



WARRANTY information

WEIGHTLIFTING

Barbells warranty:

The warranty does not cover any bar that has been damaged due to negligent use or misuse, alteration, poor maintenance, poor storage or mishandling by the user. Negligent or defective use includes excessive drop of the bar (i.e., drop of the bar on the gym floor, on a bench, in a rack, excessive drop with an insufficient number of rubber discs or "bumpers" (without discs), or excessive drop with iron/metal discs and similar use). Negligent use also includes putting a heavier weight than the max. loading weight mentioned on the website.

Product:	Bar	Sleeve and other components	Additional information
Cerakote Barbells	Lifetime against bending	5 years	Does not apply color guarantee and/or rust.
Aluminum Bar 17LBS	1 year	1 year	
Lycan Pro Barbell	Lifetime against bending	5 years	Does not apply color guarantee and/or rust.
Lycan Training Barbell (20kg/15kg)	5 year against bending	1 year	Does not apply color guarantee and/or rust.
EZ Bar	1 year	1 year	Does not apply color guarantee and/or rust.
Olympic Weightlifting Barbell	Lifetime against bending	10 years	Does not apply color guarantee and/or rust.
Hex Trap Bar	1 year	1 year	Does not apply color guarantee and/or rust.
Technique Barbells 2.5KG and 5KG	1 year	1 year	Does not apply color guarantee and/or rust.
Safety Squat Bars	1 year	1 year	Does not apply color guarantee and/or rust.
Stainless Steel Barbell 20KG	Lifetime against bending	5 years	Does not apply color guarantee and/or rust.



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Lifetime Warranty:

*“Lifetime” warranty coverage for barbells works against bending only and ends when the product is unusable for reasons other than defects in materials or manufacture. The warranty applies only to the original purchaser of the product for as long as the original buyer owns the product and is not transferable. The warranty does not apply to bars that require maintenance**

Bumper plates warranty:

These plates must be used on a rubber floor of minimum 2 cm/3.4 in in thickness. Only covers the warranty for total detachment of the ring, or fractures of the disk at the time of purchase. Does not cover for scratches, loss of color or fissures.

Product:	Time
Mini Plates	6 months commercial use 1 year home use
Fractional Plates KG (Pair)	6 months commercial use 1 year home use
Color Rubber Bumper Plates (Pair 10 / 15 pounds)	6 months commercial use 1 years home use
Color Rubber Bumper Plates (Pair 25 / 35 / 45 / 55 pounds)	1 year commercial use 3 years home use
Camo Bumper Plates (Pair 10 / 15 pounds)	6 months commercial use 1 year home use
Camo Bumper Plates (Pair 25 / 35 / 45 pounds)	1 year commercial use 3 years home use



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Competition Olympic Plates KG	1 year commercial use 3 years home use
Black Rubber Bumper Plates (Pair 10 / 15 pounds)	6 months commercial use 1 year home use
Black Rubber Bumper Plates (Pair 25 / 35 / 45 pounds)	1 year commercial use 3 years home use

CONDITIONING

Hex Rubber Dumbbell warranty:

Product:	Time
Hex Rubber Dumbbell (10-15-20-25-30-35-40-45-50-70-80-90-100 pounds)	6 months commercial use 1 year home use
Hex Camo DUmbbells (10-15-20-25-30-35-40-45-50-70-80-90-100 pounds)	6 months commercial use 1 year home use

Collars warranty

The warranty covers manufacturing defects. The warranty does not cover misuse of the product.

Product:	Time
Lock Jaw Plastic Collar	3 months
Spring Collars	3 months
Aluminum olympic collar	3 months
2KG Olympic Competition Collar (pair)	1 year



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PRO Glut Ham Developer (GHD) warranty:

The warranty covers the steel structure and the proper use of the product. The warranty does not cover misuse of the product, external shocks, bad assembly, or rust due to lack of maintenance.

Product:	Time
Pro Gut Ham Developer	3 years for the Metal Frame/Structure 3 months for the upholstery, knobs and other components.
Portable Glute Ham Developer (GHD)	5 years for the frame 1 year for the pads (upholstery), knobs, fasteners, and other pieces Speed ropes

Push And Pull Sled warranty:

The warranty covers the steel structure and the proper use of the product. The warranty does not cover misuse of the product, external shocks, bad assembly, or rust due to lack of maintenance.

