

Align-Pilates®



A8-Pro with standard Legs and optional Gondola Pole



A8-Pro with standard Legs and optional Gondola Pole & Planking handles

A8-Pro Reformer Assembly Guide & User Manual

Note: To check for the latest version of this manual please visit:
<https://align-pilates.com/pilates-equipment-resources/assembly-user-guides/>
For Patents & Patents Pending see www.Align-Pilates.com/Patents-&-IP

Introduction

Thank you for purchasing an Align-Pilates A8-Pro Reformer. Please be sure to read this manual before first use and then keep it in a safe place for future reference.

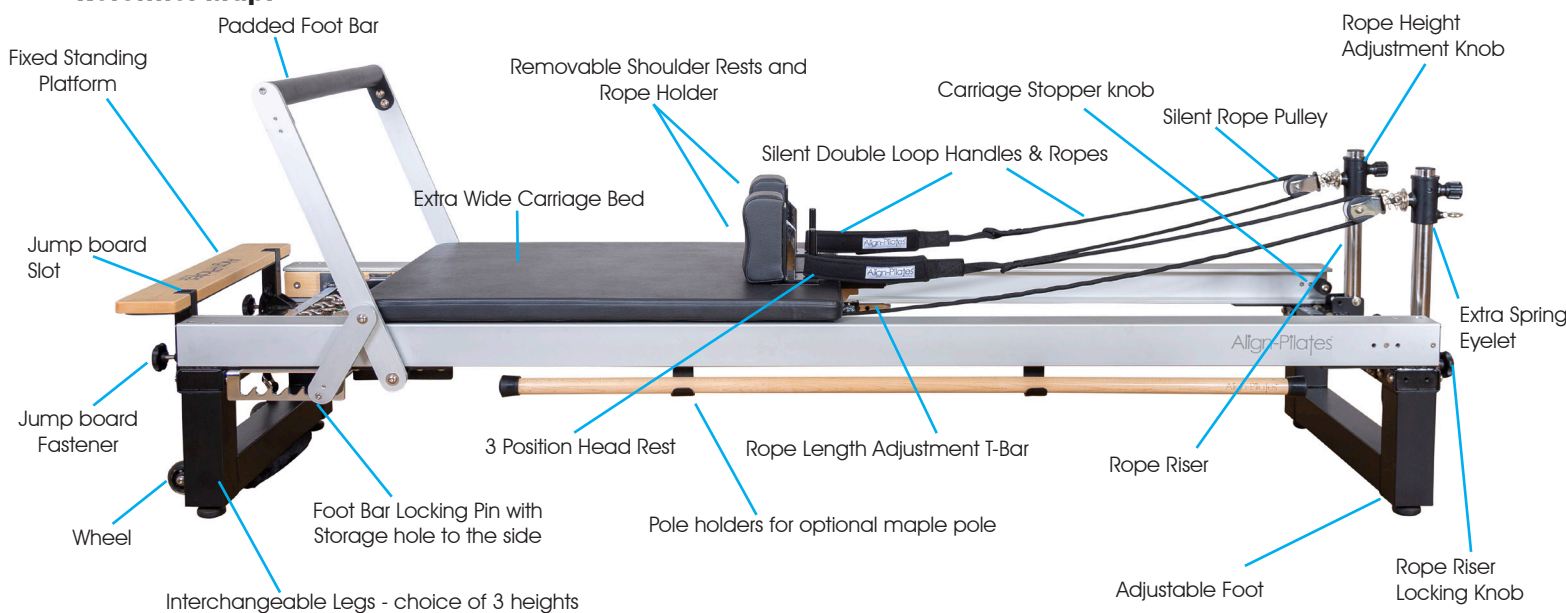
Specification & Adjustability

- Travel: 113cm
- Resistance: 5 nickel plated quality music wire springs 3 different strengths (2 light (blue), 2 medium (red) and 1 strong (green))
- Patent pending rapid change (RC) spring bar with 4 positions (20cm of adjustment)
- Choice of 3 leg heights 28cm, 42cm or 64cm.
- Fold away rope risers with adjustable 5 height positions and rope length adjustments
- Adjust both ropes together with our T-bar system & easy set up Pro Rope adjustment system
- Height adjustable feet for perfect alignment
- Align-Pilates 'silent' rope, pulley and handle system with metal free connectors for a quiet experience
- 3 position head rest
- Anodized aluminium runners with 8 PU wheel system for a smooth, quiet ride & low maintenance operation.
- Lockable foot bar with 6 positions, including flat.
- Removable & lockable off centred shoulder rests for a choice of 2 shoulder widths
- Pole holder hooks for a roll up pole or Gondola pole (available separately)
- ISO20957-1 Class S Item. Max User Weight: 150kg. Suitable for users: 145cm - 193cm (4'10" - 6'8")

Dimensions:

- Reformer only: 235 (L) x 66 (W) x 24cm (H)
- Reformer with Standard Leg Extensions: 235 x 66 x 42cm
- Weight: Approx 75kg depending on the leg configuration

Reformer Map:



Assembly

All the tools required for the assembly are included. The toolkit includes: 1 x socket spanner, 1 x Allen Key. Leg bolt kit includes: 16 x Short Bolts, 4 x Long Bolts and 20 x washers.

Unpacking the Reformer

Note: the A8-Pro reformer weighs over 70Kg so at least two people are required to unpack the equipment. At all times you are responsible for your own safety. Please unpack the equipment in a clear, clean & dry environment on a level floor surface.

