame completely encloses message behind durable Lexan® windows. Exclusive bottom-loading design makes sign changes easy. Lock-in screws deter tampering. Contains condensation release vents.

Overall height: 62"
Weight: 95 lbs.
18"x26" rectangular tubing frame base
Available: 22"x28" in black & powder coated colors
Includes Lexan® windows



Clear acrylic protective inserts sold separately

Order Code:
Acrylic Inserts, specify size

APG 1 & APG 2 - Advanced Pedestrian Guidance

APG 1 is a compact, portable and robust public guidance solution that enables easy, efficient setup of an extended barrier to prevent pedestrian or vehicle access into potentially unsafe areas.

APG 2 is a dual wheeled, easily maneuvered access restriction product, capable of being solely operated through the use of a hand operated web extension mechanism to create a high visibility dual barrier line to help avoid accidents caused by unwanted traffic in danger zones.



APG 1

- 4 caddys can extend up to 105'
- Mobile deployment provides quick setup of continuous barrier with ease
- Large diameter wheels make the unit easy to move and maneuver
- Locking wheels for added stability
- Strong frame with Yellow/Black diagonally striped belts create a highly visible barrier to ensure passenger safety and reduce passenger waiting time to board or exit
- Cart and caddy system is compact and easy to store
- Robust steel frame delivers durability in harsh environments
- Chemical resistant, hard wearing rubber wheels and hand-grips

Specifications:

Footprint: 40.55" x 30.31"
 Height: 3' 5"
 Individual Weight Post: 26.45 lbs.
 Trolley with 4 posts: 150 lbs.
 Order Code: APG 1



Extends to 105 ft. multiple directions



APG 2

- High visibility Yellow finish complete with reflective stripes for perfect night time visibility
- Easy to use hand wound mechanism enables webbing extension up to 75'
- Webbing locking spools keep barrier perfectly in place
- New compact design makes for easier movement
- Full steel frame includes zinc undercoat for extra weather protection
- Create a physical barrier to restrict pedestrians, further ensuring safety
- Cost effective
- Save storage by eliminating multiple posts

Specifications:

Footprint: 15.43" x 21.50"
 Height: 3'5"
 Weight: 132.28 lbs. concrete base
 Order Code: APG 2

Extends to 75 ft.









Adapta-Rail

Blending style, safety and time-saving installations, Adapta-Rail is the perfect solution for any chain store, pharmacy or outdoor setting. Easily configure this simple yet sleek railing system using any one of our post models to meet your specifications and installation requirements. Adapta-Rail is available in steel tubing with welded flange construction to bring a lifetime of reliable service and elegance to your facility.

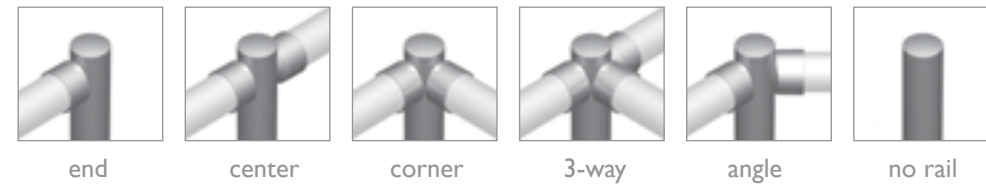
While we offer all the standard solutions, we can easily custom fabricate your order for your personal style and preference. For total design control, simply select from our highest quality materials and tubing finishes.



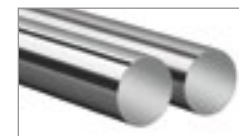
Standard Post Models

			
Model 0L5 Zero line 5" Flange	Model 1L5 Single Line 5" Flange	Model 2L5 Dual Line 5" Flange	Model 3L5 Triple Line 5" Flange
			
Model 0L7 Zero line 7" Flange	Model 1L7 Single Line 7" Flange	Model 2L7 Dual Line 7" Flange	Model 3L7 Triple Line 7" Flange

Standard Post Configurations



Round Tubing



Model 920-IP (polished chrome)
Model 920-3S (satin stainless)



Post Order Example

Post Model: 2L7
Post Height: 36"
Tube Dia. 2"
Post Configuration: End
Post Finish: Polished Chrome

All posts are available in stock heights of 36" & 44" other heights available for special order custom projects. Available in satin stainless and polished chrome finishes with 5" or 7" flange attachment.



Turnstiles

Turnstiles are a classic way to efficiently manage high volume traffic flow. Our selection of space-saving turnstiles and supporting railings provide reliable access control in supervision free areas. We will work with you to construct the ideal solution to suit your space requirements.



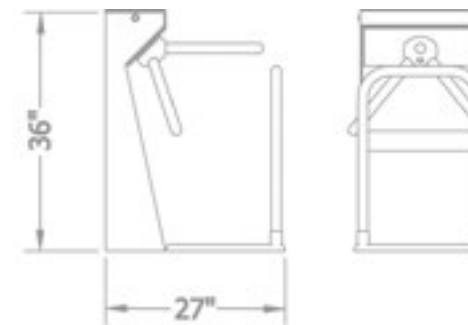
Model 105-3S-GR

The three arm turnstiles are designed to meet minimum space requirements. Traffic is directed through the one-way traffic controllers with self positioning arms. All models (except portable) mount to the floor through holes in the base.

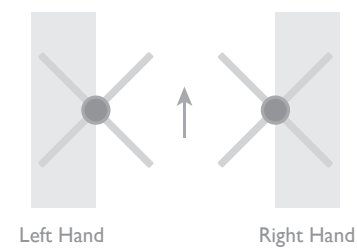
Features and Benefits:

- Stainless steel arms and housing
- Wear-resistant black vinyl painted pedestal
- Portable unit with floor tread and guide rail
- Overall width: 27" Weight: 120 lbs.
- To include counter/register add -R

Order Code: 105-3S-GR



When ordering, specify rotation



Left Hand

Right Hand



Space Saving Turnstiles



Model 105-3S

Same as 105-3S but without floor tread & guide rail.

- For portable unit with Floor Tread and Guide Rail, add -GR
- To include counter/register, add -R

Specifications:

Length from back to tip of arms: 23"

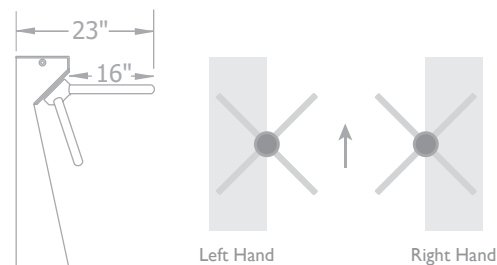
Weight: 90 lbs.

Finish: satin stainless

Order Code:

105-3S

When ordering, specify rotation



Model Four Arm Turnstile

Often used in conjunction with an adapta-rail system, Four Arm turnstiles are ideal for any application where patron flow control is desired.

- Ships standard clockwise rotation but may be easily changed to counter clockwise in the field
- Solid construction and utilizes a silent one-way clutch that allows the turnstile to rotate in one direction
- Includes all pieces shown above

Specifications:

Overall height: 37.5"

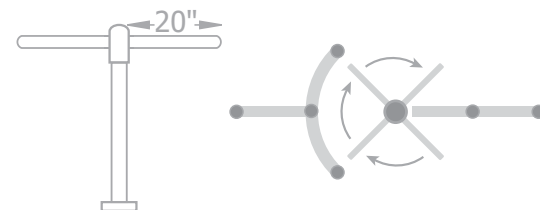
Overall width: 52"

Weight: 90 lbs.

Finish: polished chrome

Order Code:

Four Arm Turnstile



Model 104 Turnstile

Wall mounted version of our 99 turnstile, complete with mounting bracket.

Specifications:

Back measures 6" x 17"
length from back to tip of arms is 23"

Weight with bracket: 50 lbs.

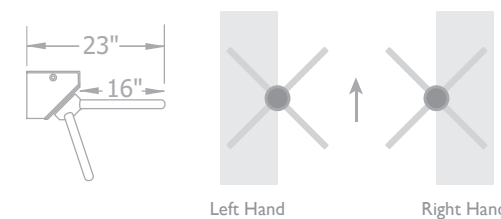
Order Code:

104-3S Stainless Steel Arms,
Stainless Steel and Black Housing

Order Code:

104-2P Brass Arms, Brass and Black Housing

When ordering, specify rotation



Model 99 Turnstile

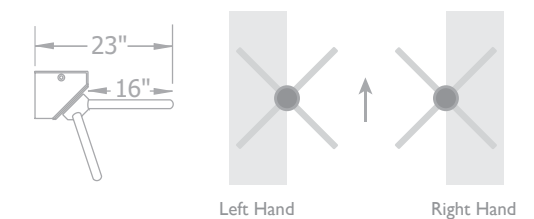
- Complete with polished chrome or satin stainless steel post and 7" diameter floor flange
- Satin stainless arms & housing
- To include counter/register, add -R
- For use in conjunction with Adapta-Rail system

Order Code:

99-3S-1P Polished Chrome

99-3S-3S Satin Stainless Steel

When ordering, specify rotation



Fixed Rail System

Tensator's Fixed Rail System is a modular railing system which allows you to vary the number and lengths of rails and post types according to design requirements.

Ideal for defining areas alongside entrance gates, closing off non-accessible areas, creating a fixed sleek single line queue or generating an indoor shopping cart parking area to safely store carts when not in use.

Features:

- Mild steel components that are available in polished chrome finish as standard
- Standard post height 42" Choice of 59" and 78.75" cross rails
- Variety of posts available to fulfill any layout requirement – end posts, middle posts, corner right & left hand posts & T-posts
- Easy floor fixing via four bolts that are concealed underneath the base cover

Benefits:

- Guide your customers with a sleek fixed rail system
- Demarcate indoor shopping cart parking areas using sturdy 1.5" OD cross rails
- Permanently cordon off restricted areas
- Creates the perfect access control solution when used in conjunction with Tensator's Automatic or Mechanical Gates



Single Line Queue Barrier



Corner Post

Center Post



End Post

Flange Cover



Indoor Cart Coral

Tensator® Mechanical Gates

Tensator® offers an economical range of reliable and practical Access Control Mechanical Gates, perfect for environments where maximum security solutions are not required. Customers can choose from left or right handed Standard Mechanical Gates, Emergency Exit or Checkout Closure gates incorporating a manual break-out facility.

Features:

- Polished Chrome finish as standard for a consistent corporate look
- The 36" gate arm length can be customized to meet specific requirements
- Gate arm features internationally recognized entry 'Arrow' and 'No Entry' symbol as standard
- Ideal for creating welcoming entrance and exit systems, defining walkways or politely guiding personnel away from non-access areas

Benefits:

- Reliable and practical access control solution
- Perfect for areas whereby maximum security is not required
- Ideal for creating welcoming entrance and exit systems, defining walk ways or politely guiding personnel away from non-access areas
- Can be used in conjunction with Tensator's Fixed Rail System or as a standalone mechanical gate solution
- The Emergency Exit Gate provides an ideal solution for guiding customers through exit routes, as the gate arm remains static at 90 degrees until reset

Arm Configuration:

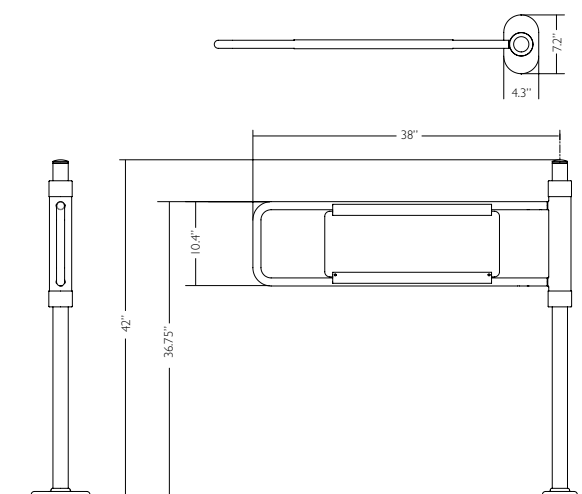
- Customizable up to a length of 38"
- Full depth gate arm with infill panel
- White arm infill panel with 'Arrow'/'No Entry' graphic
- Emergency exit or customized graphics
- Colored or transparent infill panel on request

Finish:

- Polished chrome

Technical Specifications:

Gate Height	42"
Gate Diameter	10.5"
Gate Body Diameter	4"
Standard Gate Arm Length	38"



Tensator® Automatic Gates

Tensator's Automatic Gate creates the perfect solution for directing the flow of customers and staff, maintaining an additional level of security within your premises. While many features are built in as standard, the Tensator® Automatic Gate can be customized to meet your individual requirements with a range of additional options, creating a one-stop solution for your access control requirements.

