



Premium Extended 5/5/5 warranty

Limited Warranty

Intenza Fitness ("Intenza") warrants all new Intenza products to be free from defects in materials and manufacture for the warranty periods set forth below. The warranty periods commence on the invoice date of the original purchase. This warranty applies only against defects discovered within the warranty period and extends only to the original purchaser of the product. Parts repaired or replaced under the terms of this warranty will be warranted for the remainder of the original warranty period only. To claim under this warranty, the buyer must notify Intenza or your authorized Intenza Distributor within 30 days after the date of discovery of any nonconformity and make the affected product available for inspection by Intenza or its service representative. Intenza's obligation under this warranty are limited as set forth below.

VERTICAL/CONSUMER Limited Warranty

Warranty Periods and Coverage

Warranty coverage	Warranty period
Frame	7 years
Treadmill drive motor	5 years
Parts	5 years
Labor	5 years
Wear items: headphone jacks, USB connectors, iPod connector, pedal, pedal straps, saddle, drive belt, rechargeable batteries, track wheels. Cx – bearing, wheels with bearing, elastic rope	90 days

Conditions and Restrictions

5 years Parts and Service Warranty to 4 hours of usage per day

This warranty is valid only in accordance with conditions set forth below

- It has been serviced by an Intenza Authorized Service Provider and/or Intenza Certified facility staff
- It remains in the possession of the original purchaser and proof of purchase is demonstrated
- It has not been subjected to accident, misuse, abuse, improper service, or non-Intenza modification
- Claims are made within the warranty period

1. This warranty does not cover damage or equipment failure caused by electrical wiring not in compliance with electrical codes or Intenza's specifications as detailed in the product documentation, or failure to provide reasonable and necessary maintenance as outlined in the product documentation. Intenza is not responsible for Internet connectivity to its products. Restrictions apply to services such as those provided by an Internet service provider (ISP), and also to hardware related to internet connectivity, such as Ethernet cabling, routers, servers and switches.
2. Intenza cannot guarantee that the heart rate measurement system on its products will work for all users in all instances. Heart rate measurement accuracy varies based on a number of factors including the user's physiology and age, the method which the equipment and the heart rate measurement system is used, external interference, and other factors that may influence heart rate acquisition and processing.
3. Intenza does not warranty the work or product of third-party companies (e.g., head end systems, low voltage wiring, etc.).
4. Equipment limited warranty is void when equipment is installed in a country other than where sold.

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Premium Standard 3/3 warranty

Limited Warranty

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COMMERCIAL Limited Warranty

Warranty Periods and Coverage

Warranty coverage	Warranty period
Frame	7 years
Treadmill drive motor	5 years
Parts	3 years
Labor	3 years
Wear items: headphone jacks, USB connectors, iPod connector, pedal, pedal straps, saddle, drive belt, rechargeable batteries, track wheels Cx – bearing, wheels with bearing, elastic rope	90 days

Conditions and Restrictions

This warranty is valid only in accordance with the conditions set forth below

- It has been serviced by an Intenza Authorized Service Provider and/or Intenza Certified facility staff
- It remains in the possession of the original purchaser and proof of purchase is demonstrated
- It has not been subjected to accident, misuse, abuse, improper service, or non-Intenza modification
- Claims are made within the warranty period

1. This warranty does not cover damage or equipment failure caused by electrical wiring not in compliance with electrical codes or Intenza's specifications as detailed in the product documentation, or failure to provide reasonable and necessary maintenance as outlined in the product documentation. Intenza is not responsible for Internet connectivity to its products. Restrictions apply to services such as those provided by an Internet service provider (ISP), and also to hardware related to internet connectivity, such as Ethernet cabling, routers, servers and switches.

2. Intenza cannot guarantee that the heart rate measurement system on its products will work for all users in all instances. Heart rate measurement accuracy varies based on a number of factors including the user's physiology and age, the method which the equipment and the heart rate measurement system is used, external interference, and other factors that may influence heart rate acquisition and processing.

4. Equipment limited warranty is void when equipment is installed in a country other than where sold3. Intenza does not warranty the work or of third-party companies (e.g. head end systems, low voltage wiring, etc.).

