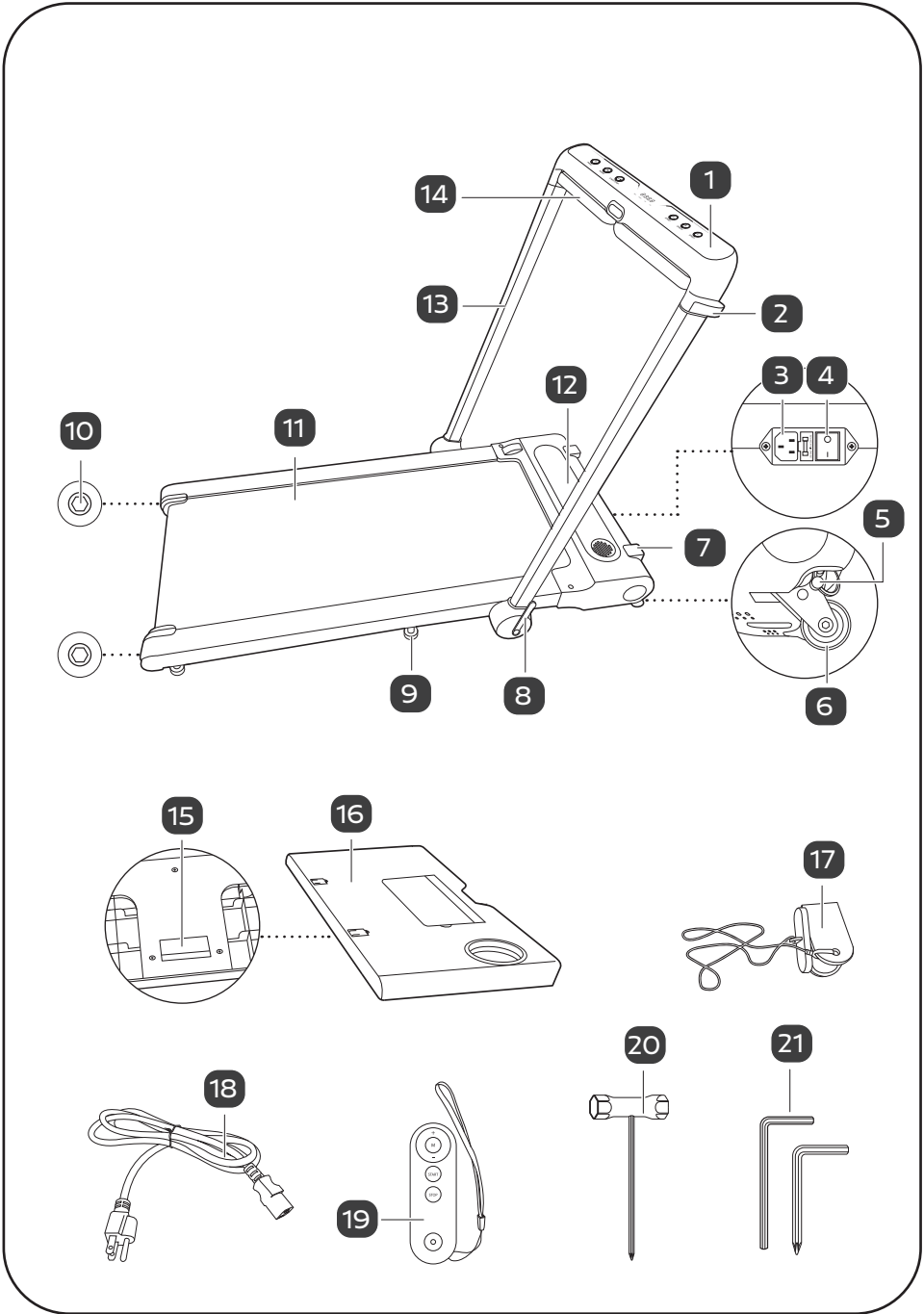


USER MANUAL

X2 Treadmill

ASCEND





Product contents/parts

1	Control panel
2	Locking clip, 2x
3	Power socket
4	Power switch
5	Locking pin
6	Front wheel, 2x
7	Support block, 2x
8	Locking bar
9	Adjustable foot pad, 4x
10	Adjustable screw, 2x
11	Walking belt
12	Lower display
13	Upright bar, 2x
14	Handle, 2x
15	Locking switch
16	Multifunctional desk
17	Safety clip
18	Power cord
19	Remote control
20	Socket wrench
21	Allen wrench (4 mm and 6 mm))

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General information

Reading and storing the manual



This user manual accompanies the X2 treadmill (hereafter referred to as the “product”), and contains important information on assembly and use.

Before using the product, read the user manual carefully. This particularly applies to the safety instructions. Failure to do so may result in personal injury or damage to the product.

Store the user manual for further use. Make sure to include this user manual when passing the product on to third parties.

Proper use

The product is intended exclusively as an indoor training device.. It is only intended for private, domestic use and not suitable for commercial purposes.

Only use the product as described in this user manual. Any other use is considered improper and may result in damage to property or persons.

The manufacturer or vendor cannot be held liable for damages or injury incurred through improper or incorrect use.

Explanation of symbols

The following symbols are used in this user manual, on the product or on the packaging.



This signal symbol/word designates a hazard with moderate risk, which may result in death or severe injury if not avoided.



This signal word warns of possible damage to property.



This symbol provides you with useful additional information on assembly and use.

Safety information

General safety instructions



IMPORTANT SAFETY INSTRUCTIONS

When using an electrical appliance, basic precautions should always be followed, including the following:

Read all instructions before using this product.

DANGER – To reduce the risk of electric shock:

- Always unplug the product from the electrical outlet immediately after using and before cleaning.

WARNING – To reduce the risk of burns, fire, electric shock or injury to persons:

- The product should never be left unattended when plugged in. Unplug from the outlet when not in use and before putting on or taking off parts.
- Do not operate under blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.
- Close supervision is necessary when the product is used by, on, or near children, invalids, or disabled persons.
- Use the product only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
- Never operate the product if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Return the product to a service center for examination and repair.