Features:

- Eco-friendly and energy efficient
- Sleek and elegant with 4" body diameter in polished chrome 36" gate arm complete with white infill panel and international Arrow/No Entry symbols
- 90 and 180 degree operation, left and right hand orientation
- Miniature radar approach sensor detects the movement of customers/ staff triggering the gate to open automatically
- Adjustable opening time delay of 0 – 20 seconds with the option of permanent open mode via a manual switch - useful for deliveries and maintenance
- Audible alarm to alert staff if the arm is pushed/pulled in either direction when closed. The alarm sounds for 5 seconds, after which the automatic resetting resumes normal operation
- Can be linked to a fire alarm system to drive the gate arms into the open position in the event of emergency; in the event of power failure the arms can be manually pushed into the open position
- If the arm becomes blocked during operation, the gate motor automatically adopts a sleep mode after 4 movement attempts. Normal operation will resume when the object has been removed



Automatic Gates

Optional Features:

- Stainless Steel, Satin Chrome and Coated RAL colors/finishes
- Full Depth Gate Arm with acrylic infill panel for enhanced security
- Ceiling mounted "motion and presence detection sensor" for enhanced detection in confined areas
- Ultrasonic Sensor – Rear body mounted sensor option offers additional safety, automatically stopping movement of the gate arm should a person be detected within the swing area. Fully compatible for activation with card reader, proximity reader, radio frequency and keypad switch

Benefits:

- Tensator's Automatic Gate creates the perfect solution for directing the flow of customers and staff, maintaining an additional level of security within your premises
- When fitted in conjunction with Tensator's Fixed Rail System, it provides the perfect access control solution for a distinguished entrance and exit route
- Optional ultrasonic safety sensor ensures a gate arm 'holding position' when movement is sensed within a defined zone. This safety device avoids any potential injury or harm and when the zone is cleared automatic operation is resumed
- If the arm becomes blocked during operation, the gate motor automatically adopts a sleep mode after 4 movement attempts; normal operation will resume when the object has been removed
- In the event of power failure the arms can be manually pushed into the open position
- Can be linked to a fire alarm system to drive the gate arms into the open position in the event of emergency
- If the gate is pushed in a reverse direction during operation, the break out audio alarm releases a high pitch noise for 5 seconds (before resetting) which automatically alerts nearby staff to problems such as shoplifting
- Ability to customize 36" gate arm length to meet specific requirements
- Easy to reconfigure for new customer layouts and can be integrated into existing control systems

Arm Configuration:

- Customizable up to a length of 36"
- Full depth gate arm with acrylic infill panel for enhanced security
- White arm infill panel with 'Arrow'/'No Entry' graphics as standard
- Emergency exit or customized graphics
- Colored or transparent infill panel on request

Finish:

- Polished chrome

Technical Specifications:

Gate Height	44"
Gate Body Diameter	4"
Standard Gate Arm Length	36"
Gate Arm Depth	10"



Tensator® offers a wide pallet of colors and finishes, ensuring just the right look for any application and décor. From powder coated paints that match any interior, to the warm and luxurious look of solid brass, or the cool crisp look of stainless steel, we can also custom finish any metal post to meet your needs.

Whatever your requirements, Tensator® has a finish for you.

(Finishes depicted may differ in actual appearance & batches of certain finishes can differ)

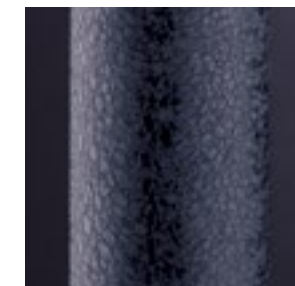
Powder Coated: Economical, extremely durable & resistant to wear



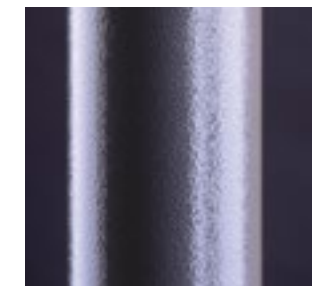
33S Satin Black
T - Standard P&R - Premium



33G Colorific Black
T - Premium P&R - Standard



89 Black Wrinkle
T - Standard P&R - Premium



73 Hammertone Gray
T - Premium P&R - Premium



87 Metallic Silver Gray
T - Premium P&R - Premium



91 Light Metallic Silver
T - Premium P&R - Premium



81 Silver Moon
T - Premium P&R - Premium



92 Dove Gray
T - Premium P&R - Premium

T = Tensabarrier® / P&R = Post & Rope

Premium = Finishes that are also available - no minimums required - *Lead times may apply

Powder Coated: Economical, extremely durable & resistant to wear

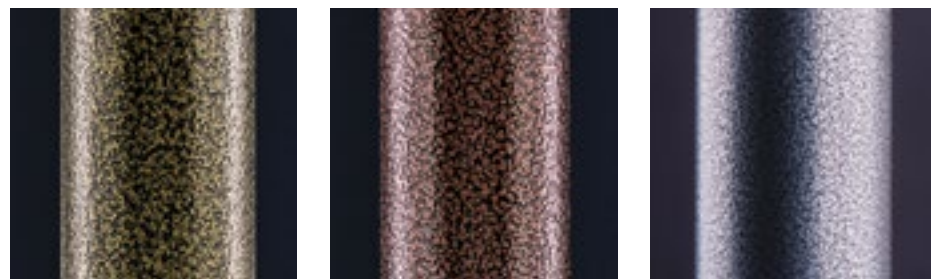


32 White
T - Premium P&R - Premium

100 Beige
T - Premium P&R - Premium

35 Yellow
T - Standard P&R - Premium

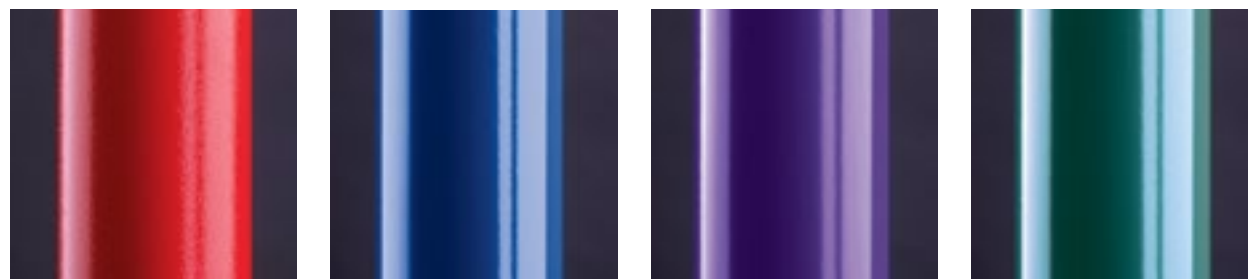
82 Sun Gold
T - Premium P&R - Premium



65 Gold Vein
T - Premium P&R - Premium

66 Copper Vein
T - Premium P&R - Premium

64 Silver Vein
T - Premium P&R - Premium

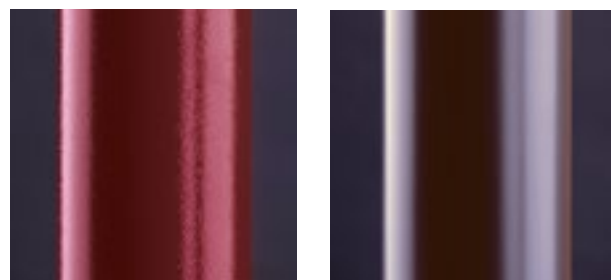


21 Red
T - Premium P&R - Premium

23 Blue
T - Premium P&R - Premium

94 Purple
T - Premium P&R - Premium

28 Green
T - Premium P&R - Premium

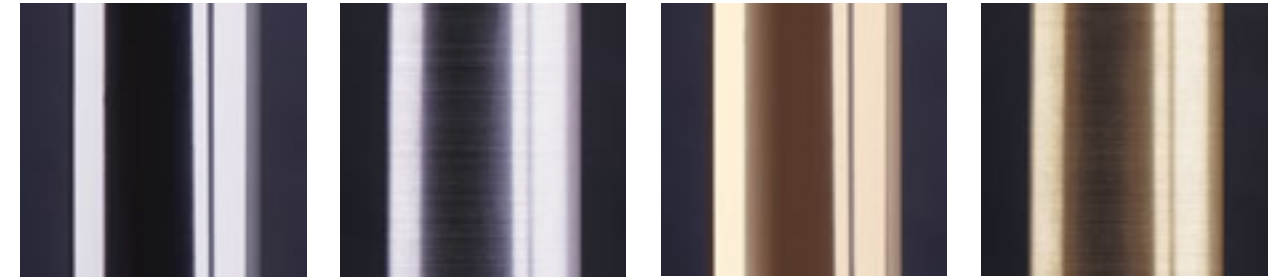


40 Burgundy
T - Premium P&R - Premium

46 Brown
T - Premium P&R - Premium

T = Tensabarrier® / P&R = Post & Rope
 Premium = Finishes that are also available - no minimums required
 * Custom Post Colors: Please call us for details. We can custom powder coat to meet your needs.

