



Tunturi New Fitness BV
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SERVICE INFORMATION 2020 International

Version 22-01-2020

Dear partner,

The product warranties for Tunturi Fitness brands have been revised commencing from January 1st 2020 onwards according to the charts mentioned in this document.

You will notice that our warranty conditions are still one of the best on the market. The main reason of the changes are the developments of new products lines.

Tunturi Fitness only communicate these warranty conditions to you as partner. This means that the warranty conditions are valid for you as our partner/customer and will not be shown on our international website www.tunturi.com.

The reason is to give you more flexibility to make your own warranty conditions according to the legislations in your country. So if end customers will consult our website, we will advise them to go to the local dealer for the warranty conditions.

Have a great seasons with the sales of our products.

With best regards,

Wen Tung
Quality & After Sales Manager
Tunturi New Fitness BV



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You as our partner can claim our most extensive warranty conditions.

The usage time and the related warranty conditions are described on the following pages.

Environments:

We distinguished three different environments of use, whereby the quality of our products and the amount of use determines the warranty conditions.

Home use, Professional use and Commercial use.

HOME USE: (usage time a day 2-6 hrs)

All products are suitable for Home use.

PROFESSIONAL USE: (usage time a day 6-8 hrs)

We mean by professional use, small hospitals, physiotherapists, hotels, schools, small studios, fire departments, police stations .

Various products can be used professionally, such as the 60-series of the Tunturi Performance collection, Tunturi Endurance collection and the Platinum Pro collection.

COMMERCIAL USE: (usage time a day 24 hrs)

We mean by commercial use, environments like large 24/7 gyms (Fitness First, Big Sky Fitness, Basic Fit etc.) which expects the maximum of our product for unlimited use.

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Cardio equipment: Home use

Table 1 Warranty periods for Tunturi **Signature Line**.

Product	Description	Basic Frame & Welding (no rust)	Treadmill drive motor	General and wearing parts*	On Site Service
17TBE50000	Tunturi E50 Bike Performance	15 Years	N/A	3 Years	Yes
17TBE60000***	Tunturi E60 Bike Performance	15 Years	N/A	3 Years	Yes
17TBE80000***	Tunturi E80 Bike Endurance	Lifetime	N/A	3 Years	Yes
17TBF20000	Tunturi F20 Bike Competence	10 Years	N/A	3 Years	Yes
17TBF40000	Tunturi F40 Bike Competence	10 Years	N/A	3 Years	Yes
17TBR20000	Tunturi F20-R Bike Competence	10 Years	N/A	3 Years	Yes
17TBR50000	Tunturi E50-R Bike Performance	15 Years	N/A	3 Years	Yes
17TBR80000***	Tunturi E80-R Bike Endurance	Lifetime	N/A	3 Years	Yes
17TBS25000	Tunturi S25 Sprinter Bike Rear Competence	10 Years	N/A	3 Years	Yes
17TBS40000	Tunturi S40 Sprinter Bike Front Competence	10 Years	N/A	3 Years	Yes
17TCF25000	Tunturi C25-F Crosstrainer Competence	10 Years	N/A	3 Years	Yes
17TCF55000	Tunturi C55-F Crosstrainer Performance	15 Years	N/A	3 Years	Yes
17TCF85000***	Tunturi C85-F Crosstrainer Endurance	Lifetime	N/A	3 Years	Yes
17TCR20000	Tunturi C20-R Crosstrainer Competence	10 Years	N/A	3 Years	Yes
17TCR50000	Tunturi C50-R Crosstrainer Performance	15 Years	N/A	3 Years	Yes
17TCR80000***	Tunturi C80-R Crosstrainer Endurance	Lifetime	N/A	3 Years	Yes
17TRN10000	Tunturi T10 Treadmill Competence	10 Years	10 Years	3 Years	Yes
17TRW20000	Tunturi R20 Rower Competence	10 Years	N/A	3 Years	Yes
17TRW50000***	Tunturi R50 Rower Performance	15 Years	N/A	3 Years	Yes
18TRW80000***	Tunturi R80W Rower Single Rail Endurance	Lifetime	N/A	3 Years	Yes
18TRW85000***	Tunturi R85W Rower Dual Rail Endurance	Lifetime	N/A	3 Years	Yes
19TRN20000	Tunturi T20 Treadmill Competence (2019)	10 Years	10 Years	3 Years	Yes
19TRN40000	Tunturi T40 Treadmill Competence (2019)	10 Years	10 Years	3 Years	Yes
19TRN50000	Tunturi T50 Treadmill Performance (2019)	15 Years	15 Years	3 Years	Yes
19TRN60000	Tunturi T60 Treadmill Performance (2019)	15 Years	15 Years	3 Years	Yes
19TRN80000***	Tunturi T80 Treadmill Endurance (2019)	Lifetime	Lifetime	3 Years	Yes
19TRN85000***	Tunturi T85 Treadmill Endurance (2019)	Lifetime	Lifetime	3 Years	Yes
19TRN90000***	Tunturi T90 Treadmill Endurance (2019)	Lifetime	Lifetime	3 Years	Yes
* Wearing parts (running belts, running deck and drive belts), should be maintained well otherwise these parts will be excluded from the warranty. See the maintenance instructions in the manual.					
*** Also suitable for Professional Use, see Warranty Terms in table 7 page 6.					

