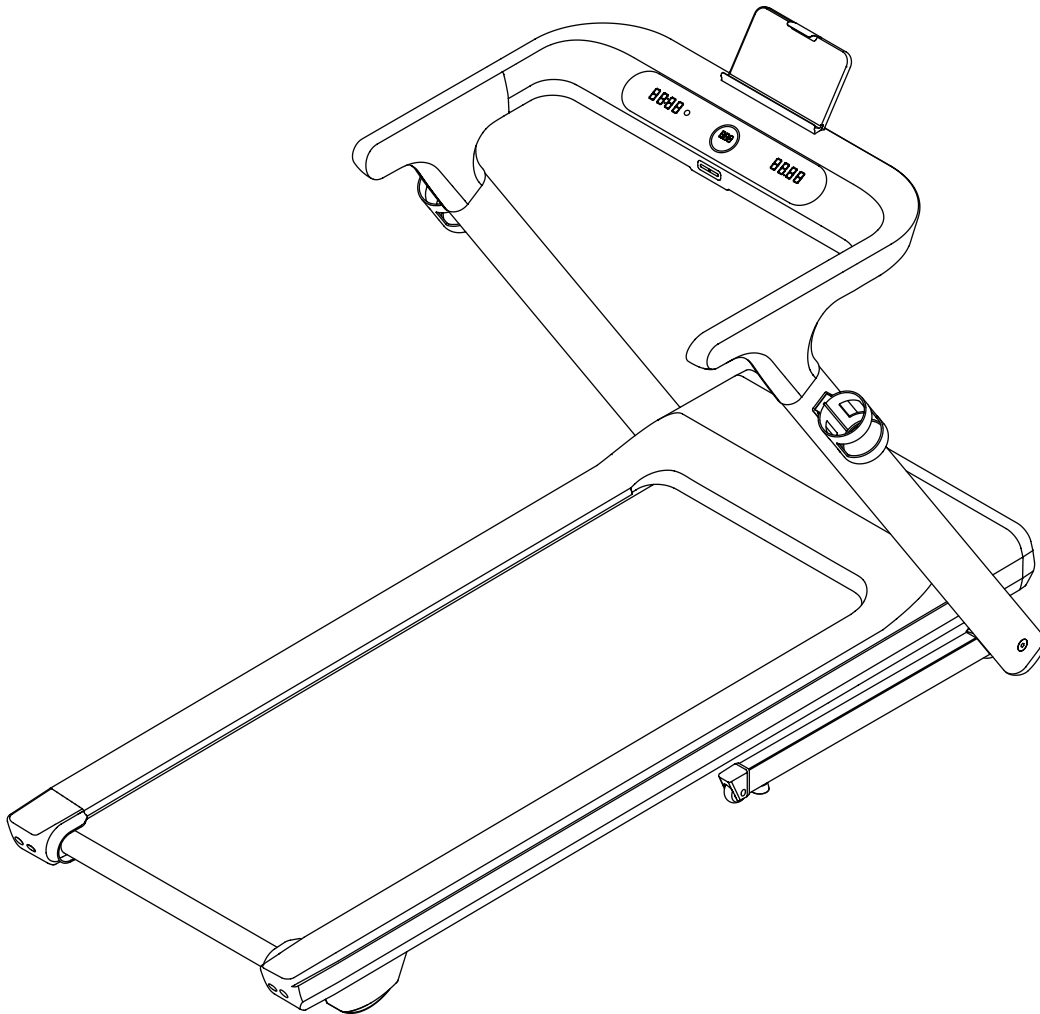


USER MANUAL

START HERE

TREAD 3 | **MOTORIZED TREADMILL**



Record Serial Number Here

Health in Motion LLC
80003-V2023-10-17

CONGRATULATIONS

Welcome to the Inspire Fitness Family. You've just taken the first step to a healthier and stronger body. This Tread 3 motorized treadmill by Inspire Fitness offers the key to unlocking your body's potential. Regular training on a Treadmill has been shown to deliver a host of benefits including: increased muscle tone, decreased body fat, improved energy levels, and a reduction in stress. Congratulations, you are on your way to improving your self image, overall health, and quality of life.

BEFORE ASSEMBLING YOUR TREAD 3

IMPORTANT: Read this entire manual before attempting to build or use this machine. This manual contains step by step instructions for proper assembly.

Use the parts list included in this manual to verify that all parts are accounted for before assembly. If any parts are missing, contact Inspire Fitness Support for replacement parts through email, by phone or through chat.

This Inspire Fitness Tread 3 Treadmill is intended for indoor, home use only. Rust can form on certain parts in a humid environment, resulting in impaired function.

CONTACT US FOR HELP

Service of your Tread 3 Treadmill should only be performed by an Inspire Fitness Authorized Servicer. Service performed by anyone else can result in loss of warranty. If you need help finding an Inspire Fitness Authorized Servicer, please contact us directly:



Email

Hello@centr.com



Phone

+1 877-738-1729 (US Only)

+1 714-738-1729 (Global)

Mon-Fri 8am-5pm PT - UTC-7h/8h

Support is provided in English and Spanish



Chat

www.inspirefitness.com

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IMPORTANT SAFETY INSTRUCTIONS

SAVE THESE INSTRUCTIONS

This treadmill is built for optimum safety. However, certain precautions apply whenever you operate a piece of exercise equipment.

WARNING: Before using this treadmill, all users must read, understand, and carefully follow all warnings, instructions, and procedures on the treadmill and in this User Manual.

DANGER: To reduce the risk of electrical shock, always unplug this treadmill from the electrical outlet before cleaning or attempting any maintenance activity.

WARNING: To reduce the risk of burns, fire, electric shock, or injury to persons:

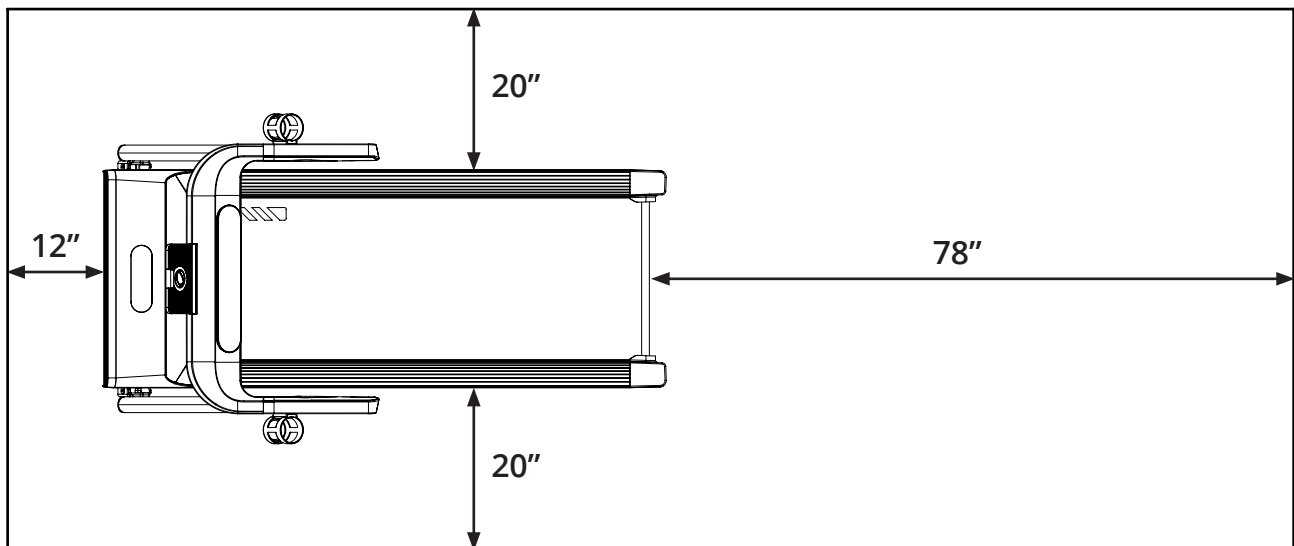
1. **Consult your physician before beginning any exercise program.**
2. The treadmill should never be left unattended when plugged in. Unplug from outlet when not in use, and before service or maintenance.
3. **DO NOT** operate the treadmill while being covered with a blanket, plastic or anything that insulates or stops airflow. Excessive heating can occur and cause fire, electric shock, or injury to persons.
4. Always keep children and pets away from the treadmill. **DO NOT** leave children unattended in the same room with the treadmill.
5. Only one person at a time should use the treadmill.
6. Use the treadmill only for its intended use as described in this manual. **DO NOT** use attachments not recommended by Inspire Fitness.
7. Never operate the treadmill if it has a damaged power cord or electrical plug, if it is not working properly, if it has been dropped or damaged, or partially immersed in water. Contact Inspire Fitness customer service.
8. Keep the power cord away from heated surfaces. Do not pull the treadmill by the power cord or use the cord as a handle. Do not run the power cord under or along the side of the treadmill.
9. Never operate the treadmill with the air openings blocked. Keep air openings free of lint, hair or any obstructing material.
10. Never insert objects into any openings in this treadmill. If an object should drop inside, turn off the power, unplug the power cord from the outlet and carefully retrieve it. If the item cannot be reached, contact Inspire Fitness customer service.
11. Do not use this treadmill outdoors, near water, while wet, or in areas of high humidity.
12. Do not use this treadmill in areas where aerosol spray products are being used or where oxygen is being administered. Such substances create the danger of combustion and explosion.
13. To disconnect, turn power OFF at the ON/OFF switch, then remove plug from electrical outlet.
14. Connect this treadmill to a properly grounded outlet only. See Grounding Instructions, page 8.
15. If the user experiences dizziness, nausea, chest pain, or any other abnormal symptoms, **STOP** the workout at once.
CONSULT A PHYSICIAN IMMEDIATELY.
16. This treadmill is intended for consumer home use only. Do not exceed maximum user weight of 300 lbs (136 kg).
17. Inspect the treadmill for incorrect, worn, or loose components and then correct, replace, or tighten prior to use.
18. Always wear appropriate workout clothing when exercising. **DO NOT** wear robes or other loose clothing that could become caught in the treadmill. Running or training shoes are also required when using the treadmill.
19. Care should be used when mounting or dismounting the treadmill.
20. Read, understand, and test the emergency stop procedures before use.
21. Keep hands away from all moving parts.
22. Keep the top side of the moving surface clean and dry.
23. Disabled persons should not use the machine without a qualified person or physician in attendance.
24. Before using the machine to exercise, always do stretching exercises to properly warm up.
25. Position the treadmill on a flat and solid surface, and do not block any openings or vents in the floor.
26. **DO NOT** place any sharp objects around the machine.

