

# **concept 2**<sup>®</sup>

## **GLOBAL WARRANTY INFORMATION**

### **CONCEPT2 BIKEERG 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 BikeErg. This warranty is fully transferable to each subsequent owner of your BikeErg 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 BikeErg maintenance requirements (see Maintenance); 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:*

- Front and rear leg assemblies, excluding caster wheels
- Main box frame and bottom cover
- Seat and seat post (excluding position adjustment components and plastic sleeves)
- Handlebars and handlebar support parts (excluding position adjustment components and plastic sleeves)
- Flywheel, flywheel axle, flywheel pulley, flywheel bearings
- Cranks, crank axle, crank pulley, crank bearings
- Jack shaft, jack shaft pulley, jack shaft bearings
- Flywheel cover and perf

#### **All Parts–Two Year Limited Warranty**

Concept2 will replace or repair, at our discretion, any part (excluding monitor batteries) that fails for any reason for a period of two years from date of purchase of your Concept2 BikeErg. 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 BikeErg during the term of the warranty should you sell it or give it away. This warranty does not cover: use of the BikeErg with parts or accessories from third parties; damage to the finish of your machine; damage sustained as a result of neglect, abuse, or failure to follow BikeErg maintenance requirements noted below (Maintenance); shipping charges and, if applicable, customs clearance fees; or labor 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:

- a. Check all screws for tightness, including those used for assembly.
- b. Clean the saddle, handlebars, step pad and flywheel as recommended in the maintenance section of the Product Manual.

#### **Additional Information**

THE PROVISIONS OF THIS WARRANTY ARE IN LIEU OF ANY OTHER WARRANTY, WHETHER EXPRESS OR IMPLIED, WRITTEN OR ORAL.

Under no circumstances shall Concept2, Inc. be liable to purchaser or any other person for any special, incidental or consequential damages, whether arising out of breach of warranty or otherwise.

NOTE: Some states/territories do not allow the exclusion or limitation of special, 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 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, Inc. 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. Replacement of a component part includes its free installation if the unit is returned to Concept2, Inc.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state / territory to territory. This warranty does not cover: shipping charges and customs clearance fees; or labor 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.

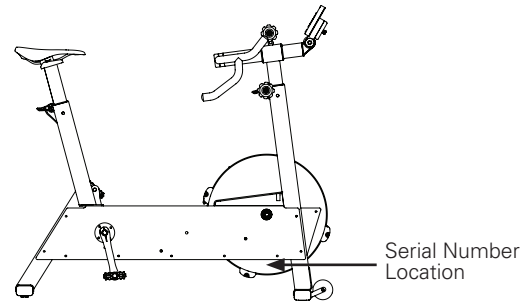
Altering the BikeErg, or any BikeErg components, voids our warranty.

## Warranty Processing

### USA and Canada

Contact Concept2 by telephone (toll-free within the US & Canada 800.245.5676, fax 802.888.4791) or email [info@concept2.com](mailto:info@concept2.com) to inform us of the nature of the problem. Please make note of the serial number on your BikeErg (The serial number is located on the back of the flywheel housing).

For future reference, RECORD YOUR SERIAL NUMBER HERE:



### Outside USA and Canada

Contact the authorized dealer in your territory. Contact details can be found at [concept2.com/international](http://concept2.com/international).

For further questions, please email [info@concept2.com](mailto:info@concept2.com).