

FAQ – Cocoman (A Coconut Tree Climber)

This FAQs will also be helpful in choosing right machine amongst all available products in the market.

1. How standard manufacturing process is?

1. All processes involved during manufacturing such as – Cutting, drilling, measuring, welding, grinding are executed only by standard machines used in the industries. No Hand-Made processes are involved while manufacturing core product parts
2. Welding is done using MIG (Metal Inert Gas) process and not by Arc welding. This ensures more firmness at the joints of the product
3. Manufacturing has been done according to standard design with appropriate tolerances and design norms including maintenance and checking of the smallest millimeter distances.
4. We use only industrial steel rope and slings, ropes (used for mountain hiking), hooks with excess payload capacity, torque nuts and hardened bolts. No home-made, hand-made, hobbyists made or low-cost quality parts are used.
5. Only industrial friction rubbers with hot adhesives are used for the machine
6. We do not compromise on quality and safety standards to compromise our MRP.
7. We provide one year warranty against manufacturing defects.

2. How is the safety factor observed in the machine?Human/ Climber safety:

- a. We have given **utmost priority** to the **human safety**. The machine can be used by anyone and any non-expert too can use this machine safely
- b. The human safety mechanism is independent of machine. In case of any unforeseen situation the human will be always in locking position at the tree safely. The machines available in the markets are providing mechanisms which are dependent on the climber machine which will not suffice purpose even safety belts are provided by them.
- c. We use only safety locks, harness which are being used worldwide for tree climbing/ mountain hiking
- d. The capacity of all the components is already surplus, considering any unforeseen situation.

Machine safety:

- a. All parts are manufactured with standard process and also with standard welding process.
- b. The “Double grip locking” ensures fail safe mechanism.
- c. MS –Mild Steel is used for core body part and Stainless Steel for holding ropes
- d. Tolerances in weight, payload, bends are taken into consideration at the appropriate areas

3. What are the pre-development processes?

We had followed LEAN-STARTUP process. We have been closely working with farming communities, societies and companies. We also demonstrated our product for Coconut

Development Board of India. Through Lean process we could involve our customers during development which gave us the real view of their requirements. Our product is proven, tested and acknowledged by the expert climbers from various regions.

4. How compatible is the machine for tree climbing operation?

- a. Tree Diameter: The machine is compatible for standard size tree which has circumference of 15 to 40 inch. tree trunk. An ad-hoc accessory at additional cost is available for non standard trees
- b. Settings of a Tree diameter: There are two levels of settings provided along with the machine. 1. Rope length change 2. Front assembly adjustment. If required the front assembly can also be adjusted. The training videos to perform these settings will be made available post-purchasing.
- c. Tree bends and curves: The machine is designed to work on tree bends. The rope length can be changed according to the tree diameter to keep machine intact in the horizontal position.
- d. Work around trees: The user can work 360° around the tree easily.
- e. Climbing on tree top: At the tree top the machine can be left on the tree in the locking position and a human can climb on the tree manually to reach at top branches and coconuts. Expert climbers can perform this task at ease.

5. Tools for easy harvesting: We also provide various tools such coconut cutter, spraying machines at additional cost.

6. How much payload can the machine carry?

Machine can carry up to 100 KG safe weight (recommended) although; it's designed for more than that. The machine self-weight is 9 KG. Including, Upper Link – 4 KG, Lower link – 3 KG.

7. Do you provide any accessories?

We optionally provide accessories at additional costs. Accessories- sprayer, safety helmets, safety shoes, safety jackets, safety goggles, machine carrying trolley etc.

8. What I can get after purchasing the machine?

Cocoman Kit contains:

- Upper assembly
- Lower assembly
- Connecting rope for both assemblies
- Safety kit
- Spanner
- Training manual with photos

9. What is the existing market presence of Fennec Company?

We have already sold many machines all over India. The machines are sold off-line through distributors and on-line through Amazon. We are expanding our setup by establishing service centers in India. We are first to sell machine through online platform.

10. What are additional machine features?

For machine features please visit our website to download brochure:

http://www.fennecfoxtech.com/img/cocoman_climber.pdf

11. How does training and post-sales service works?

We have setup the on-site and off-site processes to handle post-sales services. The unique **QR code** given for each machine will ease the post service processes.

On-site processes:-

- We make online training videos to our customers post-purchase available
- We can setup an online video call to train our users
- We are launching mobile app to stay connected with us for your service.

Off-site processes:-

- The demonstration can be done by Fennec's professional on request
- The distributors are trained to demonstrate the product
- The distributors are trained for post-sales services – part replacement, damages or any other repairing works.
- The other issues can be escalated to Fennec for any other additional assistance.
- The on-site service can also be considered in some cases

12. What are the achievements of the Fennec?

- Demonstrated Automatic Climbing machine for Coconut Development Board, Cochin, India. The committee has already raised a PO for five machine. (under process now)
- Our machines have used by expert climbers, experienced people working in the coconut sector with positive responses. Their feedbacks can be made available to view on request.
- Selected in NAS-2017 - supported by Govt. of India, EAI, IIM-Kolkatta
- Media Coverage- (TV Broadcast) on Asianet Kerala and Saam Marathi, featured in various Agro publications, recognized by renowned newspapers including, Times of India - Pune edition, Chattisgarh news and Hitavada Raipur
- Nominated for "Indian-International achievers award"
- "G. S. Parkhe Rural Development award" nomination
- Selected for Pune Connect 2012 to exhibit our products - supported by SEAP, NASSCOM, MCCIA <http://puneconnect.com>
- Owns provisional patents