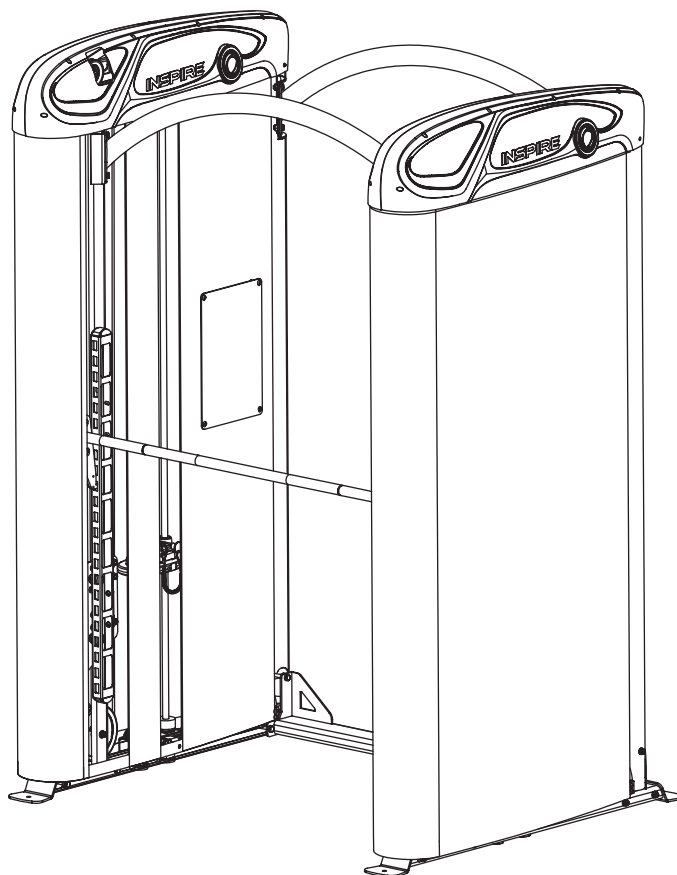


USER MANUAL

START HERE

SMITH QUICKSELECT

COMMERCIAL SMITH MACHINE



Record Serial Number Here

Centr LLC
80009-V2024-04-17

CONGRATULATIONS

Welcome to the Inspire Fitness Family. You've just taken the first step to a healthier and stronger body. This CSM, Commercial Smith Machine by Inspire Fitness offers the key to unlocking your body's potential. Regular weight training 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 CSM

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 Smith Machine is intended for Commercial use. Rust can form on certain parts in a humid environment, resulting in impaired function.

CONTACT US FOR HELP

Service of your Commercial Smith Machine 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

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IMPORTANT SAFETY NOTICE

PRECAUTIONS

This exercise machine is built for optimum safety. However, certain precautions apply whenever you operate a piece of exercise equipment. Be sure to read the entire manual before you assemble or operate your machine. Please note the following safety precautions:

1. **Consult your physician before beginning any exercise program**
2. Always keep children and pets away from the machine. **DO NOT** leave children unattended in the same room with the machine. The linkages on this machine can cause serious injury or death if used improperly.
3. Never place your hands or feet in the path of the linkages because injury may occur to you or damage may occur to the equipment. Never allow children to come near or approach the moving linkages while in use.
4. If the user experiences dizziness, nausea, chest pain, or any other abnormal symptoms, **STOP** the workout at once. **CONSULT A PHYSICIAN IMMEDIATELY.**
5. Position the machine on an open and level surface.
6. **DO NOT** use the machine outdoors or near water.
7. Keep hands away from all moving parts.
8. Always wear appropriate workout clothing when exercising. **DO NOT** wear robes or other clothing that could become caught in the machine. Running or training shoes are also required when using the machine.
9. Use the machine only for its intended use as described in this manual. **DO NOT** use attachments not recommended by the manufacturer.
10. **DO NOT** place any sharp objects around the machine.
11. Disabled persons should not use the machine without a qualified person or physician in attendance.
12. Before using the machine to exercise, perform stretching exercises to properly warm up.

Care and Maintenance

1. Keep moving parts clean.
2. **DO NOT** use or store equipment outdoors
3. Inspect and tighten all parts before using the machine.
4. The frame can be cleaned using a damp cloth and mild non abrasive detergent. **DO NOT** use solvents.

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.

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. Centr LLC. DOES NOT ASSUME ANY RESPONSIBILITY FOR PERSONAL INJURY OR PROPERTY DAMAGE SUSTAINED BY OR THROUGH THE USE OF THIS PRODUCT. THIS MACHINE REQUIRES 2 PEOPLE FOR ASSEMBLY.

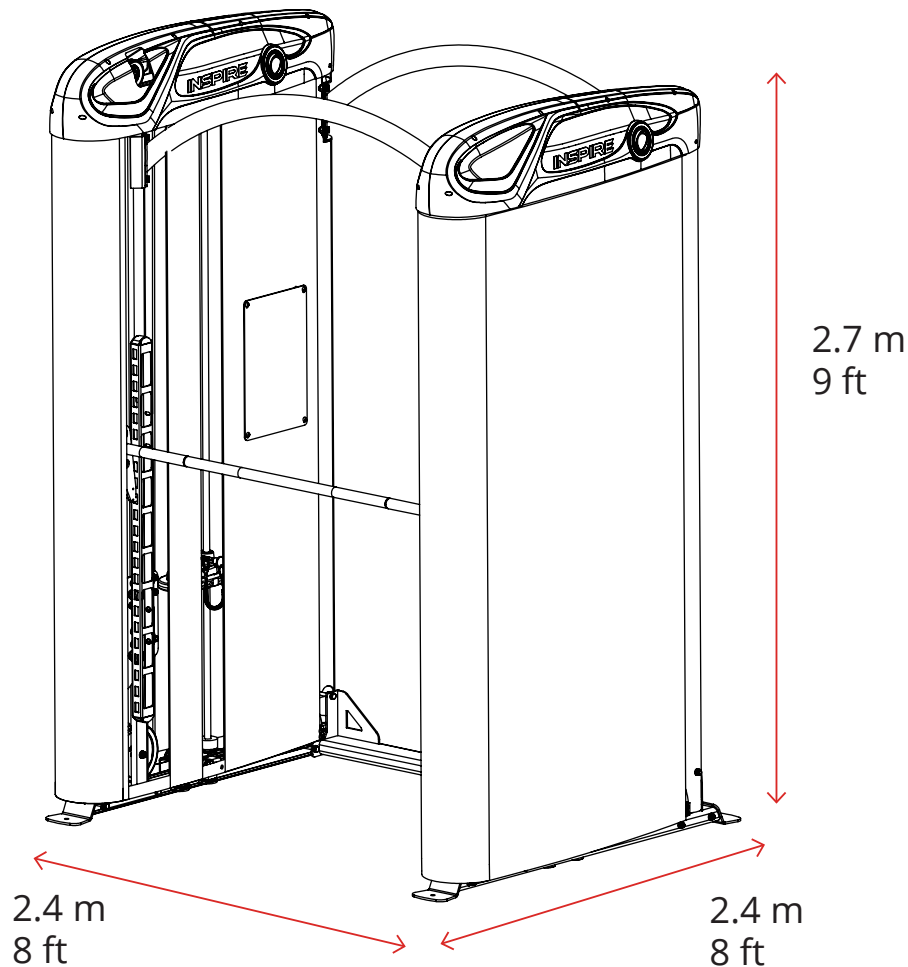
SPACE REQUIREMENTS

This Commercial Smith Machine requires a minimum amount of floor space and ceiling height to safely operate. Keep a minimum open area of 20" (0.5m) behind, and 20" (0.5m) on both sides.

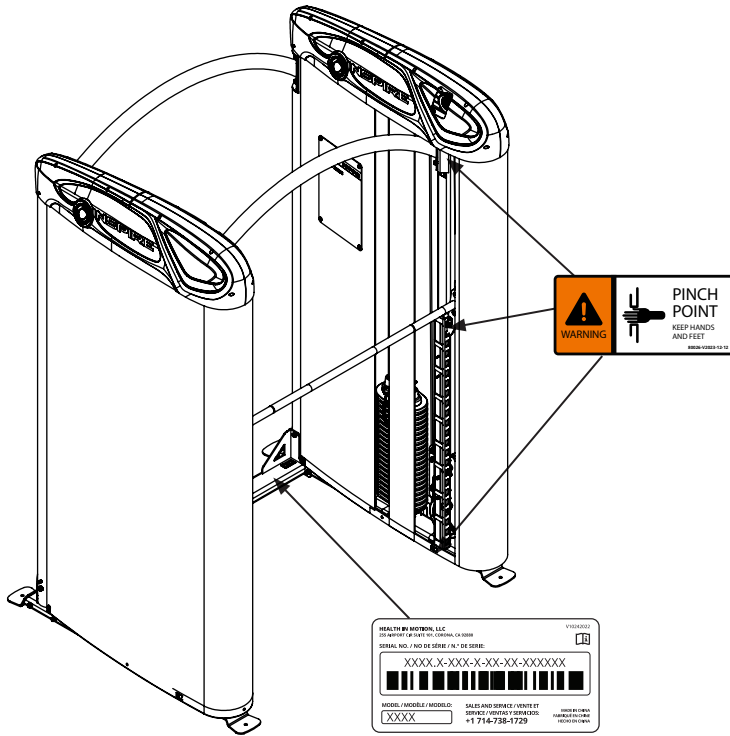
GROUND ANCHORING

This Commercial Smith Machine **SHOULD** be bolted to the ground to avoid moving or creeping of the machine while in use with a heavy load.