IMPORTANT SAFETY INSTRUCTIONS

WARNING: BEFORE BEGINNING ANY EXERCISE PROGRAM, CONSULT YOUR PHYSICIAN. THIS IS ESPECIALLY IMPORTANT FOR INDIVIDUALS OVER THE AGE OF 35 OR PERSONS WITH PRE-EXISTING HEALTH PROBLEMS. READ ALL INSTRUCTIONS BEFORE USING ANY FITNESS EQUIPMENT. Health In Motion, LLC. DOES NOT ASSUME ANY RESPONSIBILITY FOR PERSONAL INJURY OR PROPERTY DAMAGE SUSTAINED BY OR THROUGH THE USE OF THIS PRODUCT.

SPACE REQUIREMENTS

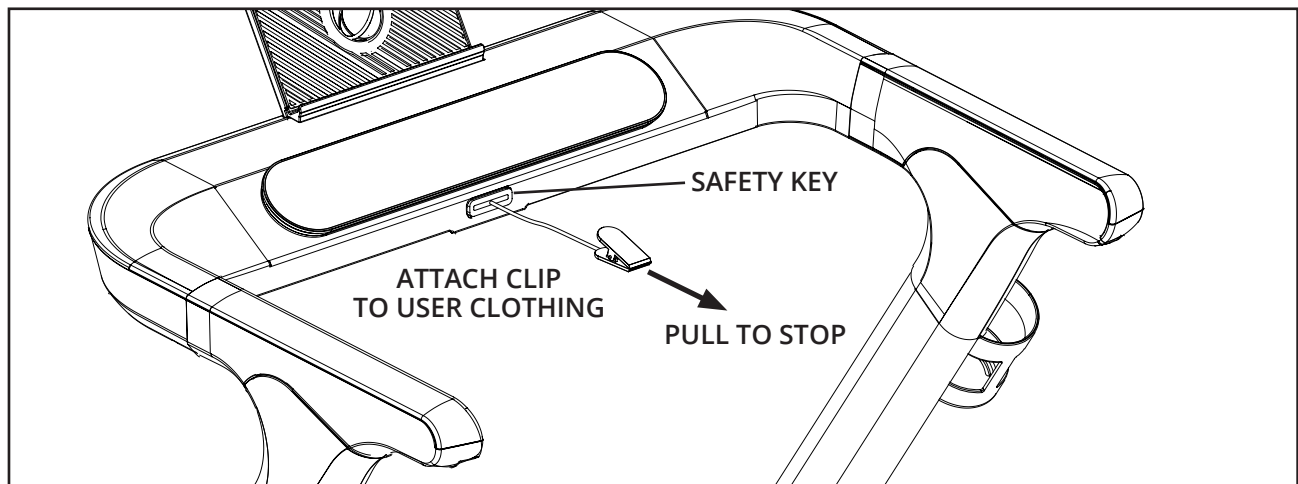
This treadmill requires a minimum amount of floor space to safely operate. Keep a minimum open area of 78" (2m) behind the treadmill, and 20" (0.5m) on both sides.



USE OF SAFETY KEY

This treadmill is designed with a non-removable Safety Key and the treadmill will not operate if the Safety Key is pulled out in the STOP position. The console display screen will reset once the Safety Key is pushed back in place.

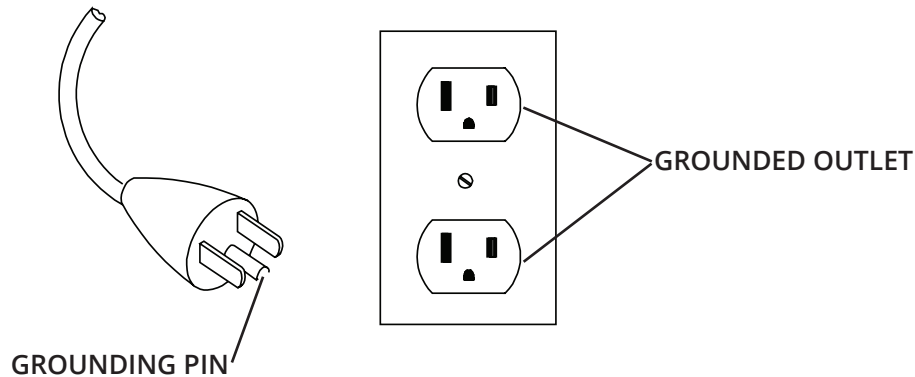
WARNING: The Safety Key red clip should be attached to the user's clothing directly in front of the Safety Key. In case of emergency, pull out the Safety Key to immediately stop the belt and shut off the treadmill.



GROUNDING INSTRUCTIONS

This product must be grounded. If it should malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This treadmill is equipped with a cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

DANGER: Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or serviceman if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the treadmill, if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

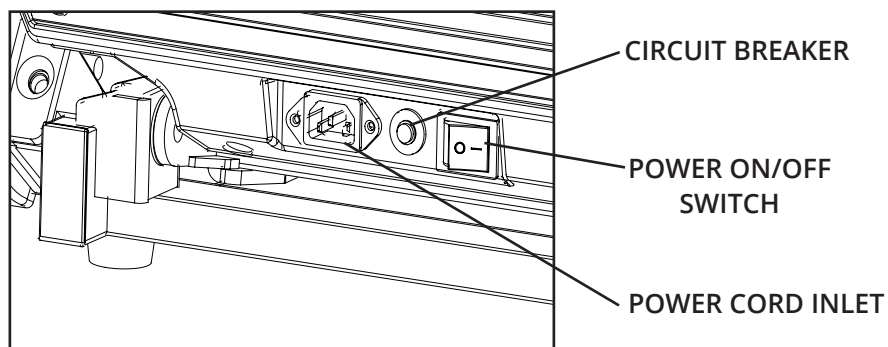


This treadmill is intended for use on a nominal 100-120V circuit and has a grounding plug that looks like the plug illustrated above. Make sure the treadmill is connected to an outlet have the same configuration as the plug. **No extension cord or adapter should be used for this treadmill.**

POWER REQUIREMENTS

WARNING:

1. This treadmill requires a power source of 15 Amps (100 - 120V) in order to properly operate. For your safety, as well as the safety of others, please verify that the power source is correct before plugging in the treadmill. Any power source above or below this grade could cause significant damage to the treadmill and or user.
2. Never use a ground fault circuit interrupt (GFCI) wall outlet with this treadmill. Route the power cord away from any moving part of the treadmill, including the elevation mechanism and transport wheels.
3. Never operate the treadmill using a generator or UPS power supply.
4. Never remove any cover without first disconnecting AC power.