Safety information

- Do not carry the product by the supply cord or use the cord as a handle.
- Keep the cord away from heated surfaces.
- Never operate the product with the air openings blocked. Keep the air openings free of lint, hair and the like.
- Never drop or insert any object into any opening.
- Do not use the product outdoors.
- Do not operate the product when aerosol (spray) products are being used or when oxygen is being administered.
- To disconnect the product, turn all controls to the off positions, then remove the plug from the outlet.
- **WARNING:** Connect the product to a properly grounded outlet only. See grounding instructions.
- The product is not intended for use by persons with reduced physical, sensory or mental capabilities, or lack of experience or knowledge, unless they have been given supervision or instruction concerning use of the product by a person responsible for their safety. Keep children under the age of 13 away from the product.
- **CAUTION** – To reduce the risk of injury from moving parts, unplug the product before servicing.
- **WARNING** – To reduce the risk of electric shock, unplug the product before cleaning or servicing.
- **CAUTION** – Risk of injury to persons – To avoid injury, use extreme caution when stepping onto or off of a walking belt. Read the user manual before using the product.

SAVE THESE INSTRUCTIONS

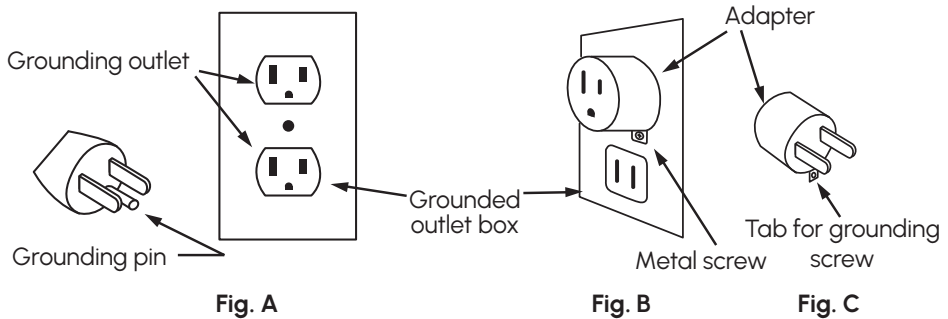
Safety information



Grounding instructions

- This product must be grounded. If it should malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.
- DANGER – Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or serviceworker if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product – if it will not fit the outlet, have a proper outlet installed by a qualified electrician.
- This product is for use on a nominal 120-V circuit, and has a grounding plug that looks like the plug illustrated in Fig. A. A temporary adapter that looks like the adapter illustrated in Fig. B and C may be used to connect this plug to a 2-pole receptacle as shown in Fig. B if a properly grounded outlet is not available. The temporary adapter should be used only until a properly grounded outlet (Fig. A) can be installed by a qualified electrician. The green colored rigid ear, lug, or the like extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box cover. Whenever the adapter is used, it must be held in place by a metal screw.

Safety information



Risk of injury!

Improper handling of the product may result in injury.

- Only connect the product if the line voltage of the outlet corresponds to the data on the rating plate.
- Always wear suitable sports shoes when using the product. Do not run bare foot as it may cause injuries.
- Wear tight fitting clothes to prevent clothes from being caught by the product.
- Consider your physical condition when you start to train with the product. Train appropriately and regularly to ensure that you have enough physical strength for training.
- The product is intended for indoor use only. It is not intended for professional training, testing or medical purposes.
- Check all parts of the product before each use to ensure that screws and nuts are tightened.
- Place the product on smooth and level ground. Make sure there are no sharp objects near the product.

Safety information

- Do not touch any moving parts with hands. Do not place your hands and feet in the space under the walking belt.
- The product is designed for use by one person only.
- The maximum weight capacity is 330 lb (150 kg). Do not exceed the maximum weight capacity.
- Keep lubricating oil out of reach of children. If ingested or got into eyes, rinse with clean water and seek medical attention immediately.
- Do not use the product if it is deformed or broken.
- Always use the safety clip when exercising in running and working modes. This will enable you to stop the product quickly in case of an emergency.
- Make sure there is vacant area (free of obstacles) measuring 78 × 40 inch (200 × 100 cm) behind the product.
- If you notice any abnormalities during your workout, immediately grab onto the handrails and pull yourself up to keep your feet off the walking belt. Then, carefully jump out of the product to avoid potential hazards.
- If you experience dizziness, chest pain, nausea or shortness of breath during exercise, stop immediately and seek medical advice.



Health hazard, risk of leakage and explosion!

Improper handling of the batteries may result in health hazard, leakage or explosion.

Safety information



⚠ WARNING!

INGESTION HAZARD: This product contains a button cell or coin battery.

⚠ WARNING!

- Ingestion hazard: This product contains a button cell or coin battery.
- DEATH or serious injury can occur if ingested.
- A swallowed button cell or coin battery can cause Internal Chemical Burns in as little as 2 hours.
- Keep new and used batteries OUT OF REACH OF CHILDREN.
- Seek immediate medical attention if a battery is suspected to be swallowed or inserted inside any part of the body.



- Immediately dispose of used batteries and keep away from children. Do NOT dispose of batteries in household trash.
- Even used batteries may cause severe injury or death.
- Call a local poison control center for treatment information.
- The product contains a coin battery (CR2025, 3 V ---).
- Do not mix old and new batteries, different brands or types of batteries, such as alkaline, carbon-zinc, or rechargeable batteries.
- Ensure the batteries are installed correctly according to polarity (+ and -).
- Remove and immediately discard batteries from equipment not used for an extended period of time.
- Non-rechargeable batteries are not to be recharged.
- Do not force discharge, recharge, disassemble, heat above manufacturer's specified temperature rating or incinerate. Doing so may result in injury due to venting, leakage or explosion resulting in chemical burns.

Safety information



NOTICE

Risk of damage!

Improper handling of the product may result in damage to the product.

