

## Warranty Information:

for h/p/cosmos running machines (treadmill ergometers) including software, ladder ergometers discovery, sprint trainers comet, unweighting systems airwalk series, parallel bars para walk series, rope trainers robomove series and h/p/cosmos robowalk expander gait trainers.

The following limited warranty applies to the h/p/cosmos product families as stated above.

## Warranty Period:

The warranty period for above stated new products is one (1) year from the documented date of purchase from h/p/cosmos or an h/p/cosmos authorized reseller. The stipulated warranty periods are limited to the territory of Germany. In other countries and for OEM products and for accessories other warranty periods may apply. Contact your local dealer for details of the local warranty periods.

The h/p/cosmos brand products as stipulated above, as supplied and distributed by h/p/cosmos sports & medical gmbh (h/p/cosmos) and delivered new, in the original carton to the original consumer purchaser, is warranted by h/p/cosmos against manufacturing defects in materials and workmanship for the following limited warranty period:

- (a) One (1) Year all Parts (except for the ropes of sprint trainers, unweighting systems, rope trainers robomove and robowalk expander gait trainers) excluding shipment, travel expenses and labour;
- (b) Three (3) Years for Parts (except for pluto treadmill series and except for the ropes of sprint trainers, unweighting systems, rope trainers robomove and robowalk expander gait trainers) excluding shipment, travel expenses and labour);

This extended warranty is applicable only for customers who registered their address with device serial numbers at h/p/cosmos office and with documented maintenance service intervals through h/p/cosmos authorized technician.

- (c) Twenty (20) Years (except for pluto treadmill series) for main treadmill drive motor and main treadmill frame breakage, excluding shipment, travel expenses and labour

This extended warranty is applicable only for customers who registered their address with device serial numbers at h/p/cosmos office and with documented maintenance service intervals through h/p/cosmos authorized technician.

- (d) For warranty conditions outside Germany concerning devices, systems, accessories, traded goods, packing, shipping costs and labour please contact your dealer in your country

## Limited Warranty to Original Purchaser:

(1) h/p/cosmos makes the following limited warranties during the warranty period:

- (a) the Products will function properly under normal use;
- (b) the Products will be free from defects in materials or workmanship;
- (c) the Products will conform to the published specifications; and
- (d) the Products will conform to any additional specifications agreed to in writing by the parties.

- (2) h/p/cosmos warranties do not cover any problem that is caused by:
- (a) forbidden use; accident; abuse; neglect; shock; under-voltage; overvoltage; high voltage peaks or lightning strikes; electrostatic discharge; radiation, interference, heat or humidity beyond product specifications; improper installation; improper operation; improper maintenance or modification; or
  - (b) any misuse contrary to the instructions in the user manual; or
  - (c) lost passwords or lost dongles (hardware keys); or
  - (d) malfunctions caused by other equipment.

Our limited warranties are void if a product is returned with removed, damaged, or tampered labels or any alterations (including removal of any component or external cover). Our warranties do not cover data loss – all customers are advised to back up the contents of your storage medium to a separate storage medium on a regular basis. Also, consequential damages, incidental damages and costs related to data recovery, removal and installation are not recoverable under our warranties.

