

# WARRANTY INFORMATION

U.S.A. & Canada Only

## CONCEPT2 INDOOR ROWER 30-DAY IN-HOME TRIAL & SATISFACTION GUARANTEE

We are confident in the performance and quality of your Concept2 Indoor Rower. If within 30 days of receiving your Concept2 Indoor Rower you are not satisfied with it for any reason, you may return it to us for a refund. Prior to shipping your Indoor Rower to Concept2, call our customer service team (toll-free within the U.S.A. & Canada 800.245.5676) for return authorization and shipping instructions. Upon receipt of your returned Indoor Rower, Concept2 will promptly refund your purchase price (excluding shipping charges and, if applicable, customs clearance fees).

### CONCEPT2 INDOOR ROWER LIMITED WARRANTY

#### Frame Parts - 5 Year Limited Warranty

Concept2 will replace or repair, at our option, any of 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 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 Indoor Rower Manual); shipping charges and, if applicable, customs clearance fees; or labor 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
metal footplates	metal box arm
chain guide brackets	monitor mount arm
front legs (long & short)	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

Concept2 will replace or repair, at our option, any part (excluding monitor batteries) that fails for any reason for a period of 2 years from date of purchase of your Concept2 Indoor Rower. Whether defective or simply worn out, all parts on your machine (excluding monitor batteries) are covered for the first two years. 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 Indoor Rower Manual); shipping charges and, if applicable, customs clearance fees; or labor for installation of any parts shipped to you under warranty.

*To obtain warranty service take the following steps:*

- Contact Concept2 by telephone (toll-free within the U.S.A. & Canada 800.245.5676, fax 802.888.4791) to inform us of the nature of the problem. Please make note of the serial number on your Indoor Rower (The serial number is the date of manufacture and is located on the underside of the metal box arm near the flywheel);

For future reference, **RECORD YOUR SERIAL NUMBER HERE:**

- Ship the defective part to: Concept2 Inc.  
105 Industrial Park Drive  
Morrisville, VT 05661-8532

- Enclose your name, return shipping address, telephone number and a brief description of how the problem occurred.

Under no circumstances shall Concept2, Inc. be liable to purchaser or any other person for any incidental or consequential damages, whether arising out of breach of warranty or otherwise. NOTE: Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

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 consumer, Concept2, Inc. 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's option.

This Warranty gives you specific legal rights, and you may also have other rights that vary from state to state.



Your serial number is located on the underside of the flywheel support arm, near the flywheel.