- Do not modify the product.
- Do not attempt to install the product in a manner that deviates from the instructions. Do not exert excessive force when using tools to install the product.
- Do not place heavy objects on top of the product.
- Never place the product on or near hot surfaces (stove tops, etc.).
- Ensure that the power cord does not come into contact with hot or moving parts.
- Do not place heavy objects on the power cord or run the cord under carpets or rugs.
- Never expose the product to high temperatures (heaters etc.) or to the effects of the weather (rain etc.).
- Never attempt to clean the product by immersing it in water and do not use a steam cleaner to clean it. Otherwise, you could damage the product.
- Stop using the product if its parts exhibit cracks or breaks or are deformed. Only replace damaged parts with corresponding original spare parts.

Before you begin

Unpacking



NOTICE

Risk of damage!

Improper handling of the product may result in damage.

- Do not open the packaging with a sharp knife or other pointed object to avoid damage.

1. Unpack the product at the location where you intend to use it. This will make the setup process smoother.
2. Take all the parts out of the packaging and place them on the floor.
3. Check to make sure that all parts are included (see chapter "Product contents/parts").
4. Check whether the product or individual parts are damaged. If this is the case, do not use the product. Contact the after sales service.

Choosing the setup location

Installation location

- Always install the product on a flat and stable surface, with good ventilation and close to a power source. The product must be used indoors.

Electrical considerations

- The product should be connected to a 110–120 V, 15 A outlet (power rating of most household outlets in North America).
- For the best results and safety, plug the product directly into the outlet rather than using extension cords. In case an extension cord is needed, use a 12 AWG cord with a single plug end, rather than a multi-tap option, to ensure stable and efficient operation.

Setup

Step 1: Selecting a setup mode



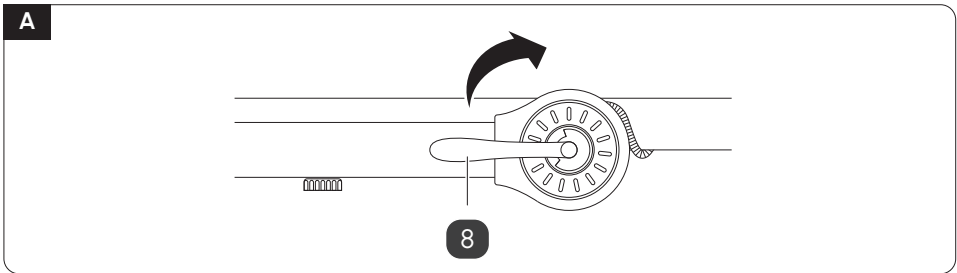
INFO

The product can be used in one of the setup modes:

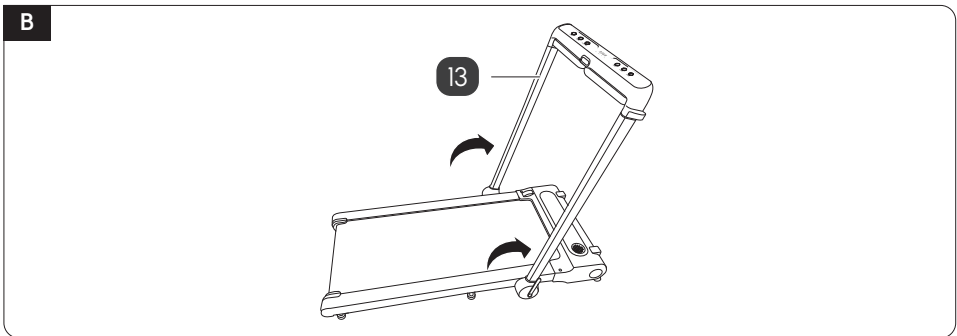
- Running mode
- Working mode
- Walking mode

Setting up the product in running mode

1. Place the product on a flat and stable surface, close to a power outlet.



2. Lift the locking bar **8** upwards (see Fig. A).

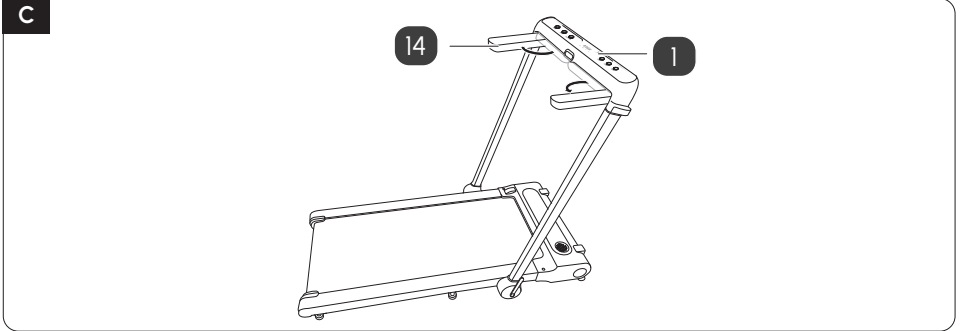


3. Lift the upright bars **13** upwards (see Fig. B).
4. Push the locking bar downwards to lock the upright bars.

Setup

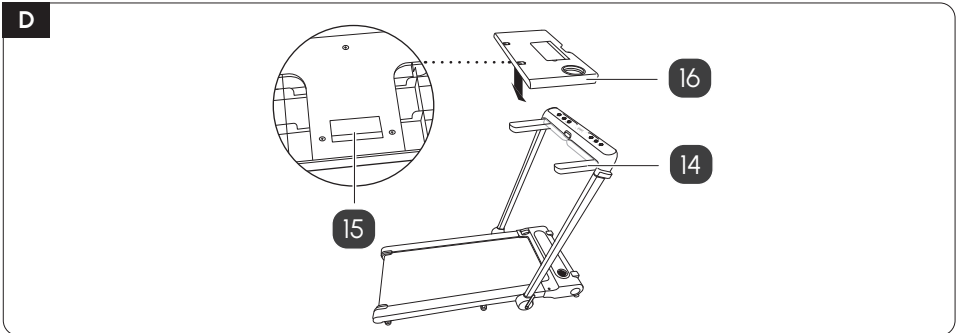
Setting up the product in working mode

1. Follow the instructions in the chapter "Setting up the product in running mode".



2. Flip out the handles **14** (located under the control panel **1**) (see **Fig. C**).

- To stow the handles, place your hands on the outer side of the handles and then gently push them inwards to avoid getting your hands caught.



