



UK AND IRELAND WARRANTY INFORMATION

CONCEPT2 STRENGTHERG LIMITED WARRANTY

Frame Parts–Five Year Limited Warranty

Concept2 will replace or repair, at our discretion, the frame parts listed below that fail due to a defect in materials or workmanship for a period of five years from date of purchase of your Concept2 StrengthErg. This warranty is fully transferable to each subsequent owner of your StrengthErg during the term of the warranty should you sell it or give it away. This warranty does not cover: damage to the finish of your machine; damage sustained as a result from neglect, abuse, or failure to follow StrengthErg maintenance requirements (see Maintenance); shipping charges and, if applicable, customs clearance fees; or labour for installation of any parts shipped to you under warranty.

The five year warranty applies to the following parts:

- Front leg and rear foot assemblies, excluding caster wheels and plastic foot caps
- Main metal box frame (including rear frame, side frame plates, and plastic bottom cover)
- Monorail, excluding stainless steel track
- Seat back and seat bottom
- Carriage and slider structural components, excluding position adjustment components, plastic sleeves, upper and lower drive cord pulleys, and brake components
- Foot plate and flex foot assembly
- Mast, pull bar, push bar, and push bar cradle
- Flywheel enclosure, including inner and outer housing
- Stainless steel outlet perf and damper
- Flywheel, flywheel hub, flywheel axle, flywheel pulley, flywheel bearings
- Drive axle, drive spool, drive pulley and clutch, drive axle bearings
- Step axle, step pulley, step axle bearings
- All screws, bolts, and nuts

All Parts–Two Year Limited Warranty

Concept2 will replace or repair, at our discretion, any part (excluding ErgLink and Performance Monitor batteries) that fails for any reason for a period of two years from date of purchase of your Concept2 StrengthErg. Whether defective or simply worn out, all parts on your machine (excluding ErgLink and PM batteries) are covered for the first two years. This warranty is fully transferable to each subsequent owner of your StrengthErg during the term of the warranty should you sell it or give it away. This warranty does not cover: damage to the finish of your machine; damage sustained as a result of neglect, abuse, or failure to follow StrengthErg maintenance requirements noted below (Maintenance); shipping charges and, if applicable, customs clearance fees; or labour for installation of any parts shipped to you under warranty.

Maintenance

The consumer must perform, or have performed, the following maintenance in order to keep the warranty in effect:

- Check tightness of all recommended fasteners, as outlined in the product manual.
- In order for carriage rollers to be covered by this warranty, the monorail must be kept clean. Note that carriage rollers are deemed to be normal wear items on the StrengthErg. Daily cleaning of the monorail, as recommended in the maintenance section of the owner's manual, will reduce wear of carriage rollers.

Additional Information

WHERE THE PURCHASER IS A CONSUMER THE PROVISIONS OF THIS WARRANTY ARE IN ADDITION TO ANY STATUTORY RIGHTS WHICH APPLY TO CONSUMERS.

WHERE THE PURCHASER IS NOT A CONSUMER, TO THE MAXIMUM EXTENT PERMITTED BY ENGLISH LAW, THE PROVISIONS OF THIS WARRANTY ARE IN LIEU OF ANY OTHER WARRANTY, WHETHER EXPRESS OR IMPLIED, WRITTEN OR ORAL, EXCEPT THAT CONCEPT2 LIMITED DOES NOT LIMIT ITS LIABILITY FOR PERSONAL INJURY OR DEATH CAUSED BY ITS NEGLIGENCE.

Except as aforesaid, under no circumstances shall Concept2 Limited be liable to purchaser or any other person who is not a consumer for any special, incidental or consequential damages, whether arising out of breach of warranty or otherwise. In the event of a defect, malfunction, or other failure of the product not caused by any misuse or damage to the product while in the possession of the purchaser, Concept2 Limited will remedy the failure or defect, without charge to the purchaser, within 14 business days of its receipt of the product. The remedy will consist of repair or replacement of the product, or refund of the purchase price, at Concept2's discretion. However, Concept2 Limited will not elect refund unless it is unable to provide replacement, and repair is not commercially practicable and cannot be made within the time for performance or unless the purchaser is willing to accept such refund. Replacement of a component part includes its free installation if the unit is returned to Concept2 Limited.

This warranty does not cover: shipping charges or labour for installation of any parts shipped to you under warranty. The term of this warranty begins on the date the product is shipped to the purchaser, and continues for a period of two (2) years.

Altering the Concept2 StrengthErg voids our warranty.

Warranty Processing

To obtain warranty services take the following steps:

1. Contact Concept2 Limited by telephone 0115 9340140 or email info@concept2.co.uk to inform us of the nature of the problem. Please make note of the serial number on your StrengthErg (see illustration).
2. For future reference, RECORD YOUR SERIAL NUMBER HERE:

3. Ship the defective part to: CONCEPT2 LIMITED Unit C8, Crossgate Drive Queens Drive Industrial Estate Nottingham NG2 1LW
4. Enclose your name, return shipping address, telephone number/ email address and a brief description of how the problem occurred.

For further questions, please email info@concept2.co.uk.