LIVE AREA



WARNING AND SERIAL NUMBER LABELS



WARNING

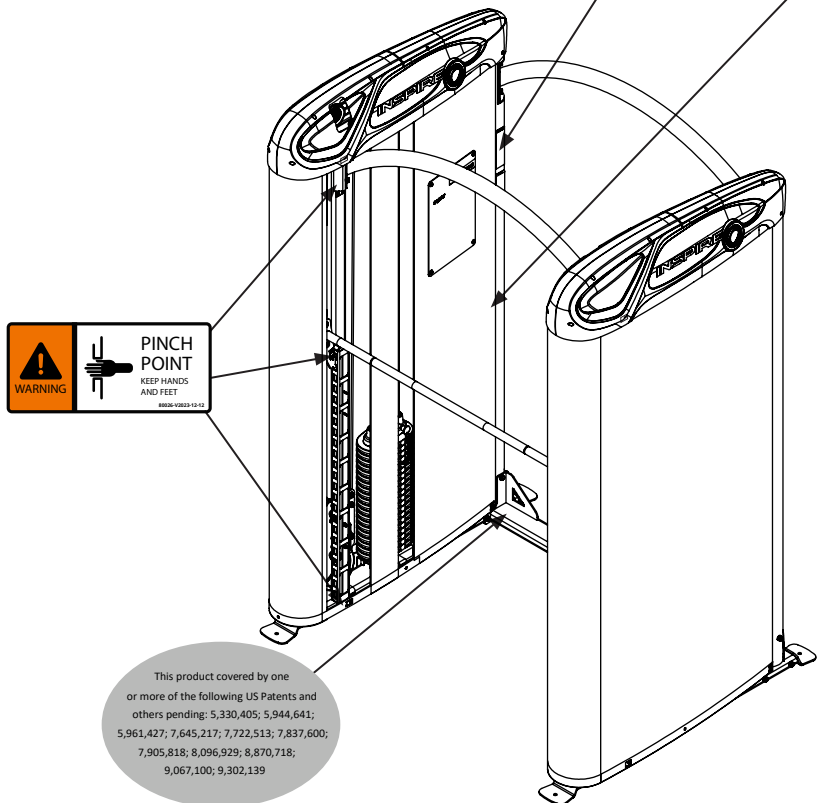
USE ONLY GENUINE INSPIRE REPLACEMENT PARTS. FAILURE TO DO SO WILL VOID WARRANTY AND COULD RESULT IN SERIOUS INJURY. THERE IS A RISK ASSOCIATED BY INDIVIDUALS WHO USE THIS TYPE OF EQUIPMENT. TO MINIMIZE THE RISK, ALWAYS FOLLOW THESE RULES.

- PRIOR TO USE, THE USER MUST RECEIVE PROPER INSTRUCTION, AND READ ALL WARNINGS AND INSTRUCTIONS ATTACHED TO THE PRODUCT.
- INSPECT EQUIPMENT BEFORE EACH USE. DO NOT USE IF THE PRODUCT APPEARS DAMAGED OR UNOPERABLE. REPLACE PARTS THAT SHOW ANY WEAR OR DAMAGE. IF IN DOUBT ABOUT A CERTAIN PART, DO NOT USE THE EQUIPMENT UNTIL THE PART IS REPLACED. FAILURE TO REPLACE WORN OR DAMAGED PARTS MAY RESULT IN INJURY.
- FOLLOW MAINTENANCE SCHEDULED ON THE "NOTICE" STICKER.
- CONSULT YOUR PHYSICIAN BEFORE STARTING ANY EXERCISE PROGRAM. WARM UP PROPERLY BEFORE EXERCISING. STOP EXERCISING IF YOU FEEL PAIN OR DIZZY.
- TO PREVENT THE POSSIBILITY OF SERIOUS INJURY, KEEP CLEAR OF ALL MOVING PARTS. DO NOT ATTEMPT TO FREE ANY JAMMED PART BY YOURSELF. OBTAIN ASSISTANCE BY ORDER TO AVOID POSSIBLE INJURY.
- TAKE YOUR TIME AND DO NOT PUSH EXERCISE. PRACTICE PROPER BREATHING. NEVER HOLD YOUR BREATH.
- CHILDREN SHOULD NOT BE ALLOWED TO USE THIS EQUIPMENT. TO AVOID POSSIBLE INJURY, CHILDREN SHOULD BE KEPT AT A SAFE DISTANCE WHEN THIS EQUIPMENT IS IN USE. TEENAGERS SHOULD NOT USE THIS EQUIPMENT WITHOUT ADULT SUPERVISION.
- CALL YOUR AUTHORIZED CENTER DISTRIBUTOR IF YOU HAVE ANY QUESTIONS ON THE PROPER USE OR MAINTENANCE OF THIS EQUIPMENT.
- MAKE SURE ALL PULL PINS, LOCKS, AND SAFETY LATCHES ARE IN PLACE AND FULLY ENGAGED BEFORE EACH USE.
- NEVER PIN THE WEIGHT STACK OR TOP PLATE IN AN ELEVATED POSITION. A MACHINE MUST NEVER BE USED IF FOUND IN THIS CONDITION FOR SELECTED STRENGTH EQUIPMENT THAT SUPPORT WEIGHT STACKS.
- TO INCREMENTALLY INCREASE THE WEIGHT RESISTANCE, USE ONLY INCREMENTAL RESISTANCE INCREASERS PROVIDED BY THE MANUFACTURER.
- NEVER USE THE MACHINE FOR SUPPORT DURING STRETCHING OR TO ATTACH AND USE RESISTANCE STRAPS, ROPES, OR OTHER ACCESSORIES UNLESS ALLOWED BY THE MANUFACTURER.
- KEEP BODY CLOTHING AND FITNESS ACCESSORIES CLEAR OF ALL MOVING PARTS.
- INSPECT THE EQUIPMENT BEFORE USE AND DO REPLACE LABEL IF DAMAGED, ILLEGIBLE, OR MISSING. 80009-V2024-01-10

NOTICE

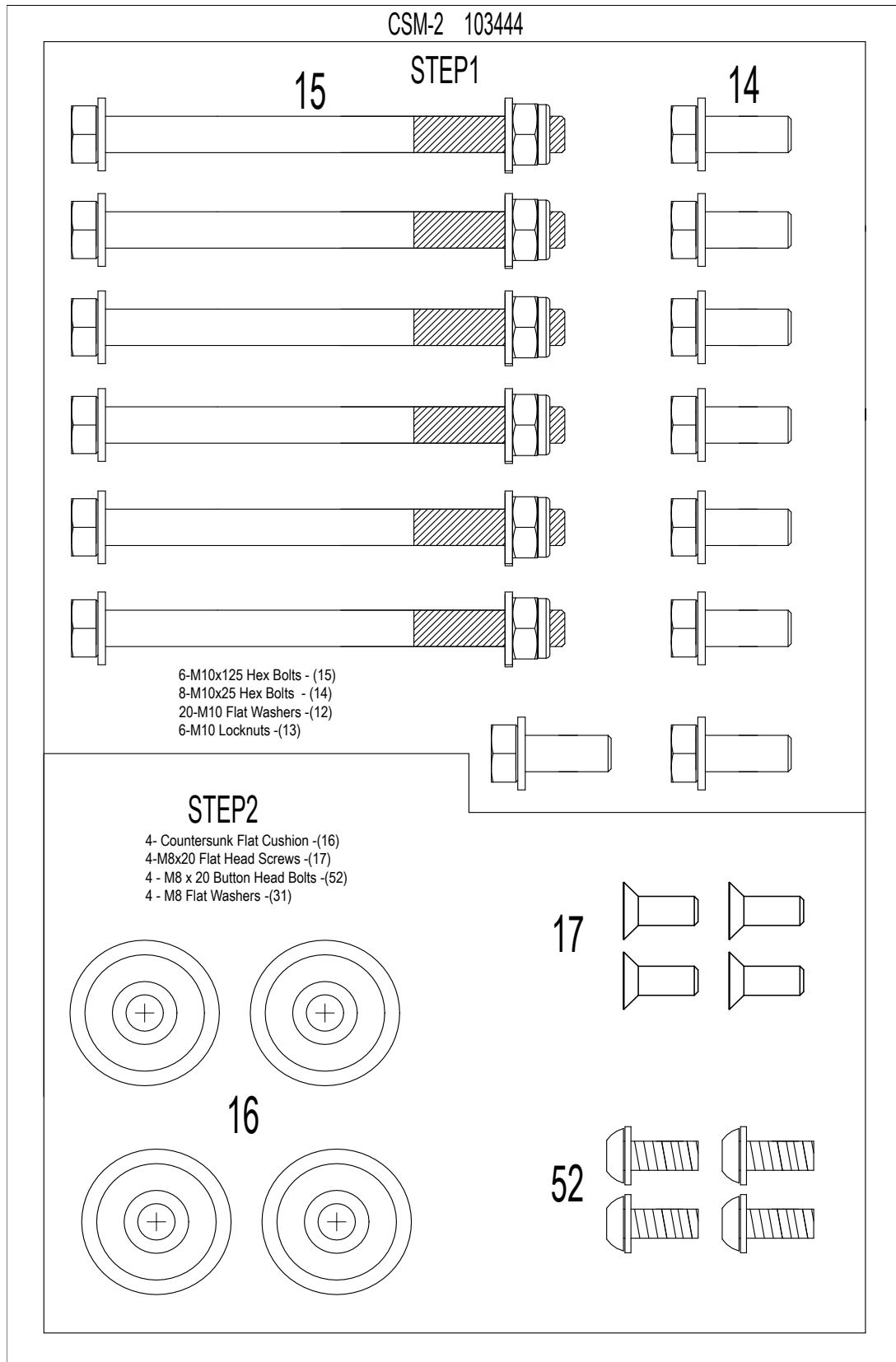
COMMERCIAL MAINTENANCE	ONLY	WEEKLY	MONTHLY	YEARLY
Inspect: Link, Pin, Roll Pin, Spring, Cable, Swivel, Weight Stack Pin	X			
Clean: Upholstery	X			
Inspect: Cables and their fittings	X			
Inspect: Tightness of all screws	X			
Inspect: Accessory Bar and Handles		X		
Inspect: All Decals		X		
Inspect: All Pins and Safety Latches, if needed		X		
Inspect: Anti-Skid Footpads		X		
Clean and Lubricate: Guide Rods with a Weighted Lubricant		X		
Lubricate: Seat Cushion and all Plastic Slides		X		
Clean and Wax: All Candy Grips				X
Replace: Cables, Bolts and Connecting Parts				X

80009-V2024-01-10



This product covered by one or more of the following US Patents and others pending: 5,330,405; 5,944,641; 5,961,427; 7,645,217; 7,722,513; 7,837,600; 7,905,818; 8,096,929; 8,870,718; 9,067,100; 9,302,139

ASSEMBLY HARDWARE KIT




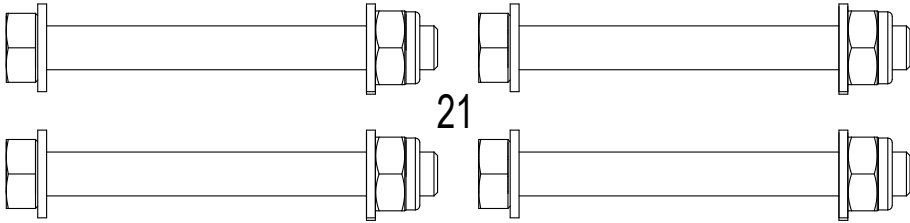
HARDWARE PACK (NOT TO SCALE)

ASSEMBLY HARDWARE KIT

CSM-2 103445


STEP3 4-M10x90 Hex Bolts -(21) 4-M10 Locknuts -(13) 8 - M6*5 Set Screws-(18)