Metal Finishes:

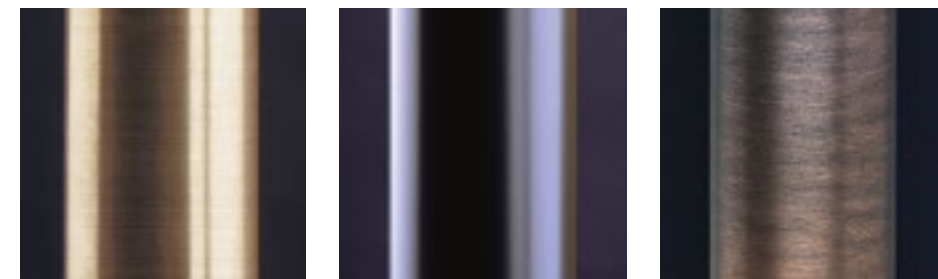


IP Polished Chrome
T - Standard P&R - Standard

IS Satin Chrome
T - Standard P&R - Standard

2P Polished Brass
T - Standard P&R - Standard

2S Satin Brass
T - Standard P&R - Standard



6 English Antique Brass
T - Premium P&R - Premium

8 Statuary Bronze
T - Premium P&R - Premium

10 Antique Copper
T - Premium P&R - Premium

Stainless Material:



3S Satin Stainless

3P Polished Stainless

* Stainless material is only available for the following Tensabarrier® models:

- 890U & 890B
- 889U & 889B
- 889T2U & 889T2B

Plastic Material UPVC: Only available for Tensabarrier® models utilizing plastic posts



33 Black
T - Standard

32 White
T - Standard

35 Yellow
T - Standard

21 Red
T - Standard

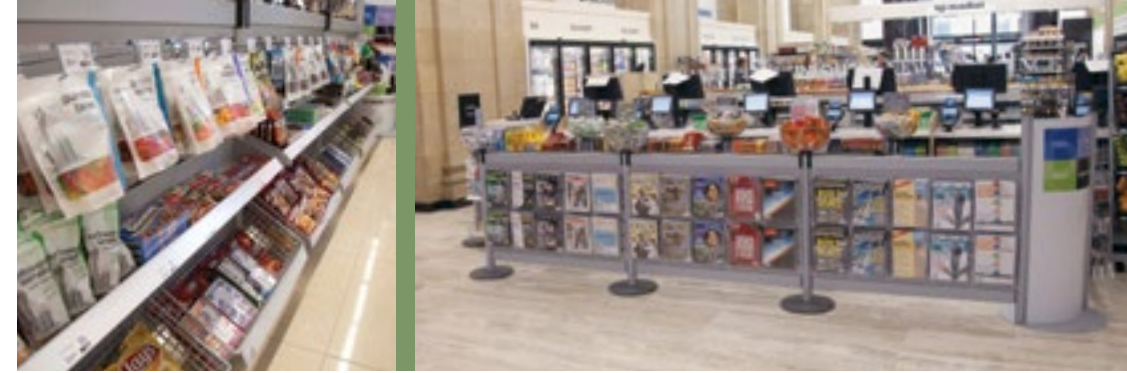
23 Blue
T - Standard

T = Tensabarrier® / P&R = Post & Rope
 Premium = Finishes that are also available - no minimums required
 * Custom Post Colors: Please call us for details. We can custom powder coat to meet your needs.

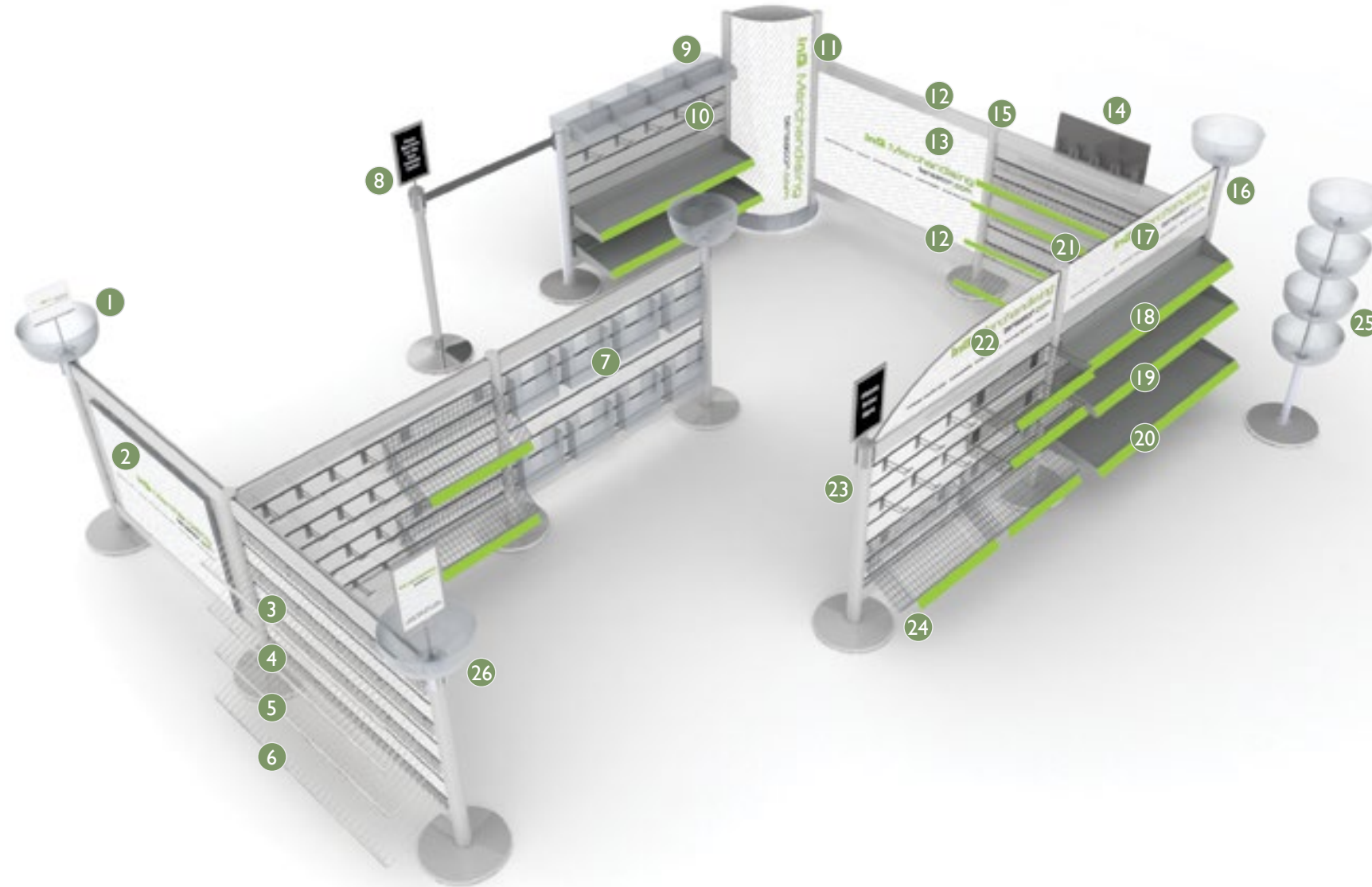
In-Queue Merchandising

Our In-Queue System provides a one-of-a-kind customized layout that assists in creating increased sales through a variety of front-end product showcase options. Front of house customers are a captive audience and the In-Queue System offers a specialized area to highlight selected items to waiting customers.

Unique panel designs allow retailers to merchandise a wide range of products for their front end



Product	Order Code
1. Merchandising Bowl	TENSABOWL 7x5.5
2. Snap Frame	IQSA-SNAP
3. 7" Deep Wire Shelf	06847
4. 8" Deep Wire Shelf	06848
5. 9" Deep Wire Shelf	06849
6. 11" Deep Wire Shelf	06852
7. PETG Magazine Holder	07281-000
8. 7"x11" Light Duty Sign Frame	LIGHTDUTYSIGNFRAME 711
9. Impulse Tray Clear Acrylic	LMMA42
10. 4" Scan Hook - Polished Chrome	06856
11. Extra Height Totem	D-B-EXT-TOTEM
12. Tensabeam - Top & Bottom	BEAMSET
13. Standard Height Acrylic Panel	IQSA-48-FH-CLEAR
14. Gift Card Holder	GIFTCARD HOLDER
15. Standard Height Post Center	IQMS-C-91
16. Extra Height Corner Post	IQMS-EXT-CN-91
17. Clear Rectangular Acrylic Header	IQM-STD-HEADER
18. 8" Shelf	LMMA18-91
19. 11" Shelf	LMMA17-91
20. 13.5" Shelf	LMMA16-91
21. Extra Height Center Post	IQMS-EXT-C-91
22. Clear Curved Acrylic Header	IQM-CURVED-HEADER
23. Standard Height Post End	IQMS-E-91
24. Angled Basket Silver	LMMA46-91
25. Impulse Tower	IMPULSE TOWER
26. Merchandising Bowl w/ 7"x11" Frame	TENSABOWL 7x11



* See page 70-71 for additional accessories

What can In-Queue Merchandising from Tensator® do for you?

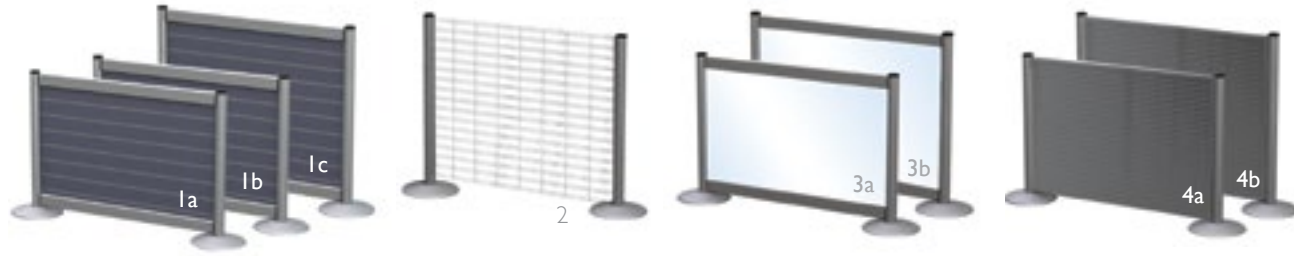
- In-Queue Merchandising has proven to **increase impulse sales** and margins by up to 30%
- **Maximizes dollar** per square ft by utilizing non revenue generating space
- **Enhances brand awareness** and communication with waiting customers
- **Speed customer** flow within busy retail environments
- Improve store operations, customer satisfaction and provide a dramatic **return on investment**



Ideal for High Volume Retail Locations Including:

- Drug & Pharmacy
- Department Chains
- Office Supplies
- Hardware
- Automotive
- Sporting Goods
- Apparel
- Electronics
- Movies & Games

Building Your In-Queue System



Step 1. In-Queue Panel Options

- 1a Standard/full height double sided slatwall panel:** wood, 38”H x 48”W (includes post height)
Order Code: IQSAFH-48-91D
- 1b Standard/full height single sided slatwall panel:** wood, 38”H x 48”W (includes post height)
Order Code: IQSAFH-48-91S
- 1c Extra height double sided slatwall panel:** wood, 48”H x 48”W (includes post height)
Order Code: IQSAEH-48-91
- 2 Slat Grid Panel:** 48”H x 48”W (only accepts wire accessories)
Order Code: SLAT GRID PANEL (specify black or chrome)
- 3a Standard/full height acrylic panel:** 38”H x 48”W (includes post height)
Order Code: ACRYLIC PANEL-STANDARD
- 3b Extra height acrylic panel:** 48”H x 48”W (includes post height)
Order Code: ACRYLIC PANEL-EH
- 4a Standard/full height aluminum panel:** (5 tier) - 38”H x 48”W (includes post height)
Order Code: IQM-AP-5-91
- 4b Extra height aluminum panel:** (7 tier) - 48”H x 48”W (includes post height)
Order Code: IQM-AP-7-91

Step 2. In-Queue Post Options - holds panel

1a. Standard/full height post 38”

- Order Code: IQMS-E-91 (end)
- Order Code: IQMS-C-91 (center)
- Order Code: IQMS-CN-91 (corner)
- Order Code: IQMS-E-898-91 (end w/spine to accept tensabarrier belt)



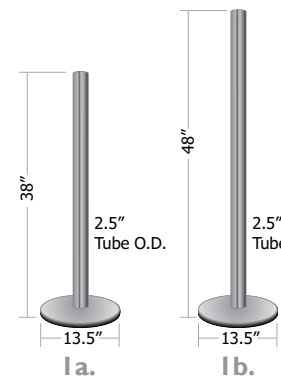
MERCHANDISING BIN
D-B-1291-PETG (standard/full height)
D-B-EXT-1291 (extra height)

1b. Extra height post 48”

- Order Code: IQMS-EXT-E-91 (end)
- Order Code: IQMS-EXT-C-91 (center)
- Order Code: IQMS-EXT-CN-91 (corner)
- Order Code: IQMS-EXT-898-91 (end w/spine to accept tensabarrier belt)



TOTEM
D-B-EXT-TOTEM (extra height)
D-B-EH-TOTEM (standard/full height)



Step 3. In-Queue Beam Options - slatwall and acrylic panels only

(not used for slat grid or aluminum panel)

In-Queue beams attach to top and bottom of In-Queue panels, which slide into In-Queue posts.