3. Attach the multifunctional desk **16** onto the handles **14**.

- To do so, press the locking switch **15** on the underside of the desk, place the desk onto the handles and then release the locking switch to lock the desk in place. (see **Fig. D**).
- To remove the desk, press the locking switch on the underside of the desk and then detach the desk from the handles.

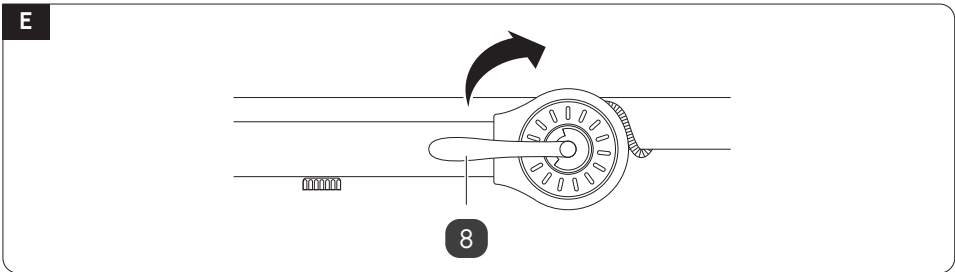
Setup

Setting up the product in walking mode

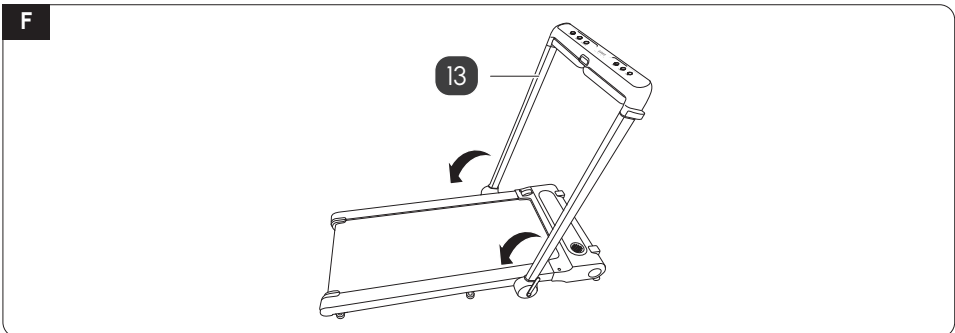


Use the lower display **12** and the remote control **19** to operate the product in walking mode (see chapter "Using the remote control")

1. If you are using the product in running or working mode, make sure the multifunctional desk **16** is removed and the handles **14** are pushed under the control panel **1** (see chapter "Setting up the product in working mode").



2. Lift the locking bar **8** upwards (see Fig. E).



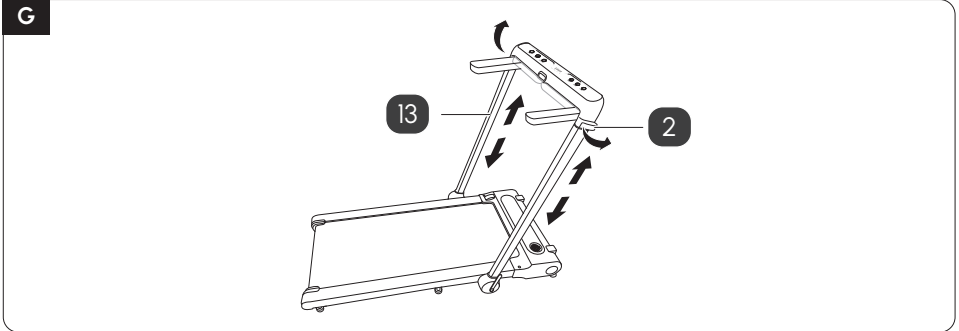
3. Fully lower the upright bars **13** (see Fig. F).
4. Push the locking bar downwards to lock the upright bars.

Setup

Step 2: Fine tuning the setup

Adjusting the height of the upright bars

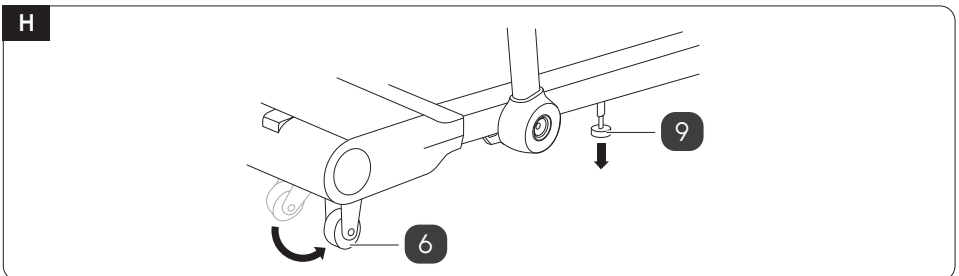
1. Flip out the handles **14** (located under the control panel **1**) (see Fig. C).



2. Open the locking clips **2** on the upright bars **13**. Then hold the handles **14** to lift up or lower the upright bars to the desired height (see Fig. G).
3. Close the locking clips.
4. Return the handles under the control panel. When doing so, place your hands on the outer side of the handles and then gently push them inwards to avoid getting your hands caught.

