

Genau Warranty Card

Warranty terms for Genau equipment

This translation was made automatically.

DEAR CUSTOMER

The translation of this section has not been reviewed yet. The official text is in Russian.

We are pleased to welcome you among our customers and congratulate you on purchasing health and fitness equipment from Genau. We are confident that our equipment will become your reliable companion in reaching your fitness goals and maintaining your health. Genau guarantees the high quality and reliability of its products. We strive to offer only the best, which is why all of our equipment comes with a warranty.

WARRANTY TERMS

The translation of this section has not been reviewed yet. The official text is in Russian.

1. The warranty period starts from the date of sale.
2. The warranty covers defects caused by manufacturing faults or defective materials.
3. Warranty service is carried out at authorized service centers.
4. If the product breaks down during the warranty period, the customer must bring this warranty card and the complete product to a service center for diagnostics and repair.
5. If the warranty claim is confirmed, the product will be repaired or replaced free of charge.
6. The warranty does not cover the following cases:
 - mechanical damage caused by improper use or transportation;
 - damage caused by liquids, fire, chemicals or other external factors;
 - failures caused by not following the operating instructions;
 - modifications to the design or repairs carried out by unauthorized persons without the approval of the Service;
 - consumables and components with a limited service life (belts, batteries, etc.).

WARRANTY PERIODS (IN MONTHS)

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Genau equipment	Frame	Motor	Drive components and electronic units*
Treadmills	36	12	12
Elliptical trainers	36	—	12
Exercise bikes	36	—	12
Rowing machines	12	—	12
Inversion tables	24	—	—
Mini trainers	12	12	12
Air humidifiers	12	—	12
Strength machines	12	—	12
Strength accessories	12	—	—

* Drive components and electronic units: deck, running belt rollers, pulley with axle, servo drive, console, electronic control boards (CCB, PCB), heart rate sensors, motor control board (MCB, inverter), generator, flywheel, cables, connecting wires, ribbon cables, cams, strength machine drives: pulley, bearings, bushings, rollers, power units, weight stacks; magnetic resistance system, flywheel, height adjustment locks, pedals.

OTHER WARRANTY CONDITIONS

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- The product must be purchased from an official Genau dealer or through the official website.
- A document confirming the date of purchase is required. This may be an electronic receipt or a proof of delivery.
- The equipment must show no signs of physical impact, tampering, deformation, etc.
- The equipment must show no signs of moisture exposure on internal components and assemblies.
- The warranty does not cover force majeure events (fire, accident, power grid failure, etc.).
- The equipment must be used and maintained in accordance with the user manual. For example: lubricate the treadmill running belt regularly.

Repair Time

The maximum repair time is up to 45 days from the date the unit arrives at the service center.

The warranty has expired — what should I do?

We care about our products no matter when they were purchased. If your equipment breaks down after the warranty has expired, contact our store and we will repair it for less than any third-party service center.

FOR KYRGYZSTAN

The translation of this section has not been reviewed yet. The official text is in Russian.

1. Warranty period

The warranty period for the equipment and its components is given in the “Warranty Periods” table.

The warranty period is calculated in accordance with the legislation of the Kyrgyz Republic.

2. How to make a warranty claim

To receive warranty service, contact the GENAU service department using the contact details given in the manual, the warranty card of the equipment or on the official GENAU website.

When contacting us, please provide the model and serial number of the product, the date of purchase, the order number and delivery date if the product was bought remotely, and describe the fault. If possible, please provide a photo or video showing the fault.

Depending on the nature of the fault, the service department may carry out remote diagnostics, arrange a technician visit, or accept the equipment for diagnostics and repair.

The procedure for remote diagnostics, technician visits, transportation of the product, repair and supply of spare parts is determined by the service department in compliance with the legislation of the Kyrgyz Republic.

3. Diagnostics and repair

Before repair, the service department may carry out a quality check and/or diagnostics of the product to determine the nature and cause of the fault.

If the warranty case is confirmed, defects are eliminated free of charge.

The time limits for quality checks, diagnostics and warranty repair are determined in accordance with the legislation of the Kyrgyz Republic.

Any dispute about the cause of a defect is resolved in accordance with the legislation of the Kyrgyz Republic.

4. Cases not covered by the warranty

Unless otherwise specified by the manufacturer for a particular model, GENAU fitness equipment is intended for home (household) use.

The warranty does not cover defects that are found to have arisen after the product was handed over to the consumer as a result of:

- use of the equipment for commercial, public or other purposes not consistent with its intended use, including in fitness clubs, gyms, hotels, sanatoriums, organisations, public places or for providing paid services;
- violation of the operating instructions, storage or transportation rules;
- use of the product for purposes other than intended;
- exceeding the maximum permissible load set by the manufacturer;
- mechanical damage or other external impact;
- liquids, foreign objects or substances getting inside the equipment;
- violation of the connection requirements or power supply parameters;
- self-repair, disassembly, modification of the design or of the software/technical parameters of the equipment, if such actions caused the fault;
- interference by third parties not authorised by the seller or manufacturer to carry out such work, if such interference caused the fault;
- force majeure;
- other causes that arose after the product was handed over to the consumer and are not related to product defects for which the seller, manufacturer or authorised organisation is responsible under the legislation of the Kyrgyz Republic.

The cause of the fault is determined based on the results of a quality check, diagnostics and, if necessary, an expert examination in accordance with the legislation of the Kyrgyz Republic.

5. Returns and exchanges

Returns and exchanges of products of proper and improper quality are carried out in the manner and within the time limits set by the Law of the Kyrgyz Republic “On Consumer Rights Protection” and other applicable regulations of the Kyrgyz Republic.

To arrange a return or exchange, contact the seller using the contact details given in the manual, the warranty card of the equipment or on the official GENAU website.

Service contacts

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