- Top Beam: 48”L**
Order Code: IQMB-T-91
- Bottom Beam: 48”L**
Order Code: IQMB-B-91
- Top & Bottom Beam Kit**
Order Code: BEAMSET



Step 4. Choose Panel Accessories

 LMMA6-91 CD/DVD Display Shelf - Silver 46.875” L x 9.25”W x 8.875”H	 LMMA16-91 MAI 6 Display Shelf - Silver 46.875” L x 13.5”W x 4.25”H	 LMMA17-91 MAI 7 Display Shelf - Silver 46.875” L x 10.625”W x 4.25”H	 LMMA18-91 MAI 8 Display Shelf - Silver 46.875” L x 7.6875”W x 4.25”H
 O6B47 7” Deep Wire Shelf - Silver 45.5” L x 7”W x 4”H (91) Silver or (33) Black	 O6B48 8” Deep Wire Shelf - Silver 45.5” L x 8”W x 4.25”H (91) Silver or (33) Black	 O6B49 9” Deep Wire Shelf - Silver 45.5” L x 9”W x 4.75”H (91) Silver or (33) Black	 O6B52 11” Deep Wire Shelf - Silver 45.5” L x 11”W x 5.75”H (91) Silver or (33) Black
 LMMA46-91 MA46 Angled Basket- Silver 22.25” L x 11”W x 6.125”H	 LMMA50 MA50 Wire Basket 15” L x 12”W x 5.375”H (91) Silver or (33) Black	 LMMA51 MA51 Wire Basket - Silver 23.75” L x 12.25”W x 4.25”H (91) Silver or (33) Black	 LMMA52 MA52 Wire Basket - Silver 24.5” L x 10.25”W x 5”H (91) Silver or (33) Black
 IQSA-SNAP Snap Frame 24.125” L x 36.125”W x 1”D	 IQM-STD-HEADER Clear Rectangular Acrylic Header need to order 2 per panel 48” L x 10.25”W x .125”D	 IQM-CURVED-HEADER Clear Curved Acrylic Header need to order 2 per panel 48” L x 10.25”W x .125”D	 GIFTCARDHOLDER Gift Card Holder 20”L x 10.125”W x 4” D Silver (specify for wood or aluminum panel)
 O7281-000 PETG Slatwall Magazine Holder 9.5” L x 2.875”W x 9.125” H	 O6386-00 MAI Acrylic Magazine Holder 8.75” L x 3.5”W x 9” H	 TENSABOWL Merchandising Bowl 13” Dia. x 6” Deep	 BOWL DIVIDER For Merchandising Bowl Clear Acrylic
 PRONG HOOK Specify size and color 4”, 6”, 8” & 10” (91) Silver or (33) Black	 SCAN HOOK Includes flip scan label holder Specify size and color 4”, 6”, 8” & 10” (91) Silver or (33) Black	 53486 Flower Ring 11.625”L x 6.75”W x .25” D (91) Silver or (33) Black	 LMMA42 Impulse Tray Clear Acrylic 44”L x 12.25”W x 4” H (specify for wood or aluminum panel)

* please call for custom color capabilities - we can match any decor to meet your needs

Electronic Queuing

Our Electronic Call Forward System improves your front end line management and operational efficiencies; our Virtual Queue Management Solutions serve your customer in a first come, first served manner. We can provide a site survey and installation while educating you on all the benefits that both of these queuing solutions can provide.



SLQ3000 Call Forward LCD Media System

Products & Order Codes:

*CDU - Central Display Unit
*PDU - Positional Display Unit



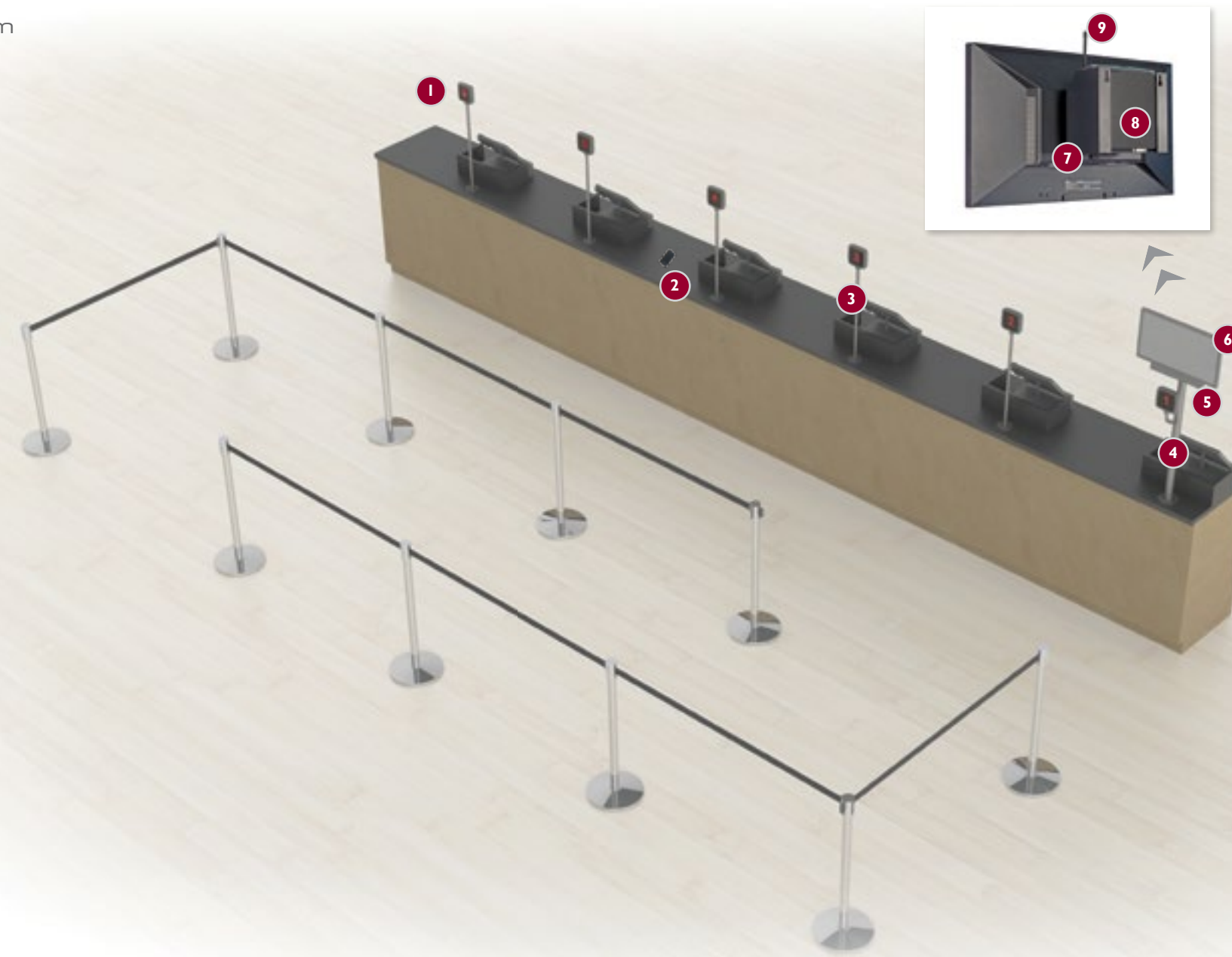
Part # 53951-33 Wireless *PDU Assembly
Part # 53850-000 eQ Wireless Button
Part # 52871-33S Standard *PDU Pole Assembly Black



Part # 09781-33S Universal *CDU Pole (Satin Black) Combi w/ Single *PDU Bayonet
Part # 07470 SLQ3000 Speaker Bar
Part # 06554-33 eQ 23" LCD *CDU



Part # 09767-33S Satin Black Universal *CDU & Hub Mount
Part # 05002-000 Mini PC Hub
Part # 06855-000 Wireless Transceiver



What can our SLQ3000 do for you?

- Improve customer **satisfaction** by eliminating wrong queue frustration
- Reduce customer walk-aways by **96%**, which in turn decreases lost revenues
- **Entertain customers** in the queue with engaging content and promotional material
- Opportunity for **additional revenue** stream with third party advertising
- **Enhance the customers'** shopping experience
- **Improve** staff utilization
- Perceived **lower wait times** for your customers

Virtual queue management solutions allow the correct member of staff to be matched to your customers' requirements. Customers feel that they are being served as soon as they enter your environment, with a positive experience of 'first come first served' and the added benefit of being able to relax, browse or shop while they wait.



TENSATOR'S Virtual Queue Management Solutions

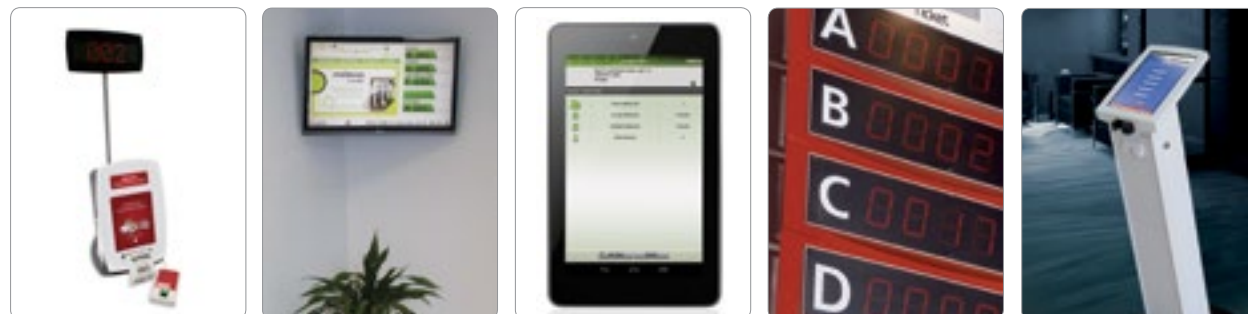
Inline is Tensator's modular virtual queue management solution that effectively manages queues, human resources, quality of service and media content. Inline® provides a complete range of equipment and a wide set of software packages designed to meet all levels of customer expectation and service needs. Inline also works in harmony with Tensator's other customer journey and people management tools.

Our Inline software platform includes many customizable modules

Inline Client - Enables customer call forwarding, end of service, walkaways, insert notes on tickets all via an internet connection. | **Inline Manager** - Allows management the ability to configure systems allowing complete control over the association of service tickets to the dispenser buttons, organization of the call strategy, amendments to the display layout and real-time statistical analysis with data export. | **Inline Mobile** - This key module provides quality and efficient service through a simple and user-friendly App on your customers' smartphone or tablet device to virtually put themselves in a queue from anywhere; SMS text alerts notify customers of their position. | **Inline Business Analyzer** - Provides in-depth performance measurements that can be analyzed to improve customer service. | **Inline Appointments** - Permits customers to book appointments for specific services either within branch or via the client's website.

Features include

- Web-based solution
- Ticket dispensers
- Media management for call panels
- Appointments
- Customizable management reporting
- Vocal announcement
- Email alerts
- CRM integration
- Centralized or distributed architecture
- Multiple languages



Multi-Service Machines

Multi-Service Machines (MSM) are self-service systems that can reduce operational costs, improve staff efficiencies, decrease customer waiting times and enhance overall performance by providing customers with the autonomy to perform a large number of services themselves via secure 24/7 multi-service interfaces.




