



Tunturi New Fitness BV

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THE NETHERLANDS

Tel +31 36 5460050
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SERVICE INFORMATION 2017 International

GARANTIE PERIODS REVISED

04 April 2017

Dear partner,

The product warranties for Tunturi Fitness brands have been revised commencing from January 1st 2017 onwards according to the charts mentioned in this document.

You will notice that our warranty conditions are still one of the best on the market. The main reason of the changes are the developments of new products lines.

Tunturi Fitness only communicate these warranty conditions to you as partner. This means that the warranty conditions are valid for you as our partner/customer and will not be shown on our international website www.tunturi.com.

The reason is to give you more flexibility to make your own warranty conditions according to the legislations in your country. So if end customers will consult our website, we will advise them to go to the local dealer for the warranty conditions.

In addition we have added the 60-series of the Performance Collection suitable for Professional use (not suitable Commercial gyms).

Have a great seasons with the sales of our products.

With best regards,

Wen Tung
Manager Development, Quality & After Sales
Tunturi New Fitness BV



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You as our partner can claim our most extensive warranty conditions.
The usage time and the related warranty conditions are described on the following pages.

Environments:

We distinguished three different environments of use, whereby the quality of our products and the amount of use determines the warranty conditions.

Home use, Professional use and Commercial use.

HOME USE:

All products are suitable for Home use.

PROFESSIONAL USE:

We mean by professional use, small hospitals, physiotherapists, hotels, schools, small studios, fire departments, police stations .

Various products can be used professionally, such as the 60-series of the Tunturi Performance collection, Tunturi Endurance collection and the Platinum Pro collection.

COMMERCIAL USE:

We mean by commercial use, environments like large 24/7 gyms (Fitness First, Big Sky Fitness, etc.) which expects the maximum of our product for unlimited use.



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Cardio equipment:

Table 1 Warranty periods for Tunturi **Cardio** fitness equipment **Home use!**

Warranty period	HOME use				
	Usage time**	Frame (only on breaking)	Treadmill drive motor	General parts Electronic components handgrips, seats, pedals straps, bearings and axles.	Wearing parts*** Running belts, drive belts and running decks.
Tunturi Cardio					
Tunturi Cardio Fit*	Max. 2 hrs.	2 years		2 years	2 years
Tunturi Competence	Max. 3 hrs.	10 years	10 years	3 years	3 years
Tunturi Performance	Max. 5 hrs.	15 years	15 years	3 years	3 years
Tunturi Endurance	Max. 8 hrs.	Lifetime	Lifetime	3 years	3 years
Platinum PRO	Unlimited	Lifetime	Lifetime	3 years	3 years

* Based on 2 years warranty on parts only.

** Usage time is the maximum usage in hours per day under normal average use.

*** Wearing parts (running belts, running deck and drive belts), should be maintained well otherwise these parts will be excluded from the warranty.
 See the maintenance instructions in the manual.



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Cardio equipment:

Table 2 Warranty periods for Tunturi **Cardio** fitness equipment **Professional/Commercial use!**

Warranty period	PROFESSIONAL/COMMERCIAL use				
	Usage time**	Frame (only on breaking)	Treadmill drive motor	General parts Electronic components handgrips, seats, pedals straps, bearings and axles.	Wearing parts*** Running belts, drive belts and running decks.
Tunturi Cardio					
Tunturi Cardio Fit*	Not suitable for Professional/Commercial use!				
Tunturi Competence*	Not suitable for Professional/Commercial use!				
Tunturi Performance 40-50 series*	Not suitable for Professional/Commercial use!				
Tunturi Performance 60-series⁽¹⁾	Max. 5 hrs.	2 years	2 years	2 years	2 years
Tunturi Endurance⁽¹⁾	Max. 8 hrs.	2 years	2 years	2 years	2 years
Platinum PRO⁽²⁾	Unlimited	5 years	5 years	2 years	2 years

* No warranty will be given when used in a professional or commercial environment.

** Usage time is the maximum usage in hours per day under normal average use.

*** Wearing parts (running belts, running deck and drive belts), should be maintained well otherwise these parts will be excluded from the warranty.
 See the maintenance instructions in the manual.

(1) **Only suitable for professional use!**

(2) Suitable for Professional and Commercial use!



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Strength equipment:

Table 3 Warranty periods for Tunturi **Strength** fitness equipment **Home use!**

Warranty period	HOME use		
	Frame (only on breaking)	General parts	Wearing Parts *** Pulleys, cables, upholstery, pads and grips
Tunturi Strength			
Tunturi/Bruce Lee*	2 years	2 years	2 years
Platinum PRO	10 years	3 years	3 years

* Based on 2 years warranty on parts only.

*** Wearing parts (pulleys, cables, upholstery, pads and grips), should be maintained well otherwise these parts will be excluded from the warranty.
 See the maintenance instructions in the manual.

Strength equipment:

Table 4 Warranty periods for Tunturi **Strength** fitness equipment **Professional/Commercial use!**

Warranty period	PROFESSIONAL/COMMERCIAL use		
	Frame (only on breaking)	General parts	Wearing Parts *** Pulleys, cables, upholstery, pads and grips
Tunturi Strength			
Tunturi /Bruce Lee*	Not suitable for Professional/Commercial use!		
Platinum PRO⁽²⁾	3 years	1 years	1 years

* No warranty will be given when used in a professional or commercial environment.

*** Wearing parts (pulleys, cables, upholstery, pads and grips), should be maintained well otherwise these parts will be excluded from the warranty.
 See the maintenance instructions in the manual.

⁽²⁾ Suitable for Professional and Commercial use!



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General:

Repair in Warranty

Repairs made during Warranty will not extend the Warranty terms.

This means that a repair made in the last 3 months, the warranty of the trainer is still 3 years from purchase date.

Repair Out of Warranty

Parts have standard 1 year warranty on manufacturing defects and / or functionality!

Product endings

We like to explain our warranty conditions for Tunturi New Fitness products when the production has stopped.

Tunturi New Fitness has the obligation to:

- Inform when the product range is stopped.
- Service with parts during the standard warranty conditions as mentioned above.
- Keep stock of all parts with a minimum of 5 years, except drive motor and frame. These are according to the warranty conditions mentioned above. If the parts aren't available anymore within the warranty period, Tunturi New Fitness will propose a solution to solve the problem.

Important!

To claim the warranty as mentioned above;

Tunturi New Fitness expects that the product will be sold within 3 years after production has stopped. If not, we will only give warranty for parts up till 5 years and 1 year labour after the production has stopped.

Products which are sold more than once

When warranty is claimed, we sometimes discover by the serial number and purchase receipt, that a product is sold more than once or has two different purchase dates.

In this case we will give you the warranty conditions mentioned above, commencing from the first purchase receipt.