18 



STEP4

4 - M10 x40 Hex Bolts-(25)
8 - M10 Flat Washers-(12)
4 - M10 Locknuts -(13)
4 - M6*5 Set Screws -(18)


18 



STEP5

8 - Limit buckle-(29)

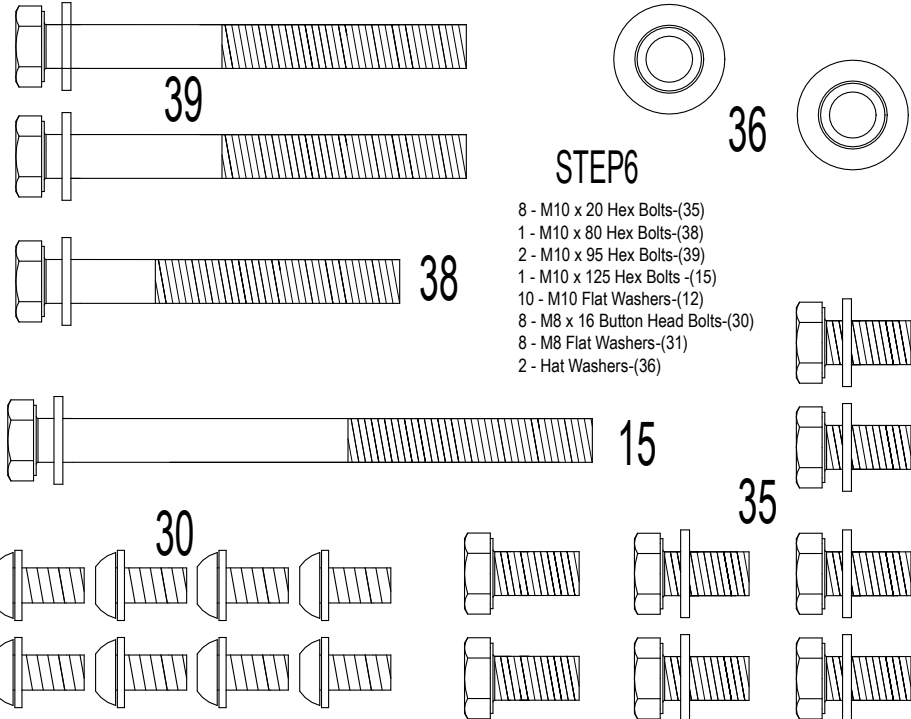
29



STEP6

8 - M10 x 20 Hex Bolts-(35)
1 - M10 x 80 Hex Bolts-(38)
2 - M10 x 95 Hex Bolts-(39)
1 - M10 x 125 Hex Bolts -(15)
10 - M10 Flat Washers-(12)
8 - M8 x 16 Button Head Bolts-(30)
8 - M8 Flat Washers-(31)
2 - Hat Washers-(36)

36



HARDWARE PACK CONTINUED (NOT TO SCALE SCALE)

ASSEMBLY HARDWARE KIT

CSM-2 103446

STEP 7

- 8 - M10 x 20 Hex Bolts-(35)
- 1 - M10 x 80 Hex Bolts-(38)
- 2 - M10 x 95 Hex Bolts-(39)
- 1 - M10 x 125 Hex Bolts -(15)
- 10 - M10 Flat Washers-(12)
- 8 - M8 x 16 Button Head Bolts-(30)
- 8 - M8 Flat Washers-(31)
- 2 - Hat Washers-(36)

STEP 8

- 6 - M5 x 15 Cap Screws-(41)
- 2 - M5 x 40 Cap Screws-(42)
- 2 - M5 x 65 Cap Screws-(43)
- 2 - M5 x 115 Cap Screws-(44)
- 12 - M5 x 14 Cylinder Nuts-(40)

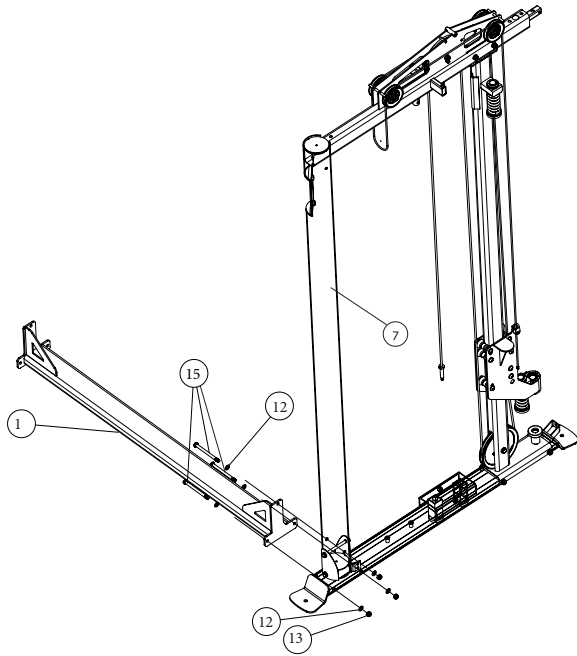
STEP 9

- 8-M8 x 16 Button Head Bolts-(30)
- 8-M8 Locknuts-(49)

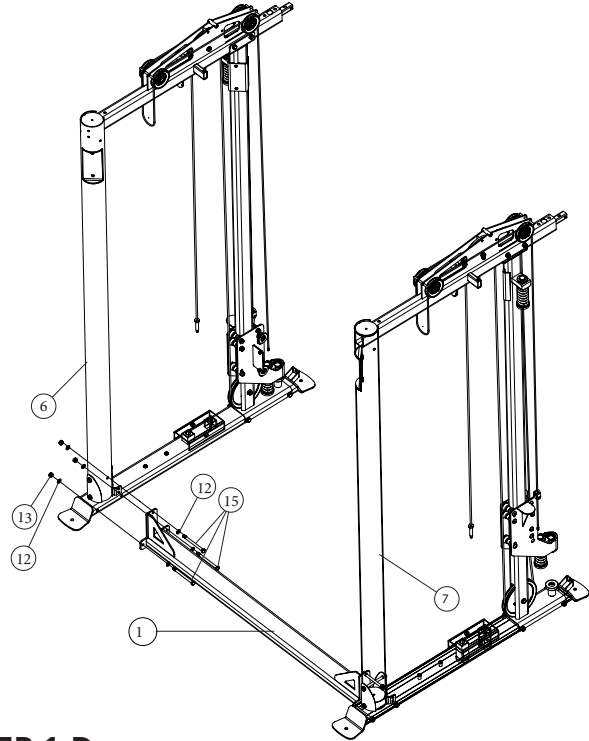
HARDWARE PACK CONTINUED (NOT TO SCALE)

FRAME ASSEMBLY

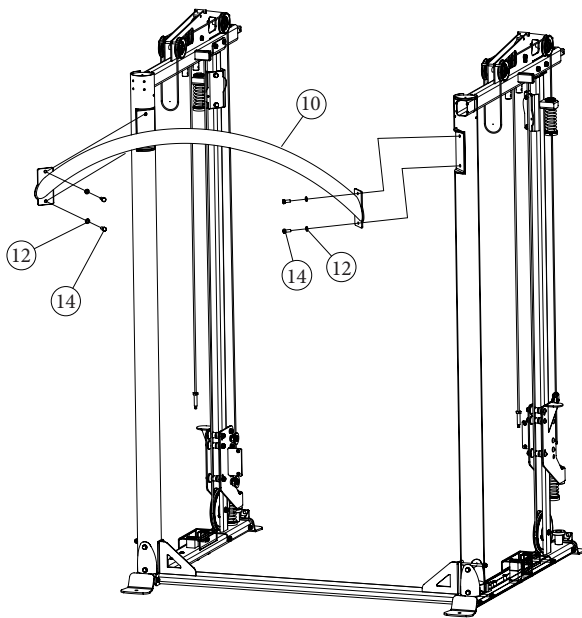
STEP 1-A Assemble **Lower Cross Brace (1)** to **Main Frame Left (7)**, secure with **Bolt (15)**, **Washer (12)** and **Nut (13)**. DO NOT FULLY TIGHTEN YET.



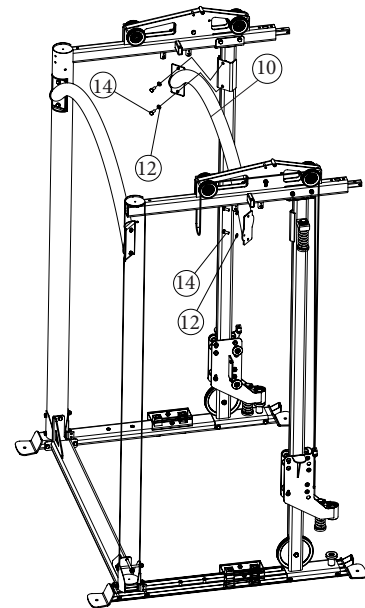
STEP 1-B Assemble **Lower Cross Brace (1)** to **Main Frame Right (6)**, secure with **Bolt (15)**, **Washer (12)** and **Nut (13)**. DO NOT FULLY TIGHTEN YET.



STEP 1-C. Install **Upper CrossBar (10)** to the Upright frame on Rear side, Secure with **Bolt (14)**, **Washer (12)**. DO NOT FULLY TIGHTEN YET.

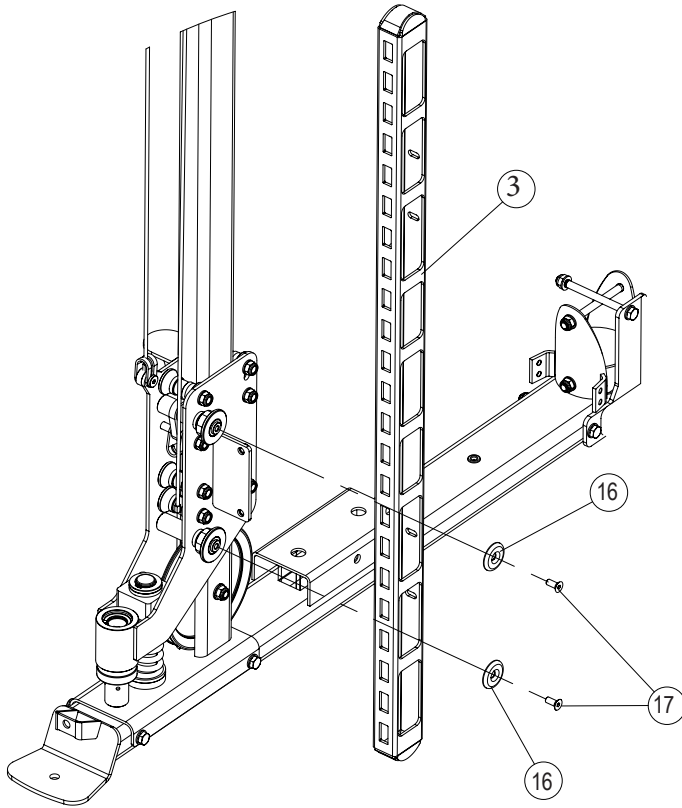


STEP 1-D Install **Upper CrossBar (10)** to the Upright frame on Front side, Secure with **Bolt (14)**, **Washer (12)**. FULLY TIGHTEN all hardware at this point.

