

Warranty policy and terms

1. The warranty policy is for Dyaco manufacturer to distributors/SBUs section.
Each distributor can base on this to determine local warranty policy.
If any warranty period exceed the following that should be bear by distributor/ SBUs himself.
2. Suitable brands and models:
2-1 Spirit & Sole whole series for fully commercial club/gym, medical and residential items.
3. Parts warranty: within the range and period of warranty DYACO set, the agents can claim parts compensation according to related regulations or procedure. However, the agents are responsible for labor cost or related charge.
4. Warranty period

4-1 CV Series, Unit: Year

Spirit / Sole / Xterra				
Product Position	Heavy commercial 900 series	Commercial 800 series	Medical	Residential
Frame	5 Based On ETD	1.5 Based On ETD	2 Based On ETD	1 Based On ETD
Motor	2 Based On ETD	1.5 Based On ETD	2 Based On ETD	1 Based On ETD
Electrical/ Drive sets	2 Based On ETD	1.5 Based On ETD	2 Based On ETD	1 Based On ETD
Wear items	2 Based On ETD	1.5 Based On ETD	2 Based On ETD	1 Based On ETD
Painting	1 Based On ETD	1 Based On ETD	2 Based On ETD	1 Based On ETD
Labor	Labor/decide and bear by Sub./Dis.			

- 1) Electrical parts : Incline motor, upper control board (console set, PCB, HR board), Lower control board (MCB, incline power board, inverter), generator, cables, etc.
- 2) Drive sets and other parts : running deck, pulley
- 3) Wear items : Running belt, poly V belt, membrane key, overlay, foam grips, decal, seat pad.

5. Under the following conditions, warranty is effective.

5-1 Applying for warranty or making customer claims

5-1-1 There is no damage caused by customer induce, accidents, misuse, overuse or improper maintenance procedure. In addition, internal components of MCB and motor have never been taken apart or breakdown caused by modification without DYACO service.

5-1-2 All of DYACO products are within their warranty periods

Warranty Policy and Terms for International Partners

5-1-3 Original product serial number is required. If serial number tag is damaged or illegible, DYACO doesn't provide warranty.

5-2 Effectiveness and expiration of warranty depends on serial number.

5-2-1 Warranty period is from the date of serial number being produced.

5-2-2 According to serial numbers of the units, DYACO offers extra 0.5 warranty year for delivery and storage.

5-3 Warranty excludes the damage caused by improper installation or maintenance due to not following instructions in owner's manual and service manual.

5-3-1 Warranty doesn't apply to product failure due to man-made assembling mistakes.

5-3-2 DYACO is under obligation to notify the agents, exclusive of distributors, to follow the maintenance scheme. If the damage is caused by bad maintenance, DYACO doesn't provide any compensation.

5-3-3 The scratch due to assembling and delivering is compensated by offering painting jars.

5-4 Parts warranty doesn't include any charge due to product damage, such as labor cost and allowances for business trips, etc.

5-5 When maintaining the product, DYACO only indemnifies a minimum of changed parts.

6. In warranty shall not apply to:

6-1 Software version upgrades.

6-2 Other hardware and mechanical structure upgrades.

6-3 Breakdown is caused by man-made damage or abnormal operation.

6-4 Products damaged caused by non man-made factors, such as natural calamity, earthquakes, unsteady power supply system, etc.

6-5 The product should be used in appropriate market. If the agents do not follow the appropriate market and misuse the products, DYACO will not provide any compensation.

6-6 Out of warranty period.

7. Other limitations

7-1 The agents have to purchase the spare parts for a minimum quantity (2~3% service parts of shipping container) as service parts. If the agents don't meet this demand, the agents have to pay the shipping cost for any urgency requirement.

7-2 The compensation of the warranty parts should be normally shipped out by sea unless there are special issues.

7-3 If DYACO extends Warranty term, the agents need to carry out the term for customers after receiving the announcement.

7-4 Agents should be bear all of parts cost, shipping cost, labor cost etc., once it's out of warranty.

Damaged product compensation and refund procedure within warranty period

8. Compensation and refund items

A. Console set, PCB or MCB, incline power board, inverter

Agents have to fill out Dyaco Warranty Claim Form, including the description of serial number and damage factors. If electrical parts are taken apart without DYACO's permission DYACO won't provide any compensation. After confirming it, DYACO will give the F.O.C parts to agents. The compensation parts should be shipped by sea.

B. Drive motor and incline motor

Agents have to fill out Dyaco Warranty Claim Form, including the description of serial number and damage factors. After wrapping it, agents send it back to DYACO with the aluminum label. (There is no need to send back the motor and the incline motor). After confirming it, DYACO will give the F.O.C parts to agents. The compensation parts should be shipped by sea.

C. After keeping damaged parts for three months, the agents take care of it by themselves. If there is necessity to analyze it, the agents have to send it back to DYACO.

If refund parts are defined as good ones, DYACO will send back good parts. However, the agent is responsible for shipping cost.

9. Technical Assistance

If the agents have problems with product quality and maintenance, notify DYACO by email. DYACO will reply within one day and provide solutions within seven days.