



Assembly and Operating Instructions



max. 120 kg



~ 60 Min.



33 kg

L 108 | W 56 | H 139

DFHT30.01.06

Art. No. DF-HT30

DARWIN **HT30**

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Dear customer,

thank you for choosing Darwin fitness equipment. With Darwin fitness equipment we offer first class home sports equipment at a great price point. Darwin exercise bikes and strength machines are easy to use, have a space-saving design and look really good. With our equipment we want to support you in reaching your athletic goals, no matter if you want to lose weight or train for the national triathlon. If you have any further questions, please contact us, we are looking forward to hearing from you and wish you lots of fun during your training!

Further information can be found at www.sport-tiedje.com.

Intended Use

The equipment may only be used for its intended purpose.

The equipment is only suitable for home use. The equipment is not suitable for semi-professional (e.g. hospitals, associations, hotels, schools, etc.) and commercial or professional use (e.g. fitness studios).

Legal Notice

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Europe's No. 1 for home fitness

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Disclaimer



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Product and manual are subject to change. Technical data can be changed without advance notice.

ABOUT THIS MANUAL

Please carefully read the entire manual before installation and first use. The manual will help you to quickly set up the system and explains how to safely use it. Make sure that all persons exercising with the equipment (especially children and persons with physical, sensory, mental or motor disabilities) are informed about this manual and its contents in advance. In case of doubt, responsible persons must supervise the use of the equipment.



Due to ongoing changes and software optimisations, the manual may have to be updated. If you notice any discrepancies during assembly or use, please refer to the manual uploaded to the webshop. The latest manual is always available there.

This equipment has been manufactured according to the latest safety knowledge. As far as possible, potential safety hazards which could cause injury have been eliminated. Make sure to carefully follow the instructions and that all parts are securely in place. If required, read through the instructions again to correct any mistakes.

Please pay close attention to the safety and maintenance instructions given here. The contract partner cannot be held liable for damage to health, accidents or damage to the equipment when it is not used in accordance with these instructions.

The following safety instructions may appear in this manual:

► **ATTENTION**

This notice indicates potentially hazardous situations which, if not avoided, may result in property damage.

⚠ **CAUTION**

This notice indicates potentially hazardous situations which, if not avoided, may result in slight or minor injuries!

⚠ **WARNING**

This notice indicates potentially hazardous situations which, if not avoided, may result in death or serious injuries!

⚠ **DANGER**

This notice indicates potentially hazardous situations which, if not avoided, will result in death or serious injuries!

ⓘ **NOTICE**

This notice indicates further useful information.

Retain these instructions in a safe place for future reference, maintenance or when ordering replacement parts.

1.1 Technical Data

LCD display of

- + speed in km/h
- + training time in min
- + training distance in km
- + cadence (rotations per minute)
- + calories burnt in kcal
- + heart rate (when using the hand sensors)
- + resistance level

Resistance system: manually adjustable magnetic brake

Flywheel: 7 kg

Transmission ratio: 1 : 9,4

Length of the pedal arms: 17 cm

Weight and dimensions:

Product weight (gross, incl. packaging): 37,5 kg

Product weight (net, without packaging): 33 kg

Packaging dimensions (L x W x H): approx. 102 cm x 24.5 cm x 65 cm

Set-up dimensions (L x W x H): approx. 108 cm x 56 cm x 139 cm

Maximum user weight: 120 kg/264 lbs

1.2 Personal Safety

DANGER

- + Before you start using the equipment, you should consult your physician that this type of exercise is suitable for you from a health perspective. Particularly affected are persons who: have a hereditary disposition to high blood pressure or heart disease, are over the age of 45, smoke, have high cholesterol values, are overweight and/or have not exercised regularly in the past year. If you are under medical treatment that affects your heart rate, medical advice is absolutely essential.
- + Note that excessive training can seriously endanger your health. Please also note that heart rate monitoring systems can be inaccurate. If you notice any signs of weakness, nausea, dizziness, pain, shortness of breath, or other abnormal symptoms, stop exercising immediately and seek advice from your doctor if necessary.

WARNING

- + This equipment may not be used by children under the age of 14.
- + Children should not be allowed unsupervised access to the equipment.
- + Persons with disabilities must have a medical license and must be under strict observation when using the equipment.
- + The equipment is strictly for use by one person at a time.
- + If your equipment provides a safety key, the clip of the safety key must be attached to your clothing before starting your training. In the event of a fall, the EMERGENCY STOP of the equipment can be initiated.
- + Keep your hands, feet and other body parts, hair, clothing, jewellery and other objects well clear of moving parts.
- + During use, wear suitable sports clothing rather than loose or baggy clothing. When wearing sports shoes, make sure they have suitable soles, preferably made of rubber or other non-slip materials. Shoes with heels, leather soles, studs or spikes are unsuitable. Never exercise barefoot.

CAUTION

- + If your equipment needs to be connected to the power supply with a mains cable, make sure that the cable is not a potential tripping hazard.
- + Make sure that nobody is within the range of motion of the equipment during training so as not to endanger you or other persons.

ATTENTION

- + Do not insert any objects of any kind into the openings of the device.

1.3 Set-Up Place



WARNING

- + Do not place the equipment in main corridors or escape routes.



CAUTION

- + The training room should be well ventilated during training and not be exposed to any draughts.
- + Choose the place in which to set up the equipment such that there is enough free space/clearance to the front, the rear and to the sides of the equipment.
- + The set-up and mounting surface of the equipment should be flat, loadable and solid.



ATTENTION

- + The device may only be used in one building, in sufficiently tempered and dry rooms (ambient temperatures between 10°C and 35°C). The equipment should not be used outdoors or in rooms with high humidity (over 70%) like swimming pools.
- + A floor protective mat/equipment underlay can help to protect high-quality floor coverings (parquet, laminate, cork, carpets) from dents and sweat and can help to level out slight unevenness.

2.1 General Instructions



DANGER

- + Do not leave any tools, packaging materials such as foils or small parts lying around, as otherwise there is a danger of suffocation for children. Keep children away from the equipment during assembly.



WARNING

- + Pay attention to the instructions attached to the equipment in order to reduce the risk of injuries.



CAUTION

- + Do not open the packaging when it is lying on its side.
- + Ensure to have sufficient room for movement in each direction during assembly.
- + The assembly of the equipment must be carried out by at least two adults. If in doubt, seek the help of another technically skilled person.



ATTENTION

- + To prevent damage to the equipment and the floor, assemble the equipment on a mat or packaging board.