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Customer Service Tech Support

425.558.4768

This Limited Warranty shall not apply to:

1. Software updates.
2. Software defects that do not materially and negatively affect the exercise functionality of the product under normal use conditions at the time of installation.
3. Consumable goods or cosmetic items of the product, to include all plastic or painted surfaces, the exterior of which has been damaged or defaced as a result of abuse, misuse, accident, improper service or installation, mishandling or modification in design or construction not authorized by Intenza, including, without limitation, use or incorporation of any non-OEM (Original Equipment Manufacturer) replacement parts.
4. Cosmetic, structural, or functional damage (including rust, corrosion and unusual wear) caused by failure to follow the maintenance procedures described in the product documentation.
5. Repairs performed on Intenza equipment missing a serial number or with a serial tag that has been altered or defaced.
6. Service calls to correct installation of the equipment or instruct owner/s on how to use the equipment.
7. Any labor costs incurred beyond the applicable labor warranty period.

Disclaimer and Release

The limited warranties provided herein are the exclusive warranties given by Intenza and supersede any prior, contrary or additional representations, whether oral or written. ANY IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE THAT APPLY TO ANY PARTS DESCRIBED ABOVE ARE LIMITED IN DURATION TO THE PERIODS OF EXPRESS WARRANTIES GIVEN ABOVE FOR THOSE SAME PARTS. INTENZA HEREBY DISCLAIMS AND EXCLUDES THOSE WARRANTIES THEREAFTER. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you. INTENZA ALSO HEREBY DISCLAIMS AND EXCLUDES ALL OTHER OBLIGATIONS OR LIABILITIES, EXPRESS OR IMPLIED, ARISING BY LAW OR OTHERWISE, WITH RESPECT TO ANY NONCONFORMANCE OR DEFECT IN ANY PRODUCT, INCLUDING BUT NOT LIMITED TO: (A) ANY OBLIGATION, LIABILITY, RIGHT, CLAIM OR REMEDY IN TORT, WHETHER OR NOT ARISING FROM THE NEGLIGENCE OF INTENZA OR ITS SUPPLIERS (WHETHER ACTIVE, PASSIVE OR IMPUTED); AND (B) ANY OBLIGATION, LIABILITY, RIGHT, CLAIM OR REMEDY FOR LOSS OF OR DAMAGE TO ANY EQUIPMENT. This disclaimer and release shall apply even if the express warranty set forth above fails of its essential purpose.

Exclusive Remedies

For any product described above that fails to conform to its warranty, Intenza will provide at its sole discretion, one of the following (1) repair; (2) replacement; or (3) refund of the purchase price. Intenza Limited Warranty service may be obtained by contacting the authorized Intenza office or Distributor from whom you purchased the item. Intenza compensates Intenza Authorized Servicers for warranty trips within their normal service area to repair commercial equipment at the customer's location. You may be charged a trip charge outside the service area. THESE SHALL BE THE SOLE AND EXCLUSIVE REMEDIES OF THE BUYER FOR ANY BREACH OF WARRANTY.

EXCLUSION OF CONSEQUENTIAL AND INCIDENTAL DAMAGES

INTENZA AND/OR ITS SUPPLIERS SHALL HAVE NO OBLIGATION OR LIABILITY, WHETHER ARISING IN CONTRACT (INCLUDING WARRANTY), TORT (INCLUDING ACTIVE, PASSIVE, OR IMPUTED NEGLIGENCE AND STRICT LIABILITY), OR OTHERWISE FOR DAMAGE TO THE EQUIPMENT, PROPERTY DAMAGE, LOSS OF USE, REVENUE OR PROFIT, COST OF CAPITAL, COST OF SUBSTITUTE EQUIPMENT, ADDITIONAL COSTS INCURRED BY BUYER (BY WAY OF CORRECTION OR OTHERWISE) OR ANY OTHER INCIDENTAL, SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES WHETHER RESULTING FROM NONDELIVERY OR FROM THE USE, MISUSE OR INABILITY TO USE THE PRODUCT. This exclusion applies even if the above warranty fails of its essential purposes and regardless of whether such damages are sought for breach of warranty, breach of contract, negligence, or strict liability in tort or under any other legal theory. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights, which vary from one jurisdiction to another.