



## Flow Fitness, Tunturi, Care Fitness and Landice Warranties

All warranty repair work is carried out on site by Fix a Gym Ltd or a service agent authorized by Fix a Gym Ltd.

All Flow Fitness, Tunturi, Care Fitness and Landice equipment not registered with us within 30 days of the delivery date will only be covered by 12 months parts and 12 months labour warranty.

To activate the extended warranty, all Flow Fitness, Tunturi, Care Fitness or Landice equipment must be registered within 30 days of installation or delivery.

Treadmills:

All *registered* Flow Fitness, Tunturi, Care Fitness treadmills come with up to 6 years parts, 1 year labour and lifetime motor warranty. All *registered* Landice treadmills in a domestic environment will come with up to lifetime on all parts and motors along with 2 years labour. These highly extensive warranty periods are only valid if:

- The treadmill is kept in the main building of residence, i.e. the customer's home or a purpose built heated gym (not a garage).
- The treadmill was installed / assembled by Fix a Gym or an authorised agent.
- The product is registered with us within 30 days from date of delivery / installation.

If the *registered* treadmill is not installed / assembled by Fix a Gym or an authorised agent, and is installed by the customer or a third party then Fix a Gym can offer 3 years parts, 1 year labour and 5 years motor warranty.

If the *registered* treadmill is kept in a garage, shed or another outdoor facility which is not the customers home or purpose built heated gym then Fix a Gym can offer 3 years parts, 1 year labour and 5 years motor warranty.

All other *registered* Flow Fitness, Tunturi, Care Fitness and Landice cardio Equipment (i.e. crosstrainers, rowing machines, spin bike etc):

All *registered* Flow Fitness, Tunturi, Care Fitness and Landice cardio equipment, not including treadmills or strength equipment, come with up to 6 years parts and 1 year labour (unless otherwise specified in the online product description). This warranty period is only valid if:

- The equipment is kept in the main building of residence, i.e. the customer's home or a purpose built heated gym (not a garage).
- The equipment was installed / assembled by Fix a Gym or an authorised agent.
- The product is registered with us within 30 days from date of delivery / installation.

If the *registered* equipment is not installed / assembled by Fix a Gym or an authorised agent and is installed by the customer or a third party, then Fix a Gym Ltd can offer 3 years parts and 1 years labour.

If the *registered* equipment is kept in a garage, shed or other outdoor facility which is not the customers home or purpose built heated gym then Fix a Gym can offer 3 years parts and 1 years labour.

#### Important warranty information

- The warranty becomes valid *ONLY* if the product is *registered* with us by filling out the online registration form. You must register your product within 30 days from the date that you received delivery of your Flow Fitness, Tunturi, Care Fitness and/or Landice equipment.
- Any Flow Fitness, Tunturi, Care Fitness or Landice equipment not registered with us within 30 days of delivery will only be covered by 12 months parts and labour warranty.
- This warranty excludes everyday wear and tear on parts e.g.; decks and belts on treadmills, pedal straps on bikes, handle bar grips on bikes and ellipticals. Run belts becoming loose and slipping on treadmills is not a warranty issue and can be resolved by reading the user manual of that machine and the belt tightened accordingly.
- This warranty does not cover squeaks or noises that have naturally developed, unless they are to do with a mechanical failure or a manufacturing defect that is noticed when the machine is first in use. (plastics rubbing, machine frames creaking etc).
- Your sales receipt, showing the date of purchase of the product, is your proof of the date of purchase. The date of purchase is also the date your warranty period commences.
- Warranty is only valid if the product is assembled / installed according to the instructions / directions included with the product.
- This warranty does not extend to any product that has been damaged or rendered defective: (a) as a result of accident, misuse, abuse or lack of reasonable care; (b) by the use of parts not manufactured by Fix a Gym or sold by Fix a Gym; (c) by modification of the product; (d) as a result of service by anyone other than Fix a Gym or an authorised Fix a Gym warranty service provider.
- During the warranty period Fix a Gym will, for no additional charge, replace part(s) or repair the product (at Fix a Gym's discretion) if it becomes defective, malfunctions or otherwise fails to conform with this warranty under normal, non-commercial, personal, family or household use.

- In repairing the product, Fix a Gym may replace defective parts or, at Fix a Gym's own discretion, use serviceable used parts that are equivalent to new parts in performance. All exchanged parts and products replaced under this warranty will become the property of Fix a Gym. Fix a Gym reserves the right to change manufacturers of any part to cover any existing warranty.
- The term "Lifetime warranty" means that the warranty is covered for the time that the machine in question stays in production or for the duration that parts remain available after production has stopped.
- All machines must be kept in a dry environment free from damp. If any machine is found to be in a damp environment upon inspection, then the warranty will be rendered void.
- If any repair work is not carried out by our own engineers, or one of our authorised service agents, the warranty will be rendered void.

If you have a breakdown covered under warranty or even if it's outside the warranty period please call us on 02892 667911 (outside the UK call 0044 2892 667911) or email [service@fixagym.co.uk](mailto:service@fixagym.co.uk) and we will assist you as soon as possible.