The A8 comes in 4 boxes a) the frame b) the carriage c) standing platform, rope risers, ropes & handles & shoulder rests d) Your choice of legs. Starting with the frame box, remove all strapping using a safety knife and remove the carton lid. The reformer will be wrapped in a plastic wrapper and protected by polystyrene blocks, carefully cut the plastic wrapper open and inside the carton you will find another box containing the shoulder rests, the ropes, tools and bolts. Put this box to one side.

We recommend getting a pair of stable trestles to put the reformer on to enable easy fitting of the legs and installation of the ropes. Place the trestles 180cm apart and make sure the top of the trestles have something soft on them to avoid scratching the reformer frame. Lift the reformer out of the box and swing the foot bar round so it is resting on top of the reformer before gently placing it onto the trestles, so that one of the trestles is underneath the point where the foot bar attaches to the aluminium runner. Having checked the reformer is stable and safe you are now ready to start the assembly. Now cut the cable ties which hold the chrome plated foot bar selector rod in place and temporarily remove. This will be put back later as per "Attaching the Foot Bar" on page 4. You are now ready to start assembling your reformer.

Attaching the Legs

First install the legs at the fixed standing platform end of the reformer. We suggest you use the legs with the wheels attached in this position and attach them with the wheels facing away from the reformer (as shown in the Reformer Map). The wheeled legs can be attached on either end though particularly when a half Cadillac is attached the wheels are best attached to the standing platform end. Whilst the frame is supported place the legs in position. For the Standard and Rehab legs* the Long Bolts go through the frame as in Fig. 1. Please attach these first and hand tighten (Fig. 2).

Each leg corner then requires 4 x Short Bolts (Fig.3). First screw in all 4 bolts hand tight, taking special care not to cross thread the bolts, then when all are in tighten fully with the Allen key provided (Fig. 4). Once you have put the first pair of legs on repeat the process at the other end. The short legs attach in exactly the same way as the standard and rehab legs, except there are no long bolts as each leg is separate, rather than 2 legs being connected as with the standard and rehab legs.