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Cardio equipment: Home use

Table 2 Warranty periods for Tunturi **Platinum Line**.

Product	Description	Basic Frame & Welding (no rust)	Treadmill drive motor	General and wearing parts*	On Site Service
14PTCT2000***	Platinum Crosstrainer PRO	Lifetime	N/A	3 Years	Yes
14PTRB2000***	Platinum Recumbent Bike PRO	Lifetime	N/A	3 Years	Yes
14PTSB2000***	Platinum Sprinter Bike PRO	Lifetime	N/A	3 Years	Yes
14PTUB2000***	Platinum Upright Bike PRO	Lifetime	N/A	3 Years	Yes
17PTAB2000***	Platinum Air Bike PRO	Lifetime	N/A	3 Years	Yes
17PTRW2000***	Platinum Rower PRO	Lifetime	N/A	3 Years	Yes
18PTTR1000***	Platinum Treadmill 3HP PRO	Lifetime	Lifetime	3 Years	Yes
18PTTR2000***	Platinum Treadmill 5HP PRO	Lifetime	Lifetime	3 Years	Yes

* Wearing parts (running belts, running deck and drive belts), should be maintained well otherwise these parts will be excluded from the warranty. See the maintenance instructions in the manual.

*** Also suitable Commercial Use, see Warranty Terms in table 8 page 6.

Table 3 Warranty periods for Tunturi **Cardio Fit Line**.

Product	Description	Basic Frame & Welding (no rust)	Treadmill drive motor	General and wearing parts*	On Site Service**
16TCFB3000	Tunturi Cardio Fit B30 Bike	2 Years	N/A	2 Years	Parts only
16TCFB3050	Tunturi Cardio Fit B35 Heavy Bike	2 Years	N/A	2 Years	Parts only
16TCFB4000	Tunturi Cardio Fit B40 Low Bike	2 Years	N/A	2 Years	Parts only
16TCFC3000	Tunturi Cardio Fit C30 Crosstrainer	2 Years	N/A	2 Years	Parts only
16TCFE3000	Tunturi Cardio Fit E30 Ergometer	2 Years	N/A	2 Years	Parts only
16TCFE3050	Tunturi Cardio Fit E35 Ergometer	2 Years	N/A	2 Years	Parts only
16TCFM3000	Tunturi Cardio Fit M30 Minibike	2 Years	N/A	2 Years	Parts only
16TCFM3050	Tunturi Cardio Fit M35 Minibike Magnetic	2 Years	N/A	2 Years	Parts only
16TCFR2000	Tunturi Cardio Fit R20 Rower	2 Years	N/A	2 Years	Parts only
16TCFR3000	Tunturi Cardio Fit R30 Rower	2 Years	N/A	2 Years	Parts only
16TCFS3000	Tunturi Cardio Fit S30 Sprinter Bike	2 Years	N/A	2 Years	Parts only
16TCFT3000	Tunturi Cardio Fit T30 Treadmill	2 Years	2 Years	2 Years	Yes
16TCFT3050	Tunturi Cardio Fit T35 Treadmill	2 Years	2 Years	2 Years	Yes
16TCFT4000	Tunturi Cardio Fit T40 Treadmill	2 Years	2 Years	2 Years	Yes
17TCFB2000	Tunturi Cardio Fit B20 X-Bike	2 Years	N/A	2 Years	Parts only
17TCFB2050	Tunturi Cardio Fit B25 X-Bike With Backrest	2 Years	N/A	2 Years	Parts only
18TCFD1000	Tunturi Cardio Fit D10 Under Desk bike	2 Years	N/A	2 Years	Parts only
18TCFD2000	Tunturi Cardio Fit D20 Deskbike	2 Years	N/A	2 Years	Parts only
18TCFDC000	Tunturi Cardio Fit D20 Deskbike Console	2 Years	N/A	2 Years	Parts only
18TCFR5000	Tunturi Cardio Fit R50w Rower	3 Years	N/A	3 Years	Yes
19TCFR6000	Tunturi Cardio Fit R60w Rower	3 Years	N/A	3 Years	Yes
19TCFT1000	Tunturi Cardio Fit T10 Treadmill (2019)	2 Years	2 Years	2 Years	Yes

