

## Warranty & Support 2024

Offering generous warranty terms & conditions is one thing. Backing them up is another.

We would like to raise some points for you to think about while making your purchase decisions.

- The best warranty is one that is never used. Do your research and try and purchase fitness equipment that has a track record in the local market and a reputation for quality and durability.
- Who backs the warranty? We could get cheaper products direct from manufacturers but getting parts locally can be a nightmare. That is why we stock reputable International brands and hold all major spare parts in stock.
- Lifetime warranties are thrown around but what use is a lifetime warranty if the retailer or manufacturer is not around to cover it? Gymstore has been around since 2009 and has a team with over 100 years combined experience in the fitness equipment industry. In our 13+ years of operation we have seen so many suppliers and competitors come and go.

They say the devil is in the detail and this is especially the case with warranties. Our business is built around repeat customers and referrals, so we go out of our way to keep customers happy. If you know someone who has bought our products, I am sure that they will back that statement up. If you don't know someone, pick up the phone and give us a call, check out our testimonials or look up reviews on the net. If you have a legitimate warranty claim, we will get it sorted for you. We want you to tell your friends about your experience.

### Receipt of Your Product

If you are getting your product delivered, please check the consignment has all the necessary boxes and that they are all there prior to signing. If the cartons are damaged please note this when signing and give us a call straight away. Make sure you take some photos and email them to us at [support@gymstore.co.za](mailto:support@gymstore.co.za)

When you are unboxing machine and assembling, please let us know within **10 days** of receipt if there are parts missing. If you know that you won't be assembling your gym for a while, because you are waiting on renovations to be completed please let us know at the time of purchase.

Gymstore records all individualised serial numbers of each machine as they are dispatched. It is the purchaser's responsibility to ensure the serial numbers listed are on each machine are recorded or preserved on the machine for any warranty claim.

**Please retain an original copy of your tax Invoice as proof of purchase, We will not uphold warranties without correct serial numbers and proof of purchase.**

## General Conditions and Restriction:

- 1, The warranty periods commence on the date of delivery of the equipment to the purchase's premises.
- 2, This warranty applies only against defects discovered within The warranty period, warranty claims need to be made within the warranty period.
- 3, Parts repaired or replaced under the terms of warranty will be warranted for the remainder of the original warranty only.
- 4, To claim under this warranty, the buyer must notify Pro Active Imports cc Within 7 days after the date of discovery of any defects and make the defected product available for visual inspection in any form for Pro Active Imports cc T/A Gymstore, unaltered undamaged

### **\*Serial tag/number must be shown along with the defected product.**

- 5, This warranty does not apply to damage cause by accident, misuse, lightning strikes, power surges, improper service or non-factory modification.
- 6, Warranties outside of South Africa may vary, please contact your local dealer for details.
- 7, You are consenting to be bound by terms and conditions of this warranty sheet.
8. Pro Active Imports CC T/A Gymstore reserves the right to cancel any warranties if the equipment is damaged outside of its designed use.
9. Warranties are void if equipment is modified, parts are removed, or items are serviced by persons not certified to do so by Gymstore or our approved partners.

## Please take note:

Warranty on the frame **(excludes surface finish or cosmetic damage)**

**Rust is excluded from the warranty as it is the users responsibility to ensure moisture is removed and item is kept in a dry environment. Most rust is caused by sweat which is extremely corrosive and must be wiped off after use. The use of harsh cleaning detergents may contribute towards rust developing.**

Replacement parts may vary in color (Gymstore will take every effort to keep the original look of the machine intact)

There is a clear distinction between home/ domestic use warranties and commercial use warranties. Warranty for domestic use will only cover any warranties when equipment is used with-in a domestic environment for personal use. It does not cover the normal wear and tear associated with commercial use on grips, cables and pulleys. We stock these parts at a reasonable price so they can be replaced if you would like to use home use products in a light commercial environment.

Commercial warranties will cover any warranty claim as per the agreed terms with-in an environment for which the equipment was designed.

## IMPORTANT INFORMATION

### Equipment Grading:

There are various levels of equipment grades. It is extremely important to ensure that the equipment selected is designed for traffic it will endure. We have outlined the various grades and intended use below

### Home Use / Domestic Use

This specification denotes equipment that is designed for use with-in a private residential home and used by an individual family. Home use equipment is designed to be used for a continuous maximum use of 3 to 4 hours per day in a domestic environment.