Product:	Time
Push and Pull Sled	3 years

Plyo Box warranty:

The warranty covers manufacturing defects. The warranty does not cover misuse of the product, external shocks, bad assembly or cover paint wear.

Product:	Time
Wooden Nylon Coated Jump Box	1 year
Wooden Plyo Box	1 year
Soft Plyo Box	1 year
Stackable Soft Plyo Box	1 year



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Iron Kettlebell warranty:

Product:	Time
Iron Kettlebell warranty (4-6-8-10-12-16-20-24-32-40 kg)	Lifetime warranty *

- The warranty does not cover misuse of the product, external shocks, bad assembly, or rust due to lack of maintenance.*

Medicine balls warranty:

The warranty covers manufacturing defects. The warranty does not cover misuse of the product, stains, cuts. DOES NOT ACCOUNT FOR CRACKS (CUTS). At its own discretion, LYCAN Fitness will repair or replace the defective product.

Product:	Time
Black Elite Medicine Balls	2 years
Med Balls Elite Camo	2 years
Black Pro Medicine Balls	2 years

Strongman Bag warranty:

The warranty covers manufacturing defects. The warranty does not cover misuse of the product, stains, cuts. DOES NOT ACCOUNT FOR CRACKS (CUTS)

Product:	Time
Strongman Bags (50-100-150-200-250-300 pounds)	1 year

Bands warranty:

The warranty covers manufacturing defects. The warranty does not cover misuse of the product, stains, cuts.

Product:	Time
Power Bands	6 months
Mini Power Bands	6 months



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Ramp and Stair Set

The warranty covers manufacturing defects. The warranty does not cover misuse of the product, stains, cuts.

Product:	Time
Ramp and Stair Set	1 year

ENDURANCE

FOR ALL LYCAN FITNESS ENDURANCE MACHINES WARRANTIES (ELITE ROWER, ELITE AIR BIKE, ELITE ERGOBIKE, ELITE SKIER, PRO RUNNER, ULTRA RUNNER)

The warranty covers defects on materials or workmanship. The warranty does not cover product misuse, external shock, misassembly, stains, cuts or rust, or problems due to lack of maintenance or improper maintenance by third parties.

LYCAN Endurance Machines require maintenance and this warranty does not cover claims resulting from lack of maintenance or improper maintenance, nor does it cover repair of noises such as: squeaking, rattling, banging resulting from poor maintenance or lack of preventive maintenance.

LYCAN will replace or repair, at our discretion, the parts that fail due to a defect in materials or workmanship for below mentioned period counting from date of purchase. This warranty is fully transferable to each subsequent owner of the product during the term of the warranty. This warranty does not cover: damage to the finish of your machine; damage sustained as a result from neglect, abuse, or failure to follow indoor rower maintenance requirements (see Maintenance); shipping charges and, if applicable, customs clearance fees; or labor for installation of any parts shipped to you under warranty.

Customer must follow LYCAN's Warranty Process explained above.

Lycan Bikes warranty:

Product:	Time
Elite Air Bike	5 years for the frame 1 Year for all other parts and console
Elite Ergobike	5 years for the frame 1 Year for all other parts and console



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Elite Rower	5 years for the frame 1 Year for all other parts and console
Elite Skier	5 years for the frame 1 Year for all other parts and console
Pro Runner	5 years for the frame 1 Year for all other parts and console

RACKS

FOR ALL RACKS WARRANTIES The warranty covers the steel structure and the proper use of the product. The warranty does not cover misuse of the product, external shocks, excessive loading (out of the User Guide Recommendation), cuts, stains, rust, bad assembly, rust due to lack of maintenance or for outdoor exposure.*

Racks warranty:

Product:	Time
Foldable Racks	Limited Lifetime Warranty
Squat Stand Rack	Limited Lifetime Warranty
Power Rack Cages	Limited Lifetime Warranty

BENCHES

FOR ALL BENCHES WARRANTIES The warranty covers the steel structure and the proper use of the product. The warranty does not cover misuse of the product, external shocks, excessive loading (out of the User Guide Recommendations), cuts, stains, rust, bad assembly, rust due to lack of maintenance or for outdoor exposure. The leather cushion is warranted for 90 days and does not cover cuts or external damage.*