* Wearing parts (running belts, running deck and drive belts), should be maintained well otherwise these parts will be excluded from the warranty. See the maintenance instructions in the manual.

** Some products only have parts warranty, no On-Site service available.

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Table 4 Warranty periods for Tunturi **BTO Fit Line**.

Product	Description	Basic Frame & Welding (no rust)	Treadmill drive motor	General and wearing parts*	On Site Service**
17TFCE4000	Tunturi FitCycle 40 Ergometer Bike	2 Years	N/A	2 Years	Parts only
17TFCE5000	Tunturi FitCycle 50i Ergometer Bike	3 Years	N/A	3 Years	Yes
17TFCE9000	Tunturi FitCycle 90i PRO	3 Years	N/A	3 Years	Yes
17TFCF2000	Tunturi FitCycle 20	2 Years	N/A	2 Years	Parts only
17TFCF3000	Tunturi FitCycle 30	2 Years	N/A	2 Years	Parts only
17TFCF5000	Tunturi FitCross 150i Front Crosstrainer	3 Years	N/A	3 Years	Yes
17TFCR4000	Tunturi FitCross 40 Rear Crosstrainer	2 Years	N/A	2 Years	Parts only
17TFCR5000	Tunturi FitCross 50i Rear Crosstrainer	3 Years	N/A	3 Years	Yes
17TFRA3000	Tunturi FitRace 30	2 Years	N/A	2 Years	Parts only
17TFRA4000	Tunturi FitRace 40	2 Years	N/A	2 Years	Parts only
17TFRN3000	Tunturi FitRun 30 Treadmill	2 Years	N/A	2 Years	Yes
17TFRN4000	Tunturi FitRun 40i Treadmill	2 Years	N/A	2 Years	Yes
17TFRN5000	Tunturi FitRun 50i Treadmill	3 Years	N/A	3 Years	Yes
17TFRN7000	Tunturi FitRun 70i Treadmill	3 Years	N/A	3 Years	Yes
17TFRN9000	Tunturi FitRun 90i PRO Treadmill	3 Years	N/A	3 Years	Yes
17TFRW4000	Tunturi FitRow 40 Rower	2 Years	N/A	2 Years	Parts only
17TFRW5000	Tunturi FitRow 50 Rower	3 Years	N/A	3 Years	Yes
17TFRW7000	Tunturi FitRow 70 WTR	3 Years	N/A	3 Years	Yes

* Wearing parts (running belts, running deck and drive belts), should be maintained well otherwise these parts will be excluded from the warranty. See the maintenance instructions in the manual.

** Some products only have parts warranty, no On-Site service available.

Table 5 Warranty periods for Tunturi **BTO Star Line**.