Increasing the inclination

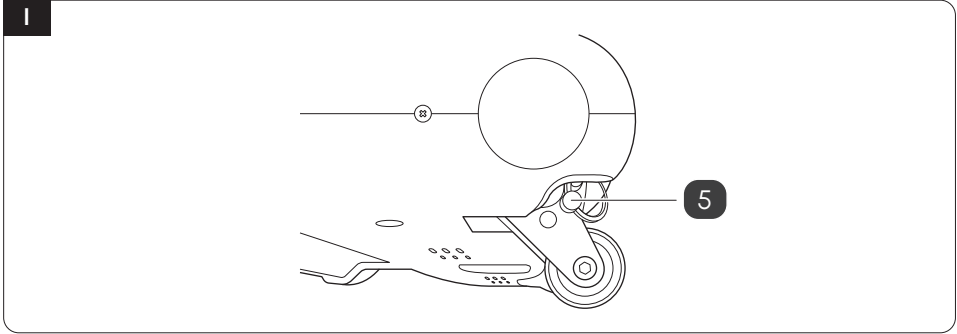
If desired, the inclination of the product can be adjusted to increase the intensity of your workout.



1. Pull the front wheels **6** downwards (see Fig. H).
2. Rotate the adjustable foot pads **9** to adjust their height. Make sure they are in touch with the ground surface (see Fig. H).

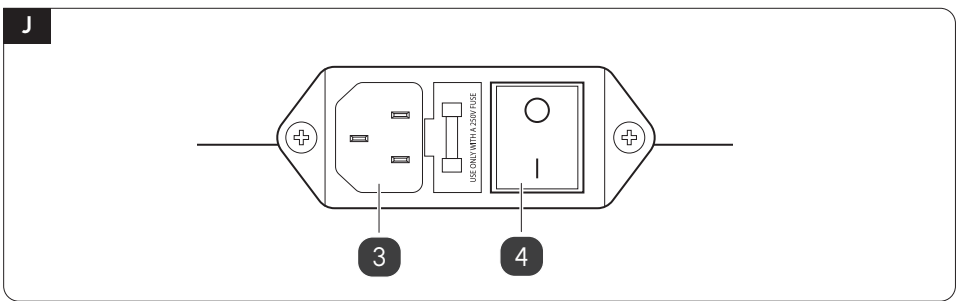
Setup

Engaging the locking pins



- Before using the product in any mode, make sure the locking pins **5** are securely inserted and fixed. This increases the structural stability and safety of the product (see Fig. I).

Step 3: Finalizing the setup



1. Connect the power cord **18** to the power socket **3** (see Fig. J).
2. Connect the plug of the power cord to a properly installed power outlet.
3. Press the power switch **4** to set it to the ON (I) position (see Fig. J).

Operation



INFO

Warm-up and cool-down exercises

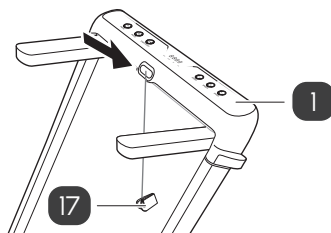
A successful workout plan includes warm-up, aerobic and cool-down exercises. Warm-up exercises are crucial and must be done before each workout to warm up the body, stretch the muscles and adapt to higher intensity exercises. Repeating warm-up exercises at the end of the workout can relieve muscle soreness.

- Head movement: Stretch the head to the right shoulder, then left shoulder, rotate clockwise and then counterclockwise.
- Shoulder exercise: Lift left shoulder and rotate backwards, then repeat with the right shoulder.
- Stretching exercise: Grab the right wrist with the left hand and pull upwards. Then switch to the left wrist.
- Quadriceps stretching: Stand with the right hand against a wall, lift the left foot towards buttocks and hold for 15 seconds. Then switch to the left foot.
- Inner thigh stretching: Sit with feet soles together and pull towards the body. Press down on heels and hold for 15 seconds.
- Achilles tendon stretching: Sit and push the left foot inward towards the body. Then switch to the right foot.
- Calf stretching: Stand with both hands against a wall and lift each foot backward alternately.

The internet is an invaluable source of information for details of the above exercises.

Using the safety clip

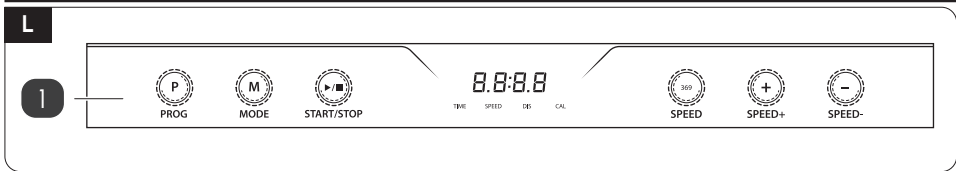
K



- Before using the product in running or working mode, attach the safety clip **17** onto the yellow area below the control panel **1** (see **Fig. K**). The safety clip can be attached to your clothes.
- In case of an emergency during workout, pull to detach the safety clip from the yellow area to immediately stop the product.

Operation

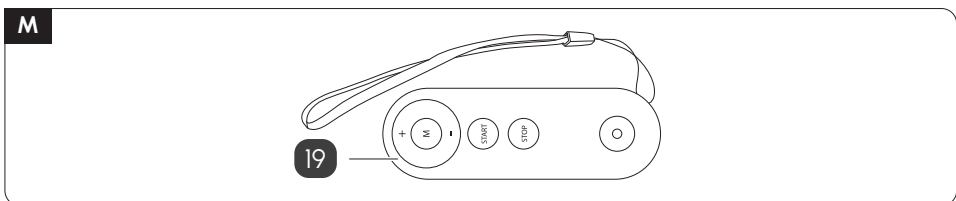
Using the control panel



Use the control panel **1** to operate the product in running or working mode (see **Fig. L**).

- START/STOP button: Turns the product on or off.
- PROG. button: Cycles between manual program and automatic program (see chapter "Automatic program"). In manual program, speed is adjusted by the user manually.
- MODE button: Cycles among 3 countdown running modes (time countdown, distance countdown and calorie countdown).
- SPEED button: A shortcut button to adjust speed to 3 km/h, 6 km/h or 9 km/h cycles.
- SPEED + button / SPEED – button: Increases or decreases speed.
- TIME display: Shows running time in manual mode, or countdown running time in automatic program mode and 3 countdown running modes.
- SPEED display: Shows current running speed.
- DIS. display: Shows accumulated distance in manual or program modes, or distance in program mode.
- CAL display: Shows calories burned during workout.