Available in a range of formats to meet your exact requirements, multi-service machines are completely customizable, can perform multiple functions and accept payment in the form of coins, notes and debit/credit cards. With the ability to be connected to your company's billing and/or CRM system, the interface can be personalized for each customer to deliver specific promotional messages and service information.



Ideal applications

- Sale and dispense of products such as stamps, tickets, meal vouchers, etc.
- Mobile phone refills, purchase SIM cards, upgrade services, purchase media such as games
- Payment of services and invoices
- Weight dependent postage costs
- Printing official documents including account information, invoices, contract information, tickets and certificate

Benefits include

- 
Cost savings
 - Provide exclusive promotional offers, discounts and loyalty program bonuses to customers who use self-service machines
- 
Time saving
 - By using the self-service machines your customers, do not have to wait in line
 - 24/7 availability
 - No need to interact with an employee
- 
Exclusivity
 - The customer could have access to products or services which are only available through the kiosk/self-service machine

TENSATOR® Virtual Assistant

The Tensator® Virtual Assistant is a next generation digital signage solution that is designed to enhance both the customer experience and the company brand. The Tensator® Virtual Assistant uses cutting edge technology to project an image and create the illusion of a real person, who acts as an informational and instructional tool for space owners.

Tensator's Virtual Assistant offers many benefits:

- **The WOW factor:** The audience is presented with an innovative way of experiencing promotional, advertising and informational messaging
- **Tells a story, it's not just signage:** Brings messages to life; one of the most innovative and engaging digital signage products available
- **Influences behavioral change:** Connects with the audience providing an entertaining, engaging experience and delivering consistent and clear messages via visual and audible cues
- **Increases revenues:** Boosts sales revenues by up to 75% through brand advertising
- **Improves efficiency and allows redeployment of employees:** Works 24/7, 365 days a year
- **Guaranteed message consistency:** Information is expressed in the way it is meant every time – without loss of quality in delivery
- **Interactive tool:** Touchscreen can be used as a virtual helpdesk
- **Multi-lingual:** Ability to speak in any language
- **Long-term solution:** Provides a lower cost of ownership and a sound longer term investment for the operator

A completely customizable crowd pleaser!

What Our Clients Say

"It is very, very cool and is another level in which we can provide a great customer experience. This kind of 3D image really gives it a personal feel and it actually looks like a real person."

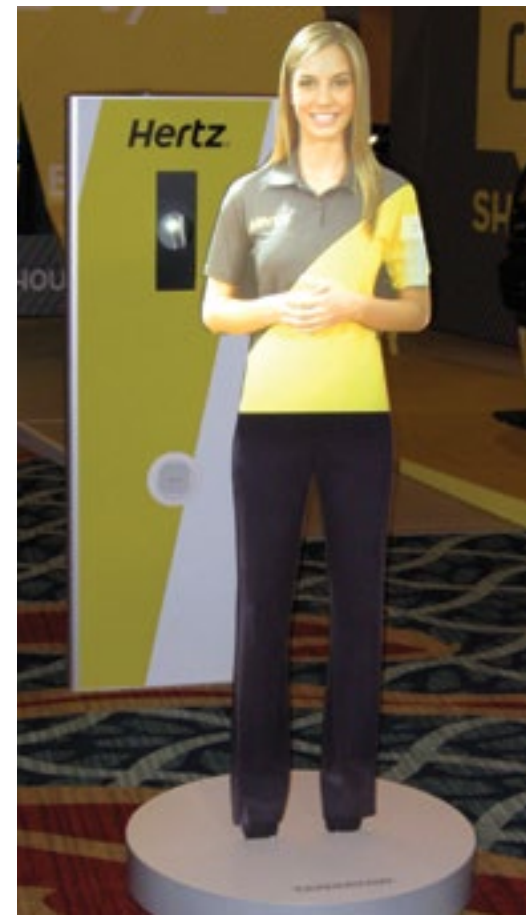
Dennis Hazell,
Associate Executive Staff Coordinator, Metropolitan Washington Airports Authority

"Safety and security is our number one priority, and good security means good customer service. This new virtual greeter gives us an opportunity to collaborate with the TSA on a more efficient security checkpoint by educating passengers ahead of time on the do's and the don'ts of security screening. Our best asset in making the security screening process move along faster is an informed and prepared customer."

Ed Freni,
Director of Aviation, Massport

"Wow, this is an amazing item, I call it the virtual sales assistant because products situated near it are blowing off the shelves."

Fran Boller,
Executive Vice President, Nike brands at Haddad Brands



Maintenance and Care

When it comes to polishing, the two 'big guns' are brass and chrome. If you clean brass or chrome items regularly, they will stay in good condition. If they have been neglected for a while, or have never been polished, it's time to start a cleaning regimen and stick with it.

Chrome

Cleaning chrome brings to mind most bathroom faucets, and kitchen items such as toasters. Liquid Silver Polish works as well on chrome as it does on silver. Apply a coating of polish using a sponge or soft cloth, leave it to dry, then clean with a cotton cloth, and buff with a chamois cloth if necessary. If you are in the habit of wiping chrome fixtures regularly, you probably do not need to polish them too often, as they will already be in a bright and shiny condition.

Brassware

Liquid Metal Polish works well to clean brass classic post tops. Most brassware has a pattern, so there are "nooks and crannies" that require cleaning and polishing on the brass surface. Apply a coat of polish with a sponge or soft cloth. As soon as the coating of liquid metal polish, use a cotton cloth to wipe off the polish, then a chamois cloth to bring out the shine. To remove any polish residue between the pattern lines, try cotton swabs. If the brass is badly tarnished, it may be necessary to apply polish two or three times.

Webbing

All webbing including screen printed and dye sublimation can be cleaned using a mild liquid detergent warm water solution.

Maintaining Stainless Steel

The best way to maintain your stainless steel is to keep it clean. The term "stainless" is actually deceptive. The film of chromium on the surface is what makes it so durable. If not maintained, your steel can actually stain and corrode. This can happen with simple everyday contaminants like grease, dirt and oils.

Use a wet cloth and mild detergent

When something spills on your stainless surface, wipe it up with a wet cloth. The sooner these stains are removed the easier they are to clean. If a wet cloth doesn't do the trick, you can add a mild detergent such as dish soap. Most of the time stainless steel cleaners are unnecessary. Soap and water is gentler on your surface and should be attempted before using harsh chemicals.

Use glass cleaner to remove fingerprints

When equipment and smallwares are touched throughout the day, fingerprints get left behind. Oils from fingerprints can scratch the mirror polish on stainless steel. Glass cleaner is very effective at getting rid of these stains.

Dry immediately after cleaning

Water spots from hard water can be avoided if the cleaned area is dried immediately. This simple step could save you a headache later. Again, wipe in the direction of the finish.

Bleach and chlorine do more harm than good

While bleach is guaranteed to wipe out bacteria, it can cause more harm than good to stainless surfaces. It breaks down the protective film on your stainless steel. An ammonia solution is suitable to use in its place.

Never use rough abrasive sponges and steel wools

These rough cleaning utensils scratch the surface of your stainless steel making it more susceptible to rust.

White Glove Service

Tensator® provides white glove delivery and installation as a value added service for our customers. Including in this service is delivery of product, installation and setup of all items while providing removal of any refuse. Additionally, other pre-existing products can also be removed at your request.

Core Product Range

Our core product range consists of TensabARRIER®, Post and Rope, Frames and Wall Units. Our service can deliver these items and set them up on the same day as delivery. No order is too small or too large.

In-Queue Merchandising Solutions

Our In-Queue Merchandising Solutions work to effectively keep your queue flow organized and front end as maximized for increased revenue as possible. Services can be provided to custom build any queue.

Electronic Queuing

Our Electronic Call Forward system serves your customer in a first come, first served manner. We can provide a site survey and installation while educating you on all the possibilities that this queuing solution can provide.

Virtual Assistant

The Virtual Assistant is a digital signage platform that projects an interactive, engaging image tailor made with your message. A highly customized item such as this requires installation from our experienced staff.

There are limitless options the white glove service can assist you with. Please inquire about any custom requests for your queue management needs.

Shipping Options

Small Packages

Small packages are less than 70 lbs. and do not exceed 135" girth (over 70 lbs. will have an additional handling charge)

Available for 1-4 posts to be shipped using Ground Service.

Our preferred small package carriers are UPS and FedEx.

Single items over 70 pounds or length and girth over 135" long will be shipped by LTL common carrier.

(Please call for freight quotes.)

What is dimensional weight also known as DIM Weight?

The DIM Weight (also known as the volume weight) is the minimum weight that a standard package of a generic size may be handled by carriers such as: UPS or FedEx.

How is dimensional weight calculated?

In order to calculate the dimensional weight, the standard carton dimensions are required.

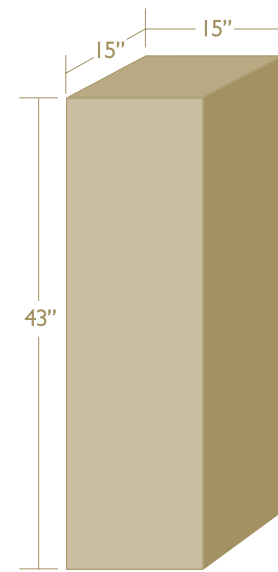
Our standard carton dimensions for all posts are 15"x15"x43" (see figure)

Dimensional weight is calculated by:

length (inches) times width (inches) times height (inches) divided by 166.

Example: One post per carton (15x15x43/166) = 59 lbs. DIM weight.

The carton ships at a dimensional weight of 59 lbs.



DIM Weight
15x15x43/166 = 59 lbs.

Services Available for Small Packages

- **Ground** – delivery based on distance to destination (1–5 business days)
- **3 Day Select** – delivered by end of 3rd business day
- **2nd Day Air A.M.** – 2 business days delivered by 10:30 A.M.
- **2nd Day Air** – 2 business days delivered by end of day
- **Next Day Air Early A.M.** – delivered next business day as early as 8:00 A.M.
- **Next Day Air** - delivered by 10:30 A.M. next business day
- **Next Day Air Saver** – delivered by 3:00 P.M. next business day

Saturday delivery available for certain locations.

Expedited services for small packages dependent on delivery zip code are available. Order must be received by 12:00 P.M. Eastern Standard Time to ensure expedited delivery.

LTL Freight

We will use the most competitive carriers for shipments that have five or more posts.

Volume Freight (7 pallets or more – up to full load)

Less than truckload (LTL) shipping is the transportation of relatively small freight in addition to selecting the right carrier, bill of lading, classifications, and options that meet the needs and are cost competitive for the customers.

Services Available

- Inside Delivery
- Lift Gate
- Construction Site
- Residential
- Call Before Delivery - additional charges will apply

LTL Carrier Services

- Continental US
- Puerto Rico
- Canada
- International Ocean and Air freight service are also available

(Please call for freight quotes.)

Returns

If you need to return a product, please contact Customer Service at (800) 441-0019 or returns @tensator.com. Items that were ordered incorrectly are subject to a restocking fee. Please refer to Terms & Conditions.

Damaged Shipments

At time of delivery and receipt, shipment must be inspected for any visible damage and/or open boxes and brought up to the attention of the carrier at that time in order for a claim on the carrier to be filed.