Product:	Time
PRO Adjustable Bench	Limited 5 years Warranty for the metal structure 1 year for upholstery
PRO Flat Bench	Limited 5 years Warranty for the metal structure 1 year for upholstery



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Plate Loaded Leg Extension/Curl Combo	Limited 5 years Warranty for the metal structure 1 year for upholstery and other parts
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STORAGE

FOR ALL STORAGE WARRANTIES The warranty covers the steel structure and the proper use of the product. The warranty does not cover misuse of the product, external shocks, excessive loading (out of the User Guide Recommendation), cuts, stains, rust, bad assembly, rust due to lack of maintenance or for outdoor exposure.*

Product:	Time
Dumbbell Rack 3 Stages	3 years
Barbell Gun Rack	3 years
Squared Barbell Holder	3 years
Bar Hanger	3 years
Wheeled Bumper Holder Rack	3 years

ACCESSORIES

Product:	Time
Crash Mat	1 year



WARRANTY POLICIES

Lycan Fitness Equipment Ecuador - Warranty Policy

Warranty Policy for Our Products, Accessories, and Spare Parts

Lycan Fitness Equipment provides technical repair services for any manufacturing defects on its products. This includes the necessary labor for diagnosis and repair within the specified warranty period, depending on the product line (Home, Elite, Semi-Commercial, Professional, or High-Traffic). For optimal use, we recommend users review the product manuals for specific handling and operational instructions before using the equipment.

Warranty Conditions

1. **Contact Customer Support:** Reach out to your sales advisor to report any issues with the equipment.
2. **Complete the Warranty Form:** Include all relevant information, such as the invoice, purchase date, and photos or videos of the issue to facilitate the diagnostic process.
3. **Factory Defects Only:** The warranty covers only defects or malfunctions originating from the factory. It does not cover damages caused by neglect or misuse as defined by the manufacturer's technical specifications and the advisor's instructions.
4. **Proper Use Required:** Lycan Fitness will repair products under warranty only if they are used as intended for their specific traffic level (home, commercial, etc.). The user must follow the installation, handling, and maintenance instructions provided in the user manual or as indicated by the product's design.
5. **Technical Evaluation:** Every warranty claim is subject to a prior diagnostic evaluation by our technical team, who will determine whether the warranty applies.
6. **Service Availability:** Warranty service is free in locations where Lycan Fitness Equipment has a direct presence. For other regions, customers must either bring the equipment to our main warehouse in Guayaquil or cover transportation and logistics costs for repair or diagnosis.
7. **Preventive Maintenance:** To ensure optimal performance, all electronic equipment, strength machines, bars, and free weights require periodic preventive maintenance (general cleaning, lubrication, and adjustment). This maintenance is not covered by the warranty and is the consumer's responsibility. **Lycan Fitness Equipment** recommends conducting preventive maintenance at least once a month.
8. **Maintenance Kits:** Lycan Fitness Equipment recommends specific maintenance kits for its equipment, including silicone, voltage regulators, and lubricants. Please consult with your sales advisor to determine the appropriate maintenance products for your equipment.



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9. **Electrical Equipment Requirements:** All electrical equipment must be used with a voltage regulator or a grounded outlet with separate connectors, such as a dedicated power socket or fuse box, to maintain warranty coverage.
10. **Initial Quality Assurance and Replacement:** Lycan Fitness Equipment follows strict quality control protocols during assembly and testing. If a product shows defects within the first fifteen (15) calendar days from the date of purchase or delivery, Lycan Fitness will replace the unit with a brand-new one, provided that a prior technical inspection confirms the defect.
11. **Post 15-Day Warranty Options:** After the initial 15-day period, product replacement or a refund is available only if the following conditions are met:
 - A. Compliance with all current warranty conditions.
 - B. The same defect or damage has occurred twice or more in the same part and is documented through technical visits.
 - C. The damage was not caused by the consumer.If these three requirements are met, the customer may choose:
 - A. A new repair attempt.
 - B. Full or partial refund.
 - C. Replacement with a similar product of equivalent specifications or features.
12. **Diagnosis and Review Timeframe:** The initial diagnostic and review process takes up to eight (8) business days once the warranty form is submitted. Afterward, our specialized technical team will inform the customer about the repair timeline based on the evaluation.
13. **Warranty Reset After Replacement:** If the product is fully replaced, a new warranty period begins. For replaced parts, an independent warranty will apply to each component.
14. **Discontinued Products:** If a product is no longer available or cannot be repaired, Lycan Fitness Equipment reserves the right to replace it with a product of similar value or style.
15. **Exclusions:** Consumable items such as batteries, pulleys, seats, and bearings are not covered under the warranty.
16. **Minor Aesthetic Changes:** Equipment may present minor cosmetic imperfections due to manufacturing processes that do not affect functionality and are not eligible for