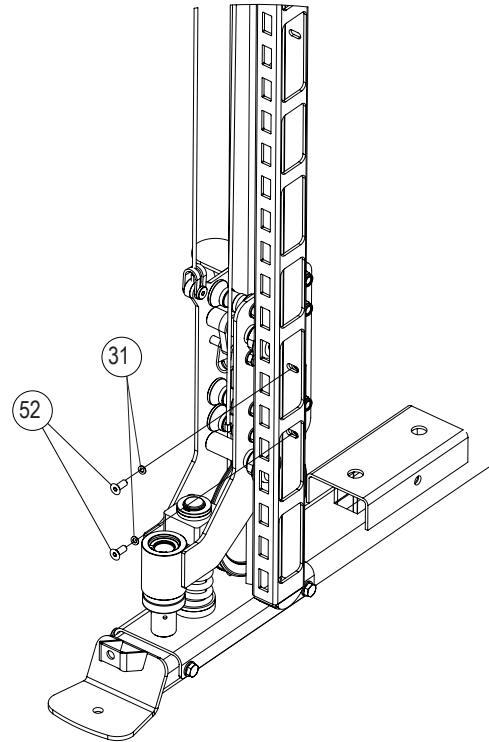


TRACK BAR INSTALLATION

STEP 2-A Install **TUBULAR Rack (3)** to **Sliders Left and right side**, secure with **Bolt (17)**, **Washer (16)**. Secure in place.



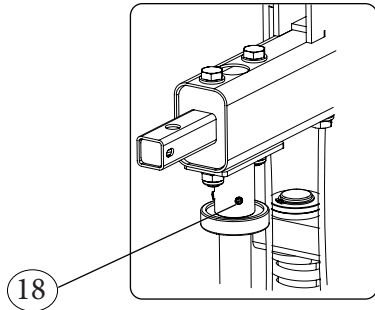
STEP 2-B Install **Bolt (52)**, **Washer (31)** To Secure in place.



If needed.
 The trackbar can be adjusted in and out by turning the threaded spacer.

GUIDE ROD AND SMITH BAR INSTALLATION

INSTALL SET SCREWS TOP

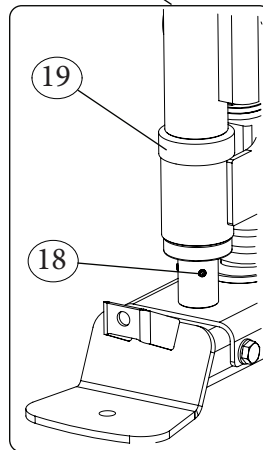
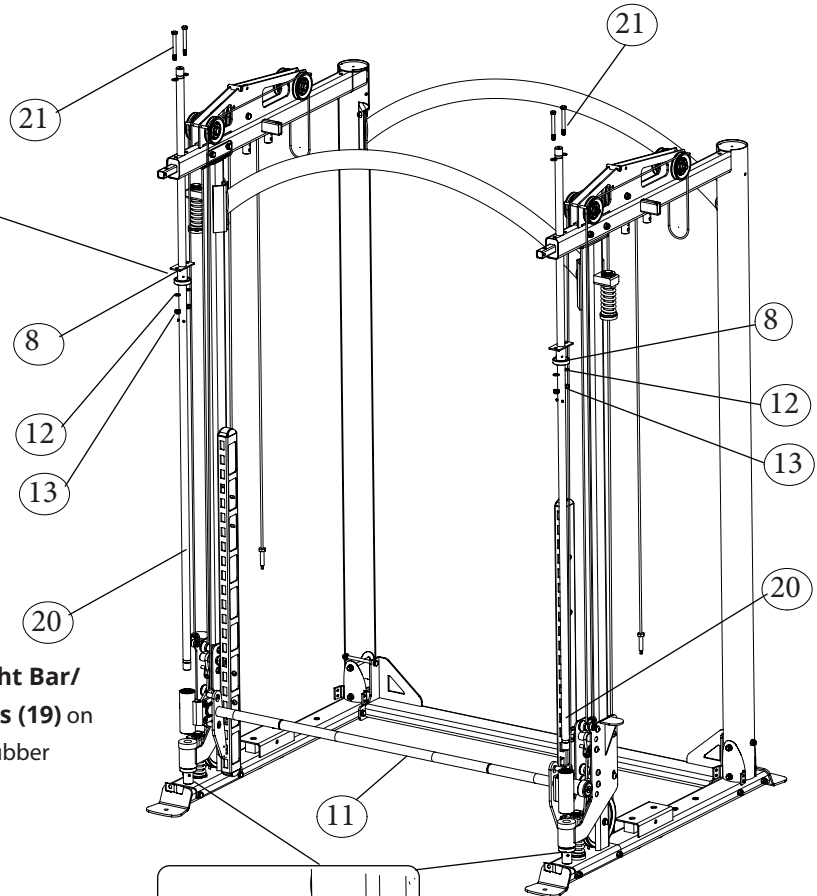


STEP 3 A. Slide a **Rod Slider (20)** thru the upper holes of the frame.

STEP 3 B. Slide **Rod Mount (8)** On each guide bar, then Fasten **Brackets (8)** with **Bolt (21)**, **Washers (12)**, **LockNuts (13)**.

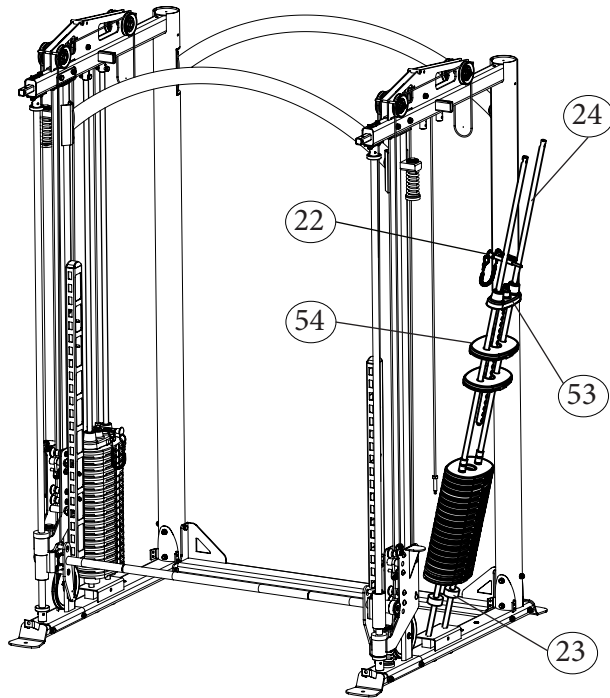
STEP 3 C. Lift **Rod Slider (20)** and position **Weight Bar/Slider/Rotating/Stop (11)** and **Rubber Donuts (19)** on Each side, then Slide Guidebars into bearings and Rubber Bumpers.

STEP 3 D. Once GuideBars are set in place, Fasten **Set Screws (18)** at top and bottom of Frame.



INSTALL SET SCREWS BOTTOM

INSTALL WEIGHT PLATES



STEP 4 A. Insert the **Guide Rods (24)** through the holes in the bottom of the frame. Be sure the ends of the rods with the holes are facing **Up**.

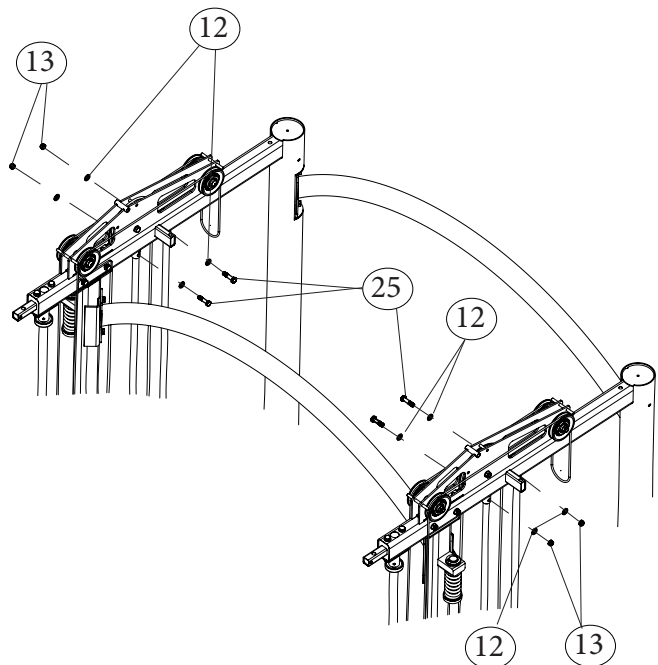
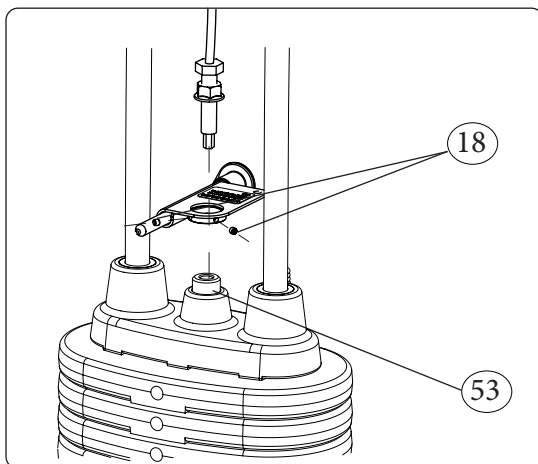
STEP 4 B. Slide a **Rubber Bumper (23)** on each of the **Guide Rods (24)**. let them rest at bottom of Guide Rod.

STEP 4 C. Let the **Guide Rods (24)** rest at an angle in the frame. Using the provided lubricant, spread the liquid up and down the guide rods. Then slide on 20 **Weight Plates (54)** with the sticker cut out facing towards the inside of the machine and the protruding pads on the weights facing downward.

