

## SMARTBAND™ – CRITERIA NOT COVERED BY WARRANTY

- Stretching beyond its maximum length of 2.5 times its resting length (by not using the handles and shortening your grip, knotting, or tying round a pole or similar)
- Cosmetic wear to the surface from regular use that does not affect the performance of the SMARTBAND
- Damage from shoes or abrasive floor surfaces including outside elements or factors
- Uneven color patterns, stains, or discoloration at time of purchase or from use or storage
- Creases, folds, and indentations from improper handling and/or storing. It is best to hang the SMARTBAND or keep it rolled up.
- Improper cleaning with anything other than water with a mild detergent
- Damage from sharp objects
- Damage from excessive amounts of water or other liquids e.g. submerging under water or using a water blaster

**LES MILLS**  
**SMARTBAND**

## WARRANTY & INSTRUCTIONS FOR USE

To make a warranty claim, either contact your local Les Mills authorized distributor or visit our website [www.lesmills.com/merchandise/equipment/warranty](http://www.lesmills.com/merchandise/equipment/warranty)

Guidelines for use and care of the SMARTBAND™: [www.lesmills.com/merchandise/equipment/care](http://www.lesmills.com/merchandise/equipment/care)

## SMARTBAND™ – WARRANTY INFORMATION

### WARRANTY INFORMATION

The SMARTBAND™ and SMARTBAND Extreme™ are designed for regular use. At Les Mills Merchandise Limited (Les Mills) we stand behind our materials and manufacturing and provide a **one year warranty** (from date of purchase) for manufacturing faults caused by materials or labor. Les Mills and its local SMARTBAND distributor will, at their discretion, either repair or replace a faulty SMARTBAND in accordance with the conditions set out below. For all purchases prior to 30 June 2020 the warranty period is two years.

Proper care and maintenance of the SMARTBAND is required (like any other product) to ensure proper functionality and longevity. The following guidelines should prolong the life and reduce wear on the SMARTBAND.

### Personal Use Customers Only

As a consumer, you are entitled to the applicable legal rights stated in your national legislation concerning the commerce of consumer goods. This warranty does not restrict these rights.

### WARRANTY TERMS

This warranty is only valid in countries where Les Mills has an authorized SMARTBAND distributor or reseller. It covers manufacturing faults occurring during the warranty period for any SMARTBAND purchased from Les Mills or a distributor/reseller authorized by Les Mills. The warranty applies only to the original purchaser and does not cover any second hand or re-sold SMARTBAND. The SMARTBAND must remain in the possession of the original buyer/owner and bear the original manufacturer's batch code. The one year warranty period commences from the date on which the original buyer purchases the SMARTBAND. Warranty repairs will not extend the warranty period.



*The batch code for the SMARTBAND is represented by two clock-like dials located on one of the handle areas.*

### EXCLUSIONS

This warranty covers only failures due to manufacturing faults that occur during normal use. This warranty does not extend to faults resulting from normal wear, misuse, abuse, damage incurred during loading or transportation, improper storage, modification without the consent of Les Mills, or where the SMARTBAND has been used other than as recommended by Les Mills (see the instructions below and our guidelines for using the SMARTBAND at [www.lesmills.com/merchandise/equipment/care](http://www.lesmills.com/merchandise/equipment/care)). This warranty is invalid where the SMARTBAND does not bear its original manufacturer's batch code. This warranty is invalid where the SMARTBAND that is the subject of a warranty claim has been disposed of prior to a warranty claim being closed by Les Mills.

Neither Les Mills nor its authorized local SMARTBAND distributor or reseller will be liable for any defects due to reasons beyond their control or for consequential damages or for breach of any implied warranty on the SMARTBAND.

### CLAIM PROCESS

For enquiries, or to make a warranty claim, either contact your local Les Mills authorized SMARTBAND distributor or visit our website [www.lesmills.com/merchandise/equipment/warranty](http://www.lesmills.com/merchandise/equipment/warranty). Please keep your invoice as proof of purchase as you will need this to submit a warranty claim. Please keep in mind warranties are voided if any product is purchased from an unauthorized reseller.