Using the remote control



Use the lower display **12** and the remote control **19** to operate the product in walking mode (see **Fig. M**).

- + button / – button: Increases or decreases speed.
- M button: Cycles among 4 operating modes (speed, time countdown, distance countdown and calorie countdown).
- START button: Turns on the product.
- STOP button: Turns off the product.

Operation

Automatic program

The selected automatic program divides your selected workout time into 10 intervals. For example, if you have selected program P1 with running time of 20 minutes, you will run at 3 km/h for the first 2 minutes, 3 km/h for the second 2 minutes and so on.

Program		Interval									
		1	2	3	4	5	6	7	8	9	10
P1	Speed (km/h)	3	3	6	5	5	4	4	4	4	3
P2		3	3	4	4	5	5	5	6	6	4
P3		2	4	6	8	7	8	6	2	3	2
P4		3	3	5	6	7	6	5	4	3	3
P5		3	6	6	6	8	7	7	5	5	4
P6		2	6	5	4	8	7	5	3	3	2
P7		2	9	9	7	7	6	5	3	2	2
P8		2	4	4	4	5	6	8	8	6	2
P9		2	4	5	5	6	5	6	3	3	2
P10		2	5	7	5	8	6	5	2	4	3
P11		2	5	6	7	8	9	10	5	3	2
P12		2	3	5	6	8	6	9	6	5	3

Maintenance and care



NOTICE

Risk of damage!

Improper handling of the product may result in damage to the product.

- Do not use any aggressive cleaners, brushes with metal or nylon bristles, or sharp or metallic cleaning utensils, such as knives, hard scrapers and the like. They could damage the surfaces.
- Make sure that no water or other liquids penetrate the housing. Never immerse the product in water or other liquids.

Cleaning

1. Unplug the product and allow it to cool off completely.
2. Use a damp cloth to wipe off the product. Then let all parts dry completely.

Inserting or replacing the battery

The remote control requires one CR2025, 3 V --- button cell battery. If the remote control is not responsive or not working, the battery power may be low or empty. Replace the battery.

1. Turn the remote control **19** over.
2. At the bottom of the remote control, pull the battery tray out from the remote control.
3. Insert a battery into the battery tray. Make sure the polarity is correct (the "+" side faces upwards).
- If you are replacing the battery, take the old battery out of the battery tray before inserting the new one. Dispose of the old battery in accordance with the applicable regulations (see chapter "Disposing of the product").
4. Slide the battery tray back into the remote control until it locks into place.

Maintenance and care

Maintenance



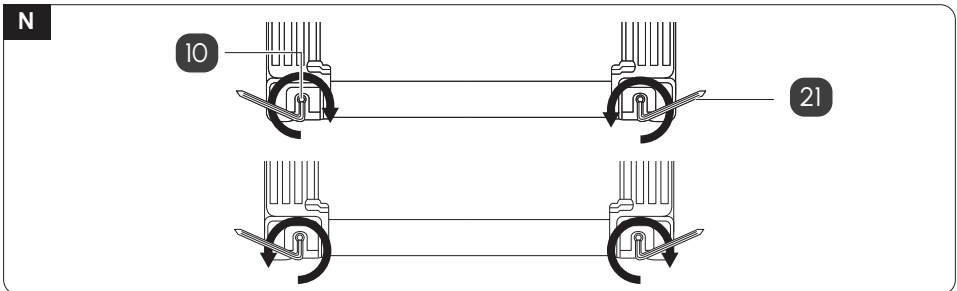
INFO

To prolong the lifespan of the product:

- Let the product rest for 10 minutes after continuous use of 1 hour.
- Wear clean sports shoes when exercising to avoid dust and debris.
- Regularly check for wear and damage and replace the defective parts immediately.
- All servicing should be performed by a professional repair center. Contact customer service for servicing. There are no serviceable parts inside the product.

Walking belt adjustment for deviation

1. Place the product on a flat surface and set it to run at a speed of 6 km/h.



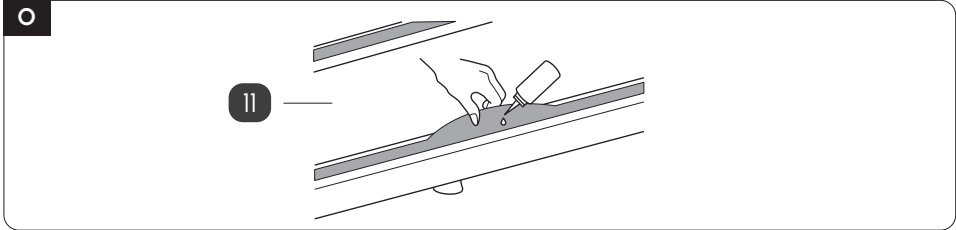
2. Make adjustment accordingly:

- **If the walking belt deviates to the left:** Use the Allen wrench (21) to rotate the left adjustable screw (10) clockwise by 180°; and rotate the right adjustable screw counterclockwise by 180° (see upper part in Fig. N).
- **If the walking belt deviates to the right:** Use the Allen wrench to rotate the right adjustable screw clockwise by 180°; and rotate the left adjustable screw counterclockwise by 180° (see lower part in Fig. N).

Maintenance and care

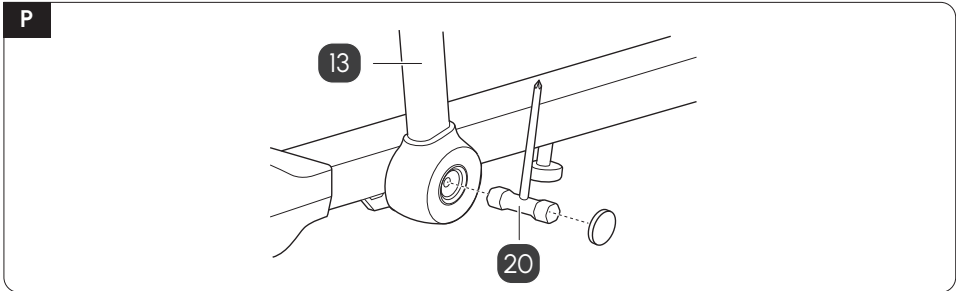
Lubricating the walking belt

Light users (less than 3 hours per week) should lubricate the walking belt every 10 months, whereas heavy users (more than 7 hours per week) should do so every 5 months.