### Light Commercial

This specification denotes equipment that is commercial but not likely to see the same level of usage as machine in a health club. In general terms, Light Commercial Cardio equipment is suitable for between 3 and 5 hours commercial use per day. Light Commercial Strength typically bridges the gap between Home Use and Commercial

Environments suitable for Light Commercial:

- Small Personal Training Studios
- Small and medium sized Corporate Gyms
- Small and medium sized Hotel Gyms
- Small Schools & College Fitness Suites

### Commercial

This specification denotes equipment that is manufactured for commercial use in medium traffic commercial facilities .

Environments suitable for Commercial Equipment:

- Health Clubs – 100 to 500 members
- Corporate Gyms
- Hotel Gyms
- School Gyms

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## **Full Commercial – Club Grade**

This specification denotes equipment that is manufactured to the highest level of durability.

Full Commercial equipment is suitable for any heavy use gym.

Environments suitable for Full Commercial:

- Health Clubs – Over 500 members
- Large Corporate Gyms
- Large Hotel Gyms -- especially those with external membership
- Large School Gyms -- especially those open to the local community

## **Cardiovascular Equipment Grading**

Cardiovascular equipment and treadmills are usually the highest cost items with-in a commercial gym facility and require the most thought and consideration when purchased. It is important to take note of the equipment specifications to ensure the items are used with-in an environment for which they were designed.

## **Treadmills Specifications**

There are many aspects to grading a treadmill including deck size, Motor type, motor size, size of the rollers, thickness of the running deck as well as quality of the components. Please contact Gymstore for more details on specifications when making your equipment purchase.

There is an Important distinction between Continuous duty output and peak output of a treadmill motor. Many suppliers supply misleading information and advertise the peak performance of a motor as opposed to the CHP which is a more accurate reading. Continuous Duty (CHP) Minimum horsepower delivered at all points during use. Peak Duty (PHP) – Maximum horsepower a motor can generate when working at full capacity. Peak is only sustainable for a short time. Peak duty is measured torque at the highest possible rpm with minimal load.

Gymstore will always advertise the Continuous Duty output of a Treadmill motor

Please request grading of the products before making your purchase to ensure the items are designed for the intended use.

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## **Home Use**

DC Motors ranging from 2HP (CHP) – 4HP (CHP)

## **Light Commercial Use –**

DC Motor – 4HP (CHP) +

AC Motor – 3HP (CHP)

## **Commercial Use -**

AC Motor – 3HP (CHP) – 4HP (CHP)

## **Full Commercial - Club Grade**

AC Motor – 4HP (CHP) +

## **Limit of Liability:**

The limit of liability is the least of the cost of (1) the purchase price of the Covered Product excluding tax and delivery costs or (2) authorized repairs not to exceed the purchase price of the Covered Product excluding tax and delivery costs or (3) replacement of the Covered Product with a product with equal or similar features and functionality or (4) reimbursement for authorized repairs or replacement. Upon replacement, this Agreement will end and there is no longer any obligation for the replaced product under this Agreement.

## **No Lemon Policy:**

During the Term of this Agreement, after three (3) service repairs have been completed on the same component of an individual Covered Product and that Covered Product component requires a fourth repair, as determined by Us, We will replace Covered Product with a comparable product. Upon replacement, there is no longer any obligation for the replaced product under this Agreement and this Agreement will end. No Lemon Policy does not apply to repairs during the Manufacturer's warranty.

## **Travel & Transport Expenses:**

Gymstore will cover the cost of all labour, repairs and parts which fall under the warranty terms however any travel or transport costs is the responsibility of the purchaser. Under specific circumstance Gymstore will incur the cost of transport if deemed necessary which is at the sole discretion of Gymstore management.

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## **Transferability:**

This Agreement extends solely to the original purchaser or any person receiving the Product as a gift from the original purchaser at time of original installation.

Strength Training Equipment Limited Warranty

Structural Steel Framework - 10 years

Rotary Bearings, Weight Stacks, Pulleys, Guide Rods, Structural Moving Parts - 2 years

Linear Bearings, Springs - 1 year

Cable, Upholstery, Handgrips, All Other Items Not Listed - 6 Months

**IMPORTANT NOTE - All services and repairs must be carried out by Gymstore approved service providers**

## **Home / Domestic Use Cardiovascular Equipment Limited Warranty**

Frame - 5 years **(Excludes Rust and cosmetic finish which are environmental factors)**

Frame SOLE Fitness - 10 Years **(Excludes Rust and cosmetic finish which are environmental factors)**

Display PCB - 2 years

Key pad - 2 year

Motor Controller - 2 years

Durable Wear Parts - 1 year **(Includes running deck, running belt and bearings)**

Treadmill AC motor - 5 years

Treadmill DC motor - 3 years Motor

SOLE Fitness & Xterra Fitness - 3 Years

Generator /EMS/ECB brake - 2 years

## **Light Commercial Cardiovascular Equipment Limited Warranty**

Frame - 5 years

Display PCB - 2 years

Key pad - 1 year

Motor Controller - 2 years

Durable Wear Parts - 1 year

Treadmill AC motor - 3 years

Treadmill DC motor - 1 year

Generator /EMS/ECB brake - 2 years

## **Commercial Cardiovascular Equipment Limited Warranty**

Frame - 5 years

Display PCB - 2 years

Key pad - 1 year

Motor Controller - 2 years

Durable Wear Parts - 1 year

Treadmill AC motor - 3 years

Generator /EMS/ECB brake - 2 years

## **Full Commercial Cardiovascular -Club Grade Equipment Limited Warranty**

Frame - 7 years

Display PCB - 3 years

Key pad - 2 year

Motor Controller - 2 years

Durable Wear Parts - 1 year

Treadmill AC motor - 5 years

Generator /EMS/ECB brake - 2 years

\*Any items not listed - 6 Months

## **Other Equipment**

Gym Store offers the following warranties on free weights, bars and accessories.

Free weight & bars warranties can be a tricky matter, most claims result from misuse. Barbells and dumbbells are designed to provide resistance and not designed for dropping from overhead.

For Olympic lifting, adequate protective flooring or a lifting platform must be used to protect the equipment. Rubber flooring at least 20mm thick is recommend for Olympic lifting.

Dumbbells are required to be stored on a suitable dumbbell rack designed to hold the specific type of dumbbells. (Hex dumbbells damaged by a rack designed for round dumbbells or visa-versa will not be covered under warranty) The warranty does not cover abuse or misuse.

### **Solid Head Urethane Dumbbells/Fixed Barbells**

3 years

### **Urethane Olympic Grip Plates**

3 Years

### **Solid Head Rubber Dumbbells/Fixed Barbells**

1 Year

### **Rubber Olympic Weightlifting Plates**

1 year

### **Aluminium & Steel Cable attachments**

1 Year

### **Urethane Fractional plates (excluding wear & tear)**

3 Year

### **Small Size Bells/Hex Dumbbells (2kg to 30kg)**

1 Year

### **Large Size Hex Dumbbells (32.5kg to 50kg)**

6 Months

### **Imported Cable attachments**

1 year

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## **Medicine and Wall Balls**

1 Year

## **Kettle Bells**

1 year

## **Spring Collars**

6 Months

## **Lock Jaw Collars**

6 months

## **Nylon Straps**

6 Months

## **Triceps Ropes**

90 days

## **Jump Ropes, Rubber Bands and Rubber Tubes, Foam Mats, Any wood products, Straps**

30 days

## **Training (Battle) Ropes**

90 Days

## **Items not listed**

6 Months

## **Rack, Rig, and Steel Equipment**

All rack, Rig and Steel Equipment – 7 year structural warranty against factory defects or as per the manufactures warranty. All rack, rig, and steel equipment must be anchored to the floor or floor and wall if applicable. All hardware must be properly tightened and assembly instructions adhered to. Gymstore does not accept responsibility for improperly assembled product or product where all hardware is not tightened or used correctly.

**All moving parts** – As per the manufactures warranty (Average 2 years)

**Powder coat, Paint, and Upholstery** - 90 day warranty against manufacture defects.

## NOTICE OF MAINTENANCE REQUIREMENTS

Many products listed above will show signs of wear over time. All products must be visually inspected regularly for loose nuts or bolts, missing tamper proof cotter pins or any other wear situation. Any product that shows signs of missing or loosening parts, wear or any other irregularity must be pulled from service immediately until either repaired or replaced.

**IT IS THE PURCHASERS RESPONSIBILITY TO ENSURE EQUIPMENT IS SERVICED ON A REGULAR BASIS BY A GYMSTORE approved service provider.**

Contact Gymstore for warranty assistance, technical support or replacement on [support@gymstore.co.za](mailto:support@gymstore.co.za) or call **011 792 6603**

## SPECIFIC PRODUCT GUIDELINES

### Urethane and Rubber Products

Do not clean rubber or urethane products with detergent, acetone or solvent based cleaners. Do not place or store these products in direct sunlight or in damp and humid environments. These environments will contribute to product deterioration.

### Dumbbells

DO NOT drop dumbbells in any uncontrolled manner from any height exceeding 0.6M Inspect weekly for signs of damage and that heads are securely attached to handles. Damage from dropping is NOT covered under warranty. Chrome Handles should not contact metal surfaces on racks or other handles as Chrome can be damaged.

### Fixed Barbells

Only store on racks approved by Gymstore and which the racks provide protection for the bars where they contact the rack. All metal catches will damage the bars and is NOT covered under warranty. DO NOT use any workout bar that has loose, missing or broken parts. Contact Gymstore immediately for resolution options.

### Olympic Rubber Coated Weightlifting Plates

NON-Bumper plates are NOT to be dropped in any circumstance as the cast iron inner core may break. This is NOT covered under warranty.

### Olympic Bumper Plates

Bumper plates are NOT designed to be dropped from overhead continuously. They are designed to be dropped in a controlled manner and environment such as on a suitable lifting platform or shock absorbing flooring of 15 to 30mm rubber. Bumper plates of any brand and quality are not designed to be dropped on hard surfaces such as concrete wood or thin PVC flooring which offer no shock absorbing properties.

## **Bumper plate Types- Competition Bumper Plate, High Temp Bumper Plates, HD Bumper Plates**

Warranty Type - Manufacturing factory faults and defects

Warranty Period - 12 months Limited Warranty

Do Not Use outdoors

Use without protective impact absorbing surface (such as an Olympic lifting platform or rubber gym tiles with min. thickness of 15mm) Use on a rigid, uneven surface such as concrete, gravel etc. Use with barbells that are over 50mm collar diameter

### **Exclusions**

Normal wear and tear, cosmetic damages, surface scratches, chipping Drying out or cracking from overexposure to UV rays.

### **Maintenance**

Use a PH neutral detergent to wipe over the plates. Wipe dry with a lint free cloth. Avoid storing in direct sunlight, however, if this is unavoidable, apply a rubber cleaner/protectant If the rubber surface appears to be dry, apply a rubber rejuvenator such as Armor a silicone-based lubricant and wipe dry

### **Olympic Weightlifting Bars**

The hard chrome plating used on Gymstore Olympic bars will resist chipping and peeling and is much safer than regular chrome. Any sign of visible rust must be removed immediately as rust can impair the structural integrity of the bar. This includes stainless steel bars. Store bars on approved racks only with workout bar protection features. Brush chalk out of knurl regularly with a brush as this can trap moisture and accelerate corrosion. In the case of black Zinc bars use a stiff nylon brush instead.

DO NOT use any workout bar that has loose, missing or broken parts. Contact Gymstore immediately for resolution options.

### **Kettle Bells**

Are not to be dropped in any circumstance, cast iron is subject to fracture when dropped repeatedly.

### **Cable Attachments**

DO NOT use if there any visible signs of wear or missing parts. Refer to specific warning documents that accompanied product and/or "safety page". Contact Gymstore for any additional questions or support.

### **Rubber Bands, Ropes, Straps or any other accessories**

Need to be inspected daily for signs of wear.

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## LockJaw & Spring Collars

Collars should never be used to retain weights for overhead lifting, such as 'tricep-extensions' or 'pull-overs'. Furthermore, collars are not designed to hold weight plates in a vertical orientation, where the full weight or the plates bears on the collar only. Do not ever rely on a barbell collar to secure weight above any part of yourself or another person. A collar thought to be defective, damaged, or not working properly, should NEVER be used as injury may occur. Your collars require no special maintenance or care. Although it is highly durable, it should be treated with care. You should not drop, throw or crush your collars.

## Purchases may be returned within 10 days of delivery subject to the following:

1. It must be returned in its original condition.
2. Applicable manuals, paper work, parts and accessories must accompany the return.
3. Items that have been assembled may incur a restocking/ handling charge up to 20%.
4. If the item or items require our trucks for pick up, an additional charge will apply.
5. Online, shipped orders will need to be shipped back at your expense.
6. Original delivery, assembly, freight and shipping charges are not refundable.
7. Returned items will be refunded after inspection upon our receipt of product.
8. Original purchase price, plus applicable sales tax, will be applied in the original method of payment.
9. Customer who paid by cash will be refunded by a company check from corporate within 10 days; less original delivery, assembly, freight, shipping, restocking fees and any handling charges.
10. If you want to exchange for a different item, you will need to return the original item and place a new order.
11. Special order or custom manufactured items are not refundable

**For more info please contact Gymstore at 011 792 6603 or email [support@gymstore.co.za](mailto:support@gymstore.co.za)**