NOTICE

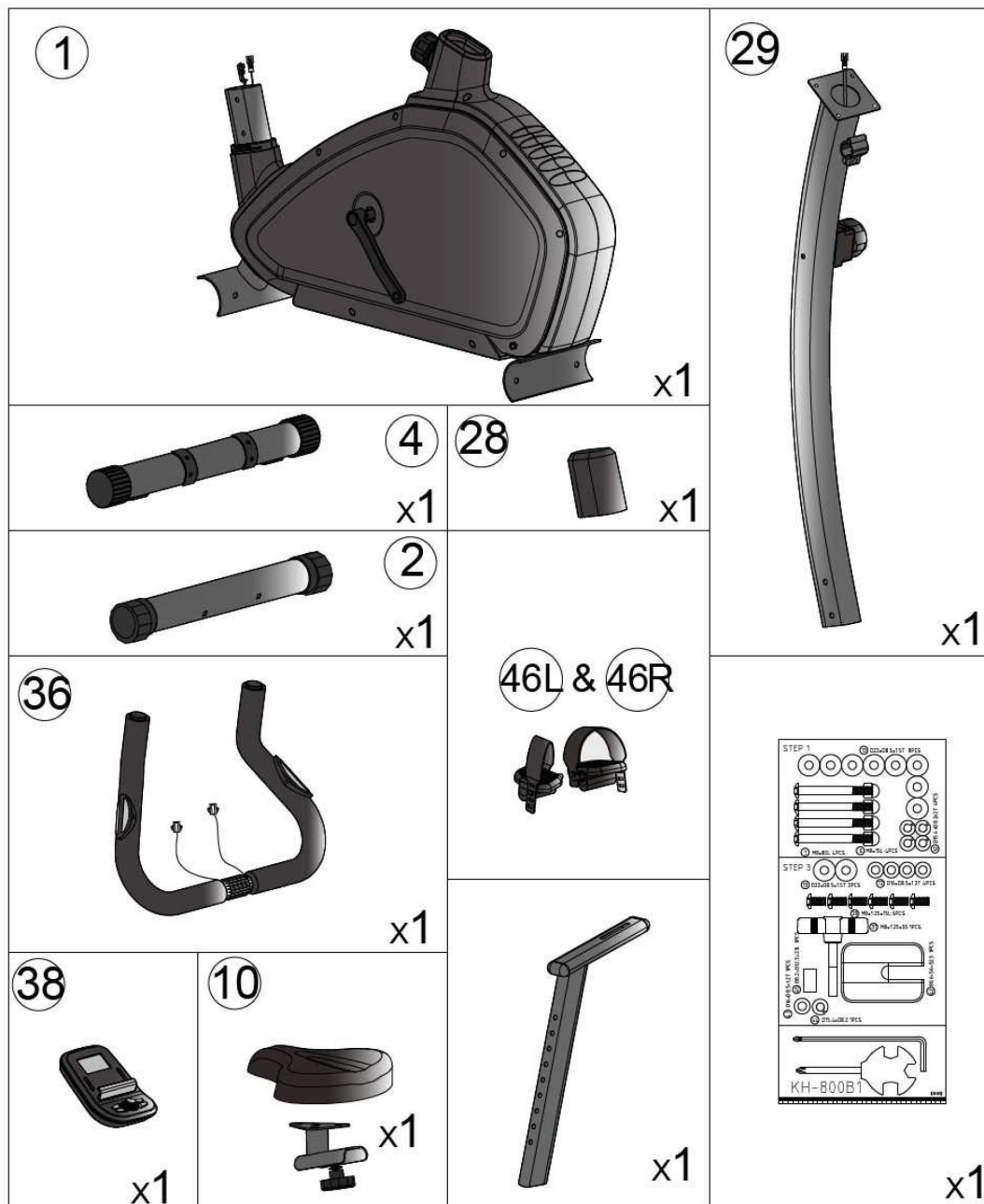
- + In order to make the assembly as simple as possible, some screws and nuts to be used can already be pre-assembled.
- + Ideally, assemble the equipment at its later set-up place.

2.2 Scope of Delivery

The scope of delivery consist of the following parts. At the beginning, check whether all parts and tools belonging to the device are included in the scope of delivery and whether damage has occurred. In the event of complaints, the contractual partner must be contacted directly.

CAUTION

If parts of the scope of delivery are missing or damaged, the assembly must not be carried out.



2.3 Assembly

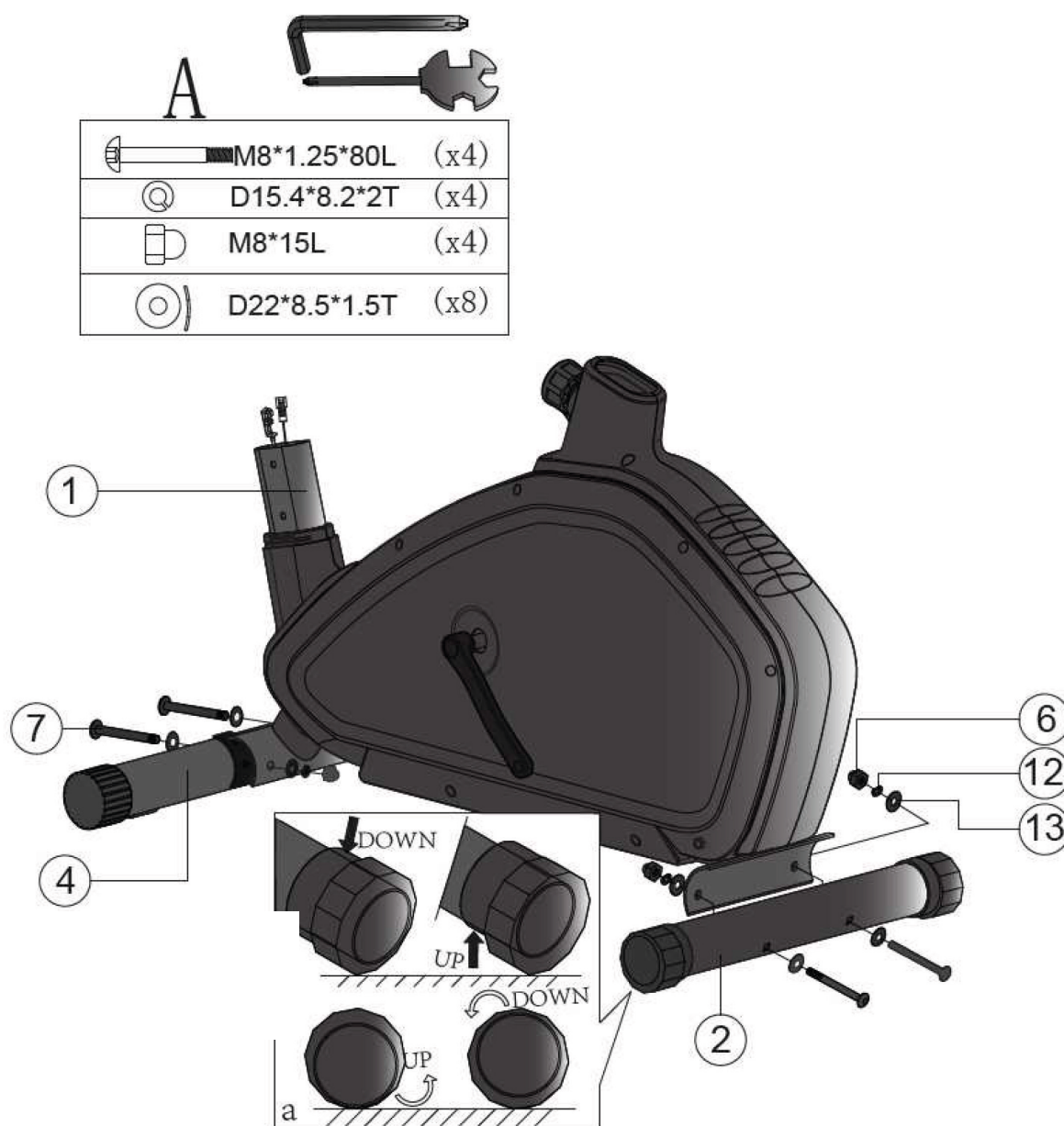
Before assembly, take a close look at the individual assembly steps shown and carry out the assembly in the order given.