WARNING AND SERIAL NUMBER LABELS

⚠ WARNING
Protect yourself and others from risk of serious injury or death. Read the user's manual and:

- Never allow children on or around the treadmill.
- Disconnect the power when not in use.
- Stand only on the side rails when starting or stopping treadmill.
- Change speed in small increments.
- Hold handrails to prevent falling, and always wear the safety clip while operating the treadmill.
- Stop if you feel faint, dizzy, or short of breath.
- Incline should be set to zero before folding the treadmill into the storage position.
- Over exercising may result in serious injury or death.

• Keep clothing, fingers, and hair away from moving parts.

• Never try to adjust or fix the belt while it is moving.

• Always wear athletic shoes while operating the treadmill.

103110 V09192023

⚠ Warning

Maximum User Weight **136 kg / 300 lb**

80001-V2023-10-10

⚠ WARNING

Heart rate monitoring system may be inaccurate. Over exercising may result in serious injury or death. If you feel faint stop exercising immediately.

103101 V09192023



⚠ WARNING

Attach the safety clip to your clothing when the treadmill is in use.

103106 V09192023

⚠ WARNING

PINCH POINTS

80002-V2023-10-10

DO NOT PLACE YOUR HAND NEAR OR BETWEEN THE REAR END CAP & REAR ROLLER!

DO NOT STAND ON THE REAR END CAPS! ALWAYS WEAR SHOES WHEN USING THE EQUIPMENT.

103102 V09192023

CAUTION RISK OF INJURY

TO AVOID INJURY, STAND ON THE SIDE RAILS WHEN STARTING THE TREADMILL.

READ USER MANUAL BEFORE USE.

RUNNING BELT ADJUSTMENT

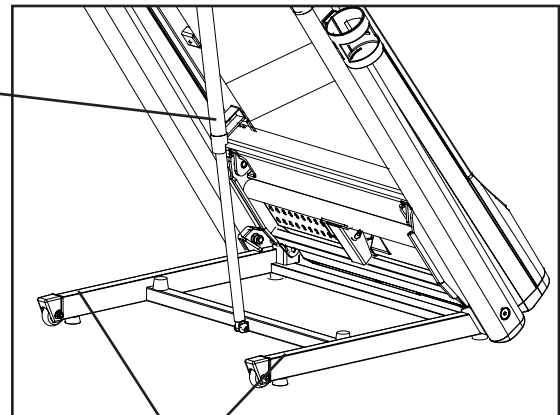
LOOSEN TIGHTEN

TO ADJUST RUNNING BELT USE ALLEN WRENCH

103109 V09192023

While gently pulling the treadmill deck downward, use your foot to firmly press against the cylinder to release the lock and lower the treadmill into position.

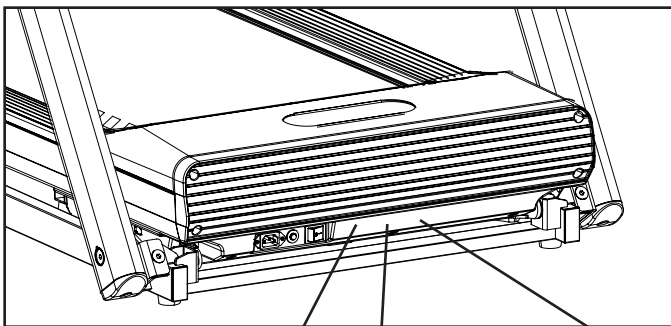
103105 V09192023



⚠ CAUTION

KEEP HANDS AND FEET AWAY FROM THIS AREA WHILE THE TREADMILL IS RUNNING.

103102 V09192023



⚠ WARNING

HAZARDOUS VOLTAGE. Contact may cause electrical shock or burn. Turn off power switch on unit and unplug cord from wall power before servicing.

103108 V09192023

INSPIRE

Health in Motion LLC
 255 Airport Circle Ste 101, Corona CA 92880
 www.inspirefitness.com

MADE IN CHINA

103103 V09192023

HEALTH IN MOTION, LLC
 255 AIRPORT CIR STE 101 CORONA, CA 92880

SERIAL NO. / NO DE SÉRIE / N.º DE SÉRIE:

XXXX.X-XXX-X-XX-XX-XXXXXX

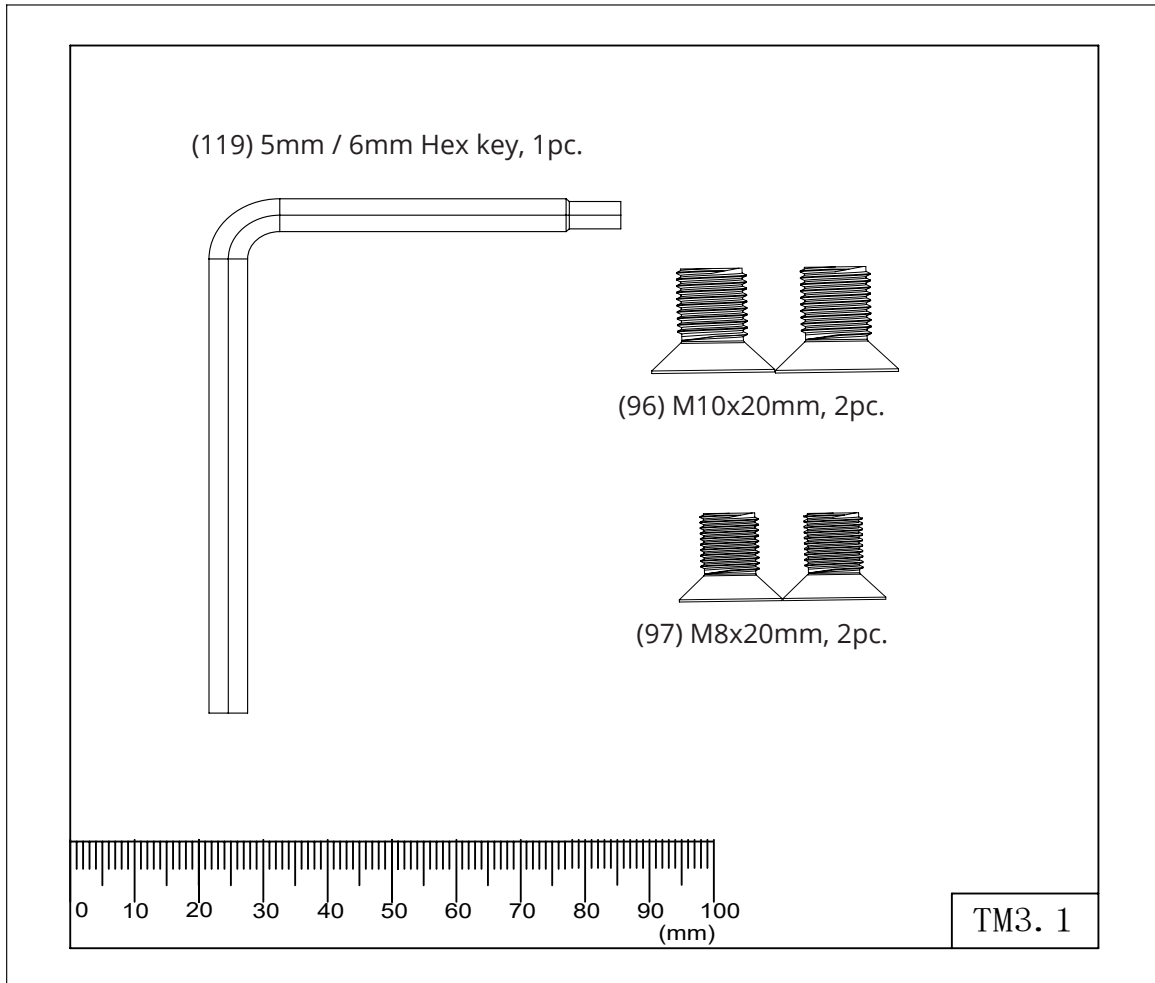
MODEL / MODELE / MODELO: XXXX

SALES AND SERVICE / VENTE ET SERVICE / VENTAS Y SERVICIO: +1 714-738-1729

MADE IN CHINA / FABRIQUÉ EN CHINE / HECHO EN CHINA

V10102002

ASSEMBLY HARDWARE KIT

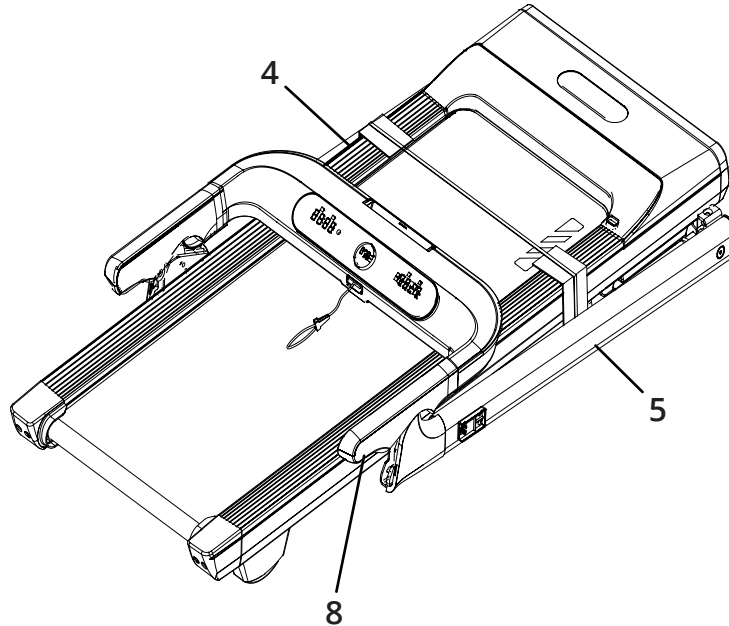


ASSEMBLY INSTRUCTIONS

It is recommended to have at least 2 people for unboxing and assembling the treadmill.

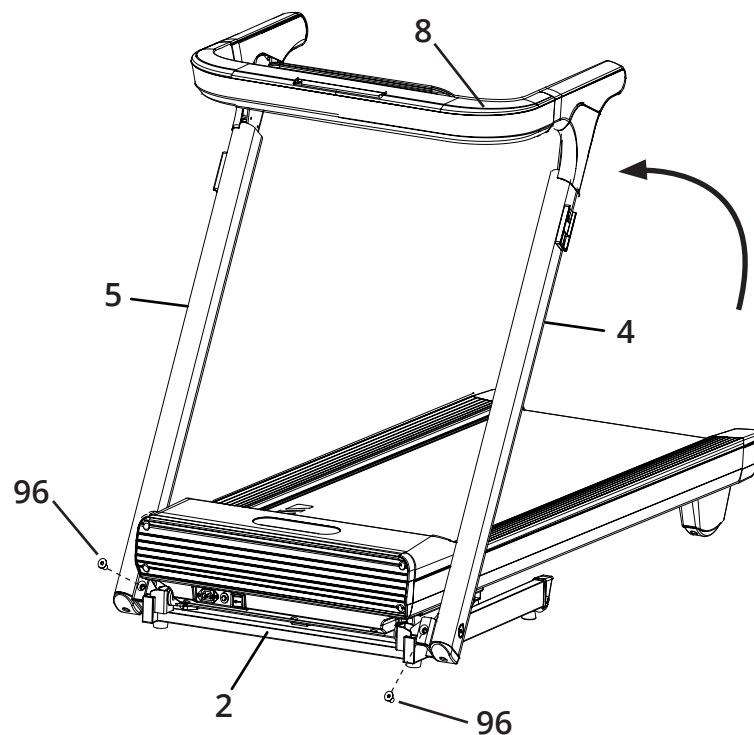
STEP 1

Remove the treadmill base from the carton and place it on flat ground. Cut the packing strap that connects the treadmill deck to the lift mechanism.



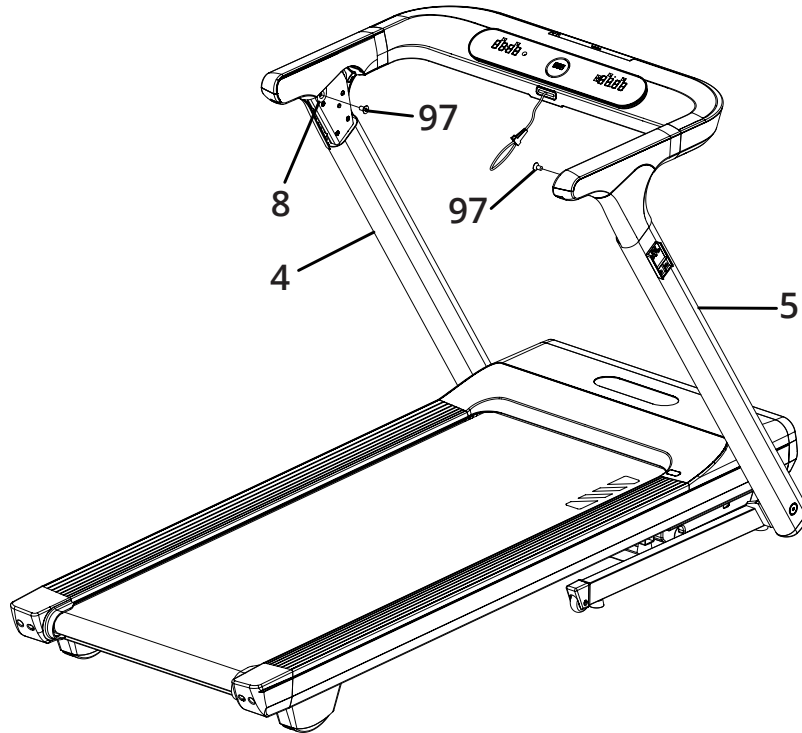
STEP 2

Lift the Left (4) and Right (5) Upright tubes and set into place in treadmill base (2). Secure with two M10x20mm screws (96), using the 6mm Hex Key (119). Use caution when lifting the uprights as the Console assembly (8) is loose. **DO NOT TIGHTEN THE HARDWARE AT THIS TIME.**



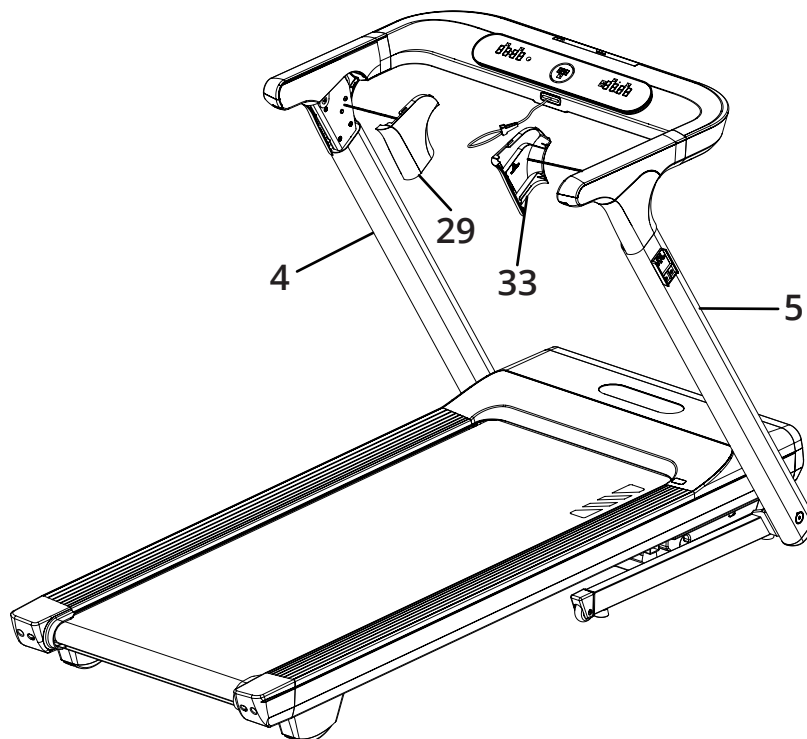
STEP 3

Rotate the Console assembly (8) so it is in a horizontal position and secure to the Left (4) and Right (5) Upright tubes with two M8x20mm screws (97). Fully tighten screws (96) and (97) from STEP 2 and STEP 3 using the Hex Key (119).