This limited warranty begins on the original date of purchase, and is valid only on products purchased and used in Germany, and does not include transportation, installation, removal or reinstallation. Warranty repairs must be performed by h/p/cosmos' authorized service centre through from h/p/cosmos certified staff. To receive warranty service, the original dated invoice must be presented upon request as proof of purchase to h/p/cosmos or h/p/cosmos' authorized service centre. Transportation to and from the service centre is the responsibility of the purchaser. h/p/cosmos will repair or replace this product, at our option and at no charge with new or reconditioned parts, if found to be defective during the limited warranty period specified above. The product must be returned during the warranty period with transportation charges prepaid to h/p/cosmos' designated service centre. Prior to returning any product for warranty service, the purchaser must contact h/p/cosmos for problem determination and service procedures. h/p/cosmos does not warrant uninterrupted or error-free operation of the product. All replaced parts and products become the property of h/p/cosmos and must be returned to h/p/cosmos. Replacement parts and products assume the remaining original warranty. This limited warranty covers manufacturing defects in materials and workmanship encountered in normal use of this product and shall not apply to the following, including, but not limited to: damage which occurs in shipment; applications and uses for which this product was not intended; failures or problems which are caused by products or equipment not supplied by h/p/cosmos; accidents, misuse, abuse, neglect, misapplication, fire, water, lightning or other acts of nature; incorrect electrical line voltage, fluctuations or surges; damage caused by improper or faulty installation; improper connection with any peripheral; product alteration or modification; improper or unauthorized repair; cosmetic damage or exterior finish; product with altered serial numbers; failure to follow operating instructions, customer adjustments, maintenance and environmental instructions that are covered and prescribed in the instruction book (operation and service manual); use of non-h/p/cosmos or unauthorized parts, supplies, accessories or equipment which damage this product or result in service problems; failures or problems due to incompatibility with other equipment. No person, agent, distributor, dealer or company is authorized to change, modify or extend the terms of these manufacturer's warranties in any manner whatsoever. The time within which an action must be commenced to enforce any obligations of h/p/cosmos arising under the warranty or under any statute, or law of Germany, is hereby limited to ninety (90) days from the date you discovered or should have discovered the defect. This limitation does not apply to implied warranties arising under state law, if any. h/p/cosmos does not warrant (1) storage medium compatibility with new and existing format storage mediums or (2) error free playback in full compliance with specifications of the compatible storage medium formats, and h/p/cosmos shall not be liable for any data loss recorded in your storage medium. h/p/cosmos' responsibility shall be limited to appropriate warranty services during the warranty period through h/p/cosmos customer care service centre. If you encounter compatibility or data loss problems, please contact h/p/cosmos customer care service centre.

THERE ARE NO EXPRESS WARRANTIES OTHER THAN THOSE LISTED AND DESCRIBED ABOVE, AND NO WARRANTIES WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL APPLY AFTER THE EXPRESS WARRANTY PERIODS STATED ABOVE, AND NO OTHER EXPRESS WARRANTY OR GUARANTY GIVEN BY ANY PERSON, FIRM OR CORPORATION WITH RESPECT TO THIS PRODUCT SHALL BE BINDING ON H/P/COSMOS. H/P/COSMOS SHALL NOT BE LIABLE FOR LOSS OF REVENUE OR PROFITS, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS, OR ANY OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THIS PRODUCT, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED, AND EVEN IF H/P/COSMOS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST H/P/COSMOS BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE PRODUCT SOLD BY H/P/COSMOS AND CAUSING THE ALLEGED DAMAGE. WITHOUT LIMITING THE FOREGOING, PURCHASER ASSUMES ALL RISK AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO PURCHASER AND PURCHASER'S PROPERTY AND TO OTHERS AND THEIR PROPERTY ARISING OUT OF THE USE, MISUSE OR INABILITY TO USE THIS PRODUCT SOLD BY H/P/COSMOS NOT CAUSED DIRECTLY BY THE NEGLIGENCE OF H/P/COSMOS. THIS LIMITED WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THIS PRODUCT, IS NONTRANSFERABLE AND STATES YOUR EXCLUSIVE REMEDY.

### **Customer Service:**

To request warranty service, please contact the place of purchase, or visit our web site ([www.h-p-cosmos.com](http://www.h-p-cosmos.com)) for information on obtaining service or an RMA (Return Material Authorization) number. Submit your phone number, e-mail, address, name, product model, and serial number(s) and an RMA number with all pertinent information will be provided to you for returning product to h/p/cosmos. When you return the product to h/p/cosmos, the product must be properly packaged in original packing with a traceable forwarder and freight prepaid to the return address listed on the RMA. Remember to write the RMA number on the out side of box or the shipment will be refused and returned to you at your cost.

h/p/cosmos, or an authorized h/p/cosmos service centre, will replace your product with a functionally equivalent product. h/p/cosmos will not return your original storage medium if it was part of the delivery and data recovery is not included. It is highly recommended that you backup your data on regular base. Once your product is received at h/p/cosmos, the ownership of the product and all content therein will be transferred to h/p/cosmos.

Please contact h/p/cosmos with any comments or inquiries at [www.h-p-cosmos.com](http://www.h-p-cosmos.com)  
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