- Lift the edge of the walking belt **11** upwards and apply silicone oil under the walking belt (see Fig. O).

Adjusting the tightness of the upright bars



If the upright bars become loose, follow the steps below to tighten them (see Fig. P).

1. Remove the soft cover from the bottom end of the left upright bar **13**.
2. Insert the hexagonal end of the socket wrench **20** into the hole and turn clockwise to tighten or counterclockwise to loosen the upright bars.
3. Attach the soft cover back onto the bottom end of the left upright bar.

Storage

General storage

All parts must be completely dry before being stored.

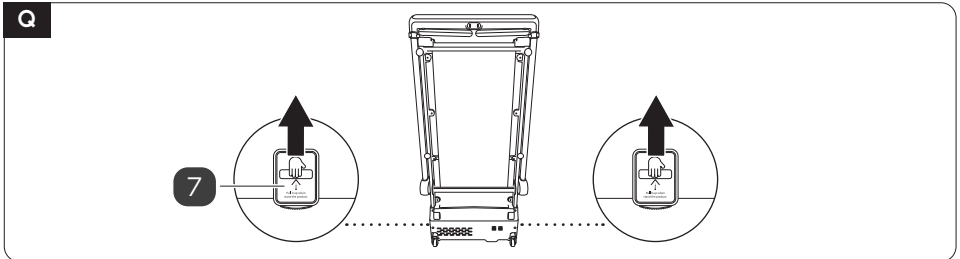
- Always store the product in a dry area.
- Protect the product from direct sunlight.
- Store the product so that it is not accessible to children.

Maintenance and care

Vertical placement against a wall

For space-saving storage, the product can be placed vertically against a wall.

1. Set up the product in walking mode (see chapter "Setting up the product in walking mode").



2. Pull the support blocks **7** upwards until they lock into place (see **Fig. Q**).
 3. Lift the rear end up of the product upwards and lean the product against a wall. Make sure that the support blocks touch the ground surface.
- **IMPORTANT:** Keep children away from the product when it is placed against the wall.

Troubleshooting

Problem	Possible cause	Solution
The product does not work.	The power connection is not properly done or the power outlet is defective.	Make sure the power cord is properly connected to the power outlet and the power outlet is not defective.
	The battery power of the remote control is low or empty.	Replace the battery (see chapter "Inserting or replacing the battery").
Error code E1, E2, E5 or E6	Internal error	Unplug the product and restart again. If the problem persists, contact the after sales service.
Error code E7	The safety clip is not properly attached to the product.	Make sure the safety clip is attached to the designated area on the product.

More information

Technical data

Rated supply:	110-120 V~, 50-60 Hz
Motor power:	2.5 HP
Speed adjustment:	Running: 1.0-6 km/h / Walking: 1.0-14 km/h
Tread belt area:	41.3 × 17.3 inch / 104.90 × 43.94 cm
Max. user weight:	330 lb / 150 kg
Dimensions:	55.3 × 27.2 × 5 inch / 140.46 × 69.09 × 12.7 cm
Function:	Running mode, Walking mode, Working mode
Battery (remote control):	1× CR2025, 3 V ===

FCC statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Warning: Changes or modifications to this unit that are not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

More information

Disposing of the packaging

- Sort the packaging before you dispose of it. Dispose of paperboard and cardboard with the recycled paper service and wrappings with the appropriate collection service.

Disposing of the product

- Should the product no longer be capable of being used at some point in time, dispose of it in accordance with the regulations in force in your city, state or country.

Batteries and rechargeable batteries do not belong in the household waste!

- As the end user you are required by law to bring all batteries and rechargeable batteries, regardless whether they contain harmful substances* or not, to a collection point run by the city, county, or state, or to a retailer, so that they can be disposed of in an environmentally friendly manner.

*labeled with: Cd = cadmium, Hg = mercury, Pb = lead

Warranty and service information

Thank you for choosing Ascend. We take great pride in the quality and craftsmanship of our gym equipment, and we are committed to providing you with products that meet the highest standards. To ensure your satisfaction and peace of mind, we offer the following Limited Warranty Policy ("The Policy") for a period of one year from the date of purchase.

Warranty Coverage:

Ascend warrants that the gym equipment purchased from our company will be free from defects in materials and workmanship under normal use and service.

This warranty covers the following components and aspects of the gym equipment:

- Structural integrity of the frame, including welds and construction.
- Mechanical parts, such as cables, pulleys, bearings, and weight stacks.
- Electronic components, including control panels, sensors, and displays.
- Upholstery and padding, excluding normal wear and tear.
- Functional performance of the equipment, including movement and range of motion.
- This warranty is valid only for the original purchaser of the gym equipment and is non-transferable.

The warranty is limited to repair or replacement of parts, at our discretion, and does not cover any other expenses such as transportation costs, installation, or labor charges.

In the event that a particular component or aspect is no longer available or has been discontinued, Ascend reserves the right to provide an equivalent replacement or alternative solution.

Exclusions:

This warranty does not cover damage or defects resulting from:

- Misuse, abuse, improper handling, or negligent use of the equipment, including but not limited to dropping weights, exceeding weight capacity, or using the equipment for purposes it was not designed for.
- Failure to follow the instructions, warnings, or guidelines provided by Ascend regarding installation, assembly, maintenance, or use of the equipment.
- Unauthorized modifications, alterations, or repairs made to the equipment without prior written authorization from Ascend.
- Failure to properly maintain or service the equipment, including regular cleaning, and inspection.
- Use of the equipment in a commercial or institutional setting, unless explicitly specified for commercial use in the product description or purchase agreement.
- Normal wear and tear, including but not limited to scratches, dents, cosmetic damage, or fading of colors that do not affect the functionality or structural integrity of the equipment.
- Acts of nature, accidents, fire, water damage, electrical surges, power fluctuations, or any other external causes beyond our control.
- Improper storage or environmental conditions, such as exposure to extreme temperatures, humidity, or direct sunlight.
- Inadequate flooring or surface beneath the equipment, leading to damage or instability.
- Damage caused during shipping or transportation, unless reported within 48 hours of delivery and documented with supporting evidence.