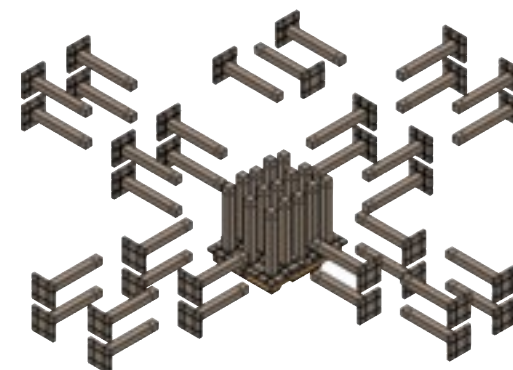
If product is received damaged, please call Customer Service within 48 hours of receipt. Please refer to Terms & Conditions.

International Shipments

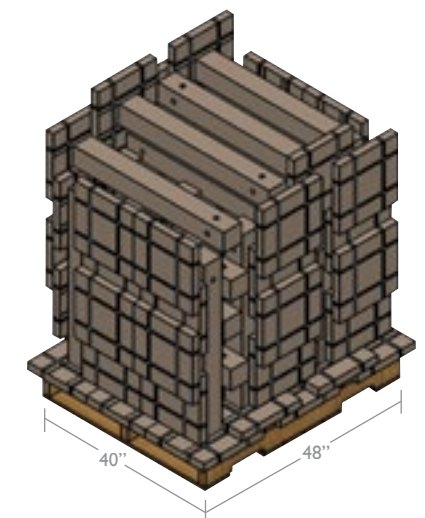
Orders that are shipped to countries outside of the United States may be subject to import taxes, customs duties and fees levied by the destination country. The recipient of an international shipment may be subject to such import taxes, customs duties and fees, which are levied once a shipment reaches your country. Additional charges for customs clearance and final delivery must be borne by the recipient; we have no control over these charges and cannot predict what they may be. Customs policies vary widely from country to country; you should contact your local customs office for further information. When customs clearance procedures are required, it can cause delays beyond our original delivery estimates.

For products shipped internationally, please note that any manufacturer warranty may not be valid; manufacturer service options may not be available; product manuals, instructions and safety warnings may not be in destination country languages; the products (and accompanying materials) may not be designed in accordance with destination country standards, specifications, and labeling requirements.

Standard 50 post packing configuration on a 40"x48" pallet



50 Posts to a Full Pallet >>



PRODUCT WARRANTY

Tensabarrier, Posts, Ropes, Sign Brackets, Frames, Stands, Railings, Gates, Turnstiles and Queueway Warranty

We are proud of the value built into every one of our products. Tensator, Inc. is committed to bringing you products of the highest quality and value. We stand behind our products, with quick responsive service and a comprehensive warranty. All of our products feature state-of-the-art materials built with expert craftsmanship and are designed to last. To assure quality, we monitor every aspect of the production process, from initial assembly to final packaging. We do recognize that on rare occasions, variations can occur and so all our products are covered by a full warranty.

Standard Two (2) Year Warranty

This warranty covers all Tensator and Lawrence branded product(s). Posts, ropes, rope ends, belts, cassettes, signs, frames, stands, railings, gates and turnstiles are warranted to be free of defects in materials and workmanship for two (2) years from date of shipment. Queueway items are warranted to be free of defects in materials and workmanship for one (1) year from date of shipment. Proper documentation must be supplied in order to determine warranty validity. Acceptable forms of proof are invoices, paid receipt or purchase order that Tensator is able to verify that goods were shipped against. Product(s) under warranty must be paid in full. If a Tensator product fails to perform to specifications due to an imperfection in materials, manufacturer failure or defect, we will repair or replace it with the same or equal product upon return of the defective product(s) at no charge during the warranty period.

Tensator reserves the right to investigate all warranty claims. A Tensator Customer Service Representative must be notified within 30 days of a defect occurrence to qualify for warranty service.

Product(s) may be returned only after you receive a Return Material Authorization (RMA) along with specific shipping instructions. In the event that a shipment is sent back without RMA, shipment will be refused. Tensator has the sole discretion to issue product refunds at the purchase price as long as upon inspection & confirmation customer abuse / misuse are not noted.

Transportation and shipping charges are not covered by the warranty and are the sole responsibility of the customer.

Customized Items

All customized items are not eligible for refund. They are warranted against defects in materials and workmanship for two (2) years.

Limitations

Tensator is not responsible for the repair or replacement of product(s) subjected to abuse, improper use causing defect as a result of the following:

- Unauthorized repairs, accident, alteration, misuse, neglect, fire, flood, acts of God or normal wear and tear such as chipping and tarnishing over a period of time.
- Extreme outdoor conditions such as excessive moisture, temperature or other damage caused by outdoor elements. Products and finishes meant for outdoor use are weather resistant, not weather proof.
- Altered, modified, misused, vandalized or improperly installed product(s).
- Contaminants and/or treatments not recommended as described in the product care literature supplied with the product and available online at www.tensator.com

How to Obtain Warranty Service

To initiate warranty benefits, follow these instructions:

- Items purchased directly from Tensator, call 800-441-0019 to obtain a Return Merchandise Authorization (RMA) number.
- Items purchased through a Tensator Dealer, contact Dealer directly for RMA number.
- Items returned due to dealer or customer ordering incorrectly, RMA will incur a 25% restocking fee upon credit issuance.

1. All items must be packed in original packaging or adequate, protective packaging. Any items received with inadequate packaging will be refused.
2. RMA number must be clearly visible and legible on outside of carton and/or shipping label. Items will be refused if RMA number was not obtained prior to shipping.
3. Carton and/or shipping label must specify name of dealer or customer returning goods along with address.
4. Items must be shipped pre-paid and insured. Send to the following address:

Tensator, Inc.
260 Spur Drive South
Bay Shore, NY 11706

Save proof of shipping (tracking information) in the event shipment is lost or damaged in transit. Product(s) will be inspected upon receipt. Manufacturing defects will be repaired or replaced free of charge. Please note that the Tensator Product Warranty service is non-transferable and can be redeemed only by the original owner.

ELECTRONIC ITEMS WARRANTY

Covers EQ Systems, Automatic Gates, Virtual Assistant & Virtual Queue Management Systems

We are proud of the value built into every one of our products. Tensator Inc. is committed to bringing you products of the highest quality and value. We stand behind our products, with quick responsive service and a comprehensive warranty. All of our products feature state-of-the-art materials built with expert craftsmanship and are designed to last. To assure quality, we monitor every aspect of the production process, from initial assembly to final packaging. We do recognize that on rare occasions, variations can occur and so all our products are covered by a full warranty.

Standard One (1) Year Warranty

This warranty covers all Tensator and Lawrence branded product(s). All electronic item(s) hardware is warranted to be free of defects in materials and workmanship for one (1) year from date of shipment. If a claim is made for a hardware component failure due to imperfection in materials, manufacturer failure or defect, we will supply and charge for a replacement. Upon receipt, inspection and confirmation that defective item has a manufacturing defect, full credit will be issued and applied to replacement charged. Proper documentation must be supplied in order to determine warranty validity. Acceptable forms of proof are invoices, paid receipt and/or purchase orders that Tensator is able to verify that goods were shipped against. Product(s) under warranty must be paid in full.

EQ Systems and Virtual Assistants that are not defective are not cancelable once ordered and are not returnable once shipped. Once an item reaches its "End of Life" or "End of Service," comparable item(s) will be used.

"Consumables" commonly defined as items that consumers buy recurrently, items which get used up or discarded such as but not limited to light bulbs, batteries, paper, spindle (paper support) and keys are not covered under warranty.

Tensator reserves the right to investigate all warranty claims. A Tensator Customer Service Representative must be notified in writing within 30 days of a defect occurrence to qualify for warranty service. Must be able to supply acknowledgement received from Tensator within the 30 day time frame that request was received.

Product(s) may be returned only after you receive a Return Material Authorization (RMA) along with specific shipping instructions. In the event that a shipment is sent back without RMA, shipment will be refused. Tensator has the sole discretion to issue product refunds at the purchase price as long as upon inspection & confirmation customer abuse / misuse are not noted.

Transportation and shipping charges are not covered by the warranty and are the sole responsibility of the customer.

Limitations

Tensator is not responsible for the repair or replacement of product(s) subjected to abuse, improper use causing defect as a result of the following:

- If a Tensator "Certified" Installer is not performing installation, Tensator is not liable for any damages incurred during installation. Warranty will be null and void. Only "Hardware" found to be defective out of the box will be covered under warranty.
- Unauthorized repairs, accident, alteration, misuse, neglect, fire, flood, acts of God or normal wear and tear such as but not limited to chipping and tarnishing over a period of time.
- Extreme conditions such as power surge, dust, excessive moisture, temperature or other damage caused by outdoor elements. Products and finishes meant for outdoor use are weather resistant, not weather proof.
- Altered, modified, misused, vandalized or accidental damage or failure to operate EQ System in accordance with Tensator product instructions.
- Customer directed modifications/incorporations of any other hardware or software into the system or any of its components. Tensator will not be responsible for repair of errors or hardware malfunctions if modifications or enhancements to the EQ System were made by any other person(s) other than a Tensator Representative.
- Cosmetic damage found on cabinets / acrylic is not covered.
- The item has been operated outside its intended output capacity (heating temperature).
- Inadequate maintenance, corrosive environments or installed outside applicable building, mechanical and electrical codes.
- The warranty does not cover costs incurred as a result of training, troubleshooting, installation and/or customer service.

The EQ System software has been designed to run on Microsoft Windows Operating systems as a standalone package. Integrating the software with any other software package or operating systems is not covered by the warranty. Service calls to resolve issues of this nature will be charged accordingly.

Please visit www.tensator.com for the recommended system requirements.

How to Obtain Warranty Service

To initiate warranty benefits, follow these instructions:

In the event of a problem, contact Tensator Technical Support at 1-800-771-3058. If your purchase was made through a Dealer, please contact them for Technical Support. Technical Support Associates will be able to answer your questions and direct you to Customer Service if additional actions are required.

TENSATOR® INC.

TERMS AND CONDITIONS OF SALE

The Terms and Conditions of Sale contained herein (the "Agreement") constitute the entire agreement between Tensator, Inc. ("Seller") and the party that places a purchase order with Seller ("Buyer"), and shall control all purchases of Products and Services (as hereinafter defined) by Buyer from Seller. Although Seller has used reasonable efforts to accurately illustrate and describe its Products and Services in its catalogs, literature, samples, and other advertising material, such illustrations and descriptions are for the sole purpose of identifying the Products and Services, and do not express or imply an affirmation of fact that the Products and Services will conform to their respective illustrations or descriptions. No form of acceptance of Buyer's purchase order, except Seller's written or electronic acknowledgment provided to Buyer, shall constitute valid acceptance; any such acceptance is expressly conditioned on Buyer's assent to the terms hereof and the exclusion of all additional or different terms, and Seller hereby gives notice of its objection to any additional or different terms proposed by Buyer in its purchase order or elsewhere, except as may be set forth in a written agreement expressly superseding these terms. Seller hereby reserves the right to correct clerical or typographical errors made by its employees at any time.

1. Products and Services

1.1 Product(s) and Service(s) shall mean any product(s) and/or service(s) identified on:

(a) Seller's proposal and/or quotation;

(b) In the event of inconsistency between the purchase order, proposal, quotation and/or order acknowledgment, the final correspondence between Seller and Buyer will supersede all other documents unless (Buyer) has notified (Seller) of inaccuracy.

1.2 Seller shall give Buyer prior notice of proposed alterations to Products and/or Services that Seller deems necessary to comply with applicable safety standards and/or other statutory requirements and of any other alterations it might make that do not materially affect the quality or performance of the Products and/or Services specified by Buyer. If Buyer does not consent to any such alteration within fifteen (15) days following receipt of notice, Seller shall have the right, by written notice to Buyer, to cancel the Order.