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warranty claims. Additionally, aesthetic changes due to product updates or design improvements do not impact the functionality or warranty terms.

Situations That Void the Warranty

1. **Damage Due to Misuse:** Any damage resulting from improper use or handling.
2. **Expired Warranty Period:** Claims made after the warranty period has ended.
3. **Inappropriate Use:** Products showing damage from improper use, such as scratches, discoloration, rust, signs of moisture or sweat, excessive dust, impacts, cracks, or aesthetic damage.
4. **Unauthorized Repairs:** Damage caused by installation, maintenance, or repairs performed by personnel not authorized by Lycan Fitness Equipment, as well as products with signs of alteration.
5. **Environmental and Electrical Damage:** Issues caused by accidents, natural disasters, unsuitable environmental conditions, improper electrical installations (lack of voltage regulators or grounding), unprotected equipment, voltage fluctuations, electrical surges, improper storage, exposure to the elements, vandalism, water damage, pests, or similar factors.
6. **Lack of Maintenance:** Damage resulting from inadequate maintenance.
7. **Improper Cleaning and Lubrication:** Treadmills or other machines that are not properly cleaned or lubricated as per manufacturer and advisor recommendations may suffer irreversible damage to the motor and electronic components.
8. **Usage Beyond Product Category:** Equipment used in higher-traffic environments than recommended (e.g., residential-use machines in commercial settings) will void the warranty.
9. **Exceeding Weight Capacity:** Damage caused by exceeding the machine's maximum weight capacity or performing continuous high-impact routines that overload the equipment.
10. **Negligence or Inappropriate Use:** Any signs of negligence or improper handling of the equipment.
11. **Failure to Follow Instructions:** Warranty will be voided if the user does not comply with installation, usage, or maintenance guidelines outlined in the product manual or warranty terms.

Spare Parts Warranty

The availability and warranty for spare parts are subject to the inventory and delivery times established by Lycan Fitness Equipment. For discontinued products, a limited stock of spare parts will be maintained until supplies are exhausted.



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Treadmill Maintenance Recommendations (110V or 220V Models)

- **Read the User Manual:** Before using your equipment, carefully read the manufacturer's instructions and any recommendations provided by your sales advisor.
- **Avoid Sharing Power Outlets:** Do not connect other electrical devices to the same outlet as your equipment.
- **Do Not Use Power Strips:** If an extension cord is required, ensure it has the same power capacity as the equipment's power cable.
- **Direct Wall Connection:** Connect the equipment directly to a wall socket, ensuring the outlet is in good condition (proper grounding, secure contacts, and correct polarity for neutral and live wires).
- **Voltage Converters Are Not Substitutes for Grounding:** To prevent electrical issues, your power supply should be stable and properly grounded.
- **Voltage Surge Protectors Required:** Using voltage surge protectors is mandatory to maintain the warranty validity.
- **Daily Cleaning Routine:** Clean the equipment before and after each workout session using recommended products. Avoid acidic cleaners as they can damage the paint coating and void the warranty.
- **Do Not Pour Liquids Directly:** Never pour water or spray any liquids onto any part of the equipment. Instead, apply the cleaner onto a towel and wipe down parts that come into contact with your hands.
- **Lubricate and Clean According to Usage:** For treadmills, check the deck regularly to determine the need for cleaning and lubrication based on the machine's usage.
- **Avoid Applying Silicone Without Cleaning:** Lubricating the treadmill belt without cleaning it first can cause damage and void the warranty.
- **Prevent Overheating:** Failure to lubricate the treadmill's deck can lead to increased friction, which raises the current needed to operate the motor, causing overheating and potential damage.
- **Benefits of Proper Lubrication:** Regular lubrication extends the life of the belt, reduces the equipment's energy consumption, and prevents overheating of moving parts.
- **Proper Positioning When Starting:** Do not start the treadmill while standing on the belt. Place your feet on the side rails, attach the safety clip to your waist, and begin walking only once the belt is moving.
- **Heart Rate Sensor Accuracy:** The heart rate sensor is not a medical device. Readings may be affected by body movements and other factors.
- **Chest Strap Monitors:** If using an optional chest strap heart rate monitor (sold separately), this accessory will provide more accurate readings than the sensors on the handlebars.
- **Do Not Drop or Insert Objects:** Never drop or insert any items into any openings or slots on the equipment.



