WARRANTY & SERVICE
FITNESS EQUIPMENT



WARRANTY

We are dedicated to growing your business by offering intuitive and reliable commercial fitness equipment that delivers incredible value. Our products are backed by a comprehensive warranty that will cover all your products for the duration of the agreement, so you can rest easy knowing that you're making a smart investment in the future.

Standard warranty includes labor for the duration of each coverage as outlined in the charts below, up to a maximum of 2 years.

CARDIO

	HOME	COMMERCIAL
Frame *	Lifetime	7 years
Motor **	Lifetime	5 years
Generator	Lifetime	5 years
Parts / Console	7 years	5 years
Labor	2 years	2 years
Wear Items ***	90 days	90 days

* Frame is defined as the welded metal base of the unit and does not include removable parts or coatings. All coatings are covered for one year.

** Vision Fitness will provide a maximum of one replacement motor, and may require other components be replaced, possibly at user's cost, as a condition of supplying the replacement motor..

*** Wear items include: headphone jack, HDMI ports, USB ports, batteries, straps.

STRENGTH

	HOME	COMMERCIAL
Frame *	Lifetime	10 years
Parts	5 years	5 years
Accessories	6 months	6 months
Upholstry	1 year	1 year
Labor	2 years	2 years
Coatings	1 year	1 year

* Frame is defined as the welded metal base of the unit and does not include removable parts or coatings. All coatings are covered for one year.

EXCLUSIVE REMEDY

The exclusive remedy for any of the above warranties shall be repair or replacement of defective Parts, or the supply of Labor to cure any defect, per the terms of the Commercial Warranty. The Product must be located within that service provider's service area. Labor will not be covered for products located outside service area.

SERVICE

We take great pride and care into supporting our customers for the duration of ownership of Vision products. The following methods can be used to reach our Customer Tech Support team to report an issue and request service:

PARTS, TECH & WARRANTY SUPPORT	OUT-OF-WARRANTY-SUPPORT
800.335.4348	**888.993.3199**
M – F 8:00 am – 5:00 pm CST	M – F 8:00 am – 5:00 pm CST
info@johnsonfit.com	visionparts@johnsonfit.com

WARRANTY

VISION EXCLUSIONS AND LIMITATIONS

1. This warranty applies only to the original owner and is not transferable.
2. Under no circumstances will Vision Fitness be liable by virtue of this warranty or otherwise for damage to any person or property whatsoever for any special, indirect, incidental, secondary or consequential losses, damages or expenses in connection with exercise products.
3. This warranty is expressly limited to the repair or replacement of a defective Frame, Motor, Electronic component, or Part. Repair or replacement will be at the discretion of Vision Fitness, and is the sole remedy of the warranty.
4. Do not use equipment in any location that is not climate controlled, such as but not limited to garages, porches, poolrooms, saunas, bathrooms, car ports or outdoors. Failure to comply may void the warranty.
5. This warranty does not cover normal wear and tear – including but not limited to: USB port, HDMI port and headphone jack, cuts in upholstery, damage caused externally that is not due to a manufacturer defect, improper assembly or maintenance, or installation of parts or accessories not originally intended or compatible with the Vision Fitness Product as sold.
6. This warranty does not cover damage or failure due to accident, abuse, corrosion, discoloration of paint or plastic, neglect, theft, vandalism, fire, flood, wind, lightning, freezing, or other natural disasters of any kind, power reduction, fluctuation or failure from whatever cause, unusual atmospheric conditions, collision, introduction of foreign objects or intrusion of liquids into the covered unit, or modifications that are unauthorized or not recommended by Vision Fitness.
7. This warranty does not cover damage or corrosion caused by failure to follow recommended cleaning guidelines, including the use of unapproved cleaners, chemicals or solutions.
8. Parts reconditioned to As New Condition by Vision Fitness or its vendors may sometimes be supplied as warranty replacement parts and constitute fulfillment of warranty terms. Any warranty replacement parts shall be warranted for the remainder of the original warranty term.
9. The warranty does not cover damage or equipment failure due to electrical wiring that is not in compliance with applicable electrical codes and Vision Fitness Owner's Manual specifications.
10. Treadmill decks will NOT be replaced unless both surfaces are worn through. Deck & belt replacement limited to one per treadmill. For running deck and belt wear testing and maintenance, please refer to the Treadmill Deck Friction Test document.

This warranty shall NOT apply to the following:

1. Failure to provide reasonable and necessary maintenance as outlined in the Owner's Manual.
2. Software limitations and upgrades.
3. Batteries or other consumable goods.
4. Cosmetic items.
5. Repairs performed on equipment missing a serial number or with a serial number tag that has been altered or removed.
6. Service calls to correct installation of the equipment or instructing on use of equipment.
7. Pick-up, delivery or freight charges involved with repairs.
8. Any labor changes incurred beyond the applicable labor warranty.

Vision Fitness expressly disclaims all other warranties, express or implied, including but not limited to all warranties of fitness for a particular purpose or of merchantability. This warranty gives you specific legal rights, and your rights may vary from state to state.