

EFX800-16 information requirement for warranty claims

Applies to

EFX800-16, serial codes ANCW or ATYA

Issue

Not enough data is being reported on warranty claim forms for stairarm replacements.

Resolution

When replacing EFX800-16 stairarms, the following information must be included on the warranty claim form **AND on a note** attached to the stairarms that are being returned:

- Serial number
- Unit Cumulative Workout Hours
- Unit Cumulative Workout Distance

Procedure

1. Replace stairarms as necessary. Follow the Stairarm Replacement procedure in the EFX800 manual [here](#).



Note: Until directed otherwise, when replacing a stairarm, **both** arms must be replaced and returned to Precor.

2. Fill out a warranty claim form and attach a note to the stairarms being returned with the above information.



Note: Labor payments will be withheld until the noted information is received.