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- **Keep Hands Away from Moving Parts:** Always ensure your hands are clear of any moving components when the equipment is in use.
- **Regular Inspections:** Frequently check and tighten all nuts, bolts, and other components to keep the equipment in safe working condition.
- **Maintain Proper Posture:** Always keep your back straight when using the equipment. Avoid bending your back or swaying your body. Movements should be as natural as possible.
- **Temperature Regulation:** If the equipment has been exposed to cold temperatures, allow it to reach room temperature before connecting the power adapter. Failing to do so can damage the console screens and other electronic components.
- **Protect Console Screens:** Some equipment is equipped with music players and standard stereo systems. Use dry fingers to operate the panel. Long nails can scratch or damage the screen or control panels.
- **Touchscreen Care:** If the equipment has touchscreens or button panels, always use dry fingers to operate them. Long nails can damage the surface of the console or monitor.
- **Avoid Heavy Object Placement:** Placing heavy objects on the treadmill belt can damage the equipment and void the warranty.
- **No Jumping or Impact:** Avoid continuous jumping or throwing yourself onto the treadmill, as this can damage the shock absorption system and void the warranty.
- **Reset Incline and Power Off After Use:** At the end of your exercise session, return the treadmill to its original incline setting. Turn off and unplug the equipment when not in use.
- **Use Proper Attire:** Lycan Fitness Equipment recommends using appropriate clothing and footwear for exercise to ensure safety and prevent damage to the equipment.

Recommendations for Using Strength Machines (Home, Elite, Pro, or Ultra Series)

1. **Read the Instructions:** Before using your equipment, thoroughly review the manufacturer's instructions (user manual) and follow any recommendations provided by your sales advisor.
2. **Daily Cleaning:** Clean the machine before and after each workout. Use only the cleaning products recommended by your advisor. **Avoid acidic cleaners**, as they can damage the paint coating and void the warranty.
3. **No Direct Water Application:** Never pour water or spray liquids directly onto any part of the equipment. Instead, apply the cleaning solution onto a towel and wipe down areas that come into contact with your hands.
4. **Care for Metal Parts:** Remove dust using a dry cloth or duster, and clean metal surfaces with anti-rust or corrosion protectants.
5. **Keep the Machine Free of Obstructions:** Do not drop or insert objects into any slots or openings in the machine.



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6. **Cable Maintenance:** Regularly check the cables to ensure they are aligned with the pulleys and are not tangled or frayed.
7. **Pulley Maintenance:** Inspect pulleys regularly to ensure they are in good condition and properly lubricated.
8. **Avoid Contact with Moving Parts:** Always keep your hands away from any moving parts while the machine is in use.
9. **Regular Inspections:** Frequently check and tighten all components, such as nuts, bolts, and screws, to ensure they are secure and in good working order.
10. **Protect Upholstery:** Avoid wearing clothing with sharp parts (such as zippers or studs) that could damage the machine's upholstery. The warranty does not cover cuts, abrasions, or damage to the seat staples.
11. **Use Proper Exercise Gear:** Lycan Fitness Equipment recommends wearing appropriate clothing and footwear for all workout sessions to prevent injury and protect the equipment.