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- Any damage or injury resulting from the use of the equipment in conjunction with accessories, attachments, or components not supplied or recommended by Ascend.

This warranty specifically excludes any incidental or consequential damages resulting from the use or inability to use the gym equipment, including but not limited to loss of profits, personal injury, or property damage.

Ascend reserves the right to deny warranty claims if the exclusion criteria are deemed to apply or if there is evidence of misuse, abuse, or failure to comply with the terms of this warranty.

General Warranty Claims Procedure:

In the event that you discover a defect covered under this warranty, you must notify Ascend within 30 days of discovering the defect.

To make a warranty claim, please follow these steps:

- Contact our customer service department at hello@movewithascend.com to initiate the claim process. Provide your contact information, proof of purchase, and a detailed description of the defect or problem.
- If requested, provide clear photographs or videos illustrating the issue, showcasing the defect or malfunctioning part.
- Ascend may require additional information or documentation to assess the claim accurately. Please cooperate and provide any requested information promptly.
- If necessary, Ascend may arrange for an authorized representative to inspect the equipment or request the return of the defective part or product for further evaluation.
- Upon review and confirmation of a valid warranty claim, Ascend will, at its option:
- Provide detailed instructions for self-repair, including any necessary replacement parts and guidance.
- Dispatch a technician or authorized service provider to repair the equipment on-site, if feasible.
- Arrange for the shipment of replacement parts to the customer for self-repair, if applicable.
- Arrange for the return of the defective part or product and provide a replacement or repaired item, at our discretion.
- If the defect is confirmed to be covered under this warranty, Ascend will bear the reasonable shipping costs associated with warranty repairs or replacements. However, any costs incurred for shipping the equipment or parts to Ascend shall be the responsibility of the customer.
- It is important to note that warranty claims must be made directly to Ascend. Unauthorized repairs or modifications made by third parties may void the warranty.

Limitations of Liability:

In no event shall Ascend or its officers, directors, employees, agents, suppliers, distributors, or authorized service providers be liable for any indirect, incidental, consequential, special, punitive, or exemplary damages, including but not limited to:

- Loss of profits, revenue, or business opportunities.
- Loss of data or information.
- Loss of use of the equipment or any associated equipment.
- Personal injury or property damage.

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- Emotional distress or mental anguish.
- Interruption of business operations.
- Costs of substitute equipment or services.
- Any other economic, non-economic, or intangible losses arising out of the use or inability to use the gym equipment.

Ascend's liability under this warranty is expressly limited to the lesser of the purchase price of the gym equipment or the actual documented damages incurred by the customer, up to the maximum extent permitted by law.

Ascend shall not be liable for any damages, losses, or injuries incurred as a result of the following:

- Any misuse, abuse, negligent use, or improper handling of the equipment.
- Failure to follow the instructions, warnings, or guidelines provided by Ascend regarding installation, assembly, maintenance, or use of the equipment.
- Acts of nature, accidents, fire, water damage, electrical surges, power fluctuations, or any other external causes beyond our control.
- Any unauthorized modifications, alterations, or repairs made to the equipment.
- Any failure to properly maintain or service the equipment.
- Any use of the equipment in a commercial or institutional setting without explicit authorization or suitable commercial warranty coverage.

Some states or jurisdictions do not allow the exclusion or limitation of incidental or consequential damages or the limitation of liability, so the above limitations or exclusions may not apply to you. In such cases, Ascend's liability shall be limited to the maximum extent permitted by law.

This warranty does not affect any statutory rights that you may have under applicable laws or regulations.

Governing Law and Jurisdiction:

This Limited Warranty Policy shall be governed by and construed in accordance with the laws of the province of Quebec, without regard to its conflict of law principles.

Any disputes arising out of or in connection with this warranty or the gym equipment shall be resolved exclusively through arbitration, in accordance with the rules and procedures of a mutually agreed-upon arbitration association or organization. The arbitration proceedings shall be conducted in the province of Quebec and conducted in the French language (langue française).

If arbitration is not agreed upon or if a provision of this warranty is determined to be unenforceable, the parties agree that any legal action or proceeding arising out of or relating to this warranty shall be brought in the courts of the province of Quebec, and each party hereby submits to the exclusive jurisdiction of such courts.

The prevailing party in any dispute or legal action arising out of this warranty shall be entitled to recover its reasonable attorneys' fees and costs incurred in connection with such dispute or legal action.

Please retain your proof of purchase, as it will be required for any warranty claims. For further inquiries or to initiate a warranty claim, please contact our customer service department at hello@movewithascend.com.

Note: This Limited Warranty Policy is provided as a general guideline.

Contact us

At Ascend, we're committed to ensuring that you have the best experience with our products. Whether you have questions, concerns, or require assistance, our dedicated team is here to help.

Operating Hours:

Our customer service team is available Monday to Saturday, 9:00 AM to 5:00 PM (EST), and Sunday, 10:00 AM to 5:00PM (EST).

Feedback and Suggestions:

We value your feedback and are always looking to improve. If you have suggestions or comments about your new equipment or any other Ascend product, please reach out to us.

Replacement Parts and Accessories:

For inquiries about replacement parts, or accessories, visit our official website or contact our customer service.

Warranty and Repairs:

If you're experiencing issues with your product or need information about its warranty, our team is ready to assist. Always have your product's barcode or SKU handy when reaching out for faster service.

Your satisfaction is our top priority. Trust in Ascend to support you every step of the way.

Phone: +1-855-905-3486

Email: hello@movewithascend.com

Website: www.movewithascend.com

ASCEND