1.3 Buyer shall inform all third parties to whom it may supply products of all information regarding the use and safe handling of the Products that Seller has provided Buyer.

2. Orders and Prices

2.1 Unless otherwise agreed in writing by Seller, all quotations for Products and/or Services may be withdrawn or varied at any time for any reason, and shall be deemed withdrawn at the expiration of one calendar month from the date of issue.

2.2 Prices charged will be those current at the time of delivery of the Products or completion of the Services. Seller may increase its prices at any time to account for an increase in cost to Seller of purchasing raw materials or of manufacturing, working on or supplying Products and/or Services. Seller may also increase its prices at any time to account for any faulty or improper specifications of Products and/or Services by Buyer.

2.3 Any notice or instruction from Buyer received subsequent to Seller's acknowledgment which has the effect of changing the specifications, scope of work or other terms shall be effective only upon an appropriate adjustment in the price and/or delivery date, and the written acceptance of any such change by Seller.

2.4 All prices quoted are exclusive of any tax, duty, or other fee imposed upon the transaction by any Federal, state or local government of the United States and/or foreign government authority; all such fees shall be paid by Buyer and are in addition to the price quoted or invoiced (unless Buyer shall present an exemption certificate acceptable to the taxing authorities); in the event Seller is required to prepay any such tax, duty or other fee, Buyer will reimburse Seller promptly upon request.

3. Shipping, Delivery and Completion of Services

3.1 Unless otherwise agreed in writing by Seller, Buyer agrees that orders are available for immediate shipment unless otherwise specified on purchase order. Ship complete requirements must be noted on purchase order. If Seller agrees to deliver Products to a location other than its premises, it shall await Buyer's instructions, and off-loading will be at Buyer's risk and expense. Buyer shall be billed accordingly for all material costs as well as shipping and handling charges. Carton charges not included in shipping and handling charges will be billed as a separate line item on invoice. These charges are for Tensabarrier and Posts for quantities of (4) and under.

3.2 If an Order involves the shipment of Products to Buyer or consignee located outside the United States ("International Supply Contract"), it shall be governed by the latest edition of Incoterms published by the International Chamber of Commerce as of the date of the Order. If there is any inconsistency between Incoterms and the terms of this Agreement, the latter shall prevail.

3.3 Shipments pursuant to an International Supply Contract may be subject to the issuance of a license or other permit by the United States Commerce Department, United States Department of State and/or other United States department or agency. Acceptance of all such Orders is conditioned upon and subject to the issuance of such license and/or permit; in the event that Seller is unable to obtain such license(s) or permit(s), Seller may cancel such Order and shall have no further liability to Buyer.

3.4 Seller will attempt to deliver Products or complete Services by the date, or within the period, agreed upon by Buyer and Seller; however, such dates or periods are good faith estimates, and Seller will not be liable for failure to deliver by such date or within such period. Seller may defer delivery or completion until all payments due by Buyer have been received. Products may be delivered by Seller in advance of any agreed date upon giving reasonable notice to Buyer.

3.5 Seller will attempt to comply with reasonable requests by Buyer for the postponement of delivery, but shall be under no obligation to do so. Where delivery is postponed for reasons other than Seller's default, Buyer shall pay the expenses associated with the delay, including a reasonable charge for storage and transportation.

4. Cancellation; Deferral

4.1 Seller may defer delivery of Products or performance of Services and/or consider the Order cancelled if Buyer fails to make any payment due under the Order or hereunder, is unable to meet its debts as they become due or becomes insolvent, files a petition, or has a petition filed against it, for bankruptcy under any bankruptcy laws, enters into any arrangement or composition with creditors, makes an assignment for the benefit of creditors or goes/is put into liquidation. Cancellation of the Order shall not relieve Buyer from its obligations which shall have accrued prior to such cancellation.

4.2 Orders accepted by Seller can only be canceled by Buyer with the agreement of Seller, and Seller's acceptance of the cancellation will be binding only if in writing. In the event that an Order is agreed to be canceled, Buyer will be liable for any costs or expenses incurred by Seller from the date of the Order through the date of the cancellation, and for all loss or damage resulting from the cancellation.

5. Limited Warranty; Limitation on Liability

5.1 Seller warrants to the original Buyer that the Products, when delivered or shipped, and the Services, when completed, will be free from defects in material and workmanship, and will be in accordance with any applicable specifications, and that the warranty period shall commence on the date of original delivery, shipment or completion of Services and extend through two (2) year from said date. Buyer shall carefully examine the quality of the Products upon delivery or shipment and the Services upon completion, and provide Seller with a written confirmation (via email, fax or letter) of any visible defect, damage, loss or shortage within two (2) days of receipt of the Products, receipt of the invoice or other proof of dispatch, or completion of the Services.

5.2 Buyer has fifteen (15) days from invoice date to provide written confirmation (via email, fax or letter) of any concealed damage found upon receipt of shipment. At the request of Seller, Buyer shall authorize Seller's employees or agents to inspect the Products and/or Services. Seller's warranty obligations hereunder are subject to Buyer's timely compliance with the provisions of this Paragraph 5.1. Seller's liability is limited to (at its option) (a) repairing, replacing, or paying for the repair or replacement of Products that prove defective in material and/or workmanship, and/or do not perform in accordance with applicable specifications and (b) carrying out any Services that it failed to perform in accordance with the Order (in each case as determined by Seller). Where Seller agrees to repair or replace, or have repaired or replaced, Products or correct the defect in the Services, any time specified for delivery or completion in the Order will be extended for such period as Seller may reasonably require.

5.3 Where the Products and Services are in accordance with Buyer's specifications, then responsibility for the design and feasibility of such specifications is that of the Buyer. Buyer agrees that Seller shall not be liable under any warranty applicable to the Products or Services or for any nonconformity in the Products or Services if Buyer's specifications are faulty or improper. Buyer will indemnify Seller against any infringement of intellectual property rights, and the associated losses, damages and expenses, including attorneys' fees, in this or any other country arising from its faulty or improper specifications.

5.4 As a condition to the warranty provided for herein, Buyer shall prepay the shipping charges for all Products returned to Seller for repair and shall be responsible for all insurance, packing, crating, handling and other transportation costs in connection therewith. Unless otherwise agreed to in writing by Seller, when any Product is returned to Seller for repair, Buyer shall be responsible for all damages resulting from improper packing, crating or handling, and for any loss in transit, notwithstanding any defect or nonconformity in the Product. Seller will pay the return shipping charges to Buyer with respect to Products that prove to be defective in material and/or workmanship (in each case as determined by Seller).

5.5 If, in Seller's sole judgment, a repair or replacement requires on-site evaluation or service by Seller's representatives, the costs of travel, lodging and meals of Seller's representatives shall be at Buyer's expense.

5.6 This Warranty is exclusive and in lieu of any and all other warranties, express or implied, in law or in fact, orally or in writing, including, without limitation, the implied warranties of merchantability and of fitness for a particular purpose.

5.7 Voiding of Warranty will occur if any of the below actions are taken: abuse, alteration, customer abuse / misuse, neglect, Acts of God and failure to use product(s) under normal operating conditions or within respective specified ratings. Failure to use product(s) according to operating instructions provided by Seller. Lack of routine care and maintenance or taking proper precautions as indicated in operational or maintenance instructions. Any attempts made to repair, dismantle, alter, modify, replace or attempt to do the same by any person other than an Authorized Representative of Seller, without prior written authorization by Seller, voids this warranty in its entirety and Seller shall have no further obligations to Buyer under any warranty of any kind whatsoever.

5.8 Seller's Aggregate Liability in damages or otherwise shall not exceed the payment, if any, received by Seller for the unit of product or service furnished or to be furnished, as the case may be, which is the subject of the Claimant dispute. In no event shall Seller be liable, whether in contract, in tort, under warranty, in negligence or otherwise, for loss of use, interruption of business, lost profits, or incidental, consequential, punitive or special damages of any kind whatsoever, how so ever caused even if Seller has been advised of the possibility of such damages. Seller is not responsible for any consequential or other damage to any peripheral equipment resulting for the use of products. The misuse or mis-application of Seller equipment is not covered under warranty. The price stated for the products and/or services is based upon and in consideration for limiting Seller's liability as herein provided.

5.9 Warranty policy as outlined in sections 5.1 through 5.8 is not applicable to all Tensator item(s). Specific item(s) such as but not limited to all electronic item(s) have warranties that are not addressed in this standard policy.

6. Installation, Testing, and Servicing

6.1 If, pursuant to the Order, the installation, testing or servicing of equipment is to be carried out by or under the supervision of Seller, Buyer warrants that it shall make all necessary preparation to the site by such date as may be specified in the Order or is reasonably required by Seller. Buyer further warrants that it shall provide suitable access to the site, suitable protection of Products from the time of delivery and the facilities necessary to enable Seller to perform its obligations.

6.2 Subject to Paragraph 5.7, Seller shall indemnify Buyer against any direct damage to property caused in the course of installation, testing, servicing or repair by the negligence or willful default of Seller or its employees or agents.

Continued on next page

6.3 Seller reserves the right to subcontract the installation of Products or the performance of any Services required by the Order.

7. Safe Working

7.1 Buyer warrants that it will, at all times, provide a safe working environment for Seller's employees, agents or subcontractors, and will comply with all statutory and other regulations in connection therewith. Buyer will indemnify Seller against any loss or damage incurred by Seller as a result of Buyer's breach of this warranty.

8. Payment and Risk of Loss

8.1 Unless otherwise agreed in writing by Seller, full payment shall be made by Buyer in the form of cash, check, credit card or wired funds/ACH payment no later than due date specified on invoice. Payment due date is determined by specific "Payment Terms" assigned to Customer's account which is calculated from "Invoice Date." The "Invoice Date" is the date on which Buyer accepts delivery of the Products at Seller's premises or the date Seller dispatches the Products via a pre-determined Carrier.

8.2 Without prejudice to any other rights of Seller, interest shall be payable on all overdue accounts in the amount of 1.5% per month. For purposes of Paragraph 4.1, the full purchase price of the Products and/or Services shall include any interest payable under this paragraph. Seller shall, with respect to all overdue accounts, have a general lien upon Products of Buyer that are in Seller's possession, and shall, after the expiration of fourteen (14) days of notice to Buyer, be entitled to dispose of the Products as it deems fit and apply the proceeds to the overdue accounts.

8.3 If at any time Buyer is delinquent in the payment of any invoice, Seller may demand payment of all outstanding balances, whether due or not, and/or cancel any outstanding Orders prior to shipment. Seller may suspend performance of its obligations if it reasonably believes that Buyer will not make payments in accordance with Paragraph 8.1. Buyer shall not be entitled to withhold payment of any invoice by reason of a right of setoff or a claim against Seller.

8.4 Except for International Supply Contracts, and unless otherwise agreed in writing by Seller, the risk of loss for Products shall pass from Seller to Buyer as of the Relevant Date, "FOB Seller's warehouse". Notwithstanding Paragraph 1.2, if delivery of any Product is delayed at Buyer's request, Seller may invoice Buyer for such Product and risk of loss of such Product will pass to Buyer on the date that Seller's prepared to deliver to Buyer.

