



Information for New Zealand Customers

CONCEPT2 INDOOR ROWER 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 (5) years from date of purchase of your Concept2 Indoor Rower. This warranty is fully transferable to each subsequent owner of your indoor rower 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 indoor rower maintenance requirements (see Maintenance); shipping charges or labour for installation of any parts shipped to you under warranty.

The five year warranty applies to the following parts:

rear leg assembly	monorail (excluding stainless steel track)
seat frame	monorail hangers & bolt tubes
footplates	metal box arm
chain guide brackets	monitor mount arm
front legs	front foot bar (excluding caster wheels)
flywheel axle & bearings	all screws & bolts
flywheel cover (including inner & outer pans, outlet perf)	

All Parts – Two Year Limited Warranty

Concept 2 will replace or repair, at our option, any part (excluding monitor batteries) that fails for any reason for a period of two (2) years from date of purchase of your Concept2 Indoor Rower.

This warranty extends to the original purchaser of the product and is fully transferable to each subsequent owner of your Indoor Rower 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 indoor rower maintenance requirements (see Maintenance); shipping charges 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:

- Clean and Lubricate the Chain: The chain must be cleaned and lubricated at least every 50 hours. If the indoor rower is used in an institutional setting, then the chain must be cleaned and lubricated at least once a week.
- Disassembly of Monitor Prohibited: Any attempt to disassemble the performance monitor will void the warranty with respect to those components.
- Seat Roller Performance: The monorail must be kept clean in order for the seat rollers to be covered by this warranty. Note that seat rollers are deemed to be normal wear items on the indoor rower. Daily cleaning of the monorail, as recommended in the maintenance section of the owner’s manual, will reduce wear of seat rollers.

Additional Information

In the event of a defect, malfunction or other failure of the product not caused by misuse or damage to the product while in the possession of the consumer, Concept2 New Zealand Ltd will remedy the failure or defect without charge to the consumer, within 14 business days. The remedy will consist of repair or replacement of the product or refund of the purchase price, at Concept2 New Zealand Ltd’s option. However, Concept2 New Zealand Ltd 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 consumer is willing to accept such refund.

To obtain Warranty Service, take the following steps;

- Contact Concept2 New Zealand Ltd by telephone (07 572 1481) to inform us of the nature of the problem.
- Provide Concept2 New Zealand Ltd with the place and date of purchase and serial number on your Indoor Rower. The serial number is located on the underside of the metal box frame near the flywheel or on the back of the flywheel under the box frame near the front leg (see diagram below).
- Send the defective part to Concept2 New Zealand Ltd, PO Box 5571 or 36A Tawa Street, Mt Maunganui. Enclose your name, return address, telephone number and a brief description of the problem and how it occurred.

RECORD YOUR SERIAL NUMBER HERE:

