



**Standard Warranty & Extended Warranty Coverage Options for  
All New S3 & HD Products sold by Interactive Fitness**

**United States & Canada Only**

**Coverage & Time Period:**

Computer 1 year (\*)  
Parts 1 year (\*)  
Labor 1 year

**Standard Warranty Updates – coverage changes:**

**Effective December 1, 2009**

(\*) 1 year warranty on computer, 2 years on parts applicable to new S3 bikes sold by Interactive Fitness between December 1, 2009 to June 30<sup>th</sup>, 2010

**Effective July 1, 2010**

(\*) 2 year warranty on computer & parts is applicable only to new S3 bikes sold by Interactive Fitness between July 1, 2010 and July 1<sup>st</sup>, 2012

**Effective July 1, 2012 to present**

(\*) 1 year warranty on computer & parts is applicable only to new S3 & HD bikes sold by Interactive Fitness between July 1, 2012 to present

**Exclusions**

This warranty does *not* cover:

- Labor service for self-installable parts including Seats, Seat Knobs and Pedals.
- Wear & Tear parts
  - Seats
  - Pedals
  - Pedal Straps
- Trouble shooting of customers' network connectivity issues.
- Any damage, failure or loss caused by accident, misuse, neglect, abuse, theft, or failure to follow instructions or warnings in owners manual.

Instructions in the owner's manuals that must be followed include but are not limited to:

- 1) Interactive Fitness standard limited warranty on computer and any other

mechanical and electrical parts is voided if the product is ever plugged into a power source that is not surge protected.

- 2) Interactive Fitness standard limited warranty on computer and any other mechanical and electrical parts may be voided if the product is not kept clean and in a dust-free environment.
- 3) If the Customer elects to repair a defective product by themselves or use the services of someone other than an Interactive Fitness authorized dealer and/or service provided, or if the customer uses a replacement part not supplied by Interactive Fitness, then Interactive Fitness will not be liable for any damage, failure or loss caused by the use of such unauthorized service or parts.

### **Extended Warranty Coverage as July 01, 2012:**

Interactive Fitness offers two extended warranty coverage options at the time of sale for new products only:

- \* **NOEL Warranty** (NOEL WAR) Current pricing is \$1,000
  - Adds additional 2 years of parts coverage
  - Adds additional 2 years of computer coverage
  - Adds additional 2 years of labor
- \* **Super Warranty** (SUPERWAR) Complimentary with your purchase of 3 years of eLive Services
  - Adds additional 2 years of parts coverage
  - Adds additional 2 years of computer coverage
  - Adds additional 2 years of labor coverage
- ❖ To qualify for the Super Warranty the Bike must be purchased with 3 yrs of eLive Service, registered, online, and on a surge protection device in order to be covered. If this is not followed then bike's warranty reverts back to the standard warranty protection.

### **Procedures:**

Please contact Interactive Fitness support via one of the following methods in order to receive warranty services

- TEL: 1-888.528-8589 x2
- EMAIL: [support@ifholdings.com](mailto:support@ifholdings.com)

Warranty service will be performed by Interactive Fitness or an Interactive Fitness authorized dealer.

Interactive Fitness will have the option of either repair or replace at no charge for any defective product, or repayment of an amount equal to the purchase price of the product.

In the event Interactive Fitness elects to replace a defective frame, a new frame of equal or greater value will be provided. The new frame may not be the exact model purchased.

**General:**

The foregoing warranties are in lieu of and exclude all other warranties not expressly set forth herein, whether express or implied by operation of law or otherwise, including but not limited to any warranties of merchantability for a particular purpose.

Interactive Fitness shall in no event be liable for incidental or consequential losses, damages or expenses in connection with its products. Interactive Fitness's liability hereunder is expressly limited to the replacement of goods not complying with this warranty or, at Interactive Fitness's election, to the repayment of an amount equal to the purchase price of the product in question.

**Out of Warranty Service Support:**

Interactive Fitness will be happy to provide technical support via phone and/or email at no charge for all Interactive Fitness product owners.

**Out of Warranty Replacement Parts:**

Champion Fitness is owned and operated by highly experienced team who has a great deal of technical experience and expertise. They will be able to offer you, our customers many more choices and additional savings, included below:

1. New parts
2. Remanufactured Parts
3. Advanced exchanges & repairs
4. Components sales
5. Tiered warranties base on – new parts, remanufactured parts, advance exchanges & repairs

Contact information for Champion Fitness

- Website & Online store: [www.championfitness.com](http://www.championfitness.com)
- Contact Number: 1-770-807-1482
- Email: [support@championfitness.com](mailto:support@championfitness.com)