8.5 Except for International Supply Contracts, Buyer hereby acknowledges and agrees that Seller shall retain a purchase money security interest in all Products sold hereunder and in all proceeds from their resale by Buyer to secure payment by Buyer of the purchase price. In the event of a failure by Buyer to perform in a timely manner any of its obligations to Seller, Buyer hereby agrees to assemble all secured collateral for the defaulted obligation and make such collateral available to Seller at a place reasonably convenient to both parties. In the event Buyer disposes of any such collateral, any proceeds from such disposition shall be applied to the amount of Buyer's outstanding obligation as provided by law. Buyer shall be entitled to use the Products in the normal course of business before full payment of the purchase price is made.

8.6 Except for International Supply Contracts, Buyer shall be responsible for insuring the Products at and after the time it assumes the risk of loss. In the event of any loss or damage occurring while the Products remain the property of Seller, Buyer shall, immediately upon receipt of the insurance monies, remit to Seller the full purchase price of the Products lost or damaged less any portion thereof that has already been paid, and, until such amount has been remitted, shall hold such amount as trustee and agent for Seller.

8.7 The licenses granted under Paragraph 8.6 regarding use of the Products in the normal course of business and the authority to resell Products shall be terminated at any time upon notice by Seller to Buyer. No cancellation of the Order shall prejudice, limit or extinguish Seller's rights under this paragraph.

9. Data and Intellectual Property Rights

9.1 Unless otherwise agreed in writing by Seller, all technical data and intellectual property rights in Products and/or Services originated by or on behalf of Seller, which Seller discloses to Buyer, are and shall remain proprietary to Seller. Buyer agrees not to disclose any such data to any third party, including its affiliates, nor copy, loan, transfer or use it for any purpose other than as intended by Seller.

9.2 All intellectual property rights in software supplied by Seller shall remain vested in Seller or in the licensor.

10. Force Majeure

10.1 In addition to any excuse provided by Sections 2-613 through 2-615 of the Uniform Commercial Code, or any other applicable law, Seller shall be excused from any liability, loss or damage to Buyer or any other person for canceling or suspending Orders due to delays in delivery arising from events beyond Seller's control, regardless of whether or not such events were foreseeable by either party when the Products were ordered. Such uncontrollable events include, but are not limited to, Acts of God, war, governmental or regulatory restrictions, fires, floods, explosions, strikes, lock-outs, labor disturbances, trade disputes, damage to or destruction of Products, breakdown of machinery, delivery delays and shortages of labor and/or raw materials.

11. General Terms

11.1 The validity, interpretation, and performance of this Agreement shall be controlled by and construed under the laws of the State of New York, excluding choice of law rules thereof. Any dispute between Buyer and Seller shall be settled by binding arbitration in Nassau County, New York in accordance with the rules then prevailing of the American Arbitration Association, and judgment upon the award rendered may be entered in any court having jurisdiction thereof, with no right of appeal there from.

11.2 The headings in this Agreement are inserted for convenience only, and are not intended to affect the interpretation or construction of the terms and conditions.

11.3 In the event that any of the terms of this Agreement become or are declared to be illegal by any court of competent jurisdiction or arbitrator(s), such term(s) shall be null and void. All remaining terms of this Agreement shall remain in full force and effect.

11.4 Seller's failure to enforce strict compliance with the terms of this Agreement shall not constitute a waiver of any of the terms.

11.5 This Agreement constitutes the entire agreement between the parties hereto concerning the subject matter of this Agreement, and there are no understandings, agreements, representations, conditions, warranties, or other terms, express or implied, which are not specified herein. This Agreement may only be modified by a written document executed by authorized representatives of Seller and Buyer. No writing executed on behalf of Seller shall be valid unless signed by an officer of Seller.

11.6 Neither this Agreement nor any rights hereunder shall be assigned or otherwise transferred by Buyer (by operation of law or otherwise) without the prior written consent of Seller. This Agreement shall bind and insure to the benefit of the successors and permitted assigns of the parties.

12. Allowances

Included but not limited to, any Sales Promotions, Incentives and/or Discounts will automatically expire at the end of current calendar year unless expressly implied in writing with a specified end date.

13. Contractual Agreements

Included but not limited to, any Contractual agreements such as Rebate / Sales Volume Agreements and Co-op Advertising Agreements will automatically expire at the end of current calendar year unless expressly implied in writing with a specified end date.

Returns and Restocking Fee Policy

While we try our best to ensure that every order received is completely satisfactory, we understand it is sometimes necessary to return item(s). Please take a moment to review our standard Returns and Restocking Fee Policy.

When Your Order Arrives

Upon receipt of your shipment, please be sure to open all boxes and check the contents immediately for defects and/or inaccuracies. Tensator Customer Service must be notified of any shipment discrepancies excluding damages within 30 days of invoice date. Failure to do so voids your right to return product(s).

General Returns Procedure

Prior to returning any item(s), please contact Customer Service at (800)441-0019 to obtain a Return Merchandise Authorization (RMA) number along with shipping instructions. All product returns must be sent **prepaid and insured** to:

Tensator Inc.
260 Spur Drive South
Bay Shore, NY 11706

Return Merchandise Authorizations are valid for (30) days from date of issue and will expire on the 31st day. Any shipment(s) returned without a valid RMA number will be refused accordingly.

Products Damaged During Shipment

If packaging appears damaged, carton should be refused. If you cannot refuse carton in question, please make a notation on the Bill of Lading / Proof of Delivery of noted damage. Customer Service must be contacted with **(48) hours, (2) days of receipt of shipment** in order for Tensator Inc to file a "Claim" with carrier.

If packaging is fine, but a "Concealed Damage" is found, Tensator Inc must be notified within (15) days of receipt of shipment.

Defective or Incorrect Products

We will only accept a return if a Return Merchandise Authorization (RMA) number has been issued and the item(s) is returned in the original Tensator Inc. packaging or adequate/protective packaging. The item(s) must be in brand new, never used condition and contain all the contents shipped in the original order. Any item(s) returned used and/or damaged not having been reported as such upon issuance of RMA number **are not eligible for return.**

Special product orders / custom items may only be returned if defective, damaged, or incorrectly processed by Tensator. Customer ordering errors for custom items **are not eligible for return.**

Summary of Non-Returnable Items

- Custom item(s) incorrectly ordered by customer;
- Item(s) that have been installed;
- Item(s) that are not brand new and/or item(s) that are missing from original order;
- Item(s) not adequately packaged;
- Item(s) altered from original state.

Applicable Restocking Fees for Incorrectly Ordered Product(s)

Incorrectly ordered item(s), excluding custom item(s) which are not eligible for return, require the obtaining of an RMA number. Contact our Customer Service department for an RMA number along with shipping instructions. The RMA number must be obtained within **30 days from invoice date**. RMA is valid for (30) days and will expire on the 31st day. No return will be accepted without a valid RMA number.

These item(s) will incur a 25% restocking fee plus the cost of inbound and outbound freight. These charges will be deducted from credit / refund issued.

Item(s) returned after 30 days from RMA number issuance will be refused accordingly.

Due to the substantial cost incurred on returned shipments, Tensator Inc. will adhere strictly to this policy.

Tensator Inc. reserves the right to modify this policy without notice.

We are Tensator

and we increase

profitability
efficiency
revenue

Generate Revenues... Improve Efficiencies... Increase Profitability...

Tensator® is recognized as the global leader in the management of the customer journey. Our queue management and customer journey solutions are proven to **generate revenues**, **improve efficiencies** and **increase profitability**. In fact, our core proposition is all about **'making and saving money'** for our customers.

Our queue management and customer journey solutions will:

- Speed customer throughput and increase sales and profitability
- Improve productivity and operational efficiencies
- Minimize customer waiting times and reduce frustrations
- Increase satisfaction levels and improve customer retention rates
- Make waiting time informative and entertaining

With the largest range of electronic call forward systems; virtual queuing technology; digital media platforms including the Tensator® Virtual Assistant; in-queue merchandising; crowd and access control solutions; display and signage devices; and self-service systems, we are the vendor of choice when it comes to choosing the right solution to meet your queue management and customer journey needs.

A growing Tensator® client base is a testament to the quality and durability of our products and services. We sincerely thank every client who has continued to support our business over the years and look forward to serving you in the future!

800.441.0019

tensator.com

How to order

Browse & Shop

Visit www.tensator.com for simple ordering online and browse our extensive collection of products displayed.

Payment

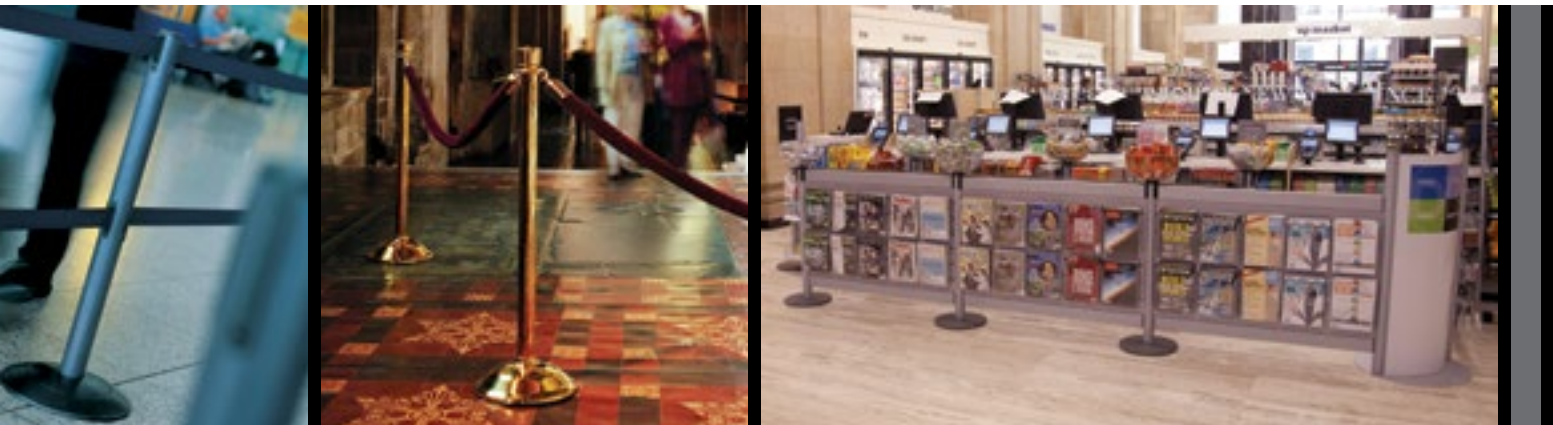
Orders are payable by check, credit account or credit card.



A full copy of our Terms & Conditions is available upon request or at www.tensator.com



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|------------------------|--------------------|----------------------|--------------------------|
| Anguilla | Denmark | Italy | Saint Martin |
| Antigua | Dominica | Jamaica | Saint Vincent |
| Argentina | Dominican Republic | Japan | Singapore |
| Aruba | Ecuador | Kenya | South Africa |
| Australia | El Salvador | Kuwait | Spain |
| Austria | France | Martinique | Suriname |
| Bahamas | French Guiana | Mexico | Sweden |
| Barbados | Germany | Netherlands | Switzerland |
| Belgium | Greece | Netherlands Antilles | Thailand |
| Belize | Grenada | Nicaragua | Trinidad and Tobago |
| Brazil | Guadeloupe | Nigeria | Turkey |
| British Virgin Islands | Guatemala | Norway | Turks and Caicos Islands |
| Canada | Guyana | Panama | United Arab Emirates |
| Cayman Islands | Honduras | Paraguay | United Kingdom |
| Chile | Hong Kong | Peru | United States |
| China | Hungary | Philippines | Uruguay |
| Colombia | Iceland | Poland | Venezuela |
| Costa Rica | India | Portugal | |
| Curacao | Ireland | Puerto Rico | |
| Cyprus | Israel | Saint Lucia | |

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