① NOTICE

First loosely screw all parts together and check that they fit properly. Then tighten the screws using the tool only when you are instructed to do so.

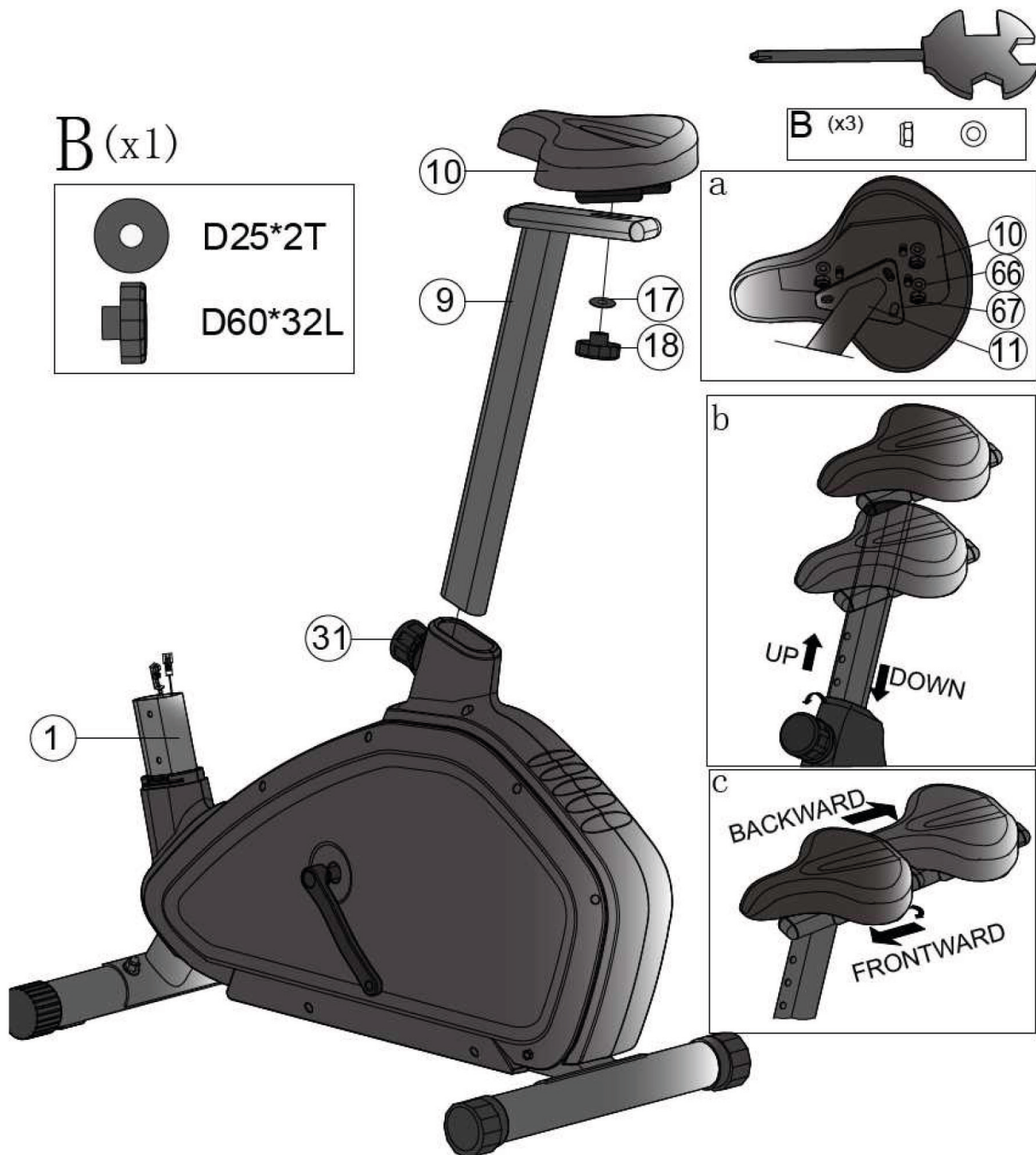
Step 1: Assembly of base

1. Mount the front base (4) and the rear base (2) with a cap nut (6), an Allen screw (7), a spring washer (12), and a curved washer (13) on the main frame (1).
2. Level the equipment by turning the wheel of the rear foot cap.



Step 2: Assembly of saddle and seat tube

1. Mount the seat (10) with a washer (17) and a control knob (18) on the seat post (9).
2. Mount the seat post (9) with a control knob (31) on the main frame (1).
3. Adjust the saddle in vertical and horizontal direction.