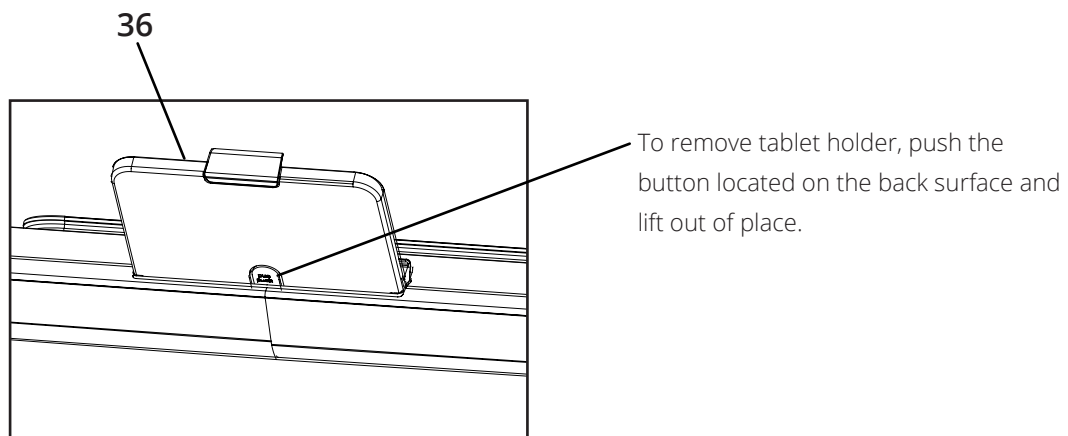
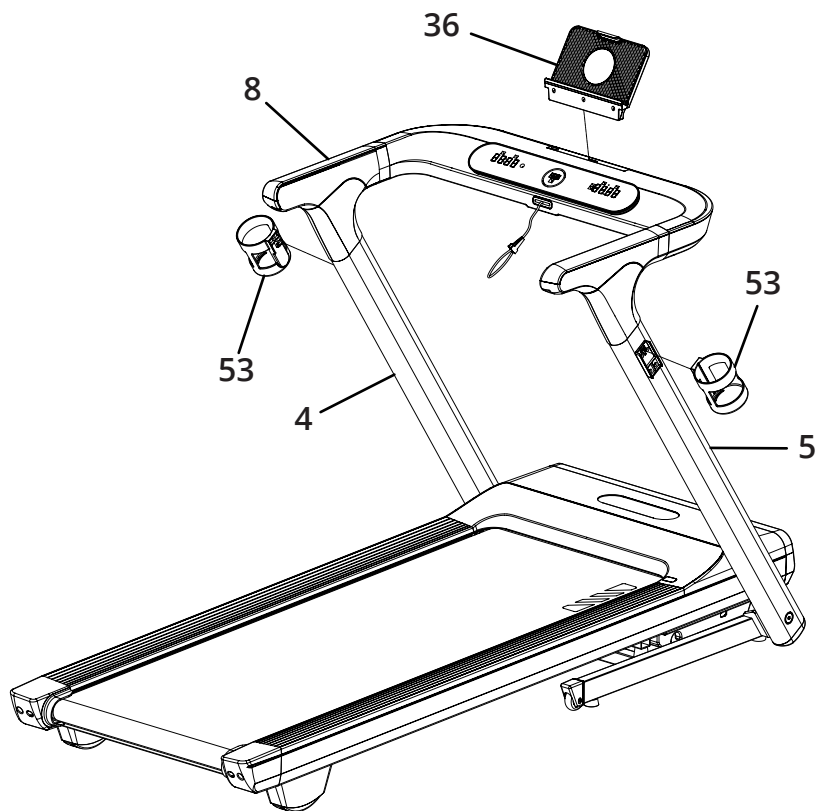
STEP 4

Attach the Left (29) and Right (33) Upright Inner Covers to the Left (4) and Right (5) Upright tubes by pressing into place.

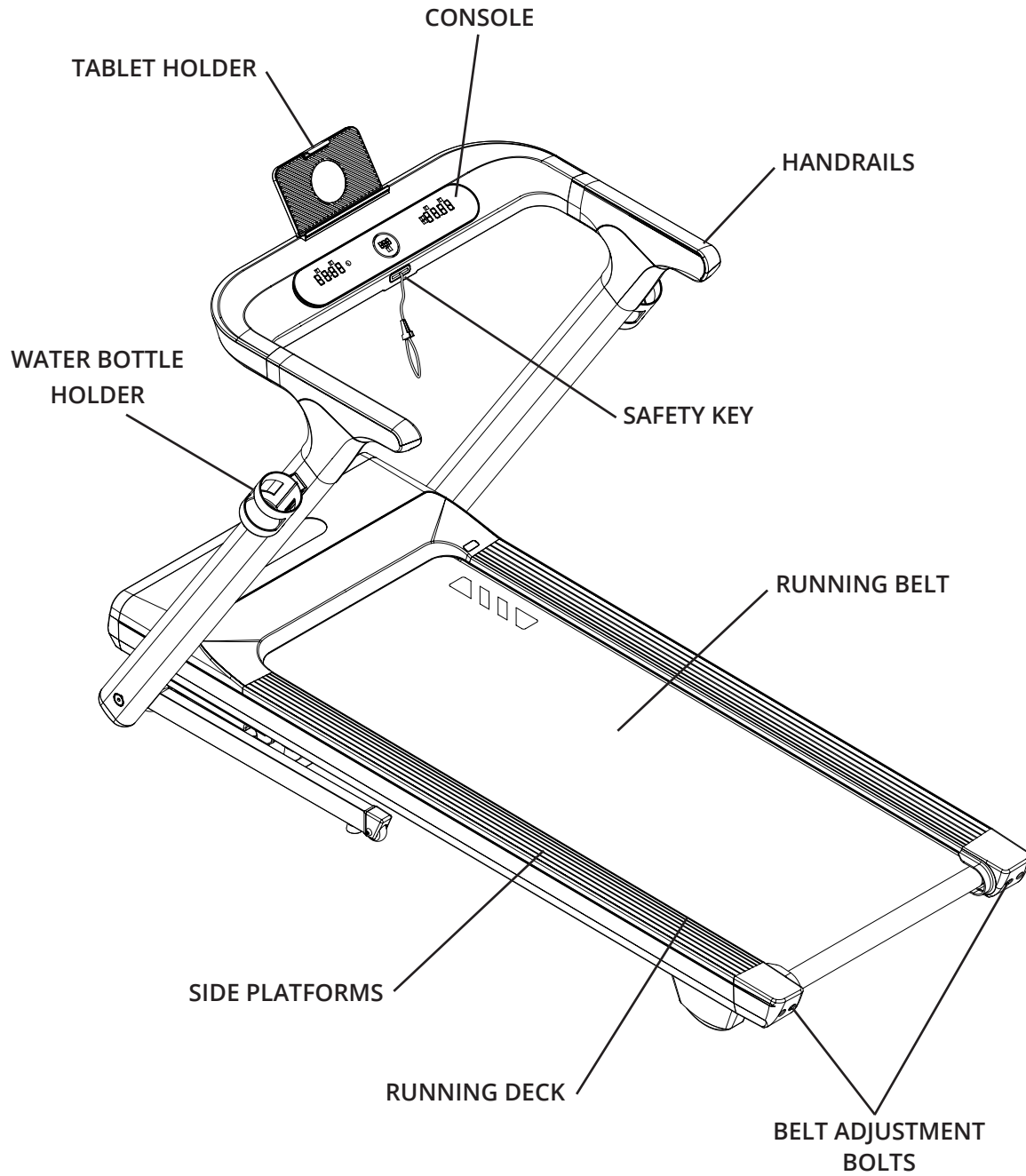


STEP 5

Install the water bottle holders (53) and tablet holder (36) onto the Left (4) and Right (5) Upright tubes and Console assembly (8). Connect power cord to a grounded outlet and power on the treadmill with the On/Off switch.