STEP 4 D Next slide on the **Top Weight/Selector Stem (53)**. then place **Weight Stack Pin (22)** on top

STEP 4 E. Align GuideRods with top holes on the frame, and secure in place with **Bolt (25) Washer(12, Nut (13)**

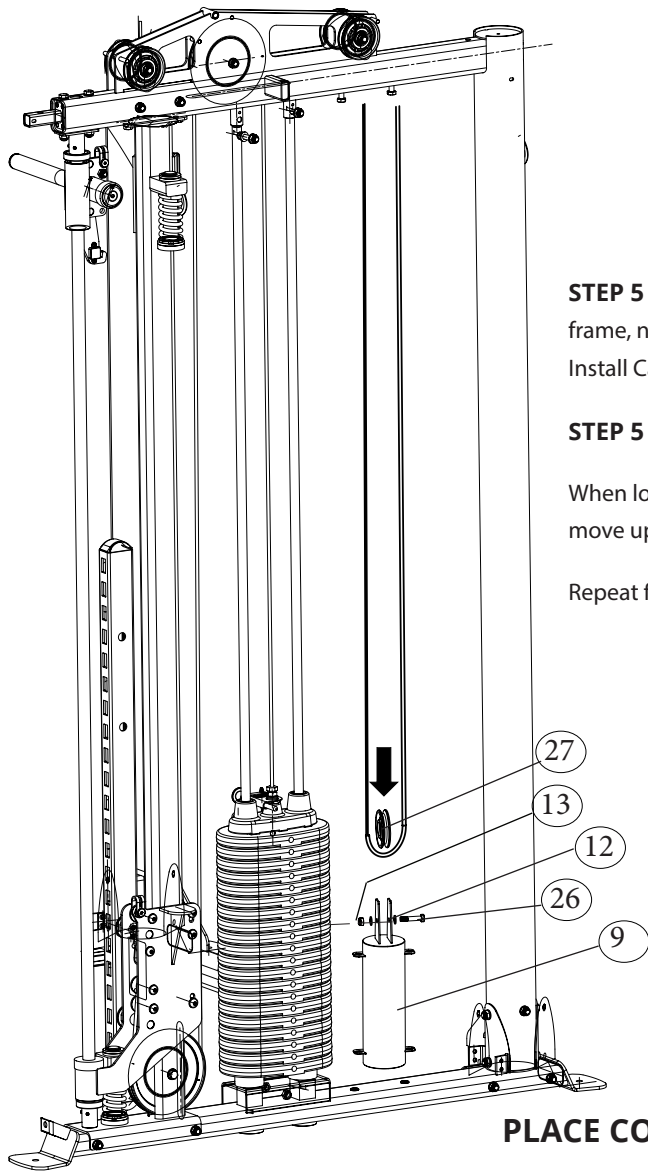
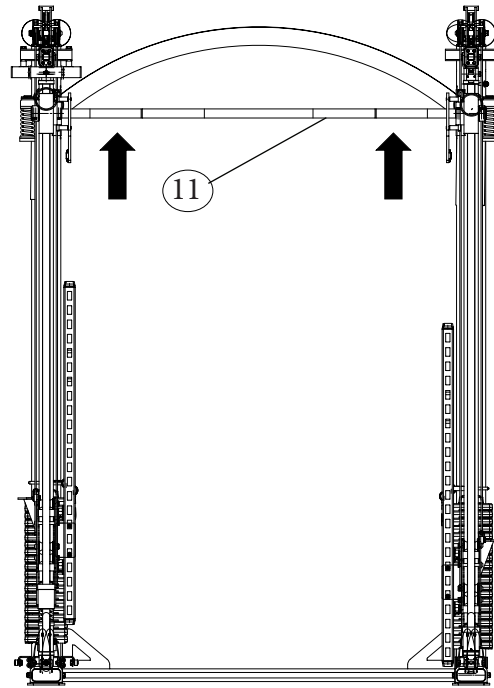
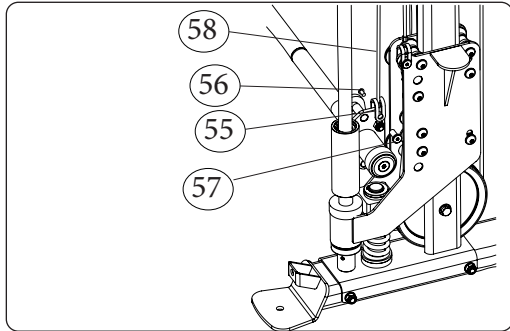
STEP 4 F. Secure **Weight Stack Pin (22)** to **Top Weight/Selector Stem (53)** by threading in the cable end in place. Fasten **Screws (18)** to **Weight Stack Pin (22)** and **Top Weight/Selector Stem (53)**



REPEAT FOR OPPOSITE SIDE.

COUNTER WEIGHTS INSTALLATION

STEP 5 A. Install Counterweight cable (58) to Weight bar (11) with U Bracket(55), Bolt (56) and Bolt (57). Then move Weight Bar (11) to its highest position.



STEP 5 B. Set Counter Balance Weight (9) At bottom of the frame, next to the weightstack. Pull cable to its lowest position, then Install Cable and pulley to counter weight.

STEP 5 C. Fasten with Bolt (26), Washer (12), and Nut (13).

When lowering the Weight bar, the counter balance weight should move up.

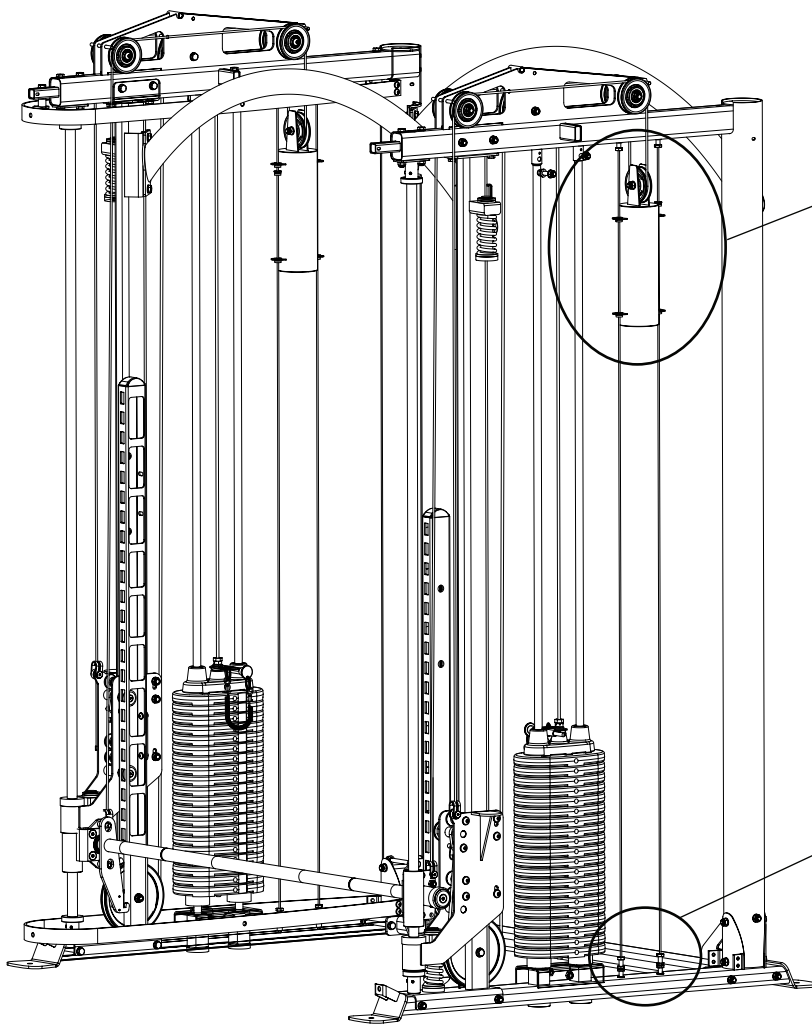
Repeat for opposite side.

PLACE COUNTER WEIGHT AT BOTTOM OF FRAME

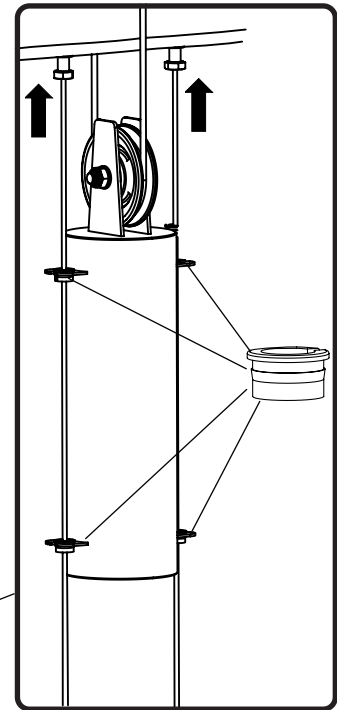
REPEAT FOR OPPOSITE SIDE.

STEP 5 D. Install **Counter Weight Guide Cable (28)** 2 per side. Install at top first, then tension at bottom.

STEP 5 E. Install **Grommets (29)** on cable guides, then push into counter weights.