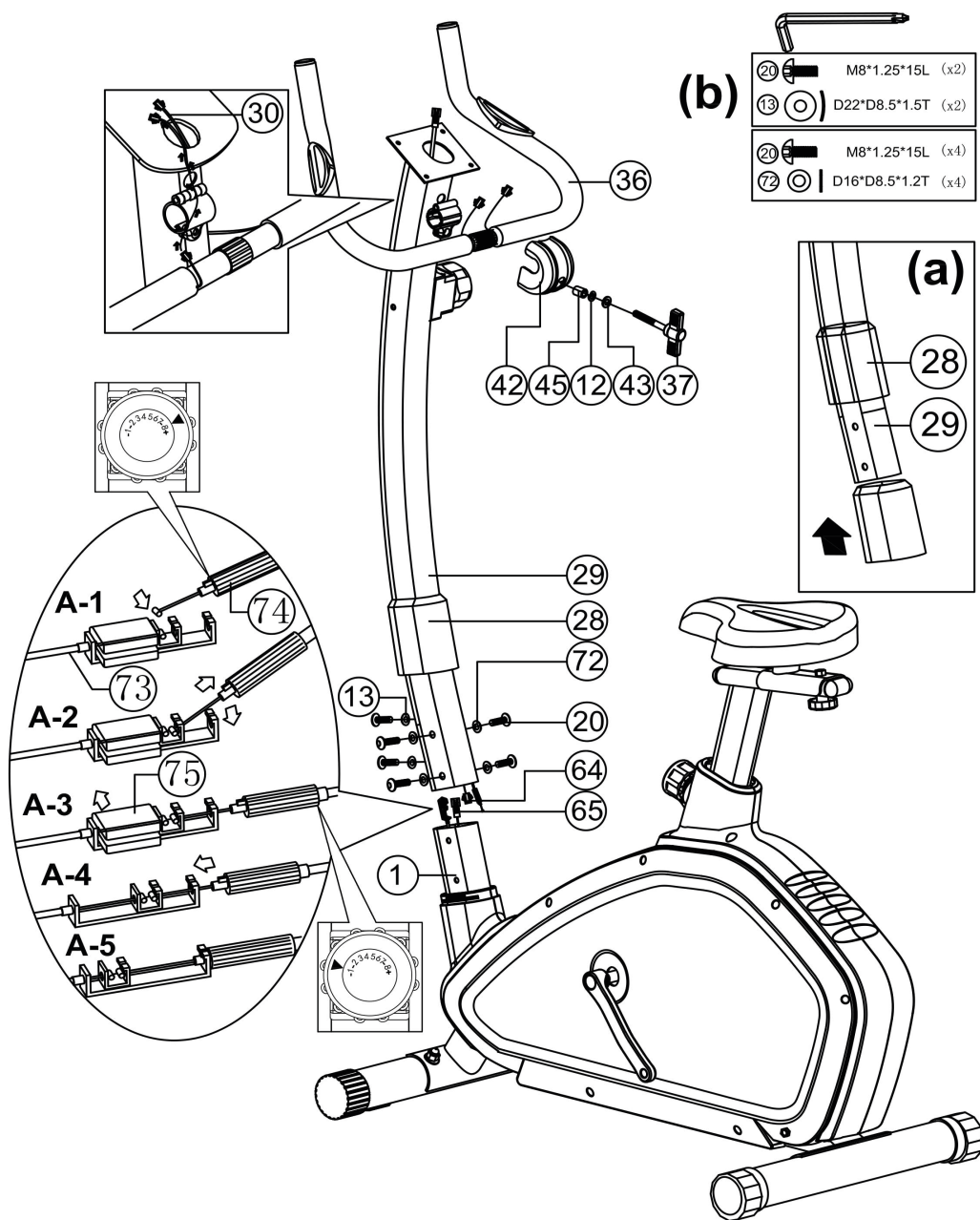


Step 3: Assembly of connecting rod (handlebar) and console post

NOTICE

A black plastic buckle (75) is attached to your device. This is used as an aid for connecting the upper and lower tension cable (73 & 74).

1. Push the upper protective cover (28) up (see fig. (a)). Then you connect the cables (64 & 65) and the Bowden cables (73 & 74), see fig. (b) & A).
2. Remove the plastic buckle (75).
3. Slide the handlebar post (29) on the main frame and mount it with a curved washer (13), an Allen screw (20), and a washer (72). Mount the protective cover back on the main frame.
4. Mount the handlebar (36) on the handlebar post (29) with the protective cover (42), a washer (43), a spring washer (12), a bushing (45), and a ball-shaped control knob (37).



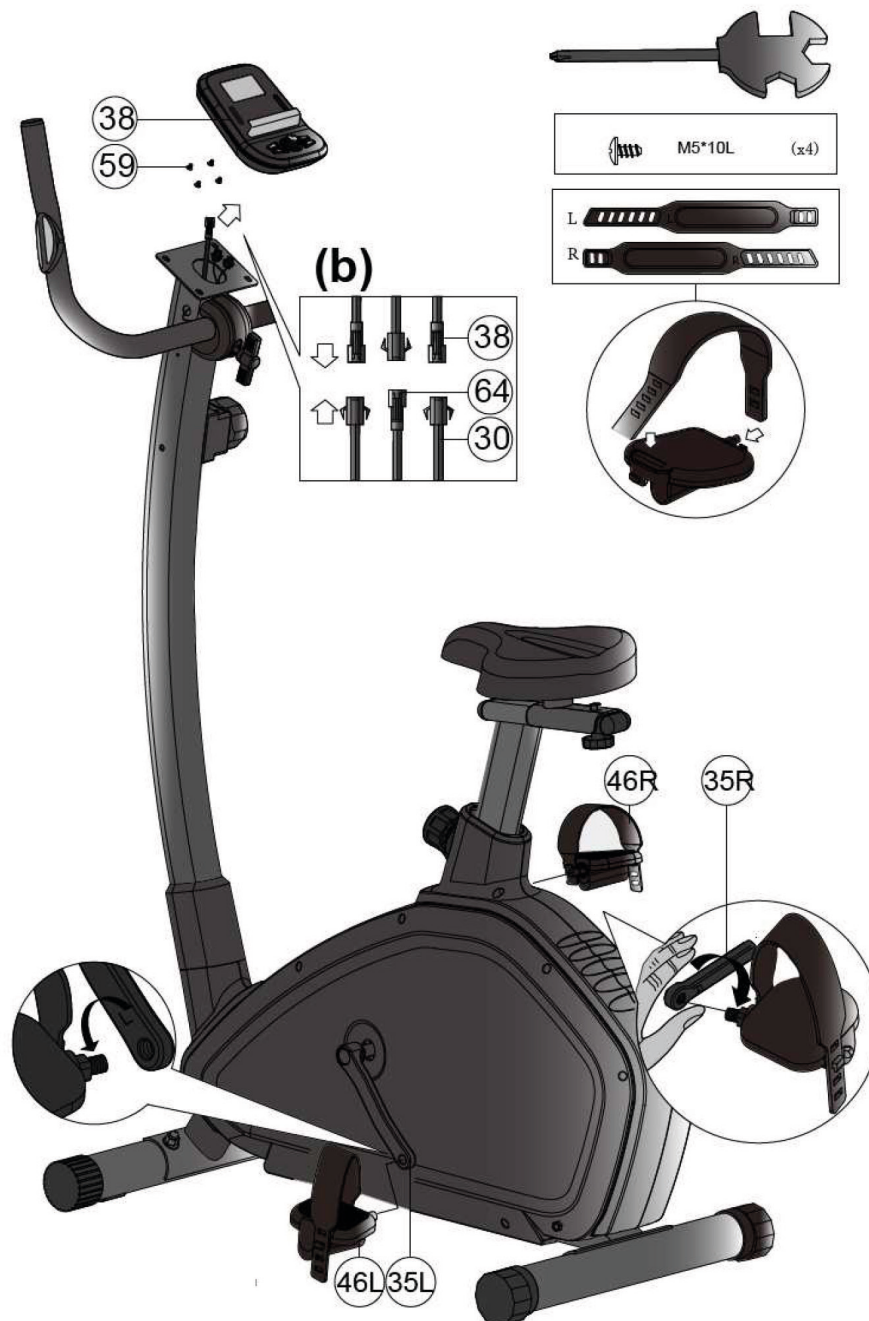
Step 4: Mounting the console and the pedals

1. Connect the upper cable (64) and the hand pulse cable (30) with the console (38) and mount the console (38) with a screw (59) on the handlebar post (29).

⚠ CAUTION

Make sure to screw in the pedals completely.

2. Mount the left pedal (46L) counterclockwise onto the left crank (35L) and the right pedal (46R) clockwise onto the right crank (35R).



3 OPERATING INSTRUCTIONS

① NOTICE

Familiarise yourself with all the functions and setting options of the device before starting training. Have the proper use of this product explained to you by a specialist.

3.1 Console Display



Time	<ol style="list-style-type: none"> 1. Adjust target time from 0:00 to 99:00 for countdown function with control knob. 2. User-defined setting or automated counting up.
Speed	Displays the training speed of the user.
RPM (Cadence; rotations per minute)	Displays the pedal rotations per minute. RPM and SPEED change the display every six seconds after the training start.
Distance	<ol style="list-style-type: none"> 1. Adjust target distance from 0.00 bis 99.50 for countdown function with control knob. 2. User-defined setting or automated counting up.
Calories	Counts the calorie consumption during the training from 0 to a maximum of 9999 calories. (These data serve as rough guide for comparing different training sessions. However, it cannot be used for medical treatment.)

Calories (Calories consumption)	1. Adjust target calories consumption from 0 to 9990 for countdown function with control knob. 2. User-defined setting or automated counting up.
Pulse	Heart rate; heart beats per minute.
Body Fat	Body fat measuring in the STOP mode.