FEATURE OVERVIEW



BEFORE YOU BEGIN

This treadmill is built for optimum safety. However, certain precautions apply whenever you operate a piece of exercise equipment.

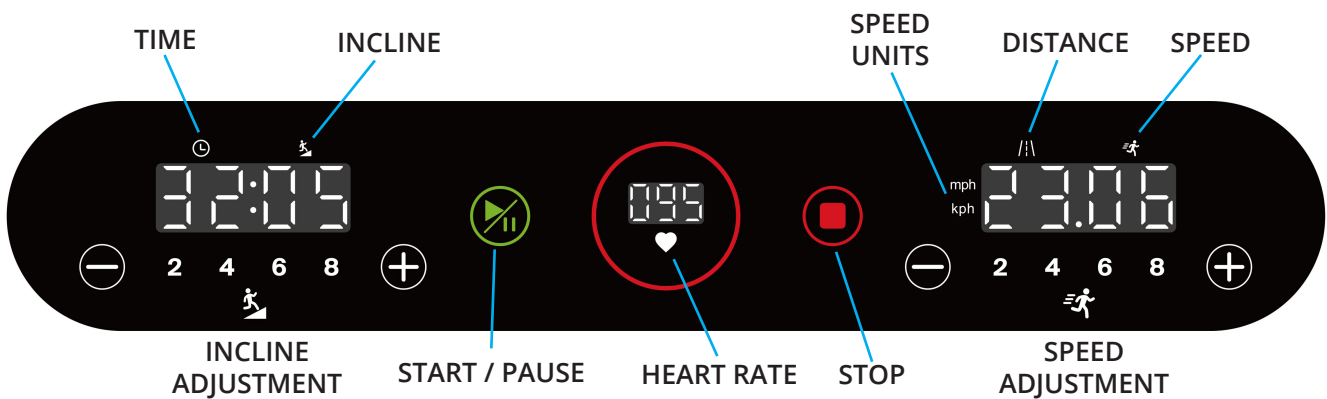
WARNING: Before using this treadmill, all users must read, understand, and carefully follow all warnings, instructions, and procedures on the treadmill and in this User Manual. The user is required to perform a complete visual inspection, and test of the features and functions of the assembled treadmill prior to use.

CAUTION:

1. To avoid injury, use extreme caution when stepping onto or off of a moving belt.
2. Changes in speed do not occur immediately. Set your desired speed using the adjustment keys on the console. The speed will increase gradually.
3. While on the treadmill, move with caution as distractions may cause you to lose balance and stray from walking in the center of the belt, which may result in serious injury.
4. The treadmill starts at very low speed. To begin use, hold onto the handrails and stand on the side platforms while it starts up, then step onto the belt once it's in motion.
5. Always hold the handrail when changing settings on the console.

CONSOLE OVERVIEW

NOTE: The console control keys are precisely set and require very little finger pressure to use. To avoid damaging these keys, do not use excessive pressure when operating these controls. For best performance of the touch buttons, regularly clean the console surface.



START / PAUSE: Push this button to START a workout. The console will do a 3 second countdown and then the belt will begin to move. When the belt is moving, push the button again to PAUSE your workout. When in PAUSE, both SPEED and INCLINE will change to 0. Press again to exit PAUSE and resume your workout.

STOP: Push this button at anytime to STOP the workout. If in PAUSE state, push the STOP button to enter STANDBY state.

INCLINE ADJUSTMENT: Press 2, 4, 6, or 8 INCLINE preset button to directly move to that INCLINE running grade. Use the +/- buttons to adjust the INCLINE between 0 and 12. Hold either + or - key for 0.5 seconds to quickly change the INCLINE.

SPEED ADJUSTMENT: Press 2, 4, 6, or 8 SPEED preset button to directly move to that SPEED. Use the +/- buttons to adjust the SPEED between 0 and 10mph / 16kph. Hold either + or - key for 0.5 seconds to quickly change the SPEED.

The default speed and distance units are mph / miles, but can set to kph / km. To change between the two, hold down the "8" Incline button and the "8" Speed button at the same time for 2 seconds until you hear a beep.

CONSOLE MODES

INITIAL POWER ON: After the On/Off power switch is turned on, all segments and icons on the Console will light up for 2 seconds, then it will enter STANDBY state.

STANDBY: INCLINE and SPEED will both be set to 0 and the HR circle will blink yellow for 1 minute as it searches for a HR device. If after 5 minutes of no activity, the backlight will flash Green for 30 seconds. After 5 more minutes of no activity, the backlight will flash Green for 30 seconds before entering SLEEP state, and all console lights will turn off.

RUNNING: When in STANDBY state, press the START / PAUSE button to begin your workout. The console will do a 3 second countdown and then the belt will begin to move at the minimum SPEED of 1.0 mph. Press the STOP button to end your workout and the PAUSE button to enter PAUSE state. Note: After 1 minute, if the belt is moving and the motor does not detect a user on the belt, it will automatically exit RUNNING mode and enter STANDBY.

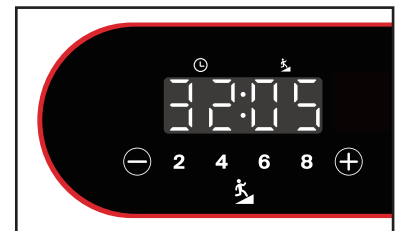
The light around the perimeter of the console will show 3 different colors based on the current speed of the treadmill (see images below).



GREEN: 1.0 - 3.7mph



ORANGE: 3.8 - 6.2mph



RED: 6.3 - 10.0mph

PAUSE: In PAUSE state, the INCLINE and SPEED with both be set to 0. Push START / PAUSE button to resume workout and STOP to end your workout and enter STANDBY state. The workout will resume at a speed of 1.0 mph / kph.

SLEEP: This state is to save power when not using the treadmill. Press any key on the Console to exit SLEEP state and return to STANDBY state.

HEART RATE DEVICE

This console will connect to the optional HR chest strap or any other similar device that uses BLE protocol. When first turning on the treadmill, the circle around the HR metric will blink orange for 1 minute while it searches for a signal. If at anytime a signal is found, the Heart icon will turn on, the Heart BPM will be shown, and the circle will display a different color based on the BPM range.

HR BPM

Heart Icon will turn on when a HR device is found

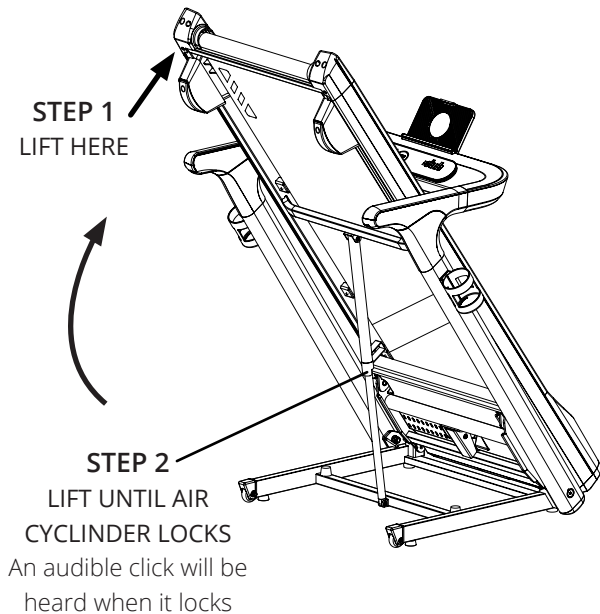
BLUE: LESS THAN 80 BPM
GREEN: 81-100 BPM
YELLOW: 101-120 BPM
ORANGE: 121-140 BPM
RED: MORE THAN 141 BPM

FOLDING AND MOVING INSTRUCTIONS

This treadmill is designed to be folded when not in use, to save floor space and allow for easy transport.