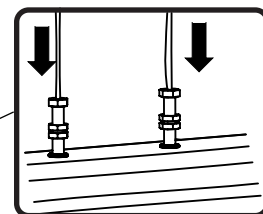


GUIDE CABLES TOP

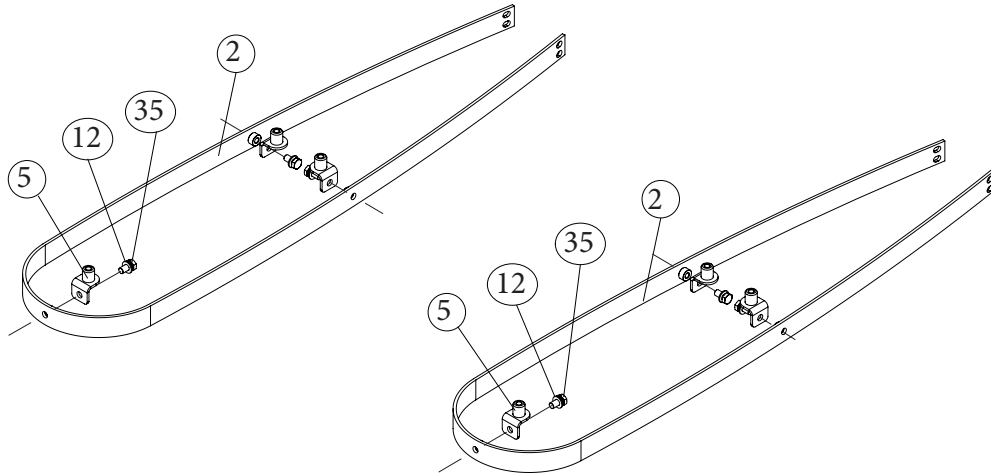


INSTALL GROMMETS

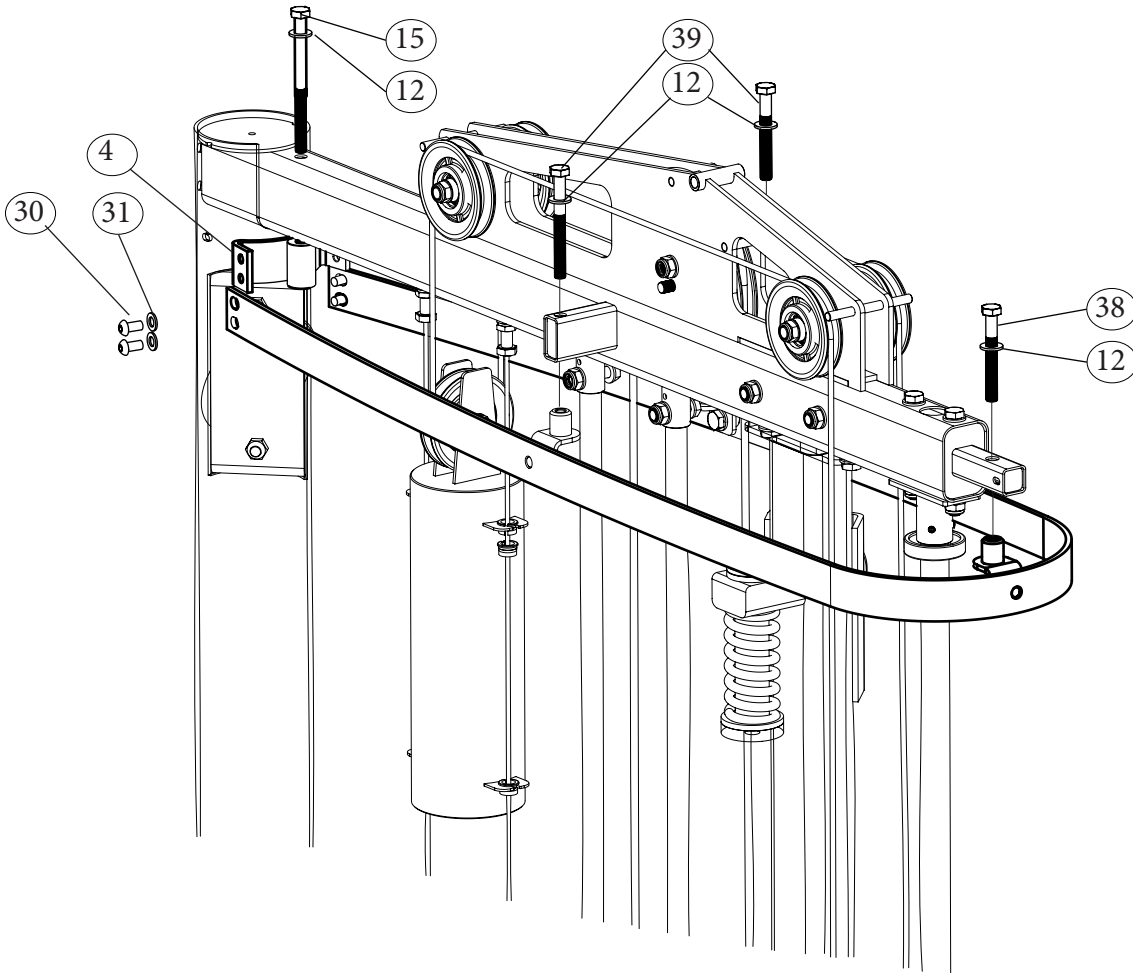
GUIDE CABLES BOTTOM



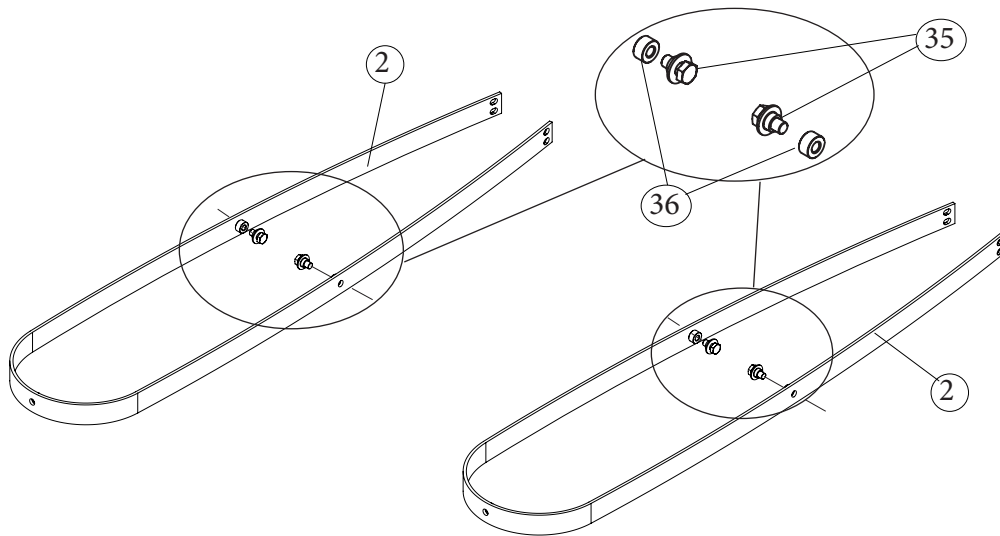
STEP 6-A Install 3 Upper Leveling Brackets (5) Bolts (35) Washer (12) to build Shroud Mount Loop (2) for top. 1 for left side, 1 for right side. Hand tighten bolts.



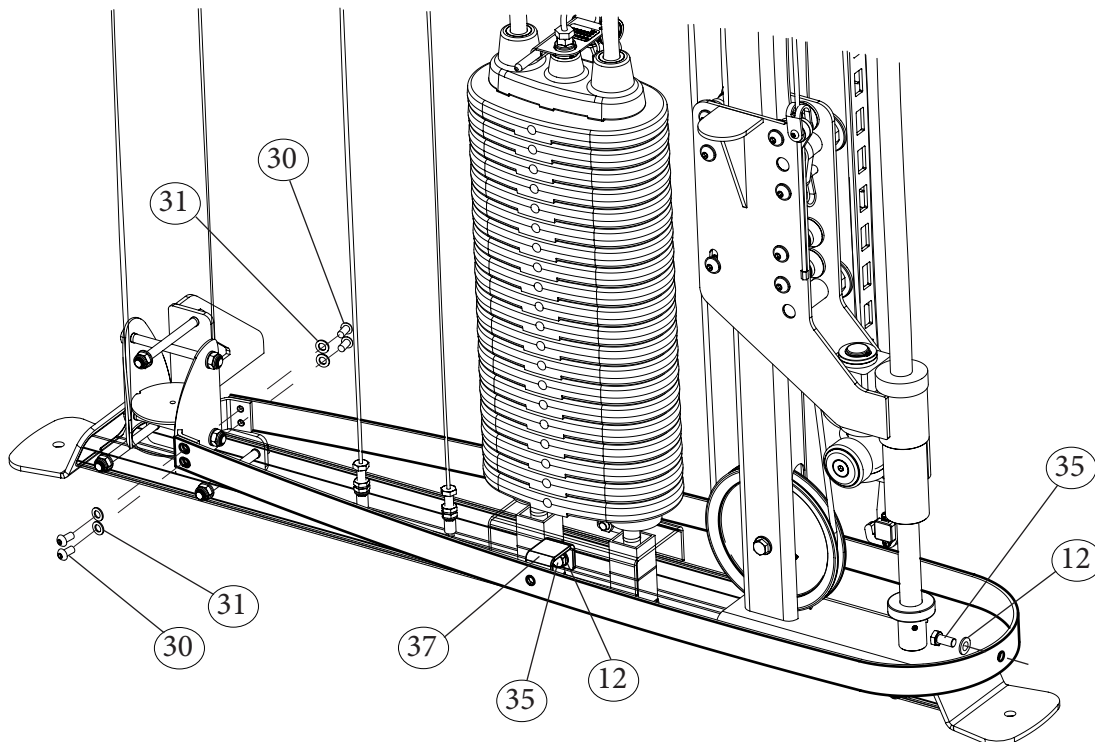
STEP 6-B Install Rear Upper Shroud Mount brackets (4) (LEFT AND RIGHT SIDE) to the Upright Frames with Bolt (15), Screw the Upper Leveling Brackets with the Bolts (30) and the Washers (31). Install 2 Bolts (39), 1 Bolt (38) with the Washers (12) to the frame and the brackets. Leave the Bolts (15)(38)(39) loose, they will be tensioned after shroud installation.



STEP 6-C Install 2 Bolts (35) with Spacers (36) to build Shroud Loop (2) for Lower frame. 1 for left side, 1 for right side. Hand tighten bolts.



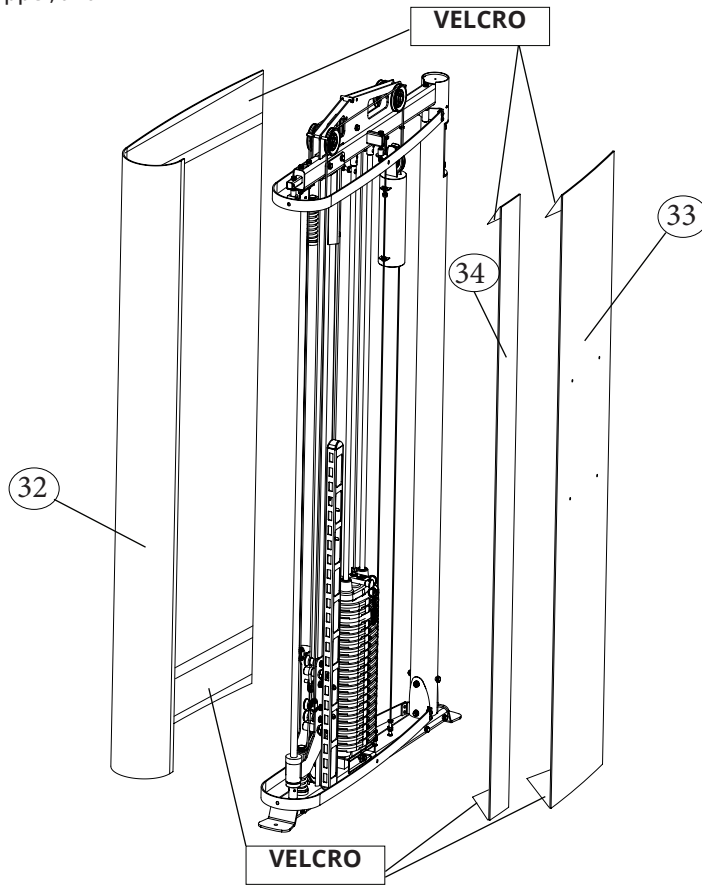
STEP 6-D Install Lower Shroud Mount brackets (37) to the Upright Frames with Bolts (35) and Washers (12) on two sides. Make sure side Bolts (35) and Spacers (36) are located correctly on the Bracket. Fasten Bolts (35) Washer (12) , Side Bolts (30) Washer (31) to the Main Frame. 1 for left side, 1 for right side. Hand tighten bolts.