3.2 Button Function

MODE	Confirming all settings.
CONTROL KNOB RIGHT	Selecting the training mode and setting the function (increase).
CONTROL KNOB LEFT	Selecting the training mode and setting the function (reduce).
RESET	Deleting set values. Hold RESET for two seconds to reset all values of function.
TOTAL RESET	Turn on the console again.
RECOVERY	Test the recovery pulse state.
BODY FAT	Press BODY FAT in the STOP mode to start the body fat measuring. Throughout the measuring, the user holds the handlebars with both hands. LCD displays "----" for eight seconds until the computer has finished the measuring. LCD displays BMI, FAT% alternating every three seconds.

3.3 Turning On and Setting the Equipment

1. Insert two AA 1.5V batteries.

The display will appear as shown in Fig. 1.

A signal sounds.

2. Enter the personal data and confirm with MODE.

The display changes to Fig. 2.

→ You can now continue with the target program settings.

ⓘ NOTICE

If new batteries are inserted, the settings must be made again.

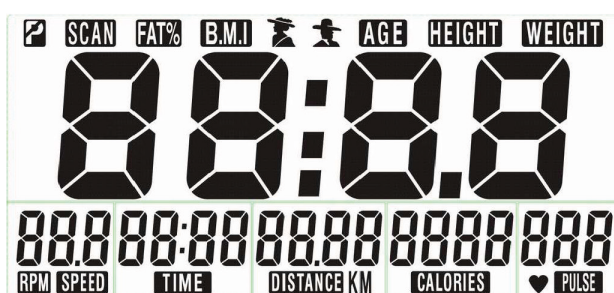


Fig. 1



Fig. 2

3.4 Target programme

For the target program, the values for time (TIME), distance (DISTANCE), calories (CALORIES) and pulse (PULSE) can be set in the setting mode.

1. You are in the setting mode.

The Time mode (TIME) is selected first.

In each mode the value flashes (e.g. time mode the time value flashes).

2. Set the desired line value for the selected mode with the rotary knob or press MODE to move to the next mode.
3. To confirm the value, press MODE.

The display changes to the next mode.

4. When all desired values are set, start the workout.

For modes where no value has been set, the number will be incremented during the workout.

For the modes where a value has been set, the value is counted down from the specified value during the workout.

NOTICE

In SCAN mode, the display shows the current data (TIME -> DISTANCE -> CALORIES -> PULSE -> RPM/SPEED) and changes to the next display every 6 seconds (see Fig. 3). To select a specific display, use MODE.



Fig. 3

→ As soon as a value you have set has been reached, you will hear a beep for 8 seconds. If you continue training, this mode will be counted up again.

NOTICE

As soon as you stop the workout for at least 4 minutes, the screen switches off. To turn on the screen again, press any key and the screen will display the last values.

3.5 Recovery

To activate the recovery function, press RECOVERY. PULSE and TIME are displayed.

NOTICE

All other data will not be displayed and no input is possible.

The TIME display counts down from 0:60 and the heart rate display flashes according to the user's heart rate (BPM - heart beats per minute) (see Figure 4).

When the display reaches 0:00, a value from F1 to F6 is displayed (F1 = very good, F6 = very bad) (see Fig. 5).



Fig. 4

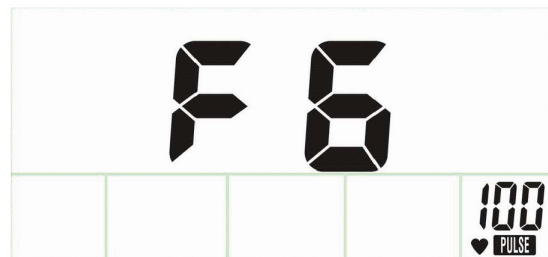


Fig. 5

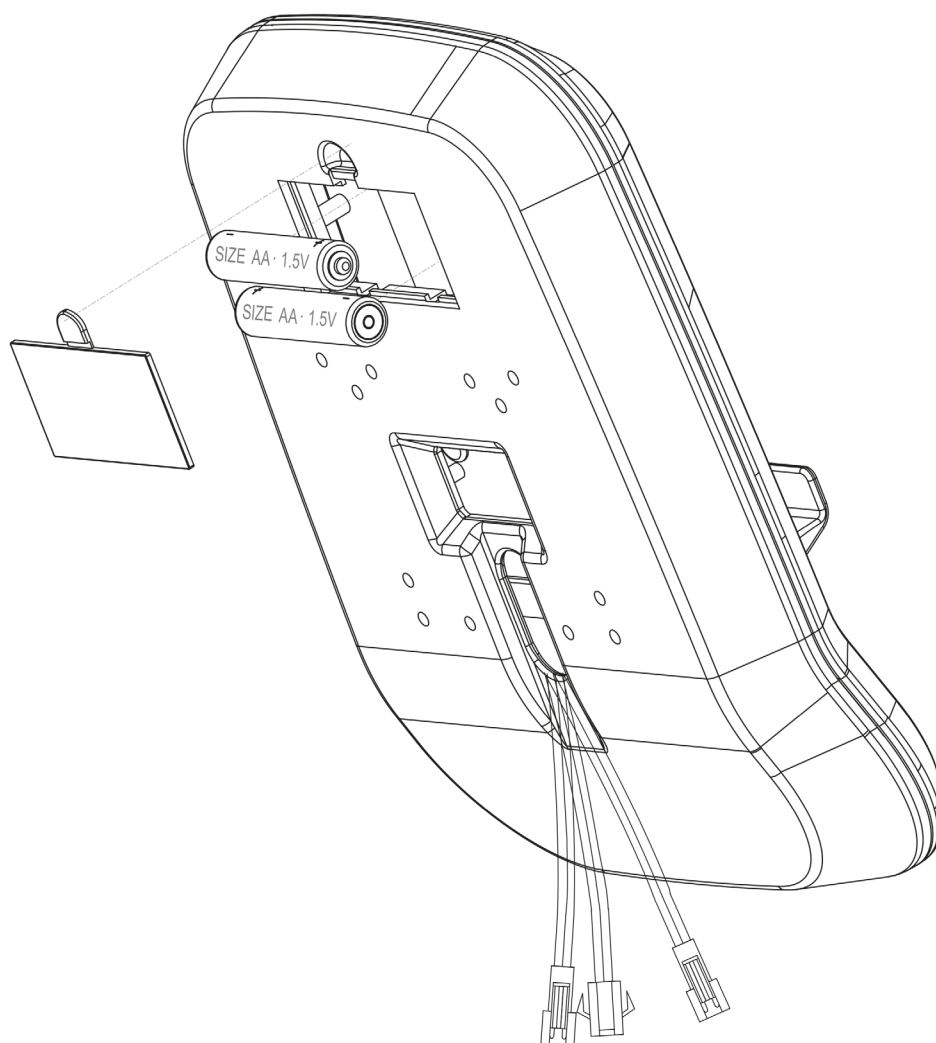
NOTICE

- + If no pulse signal is received during the countdown, it will count down to 0:00 and the display will show F6.
- + If RECOVERY is pressed before the countdown is completed, the recovery function will stop and you will return to the main menu.

3.6 Battery Compartment

The console is powered by two AA 1.5V batteries. In case the console is not working properly, the batteries might be running low. Follow the instructions to exchange the batteries.

1. Open the battery compartment cover and remove the batteries.
2. Insert two new AA 1.5V batteries and close the cover again.



4.1 General Instructions

► **ATTENTION**

- + Make sure that the equipment is protected from moisture, dust and dirt in the selected storage location. The storage location should be dry and well ventilated and have a constant ambient temperature between 5°C and 45°C.

