

April 10, 2024

NOTICE TO ALL RAD TORQUE SYSTEM OWNERS AND USERS

### RAD APPROVED SERVICE PARTNERS

It has come to our attention in recent months that there have been instances of RAD tools undergoing purported servicing, repair, and certification procedures by unauthorized service centers. These centers have been providing forms of "certification," such as Fit for Use Certification, without approval from RAD.

Regrettably, these unauthorized service centers have been utilizing pirated service parts, not sanctioned by RAD. This practice compromises the functionality, durability, and safety of the tools, thereby endangering users and undermining the reliability of the application.

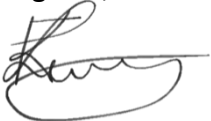
In many cases, the tools we've encountered have either not been calibrated at all or have been improperly calibrated. This greatly increases the risk of bolt load failures, potentially leading to lost time or, worse, accidents on the job site. The significance of utilizing up-to-date calibrated and certified torque tools cannot be overstated when it comes to maintaining bolted joint integrity.

As the exclusive RAD OEM Master Distributor for the African Continent, RAD | Africa exclusively endorses service partners that we have thoroughly trained, audited, and certified. These partners exclusively utilize RAD Original parts sourced from Canada.

We strongly urge you to scrutinize the service centers and suppliers you are presently engaging with and ensure that they are RAD | Africa approved. This ensures that you receive optimal performance and safety from your RAD Torque System.

Thank you for your attention to this matter.

Regards,



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