Product	Description	Basic Frame & Welding (no rust)	Treadmill drive motor	General and wearing parts*	On Site Service
18TSFB1000	Tunturi Star Fit B100 Bike	2 Years	N/A	2 Years	Yes
18TSFC1000	Tunturi Star Fit C100 Crosstrainer	2 Years	N/A	2 Years	Yes
18TSFC1010	Tunturi Star Fit C100 HR i-Plus Crosstrainer	2 Years	N/A	2 Years	Yes
18TSFE1000	Tunturi Star Fit E100 Bike	2 Years	N/A	2 Years	Yes
18TSFE1010	Tunturi Star Fit E100 HR i-Plus Bike	2 Years	N/A	2 Years	Yes
18TSFR1000	Tunturi Star Fit R100 Rower	2 Years	N/A	2 Years	Yes
18TSFX1000	Tunturi Star Fit X100 X-Bike	2 Years	N/A	2 Years	Yes

* Wearing parts (running belts, running deck and drive belts), should be maintained well otherwise these parts will be excluded from the warranty. See the maintenance instructions in the manual.

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Cardio equipment: Professional.

Below you will find the only products, who can be used in a Professional Environment.

We mean by professional use, small hospitals, physiotherapists, hotels, schools, small studios, fire departments, police stations.

Table 7 Warranty periods for Tunturi **Signature Line**.

Product	Description	Basic Frame & Welding (no rust)	Treadmill drive motor	General and wearing parts*	On Site Service
17TBE60000	Tunturi E60 Bike Performance	2 Years	N/A	2 Years	Yes
17TBE80000	Tunturi E80 Bike Endurance	2 Years	N/A	2 Years	Yes
17TBR80000	Tunturi E80-R Bike Endurance	2 Years	N/A	2 Years	Yes
17TCF85000	Tunturi C85-F Crosstrainer Endurance	2 Years	N/A	2 Years	Yes
17TCR80000	Tunturi C80-R Crosstrainer Endurance	2 Years	N/A	2 Years	Yes
17TRW50000	Tunturi R50 Rower Performance	2 Years	N/A	2 Years	Yes
18TRW80000	Tunturi R80W Rower Single Rail Endurance	2 Years	N/A	2 Years	Yes
18TRW85000	Tunturi R85W Rower Dual Rail Endurance	2 Years	N/A	2 Years	Yes
19TRN80000	Tunturi T80 Treadmill Endurance (2019)	2 Years	2 Years	2 Years	Yes
19TRN85000	Tunturi T85 Treadmill Endurance (2019)	2 Years	2 Years	2 Years	Yes
19TRN90000	Tunturi T90 Treadmill Endurance (2019)	2 Years	2 Years	2 Years	Yes

* Wearing parts (running belts, running deck and drive belts), should be maintained well otherwise these parts will be excluded from the warranty. See the maintenance instructions in the manual.

Cardio equipment: Commercial.

Below you will find the only products, who can be used in a Commercial Environment.

We mean by commercial use, environments like large 24/7 gyms (Fitness First, Big Sky Fitness, Basic Fit etc.) which expects the maximum of our product for unlimited use.

Table 8 Warranty periods for Tunturi **Platinum Line**.

Product	Description	Basic Frame & Welding (no rust)	Treadmill drive motor	General and wearing parts*	On Site Service
14PTCT2000	Platinum Crosstrainer PRO	5 years	N/A	2 Years	Yes
14PTRB2000	Platinum Recumbent Bike PRO	5 years	N/A	2 Years	Yes
14PTS2000	Platinum Sprinter Bike PRO	5 years	N/A	2 Years	Yes
14PTUB2000	Platinum Upright Bike PRO	5 years	N/A	2 Years	Yes
17PTAB2000	Platinum Air Bike PRO	5 years	N/A	2 Years	Yes
17PTRW2000	Platinum Rower PRO	5 years	N/A	2 Years	Yes
18PTTR1000	Platinum Treadmill 3HP PRO	5 years	5 years	2 Years	Yes
18PTTR2000	Platinum Treadmill 5HP PRO	5 years	5 years	2 Years	Yes

* Wearing parts (running belts, running deck and drive belts), should be maintained well otherwise these parts will be excluded from the warranty. See the maintenance instructions in the manual.