Fig. 1

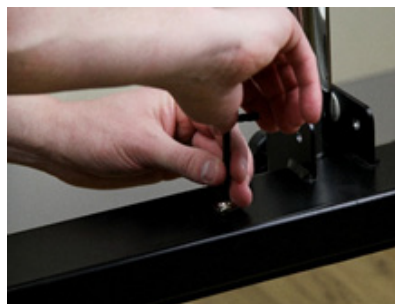


Fig. 2

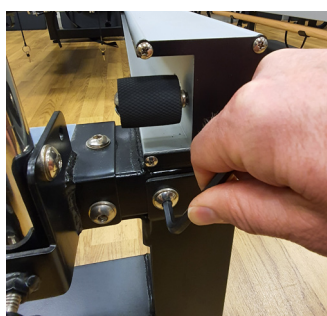


Fig. 3

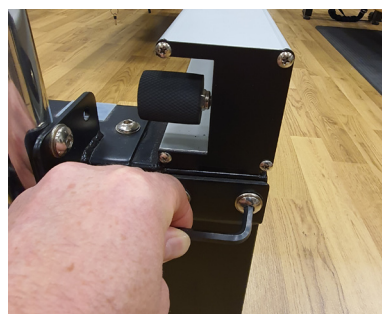


Fig. 4

Attaching the Foot Bar

Slide the chrome plated Foot Bar selector rod (part #13) back in to place, putting it in the second furthest away slot from the leg - do not reinsert the locking pins. First insert one of the cylindrical headed M8 24mm bolts into hole A (Fig 5) of bar and screw in hand tight, then repeat on the other side. Then using 2 of the 10 small dome bolts and washers, screw these into hole B as per Fig. 5 below and securely tighten – be particularly careful to get the bolt in straight to avoid cross threading the bolt in to the aluminium arm. Finally completely tighten the 4 bolts using the long allen key provided.

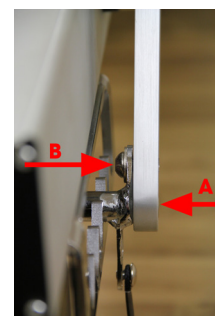


Fig. 5

Attaching the Standing Platform

To attach the maple standing platform, slide the component over the end of the reformer, taking care to align all of the holes. Now screw the 4 long domed bolts (with washers) into the 2 holes adjacent as per Fig. 6 and hand tighten. Then screw in the remaining 8 small domed bolts hand tight. Once all bolts are in and hand tight, go back and fully tighten all the bolts with the Allen key provided.



Fig. 6

Inserting the Reformer Carriage & checking the side wheel adjustment

Firstly remove the 2 rubber carriage stoppers from the end of the runners (Fig. 8) these simply unscrew by hand, put them to one side. Now carefully remove the carriage bed from its box. Before inserting the carriage familiarise yourself with the side wheel set up and adjustment system (Fig. 7). Now with one person holding each side of the carriage bed, gently slide the carriage in to the runners with the springs pointing towards the standing platform.

After attaching at least one spring, roll the carriage back and forward checking that the carriage runs freely for the whole length of the runner. There should be no squeaking or interference from the side wheels, if there is the side wheels need to be moved inwards. Conversely there should not be excessive side to side movement of the carriage in the runners or the wheels need to be moved out.

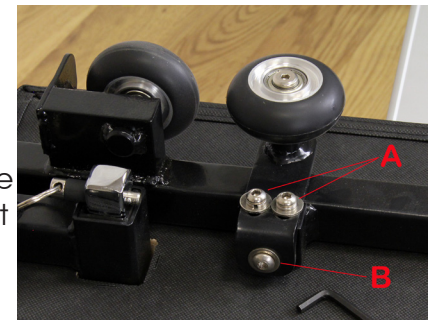


Fig. 7

If you have standard or Rehab legs adjustment of the side wheels can be done from under the machine, if you do not it is advised to remove the carriage to adjust the wheels.