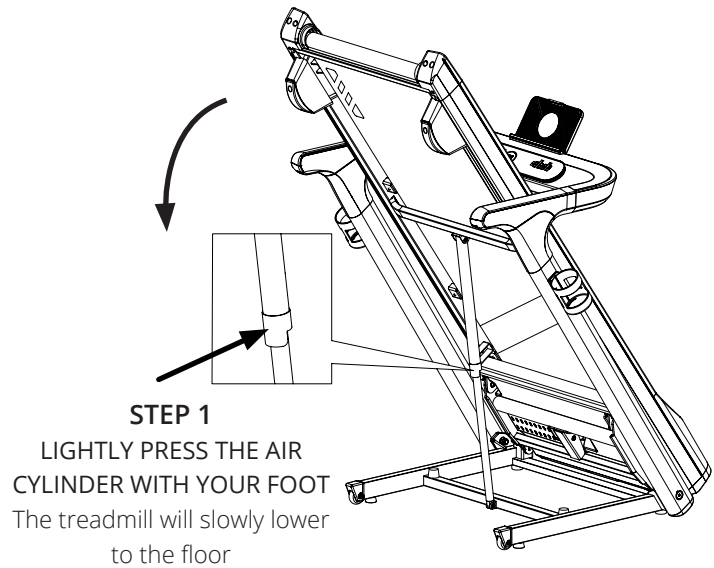
FOLDING

Before folding the treadmill, ensure that the Incline is set to 0, the Power switch is in Off position, and the power cord is removed from the outlet.



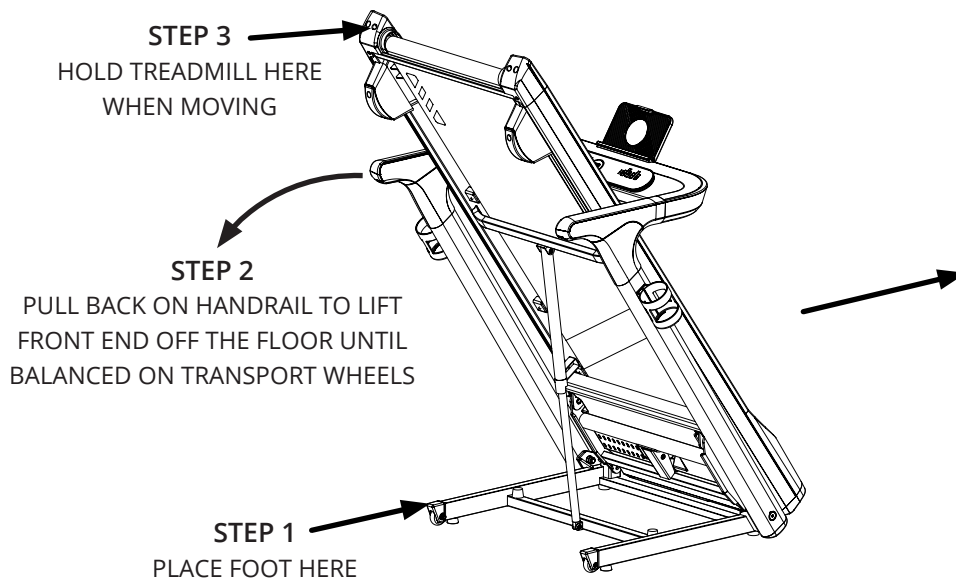
UNFOLDING

Before unfolding the treadmill, ensure that the floor space under the treadmill is free of any objects.



MOVING

Before moving the treadmill, please ensure that it has been properly folded, and that power cord is disconnected.



MAINTENANCE & CARE

General cleaning will help prolong the life and performance of the treadmill.

- Keep the treadmill clean and maintained by dusting the components on a regular basis.
- Clean the side platforms and the visible portion of the running deck to prevent debris from accumulating underneath the running belt. Debris under the running belt will degrade the performance and prematurely wear out the running belt and deck.
- Keep your running shoes clean so that debris does not accumulate underneath the running belt.
- Clean the surface of the running belt with a clean damp cloth.
- Regularly inspect the product for loose hardware.
- The moving parts should turn freely and quietly. Abnormal moving parts will affect the safety of the equipment.
- To prolong the treadmill life, it is suggested that the product be powered off for at least 10 minutes for every 2 hours of use.
- Power off the treadmill when not in use.
- It is recommended to place the treadmill on a qualified treadmill mat that is slightly larger than the treadmill base. This will help protect your product from accumulating dust, debris and carpet fibers which can affect the performance and longevity of your treadmill.

ADJUSTING THE RUNNING BELT

The running belt is properly adjusted at the factory but may loosen or change over time. It is important to properly adjust the running belt so it has the right tension and is centered on the deck, without drifting to one side.

RUNNING BELT TENSION

To check the running belt tension, pull up on the running belt in the middle of the running surface, and the running belt should lift off the running deck between 2-3 inches. If the running belt is too tight, this will negatively affect the motor's performance and also create more friction between the roller and running belt. When the running belt is too loose, it may not move smoothly with the motor.

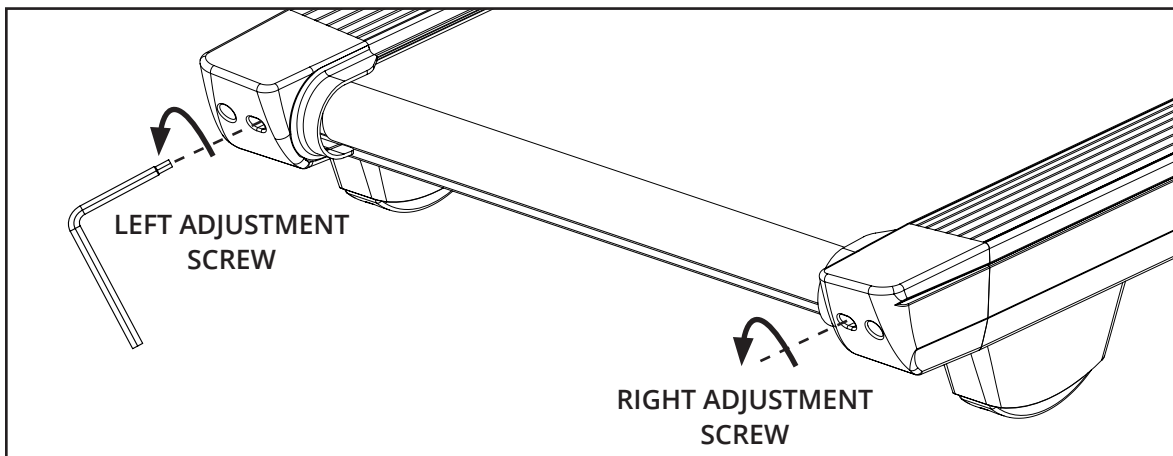
RUNNING BELT CENTERING

To check the centering of the running belt, set the Incline to 0 and set the Speed to 3.0 mph. Watch the belt to see if it moves all the way to the left or right on the running deck. If properly centered, the belt should be centered on the running deck and the side platforms. If the running belt is not properly centered, this will cause premature running belt failure.

To adjust the running belt tension or centering, use the included Allen wrench and use this table to know which adjustment screw to turn. Repeat the steps given in the table until it is properly adjusted.

BELT ADJUSTMENT	LEFT ADJUSTMENT SCREW	RIGHT ADJUSTMENT SCREW
TOO TIGHT	1 TURN CCW	1 TURN CCW
TOO LOOSE	1 TURN CW	1 TURN CW
SHIFTED TO THE LEFT	1/4 TURN CW	1/4 TURN CCW
SHIFTED TO THE RIGHT	1/4 TURN CCW	1/4 TURN CW