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Strength equipment: Home Use

Table 9 Warranty periods for Tunturi **Signature Line**.

Product	Description	Frame & Welding (no rust)	General and wearing parts*	On Site Service**
17TSAB2000	Tunturi AB20 Abdominal Bench	2 Years	2 Years	Parts only
17TSCT4000	Tunturi CT40 Core trainer	2 Years	2 Years	Parts only
17TSCT8000	Tunturi CT80 Core trainer	2 Years	2 Years	Parts only
17TSFB2000	Tunturi FB20 Flat Bench	2 Years	2 Years	Parts only
17TSFB8000	Tunturi FB80 Flat Bench	2 Years	2 Years	Parts only
17TSHG1000	Tunturi HG10 Home Gym	2 Years	2 Years	Parts only
17TSHG2000	Tunturi HG20 Home Gym	2 Years	2 Years	Parts only
17TSHG6000	Tunturi HG60 Home Gym	2 Years	2 Years	Parts only
17TSHG8000	Tunturi HG80 Home Gym	2 Years	2 Years	Parts only
17TSPL8000	Tunturi PL80 Single Pulley Station	2 Years	2 Years	Parts only
17TSPT2000	Tunturi PT20 Power Tower	2 Years	2 Years	Parts only
17TSPT4000	Tunturi PT40 Power Tower	2 Years	2 Years	Parts only
17TSPT6000	Tunturi PT60 Power Tower	2 Years	2 Years	Parts only
17TSPT8000	Tunturi PT80 Power Tower	2 Years	2 Years	Parts only
17TSSM6000	Tunturi SM60 Half Smith	2 Years	2 Years	Parts only
17TSSM8000	Tunturi SM80 Full Smith	2 Years	2 Years	Parts only
17TSUB2000	Tunturi UB20 Utility Bench	2 Years	2 Years	Parts only
17TSUB4000	Tunturi UB40 Utility Bench	2 Years	2 Years	Parts only
17TSUB6000	Tunturi UB60 Utility Bench	2 Years	2 Years	Parts only
17TSUB8000	Tunturi UB80 Utility Bench	2 Years	2 Years	Parts only
17TSWB2000	Tunturi WB20 Basic Weight Bench	2 Years	2 Years	Parts only
17TSWB4000	Tunturi WB40 Compact Width Weight Bench	2 Years	2 Years	Parts only
17TSWB5000	Tunturi WB50 Mid Width Weight Bench	2 Years	2 Years	Parts only
17TSWB6000	Tunturi WB60 Olympic Width Weight Bench	2 Years	2 Years	Parts only
17TSWT1000	Tunturi WT10 Spotter Catchers	2 Years	2 Years	Parts only
17TSWT2000	Tunturi WT20 Sissy Squat	2 Years	2 Years	Parts only
17TSWT4000	Tunturi WT40 Squat Rack	2 Years	2 Years	Parts only
17TSWT4010	Tunturi WT40 Squat Rack Support Set 2pc	2 Years	2 Years	Parts only
17TSWT6000	Tunturi WT60 Cross Fit Rack	2 Years	2 Years	Parts only
17TSWT8000	Tunturi WT80 Leverage Gym	2 Years	2 Years	Parts only
17TSWT8050	Tunturi WT85 Leverage Pulley Gym	2 Years	2 Years	Parts only
18TSGH1000	Tunturi GH10 Glute Ham Developer	2 Years	2 Years	Parts only
18TSRC2010	Tunturi RC20 Cross Fit Rack - Base Rack	2 Years	2 Years	Parts only
18TSRC2015	Tunturi RC20 Cross Fit Rack - J Hooks - Pair	2 Years	2 Years	Parts only
18TSRC2020	Tunturi RC20 Cross Fit Rack - Rope Trainer	2 Years	2 Years	Parts only
18TSRC2030	Tunturi RC20 Cross Fit Rack - Dip Horn	2 Years	2 Years	Parts only
18TSRC2040	Tunturi RC20 CFRack - Ball Pull-Up Grips - PAIR	2 Years	2 Years	Parts only
18TSRC2050	Tunturi RC20 Cross Fit Rack-Multigr Pull Sli	2 Years	2 Years	Parts only
18TSRC2060	Tunturi RC20 Cross Fit Rack - Rotational Core Trai	2 Years	2 Years	Parts only
18TSRC2070	Tunturi RC20 Cross Fit Rack - Band Pegs - 2pcs	2 Years	2 Years	Parts only
18TSRC2080	Tunturi RC20 Cross Fit Rack - Monkey bar	2 Years	2 Years	Parts only
18TSUB9000	Tunturi UB90 Utility Bench Pro	2 Years	2 Years	Parts only
* Wearing Parts like Pulleys, Cables, Upholstery, Pads and Grips, , should be maintained well otherwise these parts will be excluded from the warranty. See the maintenance instructions in the manual.				
** These products only have parts warranty, no On-Site service available.				