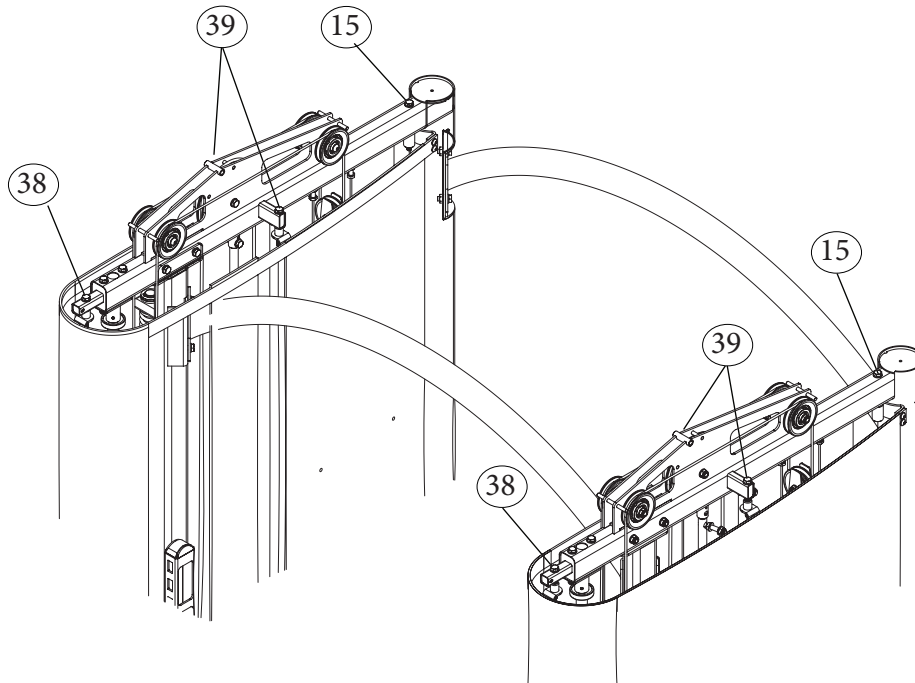
STEP 7 A Install **Main Shroud(32)** Wraps on the **OUTSIDE** of the frame. Open the velcro and wrap around upper, and then Lower Bracket.

STEP 7 B Install **Rear Shroud(33)**
Wraps on the **INSIDE** of the frame. From the Right of the weightstack to the back

STEP 7 C Install **Middle Shroud(34)** This is the shortest piece. Wraps on the inside from the left of the weightstack towards the front of the frame.



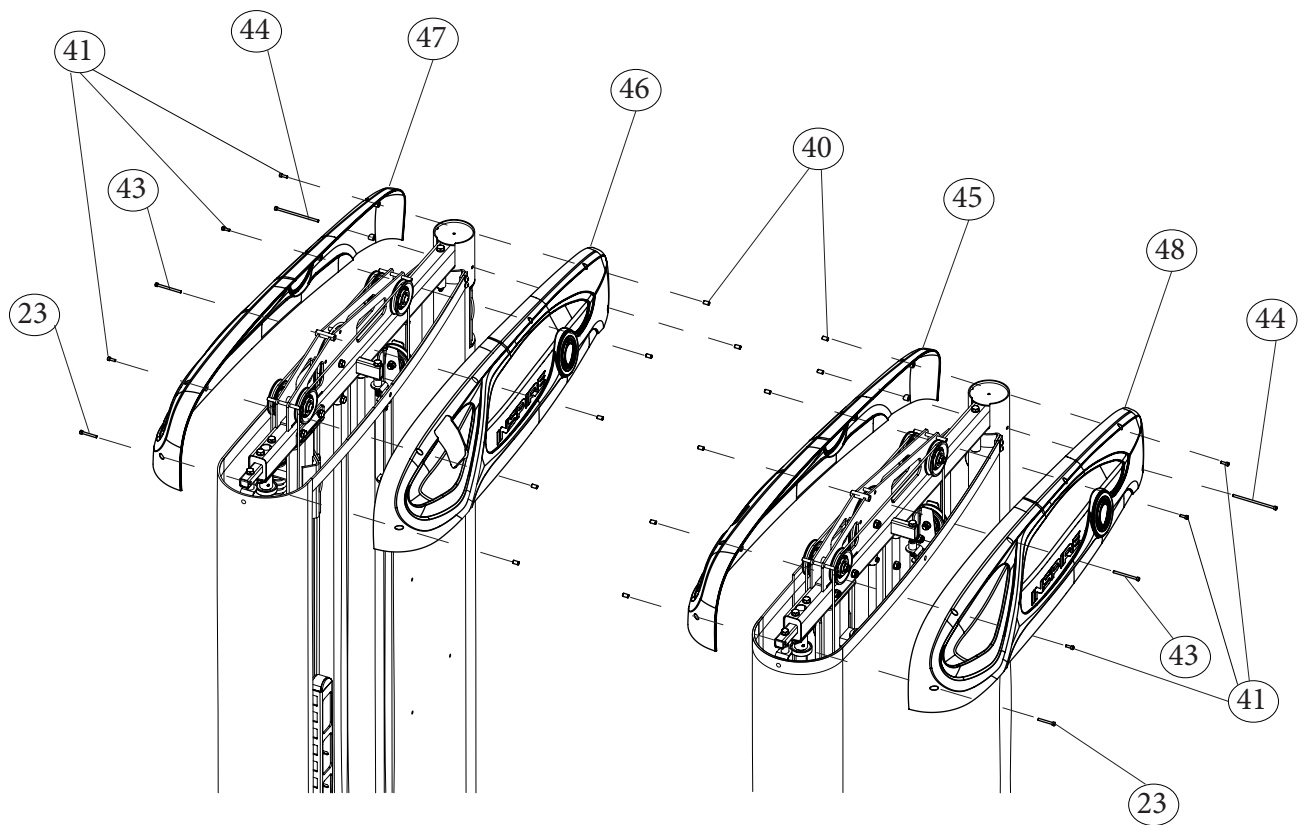
STEP 7 D With all Shrouds in place, tension covers by turning **bolts (15)(38)(39)** at top of the frame.



TOP COVER INSTALLATION

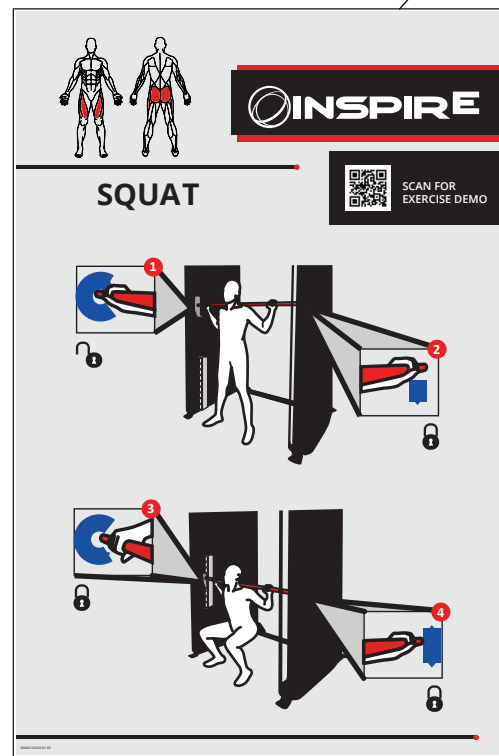
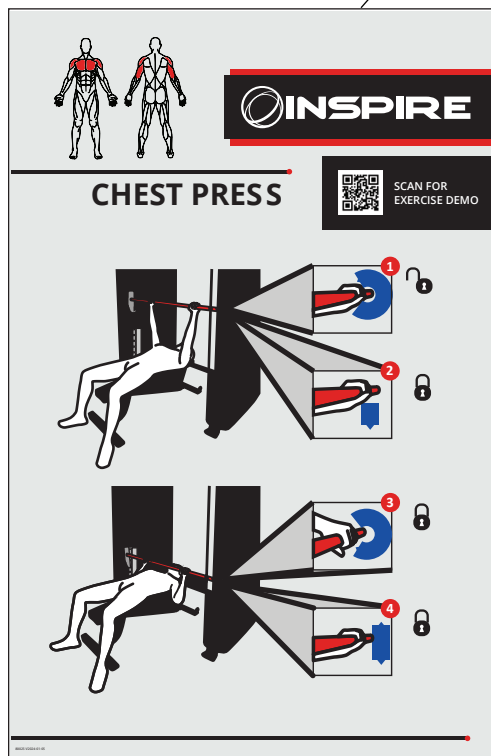
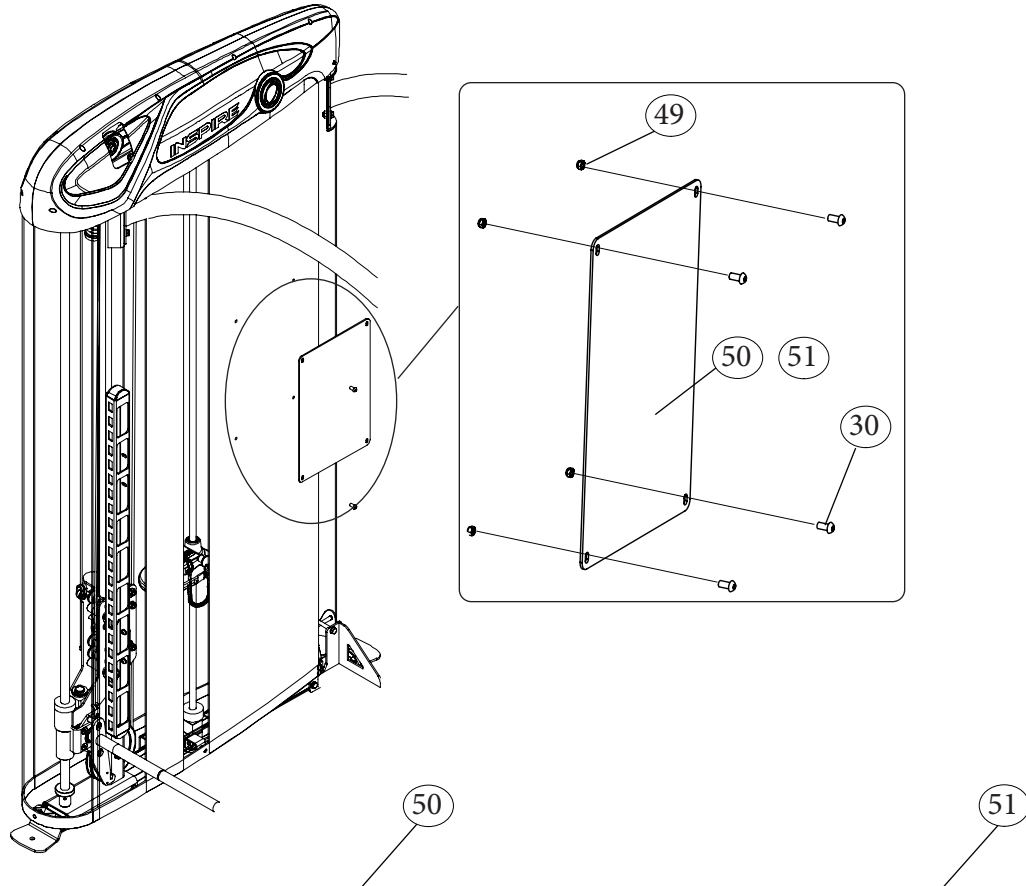
STEP 8 A Install **Inner Right Top Cover (46)** and **Outer RightTop Cover(47)**. Locate where the 2 pieces will go, secure using **Bolts (41)(43)(44)(47)(23)**, and **Threaded Cylinders (40)** on opposite side, as illustrated below.