⚠ **WARNING**

- + The storage location should be chosen so that improper use by third parties or children can be prevented.
- + If your equipment does not have transportation wheels, the equipment must be disassembled before transportation.

4.2 Transportation Wheels

► **ATTENTION**

If you want to transport your equipment over particularly sensitive and soft floor coverings, such as parquet, planks or laminate, lay out the transport route with cardboard or similar to avoid possible floor damage.

1. Stand behind the equipment and lift it until the weight is transferred to the transportation wheels. After that, you easily can move the equipment to a new position. For long transport distances the equipment should be disassembled and safely packed.
2. Select the new location by following the instructions in the section 1.3 of this manual.

5.1 General Instructions



WARNING

+ Do not make any improper changes to the equipment.



CAUTION

+ Damaged or worn components may affect your safety and the life of the equipment. Therefore, immediately replace damaged or worn components. In such a case, contact the contract partner. The equipment must not be used until it has been repaired. If necessary, use only original spare parts.



ATTENTION

+ In addition to the instructions and recommendations for maintenance and care given here, additional service and/or repair work may be necessary; this must only be carried out by authorised service technicians.

5.2 Faults and Fault Diagnosis

The equipment undergoes regular quality controls during production. Nevertheless, faults or malfunctions may occur. Frequently, individual parts are responsible for these disturbances, an exchange is usually sufficient. Please refer to the following overview for the most common errors and how to correct them. If the equipment still does not function properly, contact your contract partner.

Fault	Cause	Solution
Crackling noise in pedal area	Loose pedals	Tighten the pedals
Equipment wobbles	Equipment is not level	Adjust the supporting feet
Handlebar/saddle wobbles	Screws are loose	Tighten screws
Display does not turn on	Battery is low or the cable connection is loose	Change batteries or check cable connections
No pulse display	+ Sources of interferences in the room + Cable connections are loose + Condition of hands	+ Eliminate these sources (i. e. mobile, loudspeakers, etc.) + Check cable connections + Check pulse measuring with other persons

5.3 Maintenance and Inspection Calendar

To avoid damage from body sweat, the equipment must be cleaned with a damp towel (no solvents!) after each training session.

The following routine tasks must be performed at the specified intervals:

Part	Weekly	Monthly	Quarterly	Half-yearly	Yearly
Display console	C	I			
Plastic covers	C	I			
Screws and cable connections		I			
Check pedals for tightness		I			
Legend: C = clean; I = inspect					

6 DISPOSAL

At the end of its operational life, this equipment cannot be disposed of in normal household waste. Instead, it must be disposed of via an electricals recycling centre. Further information can be obtained from your local authority’s recycling service.

The materials can be recycled as per their symbols. Through the reuse, recycling of materials or other forms of recovery of old equipment, you make an important contribution to the protection of the environment.



To make your training experience even more efficient and pleasant, we recommend that you add suiting accessories to your fitness equipment. This could be a floor mat, for example, which makes your fitness equipment stand more securely and also protects the floor from falling sweat, but it could also be additional handrails on some treadmills or silicone spray to keep moving parts in good shape.

If you have purchased a fitness machine with pulse training and want to train your heart rate, we strongly recommend that you use a compatible chest strap, as this ensures optimum transmission of the heart rate. You may want to buy additional grips or weights for multi gyms.

Our range of accessories offers the highest quality and makes training even better. If you would like to find out more about compatible accessories, please go to the detail page of the product in our webshop (the easiest way is to enter the article number in the search field above) and go to the recommended accessories on this page. Alternatively, you can use the QR code provided. Of course, you can also contact our customer service: by telephone, e-mail, in one of our branches or via our social media channels. We will be happy to advise you!



floor mat



chest strap



chest strap contact gel



towels



silicone spray

8.1 Serial Number and Model Name

In order to provide you with the best possible service, please have the model name, article number, serial number, exploded drawing and parts list ready. The corresponding contact options can be found in chapter 10 of this operating manual.

NOTICE

The serial number of your equipment is unique. It's located on a white sticker. The exact position of this sticker is shown in the following illustration.



Enter the serial number in the appropriate field.

Serial number:

Brand / Category:

Darwin / upright bike

Model Name:

HT30

Article Number:

DF-HT30

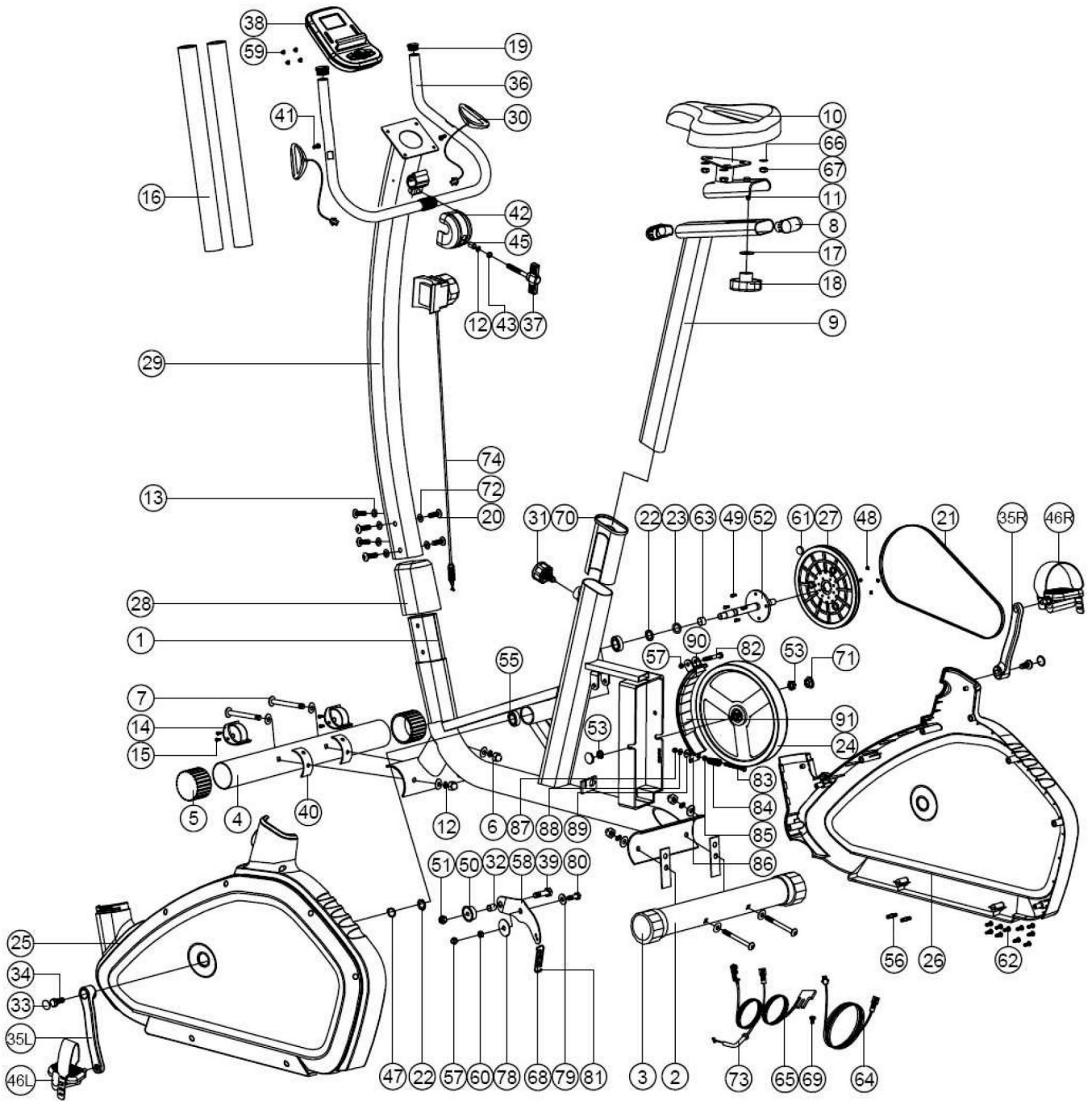
8.2 Parts List

No.	Name	Specification	Qty.
1	Main frame	800A1-3-1000-B0	1
2	Rear stabilizer	16100-6-2101-B1	1
3	Adjustable cap	55450-5-0060-B1	2
4	Front stabilizer	19000-6-2101-B5	1
5	round foot cap	55443-1-0060-B3	2
6	Domed nut M8x1.25x15L	55208-6-2015-FA	4
7	Allen bolt M8*1.25*80L	50308-5-0080-F3	4
8	Oval cap	55328-3-2550-B1	2
9	Seat post	19550-3-2200-B3	1
10	Seat DD3532	58001-6-1019-B0	1
11	Seat adjustment tube sets	70104-3-4000-B0	1
12	Spring washer D15.4 XD8.2x2T	55108-2-1520-FA	4
13	Curved washer D22*D8.5*1.5T	55108-3-2215-FA	10
14	semi-round moving foot cap	55454-K-0060-B1	2
15	cross screw ST4x1.41x12L	52804-2-0012-D0	4
16	Foam D20*7T*530L	58015-6-1113-B0	2
17	Flat washer D25xD8.5x3T	55108-1-2830-NA	1
18	Club knob D60x32L(M8x1.25)	52008-2-0022-B0	1
19	Round cap D7/8"x17L	553D7-1-0017-B1	2
20	Allen bolt M8*1.25*15L	50308-5-0015-F0	6
21	Belt	58004-6-1038-00	1
22	Waved washer D22*D17*0.3T	55117-5-2203-DA	2
23	Flat washer D23*D17.2*1.5T	55117-1-2315-NA	1
24	Flywheel set	800A1-2-3100-00	1
25	Left chain cover	800A1-6-4501-B0	1
26	Right chain cover	80002-6-4502-B0	1
27	Belt wheel	58008-6-1012-05	1
28	Oval manhead	19500-6-4578-B0	1
29	Handlebar post sets	800A1-3-2000-B0	1
30	Hand pulse	16800-6-2478-00	2
	handpulse cable	695M0-6-2479-00	2
31	Knob	52716-2-0024-B1	1

32	bushing	58002-6-1067-01	1
33	Screw cover	81502-6-2779-B0	2
34	hex Bolt M8x1.25x25	50108-2-0025-U0	2
35L	Left crank	58007-6-1045-02	1
35R	Right crank	58007-6-1046-02	1
36	Handlebar	67900-6-2401-C0	1
37	T Knob	51908-2-0055-B1	1
38	Computer ST-6577-71	800C1-6-2501-B0	1
39	Allen bolt M10*35L	50310-5-0035-C3	1
40	buffer pad	800B1-6-1081-B0	4
41	cross screw ST4*20	50904-2-0020-D0	2
42	Protective cover	69100-6-2481-B0	1
43	Flat washer D16xD8.5x1.2T	55108-1-1612-FA	1
45	bushing D8xD12.7x23	58002-6-1033-F2	1
46L/46R	Pedal set	58029-6-1026-B0	1
47	C-clip S-17(1T)	55517-1-0010-00	1
48	Nylon nut M6x1.0x6T	55206-1-2006-CA	4
49	hex Bolt M6x1.0x15L	50106-5-0015-C0	4
50	Idle wheel	745S0-6-1671-00	1
51	Nylon nut M10x1.5x10T	55210-1-2010-NA	1
52	Crank axle sets	19802-3-2903-01	1
53	Anti-loosen nut 3/8"-26UNF*6.5T	18600-6-3175-N1	2
55	Bearing #6003ZZ	58006-6-1018-00	2
56	Pin	71600-6-4586-60	2
57	Nylon nut M8*1.25*8T	55208-1-2008-NA	2
58	Fixing plate for idle wheel	195S0-3-1600-N2	1
59	cross Screw M5x0.8x10L		4
60	hex Nut M8*1.25*6T	55208-2-2006-NA	1
61	Round magnet	174R4-6-2574-00	1
62	cross Screw ST4.2x1.4x20L	53342-2-0020-N0	10
63	Bushing D22.5*D17.2*6.4T	80700-6-2781-00	1
64	Upper computer cable 1000L	707A1-6-2572-00	1
65	Lower computer cable 900L	12601-6-2573-00	1
66	Spring D16xD8.5x1.2T		3
67	nylon nut		3

68	spring	58003-6-1024-N0	1
69	Cross bolt M5x0.8x12L	52605-2-0012-N0	1
70	Hollow end cap 40x80x129	55302-6-4080-B2	1
71	Bolt cover	19100-6-3172-B0	2
72	Flat washer D16*D8.5*1.2T	55108-1-1612-FA	4
73	Lower Tension cable 1130L	801A0-6-2601-B1	1
74	Upper Tension cable 640L	71700-6-2602-02	1
78	Plastic washer D50*D10*1.0T	55110-1-5010-BF	1
79	Flat washer D30*D8.5*2.0T	55108-1-3020-NA	1
80	hex Bolt M8*25	50108-5-0025-N3	1
81	Plastic cover	803K0-6-1082-00	2
82	hex Bolt M8*52L	50108-5-0052-N3	1
83	hex Bolt M6*65L	50106-5-0065-N0	1
84	Spring D1.0*55L	58003-6-1054-N0	1
85	hex Nut M6*1*6T	55206-2-2006-NA	1
86	Fixing bracket for magnet	706E2-3-3200-N0	1
87	Nylon nut M6*1*6T	55206-1-2006-NA	1
88	Nylon washer D6*D19*1.5T	55106-1-1915-B1	1
89	Flat washer D13*D6.5*1.0T	55106-1-1310-NA	1
90	Magnet case	58020-6-1003-M0	6
91	Magnet	58009-6-1007-01	7
\	Inner Allen spanner	58030-6-1031-D1	1
\	spanner	58030-6-1005-N2	1
	hardware bag	800C1-3-5100-00	1

8.3 Exploded Drawing



Training equipment from cardiostrong® is subject to strict quality control. However, if a fitness equipment purchased from us does not work perfectly, we take it very seriously and ask you to contact our customer service as indicated. We are happy to help you by phone via our service hotline.

Error Descriptions

Your fitness equipment is developed for long-term, high-quality training. However, should a problem arise, please first read the operating instructions. For further assistance, please contact your contract partner or call our service hotline. To ensure your problem is solved as quickly as possible, please describe the defect as exactly as possible.

In addition to the statutory warranty, we provide a warranty for every fitness equipment purchased from us according to the following provisions.

Your statutory rights are not affected.

Warrantee

The warrantee is the first/original buyer and/or any person who received a newly purchased product as a gift from the original buyer.