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Strength equipment: Home Use

Table 10 Warranty periods for Tunturi **Platinum Line**.

Product	Description	Frame & Welding (no rust)	General and wearing parts*	On Site Service
11PTSS1010***	Platinum 4in1 Upper Body Unit	10 Years	3 Years	Yes
11PTSS1020***	Platinum 4in1 Lower Body Unit	10 Years	3 Years	Yes
11PTSS1025***	Platinum 4in1 Legpress	10 Years	3 Years	Yes
11PTSS1030***	Platinum 4in1 Cable Cross unit	10 Years	3 Years	Yes
11PTSS1090***	Platinum Cable Cross Stand Alone Kit	10 Years	3 Years	Yes
* Wearing Parts like Pulleys, Cables, Upholstery, Pads and Grips, , should be maintained well otherwise these parts will be excluded from the warranty. See the maintenance instructions in the manual.				
*** Also suitable Commercial Use, see Warranty Terms in table 11 page 8.				

Strength equipment: Commercial Use

Below you will find the only products, who can be used in a Commercial Environment. We mean by commercial use, environments like large 24/7 gyms (Fitness First, Big Sky Fitness, Basic Fit etc.) which expects the maximum of our product for unlimited use.

Table 11 Warranty periods for Tunturi **Platinum Line**.

Product	Description	Frame & Welding (no rust)	General and wearing parts*	On Site Service
11PTSS1010	Platinum 4in1 Upper Body Unit	3 Years	1 Years	Yes
11PTSS1020	Platinum 4in1 Lower Body Unit	3 Years	1 Years	Yes
11PTSS1025	Platinum 4in1 Legpress	3 Years	1 Years	Yes
11PTSS1030	Platinum 4in1 Cable Cross unit	3 Years	1 Years	Yes
11PTSS1090	Platinum Cable Cross Stand Alone Kit	3 Years	1 Years	Yes
* Wearing Parts like Pulleys, Cables, Upholstery, Pads and Grips, , should be maintained well otherwise these parts will be excluded from the warranty. See the maintenance instructions in the manual.				



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General:

Repair in Warranty

Repairs made during Warranty will not extend the Warranty terms.

This means that a repair made in the last 3 months, the warranty of the trainer is still 3 years from purchase date.

Repair Out of Warranty

Parts have standard 1 year warranty on manufacturing defects and / or functionality!

Product endings

We like to explain our warranty conditions for Tunturi New Fitness products when the production has stopped.

Tunturi New Fitness has the obligation to:

- Inform when the product range is stopped.
- Service with parts during the standard warranty conditions as mentioned above.
- Keep stock of all parts with a minimum of 5 years, except drive motor and frame. These are according to the warranty conditions mentioned above. If the parts aren't available anymore within the warranty period, Tunturi New Fitness will propose a solution to solve the problem.

Important!

To claim the warranty as mentioned above;

Tunturi New Fitness expects that the product will be sold within 3 years after production has stopped. If not, we will only give warranty for parts up till 5 years and 1 year labour after the production has stopped.

Products which are sold more than once

When warranty is claimed, we sometimes discover by the serial number and purchase receipt, that a product is sold more than once or has two different purchase dates.

In this case we will give you the warranty conditions mentioned above, commencing from the first purchase receipt.