To move the side wheels in (ie because they are causing the carriage to jam or, causing squeaking noises) unscrew bolt B a few turns (Fig. 7) then loosen the two A bolts and push the wheel bracket in until it hits the stop screw B, then retighten bolts A - now try the carriage again. If there is too much side to side movement of the carriage, then the side wheels need to be moved out. To do this loosen bolts A, then tighten bolt B by a few turns, which will push the wheel out, then retighten bolts A and try the carriage again. We recommend small adjustments each time and after a few tries you should get the carriage to run perfectly, with no interference from the side wheels & little side to side movement possible.

Once the carriage is running properly reinsert the rubber stoppers in the end of the runners and do hand tight.

Offset Shoulder rests

Now insert the shoulder rests into each of the shoulder rest receiving holes on the carriage bed (Fig. 8). They can be locked in place by placing the locking pin through the hole at the bottom of the chromed bar (Fig. 9). The locking pins are attached on a string to the underside of the carriage as shown in Fig 9.

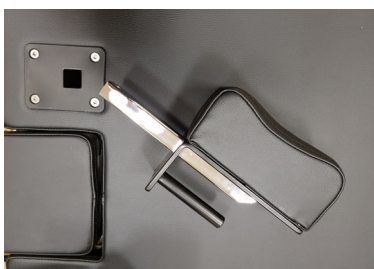


Fig.8



Fig.9

Attaching the Rope Risers

Now at the head end of the reformer attach the rope riser brackets in much the same way as you attached the standing platform using the 4 long bolts to go through the frame horizontally (bolt heads on the outside of the frame). Then add the 4 shorter bolts, which thread in from the top in to blind nuts inside the frame. Once the rope risers are bolted on, secure the rope risers in a vertical position: to do this first ensure they are fully dropped down and then secure in position by tightening the riser fastener as in Fig. 10. *Please note: The carriage can be removed with the rope risers attached but they must first be folded down (inside the frame) and the pulleys need to be either rotated to the side or slid off and put on the floor.*

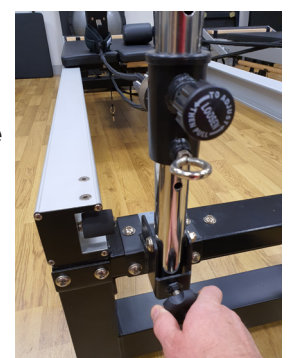


Fig. 10

Attaching the Silent Handles to the ropes:

The silent double loop straps feature separate handles for foot & hand for quick transitions. To attach the straps to the ropes, thread the end of the strap through the rope eyelet (Fig. 11) and then thread the handle through the loop on the end of the strap (Fig. 12) and pull tight. To take them off reverse the process. Now pass the end of each rope through the pulleys on the end of the rope risers.



Fig. 11



Fig. 12

Foot Strap installation:

Now in a similar way attach the foot strap underneath the standing platform

- 1) Separate the strap in to 2 parts. Taking one half of the strap, thread the nylon loop through the eyelet on the reformer frame under the jump board (Fig. 13)
- 2) Now pass the foot strap through the loop and pull tight (Fig. 14)
- 3) Repeat this process for the other half of the strap (Fig. 15) and finally re-thread the strap through the D-ring (Fig. 16) and the strap is ready to use (Fig.17).



Fig.15



Fig.16



Fig.17



Fig.18



Fig.19

Setting up the Silent ropes:

With the handles now attached thread the rope tail through the pulley from the top and put the rope eyelet (where you attached the handles) over the rope holder pole. Next pull the rope adjusting T-bar all the way out as in (Fig 20). The T bar position is changed by loosening the knob and then pulling back to disengage the locking pin, so that the bar can be slid back or forward. Now put the spring bar in position 1 (Fig. 21) and thread each rope tail through the holes on the end of the T bar and on through the rope controllers - you will need to open the locking lever to allow this. Now pull the rope tight against the rope holder pole and close the rope controller lever firmly & check to ensure the ropes cannot slip. Repeat for the second rope and then check that the ropes are adjusted to exactly the same length, if they are not; adjust one of the ropes, the ropes should be taught with the nylon loop of the handle on the rope holder poles, whilst making these adjustments. When both ropes are the same length tie a simple knot in the rope tail about 15cm from the rope controller for extra safety (Fig 22). The ropes tails can be coiled around the T bar to get them out the way.