Warranty period

The warranty periods, shown on our web shop, begin on delivery of the fitness equipment. The respective warranty periods for your equipment can be found on its product website.

Repair Costs

According to our choice, there will either be a repair, a replacement of individual damaged parts or a complete replacement. Spare parts, that have to be mounted while assembling the equipment, have to be replaced by the warrantee personally and are not a part of repair. After the expiration of the warranty period for repair costs, a pure parts warranty applies, which does not include the repair, installation and delivery costs.

The terms of use are defined as follows:

- + Home use: solely for private use in private households up to 3 hours per day
- + Semi-professional use: up to 6 hours per day (e. g. rehabilitation centres, hotels, clubs, company gyms)
- + Professional use: more than 6 hours per day (e. g. commercial gyms)

Warranty Service

Within the warranty period, equipment which develops faults as a result of material or manufacturing defects, will be repaired or replaced at our discretion. Ownership of equipment or parts of equipment which have been replaced is transferred to us. The warranty period is not extended nor does a new warranty period begin following repair or replacement under the warranty.

Warranty Conditions

For the warranty to be valid, the following steps must be taken:

Please contact our customer service by email or phone. If the product under warranty has to be sent in for repair, the seller bears costs. After expiry of the warranty, the buyer bears the costs of transport and insurance. If the fault is covered by our warranty, you will receive a new or repaired equipment in return.

Warranty claims are invalid in case of damage resulting from:

- + misuse or improper handling
- + environmental influences (moisture, heat, electrical surge, dust, etc.)
- + failure to follow the current safety measures for the equipment
- + failure to follow the operating instructions
- + use of force (e. g. hitting, kicking, falling)
- + interventions which were not carried out by one of our authorized service centres
- + unauthorised repair attempts

Proof of Purchase and Serial Number

Please make sure that you are able to provide the appropriate receipt when claiming on your warranty. So that we can clearly identify the model of your equipment, and for the purposes of our quality control, you will need to give the serial number of your equipment, when contacting the service team. Where possible please have your serial number and your customer number ready when you call our service hotline. It will help us to deal with your request swiftly.

If you cannot find the serial number on your fitness equipment, our service team is at your disposal to offer further information.

Service outside of the Warranty Period

We are also happy to issue an individual cost estimate if there is a problem with your fitness equipment after the warranty has expired, or in cases which do not fall under the terms of the warranty, e. g. normal wear and tear. Please contact our customer service team to find a quick and cost-effective solution to your problem. In such a case you will be responsible for the delivery costs.

Communication

Many problems can be solved just by speaking to us as your specialist supplier. We know how important it is to you as a user of the fitness equipment to have problems solved quickly and simply, so you can enjoy working out with minimal interruption. For that reason, we also want to resolve your queries quickly and in a straightforward manner. Thus, please always keep your customer number and the serial number of the faulty equipment handy.

DE	DK	FR
<p>TECHNICAL SUPPORT</p> <p>☎ +49 4621 4210-900 📠 +49 4621 4210-698 ✉ technik@sport-tiedje.de</p> <p>🕒 Mo - Fr 08:00 - 18:00 Sa 09:00 - 18:00</p> <p>SERVICE</p> <p>☎ 0800 20 20277 (Freecall) ✉ info@sport-tiedje.de</p> <p>🕒 Mo - Fr 08:00 - 21:00 Sa 09:00 - 21:00 So 10:00 - 18:00</p>	<p>TECHNICAL SUPPORT & SERVICE</p> <p>☎ 80 90 16 50 +49 4621 4210-945 ✉ info@fitshop.dk</p> <p>🕒 Mo - Fr 08:00 - 18:00 Sa 09:00 - 18:00</p>	<p>TECHNICAL SUPPORT & SERVICE</p> <p>☎ +33 (0) 172 770033 +49 4621 4210-933 ✉ service-france@fitshop.fr</p> <p>🕒 Mo - Fr 08:00 - 18:00 Sa 09:00 - 18:00</p>
	PL	BE
	<p>TECHNICAL SUPPORT & SERVICE</p> <p>☎ 22 307 43 21 +49 4621 42 10-948 ✉ info@fitshop.pl</p> <p>🕒 Mo - Fr 08:00 - 18:00 Sa 09:00 - 18:00</p>	<p>TECHNICAL SUPPORT & SERVICE</p> <p>☎ 02 732 46 77 +49 4621 42 10-932 ✉ info@fitshop.be</p> <p>🕒 Mo - Fr 08:00 - 18:00 Sa 09:00 - 18:00</p>

UK	NL	INT
<p>TECHNICAL SUPPORT</p> <p>☎ +44 141 876 3986 ✉ support@powerhousefitness.co.uk</p> <p>SERVICE</p> <p>☎ +44 141 876 3972 🕒 Mo - Fr 9am - 5pm</p>	<p>TECHNICAL SUPPORT & SERVICE</p> <p>☎ +31 172 619961 ✉ info@fitshop.nl</p> <p>🕒 Ma - Do 09:00 - 17:00 Vr 09:00 - 21:00 Za 10:00 - 17:00</p>	<p>TECHNICAL SUPPORT & SERVICE</p> <p>☎ +49 4621 4210-944 ✉ service-int@sport-tiedje.de</p> <p>🕒 Mo - Fr 8am - 6pm Sat 9am - 6pm</p>
	AT	CH
	<p>TECHNICAL SUPPORT & SERVICE</p> <p>☎ 0800 20 20277 (Freecall) +49 4621 42 10-0 ✉ info@sport-tiedje.at</p> <p>🕒 Mo - Fr 08:00 - 18:00 Sa 09:00 - 18:00</p>	<p>TECHNICAL SUPPORT & SERVICE</p> <p>☎ 0800 202 027 +49 4621 42 10-0 ✉ info@sport-tiedje.ch</p> <p>🕒 Mo - Fr 08:00 - 18:00 Sa 09:00 - 18:00</p>

Please find a detailed overview including address and opening hours for all stores of the Sport-Tiedje Group in Germany and abroad on the following website:

www.sport-tiedje.com/en/stores

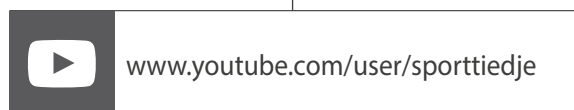
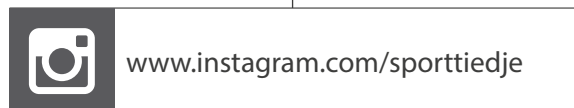
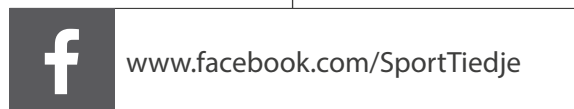
WE LIVE FITNESS

WEBSHOP AND SOCIAL MEDIA

Sport-Tiedje is Europe's largest specialist store for home fitness equipment with currently 80 stores and one of the world's most renowned online mail order companies for fitness equipment. Private customers order via the 25 web shops in the respective national language or have their desired equipment assembled on site. In addition, the company supplies fitness studios, hotels, sports clubs, companies and physio practices with professional equipment for endurance and strength training.

Sport-Tiedje offers a wide range of fitness equipment from renowned manufacturers, high-quality in-house developments and comprehensive services, such as a build-up service and sports scientific advice before and after the purchase. The company employs numerous sports scientists, fitness trainers and competitive athletes.

Visit us also on our social media platforms or our blog!



Notes



DARWIN **HT30**