

SCIFIT General Warranty Information, Policies & Guidelines

This section contains information about SCIFIT's policies and guidelines involving the support of its products that apply to all products marketed by SCIFIT.

I. Warranty Policy – Standard Commercial (refer Users' Operations Manual)

SCIFIT warranties new products against defective workmanship and/or materials under normal and proper use subject to the following limitations:

- (a) SCIFIT's obligation to the original purchaser shall apply to:

Within the United States, Canada and United Kingdom both parts and the cost of labor required to replace or repair a defective product for a period of one (1) year from user/dealer purchase date as documented by *warranty card and if warranty card has not been returned by user/dealer, then date of shipment from the factory. Thereafter, for a period of two (2) years, such obligation shall extend only to the supply of replacement parts or products with any labor costs associated with such replacement or repair to be at Buyer's expense. Refer to clause (e) for components outside this policy clause.

Outside the United States, Canada and United Kingdom replace defective product with no labor for a period of three (3) years from user purchase date as documented by *warranty card and if warranty card has not been returned by user then date of shipment from factory.

***Note:** Original purchaser must register their purchased products either by warranty card return, web site registration or fax to activate warranty period or shipment date is extant for start of warranty period. A ninety (90) day period is to be given for warranty registration to allow stock rotation and showroom stock thereafter none registration will be shipment date for the start of the warranty period.

- (b) SCIFIT's obligation shall be limited to repairing or replacing defective parts. No allowance shall be granted for repairs made by Buyer without SCIFIT's prior written approval. The decision to replace or repair shall be solely at SCIFIT's discretion.
- (c) SCIFIT's warranty does not apply to parts requiring replacement or repair due to normal and abnormal wear and tear, improper use, corrosion (perspiration), improper maintenance, improper installation, improper rated, grounded or dedicated electrical circuits or improper storage, nor does it apply where all or part of the product has been altered from its original state by Buyer or a third party.
- (d) THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, ARISING BY LAW OR OTHERWISE INCLUDING WARRANTY OR MERCHANTABILITY OF FITNESS FOR PARTICULAR PURPOSE, AND IS IN LIEU OF ALL OTHER LIABILITIES OF SCIFIT INCLUDING DIRECT, INDIRECT, SPECIAL AND CONSEQUENTIAL DAMAGES OR PENALTIES EXPRESSED OR IMPLIED WHETHER ARISING OUT OF CONTRACT, NEGLIGENCE OR OTHER TORT.
- (e) The below listed items have the following warranty coverage unless determined to be defective. These items include, but are not limited to:

Treadmills - AC5000 models only	Warranty Period
Treadmill belts	12 months
Treadmill decks	12 months
Treadmill structure & frame	10 years
Treadmill drive system inclusive of motor & inverter	5 years
Treadmill Handrails & Handles	3 years
Treadmill Heart rate grips	12 months
Treadmill water bottle holders	90 days
Treadmill Trays	90 days

SCIFIT General Warranty Information, Policies & Guidelines continued

Rotary Products	Warranty Period
Upholstery	12 months
Saddles/Seats	12 months
Rubber Grips	12 months
Heart Rate Grips	12 months
Rotary structure & Frame	10 years
Rubber foot Pads (BioFlex)	12 months
Rotary water bottle holders	90 days
Rotary Trays	90 days

Accessories Products	Warranty Period
Pedal Straps	Normal wear & tear
Heart Rate Receiver/Transmitter	90 days
Low Support Boots	12 months
High Support Boots	12 months
Assist Gloves	90 days
USB Keys and Lanyards	90 days

- (f) Fires, floods, and acts of God, are not covered under this warranty.

II. Freight and Shipping

SCIFIT will only accept responsibility for the repair or replacement of any unit or part damaged during transit if the shipping has been organized by SCIFIT. The customer is responsible for inspection of each unit and part for shipping damage at time of delivery, and prior to signing receiving paperwork. If the customer signs an unqualified receipt for freight damage goods, the customer is solely responsible for the cost of the repair or replacement for such freight damage.

III. Installation

SCIFIT will only accept responsibility for the repair or replacement of any unit or part damaged during installation if the installation has been organized by SCIFIT. The customer is responsible for inspection of each unit and part for damage at the time of installation.

IV. Software, Trademarks, Copyrights, and Patents

If an order includes software, such computer software is transferred by SCIFIT to the customer pursuant to a single user license, the royalty, terms, and conditions of that are set forth on or in the package accompanying such software.

KeyMaster software will receive 1 year of call-in technical support and owners will be eligible for product upgrades for one year following purchase.

SCIFIT has trademarked several names to uniquely identify its business and products. These names must not be used by other entities in the fitness business.

SCIFIT decals, user's manuals, and service manuals are copyrighted and may not be copied without prior approval from SCIFIT.

SCIFIT has obtained several patents on features and designs that are unique to its products. SCIFIT will defend these patents against those who attempt to utilize these features and designs in other products.

V. Product Support

Assistance for the service of SCIFIT products purchased in the UK & Europe is available by calling +44 (0)1344 300 022. The product support department is staffed from 9am to 5pm (UK Time) Monday through Friday. A voicemail service is available 24 hours daily for recording messages to request technical support and to order replacement parts. Our goal is to return every voicemail call within 60 minutes of when it is placed during our normal business hours.

Please have the following information prior to calling technical support:

- Model number of equipment
- Serial number of equipment
- Point of contact name and phone number
- Detailed description of symptoms encountered.

SCIFIT Ltd (UK)

Tel +44 (0)1344 300 022 Fax +44 (0)1344 868 838 Email info@scifit.uk.com

www.SCIFIT.uk.com

SCIFIT General Warranty Information, Policies & Guidelines continued

VI. Parts Shipment

During the first 30 days warranty parts will be shipped via overnight delivery. During the remainder of the first year warranty period, parts requirements will be filled via ground shipment. The customer is welcome to request overnight or 2nd day parts shipping, at customer's expense. If requested, SCIFIT will charge the customer's UPS account, or COD the difference in freight cost between ground shipment and overnight or 2nd day.

VII. Return of Parts

SCIFIT is committed to continual improvement in the equipment we market. In order to meet this commitment, the rapid return of defective parts is essential. The examination of the parts by our engineering department leads to changes that insure the same problem does not re-occur. Thank you in advance for your assistance!

When requested by SCIFIT, defective parts must be returned to the SCIFIT factory within 20 days of receipt of replacement part. Otherwise SCIFIT will expect payment on the parts invoice net 30 days.

VIII. Service Labor

Where applicable, the SCIFIT product support personnel will arrange a local field service technician to provide field support. Every effort will be made to schedule service during 48 business hours (8 hours per business day) following notification of a problem or as soon as repair parts are available to the field service technician. Where possible, parts will be supplied in advance of the field service technicians so that the product is repaired with one call.

IX. Purchased Parts

All purchased parts will carry a 12 month warranty. Purchased parts shipments and installation refer to clauses 1c and V1.

This Limited Commercial Warranty
supercedes the limited commercial warranty
printed in the "Users Operation Manual"
for all SCIFIT Systems, Inc. products.

If you have questions or require
additional information, please contact
SCIFIT Ltd (UK) - contact details are
listed below.

SCIFIT Ltd (UK)

Tel +44 (0)1344 300 022 Fax +44 (0)1344 868 838 Email info@scifit.uk.com

www.SCIFIT.uk.com