CW =CLOCK-WISE CCW = COUNTER CLOCK-WISE



LUBRICATING THE RUNNING BELT

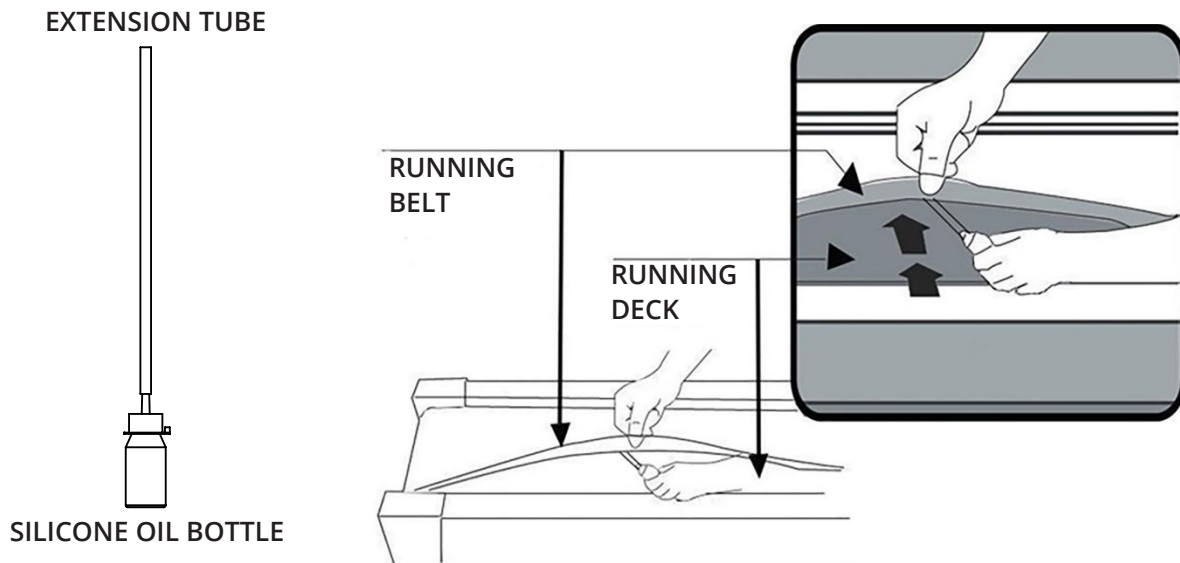
IMPORTANT NOTE: This treadmill does come pre-lubricated from the factory, but it is recommended to check your running belt and deck before first use as the silicone oil can dry over time. If the running belt and deck appear dry, then follow the steps below.

Lubricating the running deck and belt is essential as the friction between the two affects the life span and function of the treadmill. Therefore, it is suggested the the running belt and deck be inspected regularly.

WARNING: Always unplug the treadmill from the electrical outlet before cleaning, lubricating or repairing the unit.

Follow these instructions to lubricate the running belt and deck:

1. Attach the extension tube to the bottle of lubricant. This extension tube allows you to evenly apply lubricant across the entire width the of the running belt and deck.
2. Raise the running belt up on one side and evenly apply lubricant across the width of the running deck. Ideally, the lubricant should be applied where the feet contact the deck when running, as this is where it is most needed. Use a rag to thoroughly wipe the lubricant over the running deck. Repeat this process to the other side.



RECOMMENDED LUBRICATION SCHEDULE	
LIGHT USE (LESS THAN 3 HOURS / WEEK)	EVERY 6 MONTHS
MEDIUM USE (3 - 5 HOURS / WEEK)	EVERY 3 MONTHS
HEAVY USE (MORE THAN 5 HOURS / WEEK)	EVERY 2 MONTHS

TROUBLESHOOTING

When the treadmill electronics detect a problem or a potential problem, the HR window in the center of the console will display one of the Error Codes in the following table.

WARNING: Always unplug the treadmill from the electrical outlet before cleaning, lubricating or repairing the unit.

ERROR CODE	POSSIBLE SOLUTION(S)
E00 - No Error	Reset the power using the On/Off switch
E01 - Motor Overload	<ol style="list-style-type: none"> 1. Motor current exceeds load rating. To prevent damaging the motor, the system will restart. 2. A part of the treadmill is stuck, causing a the motor to shut off. Check for parts that are not moving normally and also trying adding running belt lubrication. 3. If you smell burning when the motor runs, or an unusual motor sound, the motor may need replacement. 4. The motor control board may need replacement.
E02 - Motor Hall Sensor Error	<ol style="list-style-type: none"> 1. Check that the motor cable is properly connected. 2. Replace the motor or motor control board.
E03 - Motor Control Board Overcurrent	<ol style="list-style-type: none"> 1. Motor current exceeds load rating. To prevent damaging the motor, the system will restart. 2. Check that the power cord and motor connection are properly connected. 3. Replace the motor control board.
E04 - Phase Loss	<ol style="list-style-type: none"> 1. Check that the motor cable is properly connected. 2. Replace the motor. 3. Replace the motor control board.
E05 - Undervoltage	<ol style="list-style-type: none"> 1. Check that the input power supply voltage is normal. 2. Check if the power cord is loose.
E06 - Overvoltage	<ol style="list-style-type: none"> 1. Check that the input power supply voltage is normal.
E08 - Motor Control Board Error	<ol style="list-style-type: none"> 1. Check that the power cord and motor connection are properly connected. 2. Replace the motor control board.
E16 - Incline Adjustment Error	<ol style="list-style-type: none"> 1. Check that the incline adjustment motor cable is properly connected. 2. Reset the power using the On/Off switch. 3. Re-calibrate the incline motor.
E17 - Lift Motor Calibration Error	<ol style="list-style-type: none"> 1. Check that the incline adjustment motor cable is properly connected. 2. Re-calibrate the incline motor.
E21 - Motor Control Board Save Data Exception	<ol style="list-style-type: none"> 1. Turn off the power using the On/Off switch. 2. After 3 minutes, turn the power ON. If the motor control board fails to start, replace the motor control board.

TROUBLESHOOTING

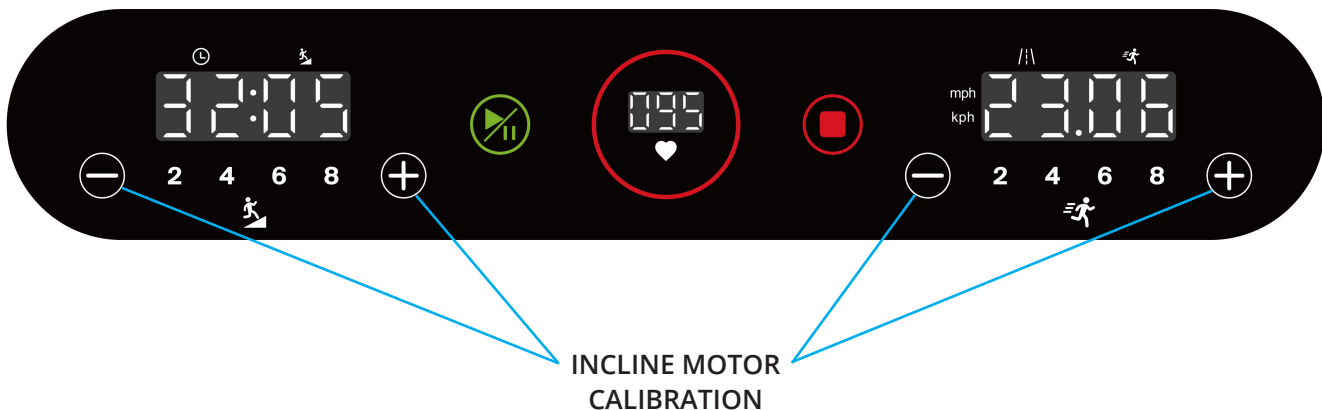
WARNING: Always unplug the treadmill from the electrical outlet before cleaning, lubricating or repairing the unit.

ERROR CODE	POSSIBLE SOLUTION(S)
E22 - Communication Error Between Console and Motor Control Board	<ol style="list-style-type: none"> 1. Check that the cable between the console board and motor control board is properly connected. 2. Check if the console or motor control board is damaged. 3. Turn off the power using the On/Off switch. 4. After 2 minutes, turn the power ON.
E31 - Overtemperature	Wait until the machine temperature is normal before continuing to use.
E32 - Motor Reversal	Check that the motor cable UVW is properly connected.
E33 - Issue with Motor or Motor Control Board	<ol style="list-style-type: none"> 1. Replace the motor. 2. Replace the motor control board.
E40 - The Safety Key Not In Place	<ol style="list-style-type: none"> 1. Check if the Safety Key is loose or removed. 2. Check that the Safety Key moves free into place. 3. Check if the Safety Key is damaged. 4. Check if the console is damaged.
E50 - Other Error	Please contact customer service.

INCLINE MOTOR CALIBRATION

The treadmill has a separate motor to adjust the Incline running grade. If you see Error Code E16, or if the console has had a firmware update, the Incline motor needs to be recalibrated.

To perform this recalibration, simply hold down these 4 buttons for 2 seconds: INCLINE +, INCLINE -, SPEED +, SPEED -. The Heart Rate window will show "CAL" and the Speed window will show the incline motor calibration value. Allow the calibration to continue until complete. Note: Do not stand on treadmill during this process as it may affect the calibration.



PRODUCT WARRANTY

To view full warranty details, or to register your product for warranty, visit inspirefitness.com/support

AUSTRALIA

Our goods come with guarantees that cannot be excluded under the Australian Consumer. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.



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