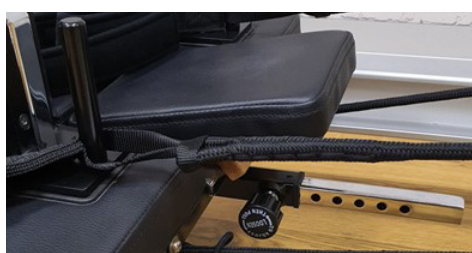


Fig.20



Fig. 21



Fig.22

General Usage Guide

1. Using the Rapid Change spring bar

The new patent pending Rapid Change (RC) spring bar (Fig. 20) dramatically changes the speed and ease of moving your spring bar! Simply lift it up with the springs in place & move it to the desired new location - job done. Please note there is no longer a removable carriage stopper as there are integrated carriage stoppers on the side arms of the Spring bar. Adjusting the RC spring bar is up to 12 times faster than moving a traditional spring bar, which required removal of springs, moving the stopper, moving the spring bar & reattaching the springs.

Important - The RC spring bar must always be moved with at least one spring attached. Visit the Align-Pilates YouTube channel for a video on adjusting the RC spring bar.



Fig.20

2. Adjusting & Locking the foot bar

The foot bar can be positioned in 6 different positions, including flat so it is out of the way. Different positions suit different exercises and user heights. The foot bar can also be locked in any of the positions (except flat) by locating the locking pin in the locking pin hole. To adjust the bar:

a) Firstly remove the locking pin if the bar is locked. If raising the bar, lift the bar towards you (whilst sitting on the bed) and release to drop into one of the positions. This can even be done from the lying position by using your foot to lift the bar. Replace the pin if you wish to lock the bar in position. When not in use the foot bar pin can be stored in the foot bar pin storage slot (Fig. 22).



Fig.21



Fig.22

b) If lowering the bar it is best to slightly lift the foot bar towards you with one hand, whilst using your other hand to hold the foot bar adjustment arm to smoothly guide it to the next lower, or desired position.

c) If putting the foot bar in the flat position be sure not to stand on the bar in this position as this can damage the bar. **Note: always check the bar is secure before use, if in any way the bar feels loose or wobbly follow the process in the maintenance schedule covering the foot bar on page 8.**

3. Adjusting the Rope Length

To adjust the ropes when using the reformer, both ropes are simultaneously adjusted by loosening the adjustment knob underneath the head rest (Fig. 23) pulling back on the knob and sliding the T bar in our out. Sliding the T bar in shortens the ropes & pulling it out lengthens the ropes. Therefore as you move the spring bar away from the standing platform you should move the T bar in under the carriage.

In summary when the spring bar is in position 1 the chrome part of the T bar should be all the way out (completely visible) and for position 4 only the end of the chrome T bar should be visible. If you need to adjust the ropes more than is possible with the T bar then you can adjust the ropes using the rope control levers under the carriage - simply pull down the cam lever and slide the rope forward or backward to the desired length and then release the cam. In normal use if the ropes are correctly set up using the T bar should be all that is needed. Please also note that lowering the rope pulley position also shortens the rope as well as giving an alternative pull location.



Fig.23

4. Adjusting the Rope Pull Height

The rope pull height can be adjusted by loosening the rope height adjustment knob (Fig. 24) and then pulling the knob outwards. Slide to the desired height and ensure the pin engages in one of the holes, then tighten the knob to prevent rattle. Please note lowering the pulley position has the effect of shortening the ropes by up to 7.5cm.