STEP 8 B Repeat installation process for opposite side for Inner Left **Top Covers (45)** and **Outer Left Top Cover (48)**.

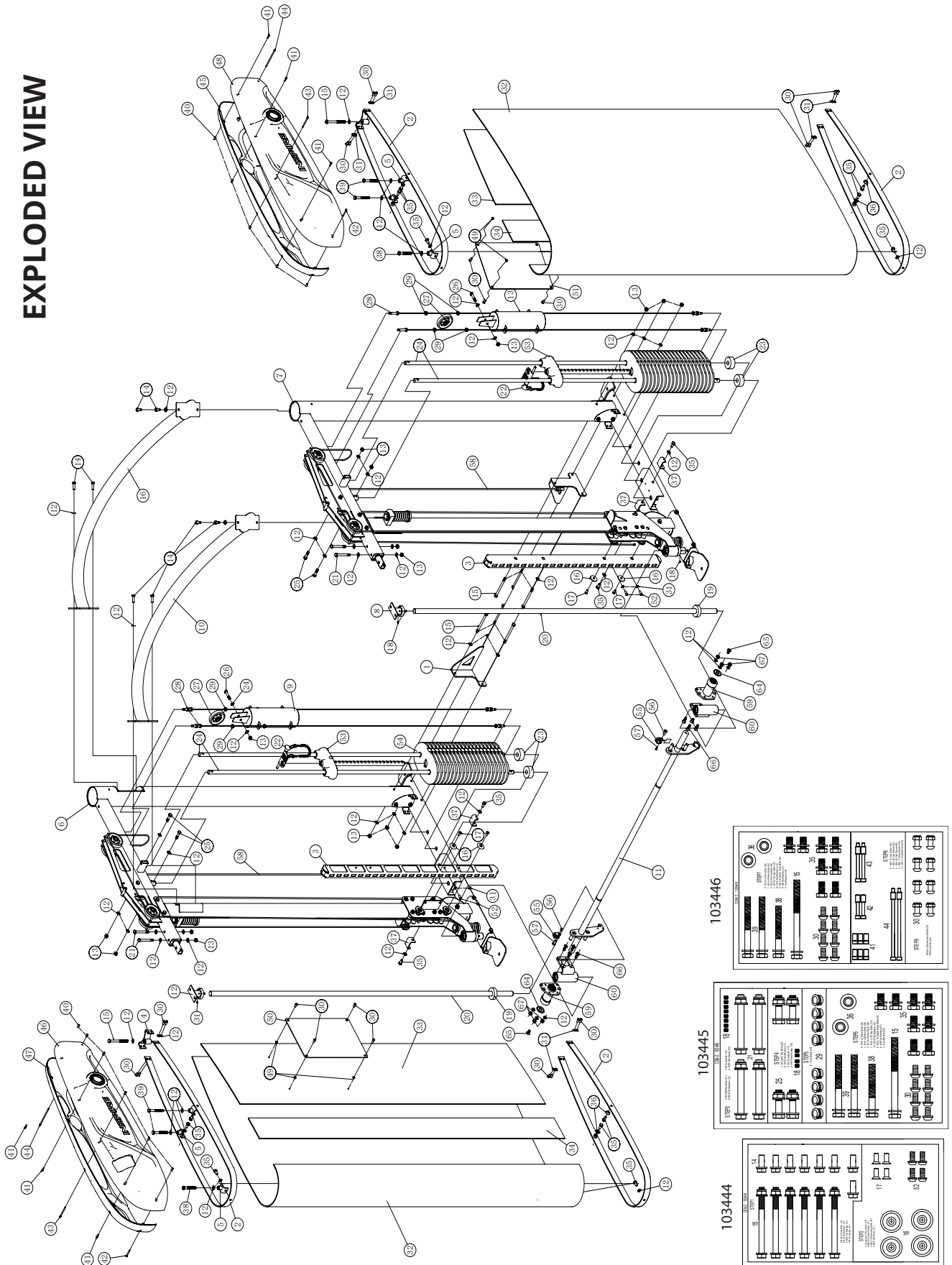


PLACARDS INSTALLATION

STEP 9 Install **Placards (50) and (51)** to right and left inner part of shroud. Use **Bolt 30**, **LockNut (49)** to secure in place. There are 2 different placards, one for Left side, one for Right side.



EXPLODED VIEW



No.	Description	Part Number	Qty
1	WLDMT, LOWER CROSS BRACE	102451	1
2	WLDMT, SHROUD LOOP, CSM2	102593	4
3	TUBE, TUBULAR RACK	102550	2
4	WLDMT, REAR UPPER SHROUD BRACKET, CSM2	102598	2
5	UPPER LEVELING BRACKET, CSM2	102601	6
6	ASSY, MAIN FRAME, RH	102455	1
7	ASSY, MAIN FRAME, LH	102538	1
8	ASSY, SLIDE ROD MOUNT, CSM2	102576	2
9	WLDMT, COUNTER BALANCE WEIGHT, CSM2	102584	2
10	WLDMT, UPPER CROSSBAR	102547	2
11	ASSY, SMITH WEIGHT BAR	102554	1
12	WASHER, FLAT, 10.5 X 20 X 2, BZ	102390	62
13	NUT, M10 X 1.5 X 10, LOCK, CL8, BZ	102391	14
14	BOLT, M10 X 1.5 X 25, HH, CL 8.8, BZ	102660	8
15	BOLT, M10 X 1.5 X125, HH, CL 8.8, BZ	102650	8
16	WASHER, TUBULAR RACK	102551	4
17	BOLT, M8 X 1.25 X 20, FH, CL 10.9, BZ	102552	4
18	SCREW, M6 X 1.0 X 5, SET, CUP, BZ	102520	4
19	RUBBER DONUT, 25 ID	102580	2
20	ROD, SLIDER, 25 OD X 2080L	102575	2
21	BOLT, M10 X 1.5 X 90, HH, CL 8.8, BZ	102651	4
22	ASSY, WEIGHT STACK PIN-LANYARD	102620	2
23	RUBBER DONUT, 60 X 20 X 28	102582	4
24	GUIDE ROD, 2100MM, CSM2	102581	4
25	BOLT, M10 X 1.5 X 40, HH, CL 8.8, BZ	102661	4
26	BOLT, M10 X 1.5 X 50, HH, CL 8.8, BZ	102652	2
27	ASSY, 3" CABLE PULLEY	102535	6
28	ASSY, GUIDE CABLE, 2156, CSM2	102589	4
29	GROMMET, 16 OD	102588	8
30	BOLT, M8 X 1.25 X 16, BH, CL 10.9, BZ	102665	24
31	WASHER, FLAT, 8.5 X 16 X 1.6, BZ	102393	20
32	SHROUD, MAIN, CSM2	102604	2
33	SHROUD, REAR, CSM2	102606	2
34	SHROUD, MIDDLE, CSM2	102605	2
35	BOLT, M10 X 1.5 X 20, HH, CL 8.8, BZ	102666	16
36	SPACER, STEP, SHROUD, CSM2	102597	4
37	BRACKET, LOWER SHROUD MOUNTING, CSM2	102596	4
38	BOLT, M10 X 1.25 X 80, HH, CL 8.8, BZ	103368	2
39	BOLT, M10 X 1.5 X 95, HH, CL 8.8, BZ	103369	4
40	NUT, SOCKET, M5 X 0.8 X 11, BZ	102670	12
41	BOLT, M5 X 0.8 X 15, SH, CL 12.9, BZ	102671	6
42	BOLT, M5 X 0.8 X 40, SH, CL 12.9, BZ	102672	2
43	BOLT, M5 X 0.8 X 65, SH, CL 12.9, BZ	102673	2
44	BOLT, M5 X 0.8 X 115, SH, CL 12.9, BZ	103374	2
45	ASSY, INNER TOP COVER, LH, CSM2	102615	1
46	ASSY, INNER TOP COVER (W/CUTOUT), RH, CSM2	102611	1
47	ASSY, OUTER TOP COVER, RH, CSM2	102607	1
48	ASSY, OUTER TOP COVER, LH, CSM2	102613	1
49	NUT, M8 X 12.5 X 8, LOCK, CL 8, BZ	103128	8
50	PLACARD, SQUAT, INSPIRE, CSM2	80024	1
51	PLACARD, CHEST PRESS, INSPIRE, CSM2	80025	1
52	BOLT, M8 X 1.25 X 20, BH, CL 10.9, BZ	102392	4
53	ASSY, TOP WEIGHT/SELECTOR STEM	102621	2
54	WEIGHT, PLATE, 10LBS	102626	40
55	BRACKET, U, CABLE END	102656	2
56	BOLT, M6 X 1.0 X 12, BH, CL 10.9	102659	2
57	BOLT, INTERNAL THREAD, M10 X 22	102657	2
58	CABLE, COUNTER BALANCE, 5560	102537	2
59	ASSY, SMITH LINEAR BEARING	102558	2
60	ASSY, ROTATING/STOP PIN	102564	2
61	HARDWARE CARD 1, CSM2	103444	1
62	HARDWARE CARD 2, CSM2	103445	1
63	HARDWARE CARD 3, CSM2	103446	1
64	WEIGHT BAR END CAP	102571	2
65	BOLT, M10 X 1.5 X 20, FH, CL 10.9, BZ	102572	4
66	BOLT, M10 X 1.5 X 30, FH, CL 10.9, BZ	102573	6
67	NUT, M10 X 1.5 X 10, LOCK, CL 8, BZ	102391	6

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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