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# HOW TO CONTACT CUSTOMER CARE

If you have questions after reading this manual, or if parts are damaged or missing, please contact Customer Care at one of the phone numbers or addresses listed below. **Please note the model number, serial number, and name of the product (see the front cover of this manual) before contacting Customer Care. If you are ordering replacement parts, please also note the key number and description of each part (see the PART LIST and the EXPLODED DRAWING near the end of this manual).**

## In the United States

Call: 1-800-201-2109 Mon.–Fri. 6 a.m.–6 p.m. MT

Email: [customercare@freemotionfitness.com](mailto:customercare@freemotionfitness.com)

Write:

Freemotion Fitness  
1500 South 1000 West  
Logan, UT 84321-9813  
United States

## Outside the United States

Call: 001-800-527-5417 or 001-435-786-3521

Mon.–Fri. 6 a.m.–3 p.m. USA Mountain Time

Email: [intlcustomercare@freemotionfitness.com](mailto:intlcustomercare@freemotionfitness.com)

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# LIMITED WARRANTY

## WARRANTY PERIODS AND COVERAGE

Freemotion Fitness warrants this product to be free from defects in workmanship and material under normal use and service conditions. Parts and labor are warranted for one (1) year, unless otherwise specified on the invoice.

The warranty period commences on the invoice date of purchase. Any parts repaired or replaced during this warranty period will be warranted for the remainder of the original warranty period.

## CONDITIONS AND LIMITATIONS

The following will void the warranty on this product:

1. This warranty applies only to the original owner and is non-transferable.
2. The labor warranty applies only to products sold in the US and Canada. Contact your authorized Freemotion Fitness dealer for details on labor coverage in your country.
3. Any misuse, abuse, or improper service.
4. Users who weigh more than 400 lbs. (181 kg).
5. Damage caused by moving the product or improper storage including moving or storing the product on its side.
6. Use or storage of the product outdoors or in high-humidity environments including spa and pool areas.
7. Damage caused by improper wiring or insufficient electrical current. Note: This product may not have wiring.

This warranty shall not apply to the following:

1. Cosmetic items including grips, seats, decals, and labels.

2. Pick-up, delivery, or freight charges involved with a repair.
3. Any problem as a result of improper assembly or delivery.

## WHAT TO DO IF SERVICE IS REQUIRED

Freemotion Fitness warranty service may be obtained by contacting the authorized dealer from which you purchased this product. Make sure to retain your original invoice and serial number information. If this product experiences a failure under the warranty terms set forth, Freemotion Fitness shall provide at their option either repair, replacement, or refund of the purchase price. Freemotion Fitness compensates service providers for warranty trips within their service area. You may be charged additionally for service calls beyond this service area.

Freemotion Fitness is not responsible or liable for indirect, special, or consequential damages arising out of or in connection with the use or performance of the product; damages with respect to any economic loss, loss of property, loss of revenues or profits, loss of enjoyment or use, or cost of removal or installation; or other consequential damages. Some regions do not allow the exclusion or limitation of consequential damages. Accordingly, the above limitation may not apply to you. This warranty gives you specific rights, and you may have other rights that vary from region to region.

## TO CONTACT FREEMOTION FITNESS

See HOW TO CONTACT CUSTOMER CARE above.