You will also need to include the following details about the faulty SMARTBAND: the batch code, date of delivery, information about the place and conditions of use of the faulty SMARTBAND and a precise description of the fault (including photographs). The Les Mills local SMARTBAND distributor will liaise with Les Mills to assess the issue and determine if the warranty applies. We will then work with our local SMARTBAND distributor to repair or replace the SMARTBAND. If we ask you to return the faulty

SMARTBAND, we will cover the cost of doing so. **SMARTBAND™ – WEAR & CARE**

## INFORMATION

### HANDLING & USE

The SMARTBAND™ is designed for regular use. However, like any product that is produced from a soft material, it can deteriorate over time and show wear due to interaction with variable & rough surfaces. Normal wear and tear is not covered under warranty.

SMARTBANDs that show signs of surface wear (blisters, peeling or delamination) are considered to be within normal wear and tear and do not mean that the band will prematurely break. Any SMARTBAND that breaks, rips, or otherwise fails due to a manufacturing defect will be covered by our warranty for a period of one year (from the date of purchase).

Many exercises with the SMARTBAND require you to position the resistance band under your feet. Shoes with an aggressive tread pattern, sharp edges, or made from abrasive material are likely to cause damage to the band. You could consider training in bare feet (if appropriate for the exercise).

Avoid exercising on an abrasive surface, such as rough concrete (or carpet) as this could damage the surface of the resistance band during use. We recommend (if possible) working out on a smooth hard surface or using a fitness mat with a durable but soft surface e.g. grey side Les Mills MBX Mat™.

The SMARTBAND has been designed to be stretched to a maximum length of 2.5 times its resting length. Stretching the SMARTBAND beyond its recommended extension can compromise its soft material properties and may result in fine tears. Please ensure you use the handles when using your SMARTBAND. Not using the handles and shortening your grip may result in the SMARTBAND exceeding its maximum extension. A leading cause of failures within resistance bands is over-stretching/over-extension. If you are not able to achieve the resistance you require – (i.e. if you feel the need to shorten the SMARTBAND), we suggest using a stiffer band such as SMARTBAND Extreme, or using a small to medium hand-held weight plate in addition to the SMARTBAND.

Tying your SMARTBAND in a knot may cause it to rip or tear when performing a move. We do not recommend using a SMARTBAND with secondary objects (such as wrapping around a pole). Secondary objects can have sharp edges, abrasive surfaces or other features which can cause damage to the SMARTBAND. The SMARTBAND should never be wrapped or tied around an object where it is stretched over a fine edge. When a resistance band is stretched under these circumstances, these objects create a high level of point loading on the resistance band which can cause it to break, tear, or otherwise prematurely fail.

### STORAGE

The SMARTBAND should be used and stored indoors, at room temperature. Exposing SMARTBAND to extreme temperatures (<-5°C/41°F; >50°C/122°F) and sunlight may affect the performance of the material which may become brittle and therefore prone to tearing.

For storage in a club/facility, we recommend using the SMARTBAND storage rack (or equivalent wall-mounted racking) in a cool, dry place. At home, we recommend hanging, or rolling.

### CLEANING

Regularly clean the SMARTBAND by gently washing with water and a few drops of mild dish soap using a soft cloth or sponge. Do not use other solvents or chemicals. Do not apply heat to dry the SMARTBAND.

### DIMENSIONS & WEIGHT

Metric = 123 (L) x 2.5 (W) x 0.4 (D) cm; 0.22kg | Imperial = 48 (L) x 0.98 (W) x 0.15 (H) inches; 0.47 lbs

### CONSTRUCTION

The SMARTBAND is manufactured from custom formulated TPE (thermoplastic elastomer) which gives the band the ability to stretch and return to its original state. The SMARTBAND is tested for durability in a high use gym environment.