Barbell Maintenance and Usage Recommendations

1. **Read the Instructions:** Before using the barbell, carefully review the manufacturer's manual and follow any recommendations provided by your sales advisor.
2. **Daily Cleaning:** Clean the barbell before and after each workout session using recommended cleaning products. Avoid acidic cleaners as they can damage the coating and void the warranty.
3. **Remove Residue and Dust:** Use a nylon-bristle brush to remove impurities like chalk, dust, or dirt from the barbell.
4. **Prevent Surface Damage:** Neglecting proper cleaning can lead to surface damage or changes in the barbell's original color or finish, which are not covered by the warranty.
5. **Use Rust and Corrosion Protectants:** Regularly clean metal surfaces with anti-rust or anti-corrosion products to maintain the bar's longevity.
6. **Lubricate Internal Sleeves:** Use grease to lubricate the internal parts of the sleeves.
7. **Lubricate Sleeve Grooves:** Apply 3-in-1 oil to lubricate the grooves on the sleeves to ensure smooth rotation.
8. **Avoid Water Contact:** Do not pour water onto metal surfaces, as this can cause rust and void the warranty. Excessive sweat or lack of cleaning can also lead to rust formation. Clean the barbell after each workout session to prevent this.
9. **Handle with Care:** Do not misuse the barbell by dropping it onto the floor, racks, or gym benches, as this can cause damage.
10. **No Center Loading:** Do not place heavy loads solely on the middle of the bar.
11. **Use with Rubber Plates:** Use rubber or bumper plates if you plan to drop the bar onto the floor. Ideally, use a 2 cm rubber surface to minimize impact.
12. **Avoid Bare Steel Plates:** If using steel plates without rubber coating, dropping them can damage both the plates and the barbell.
13. **Storage Recommendations:** Store barbells in a dry, clean environment, free of humidity, to prevent rust and other damage.



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14. **Avoid Permanent Weight Loading:** Do not leave weight plates on the bar for extended periods, whether on the sleeves or in storage.
15. **Aesthetic Wear and Tear:** Marks or scuffs caused by placing weight plates or resting the bar on racks, as well as general wear from contact with other equipment or surfaces, are not covered under warranty.

Recommendations for Using Free Weights

- **Read the Instructions:** Before using your equipment, read the manufacturer's manual and follow any recommendations provided by your sales advisor.
- **Daily Cleaning:** It is recommended to clean the weights before and after each exercise session. Use only the cleaning products suggested by your advisor. **Do not use acidic cleaners**, as they can damage the coating and void the warranty.
- **Prevent Surface Damage:** Neglecting proper cleaning can cause surface damage or changes in the equipment's original color and shine, which are not covered under warranty.
- **Use Anti-Corrosion Products:** Clean the metal surfaces with rust or corrosion protectants to maintain their appearance and durability.
- **Use Equipment as Intended:** Free weights are designed for specific purposes. Any damage resulting from improper use is not covered by the warranty.
- **Proper Storage:** Store the equipment in a dry, clean environment, free of moisture, to avoid rust or other damage.
- **Aesthetic Wear and Tear:** Marks or scuffs resulting from regular use or contact with other equipment are normal and not covered under warranty.
- **Handle with Care:** Dumbbells, kettlebells, or fixed-weight bars are not designed to be dropped or thrown onto the ground. Doing so can cause damage to the equipment and its parts, voiding the warranty.

Recommendations for Accessories

- **Check Condition at Purchase:** Inspect the item before taking it from the store or warehouse. If not picked up immediately, report any issues within 15 calendar days from the delivery date.
- **Warranty Period:** The warranty period for accessories ranges from 3 to 6 months (confirm warranty times with your advisor). Coverage applies only to manufacturing defects and does not include natural wear and tear.



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Recommendations for Apparel and Footwear

- **Check Condition at Purchase:** Inspect the item before taking it from the store or warehouse. If not picked up immediately, report any issues within 7 calendar days from the delivery date.
- **Condition Requirements:** Footwear and apparel must be in perfect condition and clean, with the original packaging intact. Items should be returned without any detached tags. Lycan Fitness Equipment reserves the right to validate and authorize warranty claims or exchanges upon receipt of the footwear or apparel.
- **Warranty Period:** Apparel and footwear are covered by a warranty for manufacturing defects, which must be reported immediately—within 7 business days—if the product arrives defective or with manufacturing issues.

Acceptance of Warranty Terms

By accepting delivery of the equipment and signing the commercial invoice or any delivery receipt from Lycan Fitness Equipment, the end customer agrees to all terms and conditions of the warranty. This signifies full acceptance of all terms, conditions, and the state of the equipment upon dispatch. The customer waives any future claims not documented in this warranty policy.