Fig.24

5. Working with springs

Spring strength is indicated by the coloured anodized nuts on the RC spring bar. Align-Pilates springs are made from nickel plated music wire for the best possible performance and for smooth progressive resistance. Green is strong (100%) , red is medium (75%) and blue is light (50%) - use in a combination to suit the desired exercise. To get maximum life out of your springs try to vary which springs you use as much as possible. For those seeking a lighter spring we offer an after market extra light yellow spring (25%) which requires a supported spring cover.

To change the springs position or replace the springs, go under the reformer, unclip the shock cord and unthread it from the spring eyelets, then uncoil the spring eyelet from the pig tail bolt and release the velcro on the spring covers so the spring can be removed. Switch the cover to the new spring and reverse this process. Springs must be replaced every 2 years or 3,000 hours whichever is sooner, however always replace springs immediately if there is any sign of deformation or damage and cease using immediately.

6. Ensuring your reformer is level

It is important to check your reformer is level to ensure it runs smoothly, particularly where the floor is not perfectly flat. Once you have positioned your reformer in the location where you intend to use it, place a spirit level on each runner to check it is horizontal. If it is not you can screw in or out more of the black reformer feet until level. Once the reformer is level then tighten the bolt up against the bottom of the leg to secure the reformer in this position. *Please note: the distance of an exposed thread (A), as shown in Fig. 25, should not be more than 10mm.*

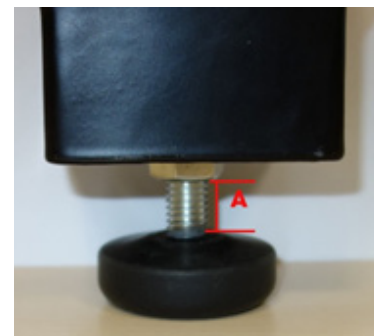


Fig.25

7. Video on Adjusting the A8-Pro

Visit the Align-Pilates YouTube channel to see a video on adjusting the A8-Pro reformer and a review of the machine's features

Congratulations! You have now completed the assembly of your A8-Pro Reformer. Before first use please read the General Usage Guide and Periodic Maintenance, Care & Safety Checks on pages 7 & 8 of this manual as well as the safety notices on the labels attached to the frame & RC spring bar. Now would also be a good time to make a diary note to replace your springs in two years or, within 3,000 hours, whichever is sooner. We also recommend starting a maintenance log - a sample log can be downloaded from <https://align-pilates.com/pilates-equipment-resources/assembly-user-guides/> and you can also check for a more to date version of this manual at this address

Further information

For assembly and other videos about the A8-Pro please visit the Align-Pilates YouTube channel

Periodic Maintenance, Care & Safety Checks

Please check the apparatus before first use and after each of the first few uses to check all the fittings are securely fastened. Thereafter, it is important to follow a regular maintenance schedule by someone familiar with the equipment and record your maintenance checks. Equally inspection should be made immediately if any part appears not be operating correctly or something appears to be loose. Below follows a basic maintenance guide though our detailed maintenance guide and a sample maintenance log can be downloaded from <https://align-pilates.com/pilates-equipment-resources/assembly-user-guides/>

- **Springs** - Inspect for signs of wear, look for deformation, kinks, gaps and corrosion. Springs showing signs of damage must not be used and must be replaced immediately. Springs must be replaced every 2 years or after 3,000 hours, whichever is first, or immediately if showing signs of fatigue or deformation
- **Foot Bar** - check all allen bolts securing the padded bar to the aluminium arms and to the steel engagement bar and through the frame are tight
- **Runners** - ensure the runners are regularly cleaned and kept free from dirt as this is the main cause for a noisy reformer. If excess dirt is spotted on the runners then the wheels may also need cleaning. We recommend cleaning the runners with a window cleaner such as windowlene.
- **Ropes and Handles** - check ropes for signs of wear, fraying or nicks and replace if damaged. Check stitching on handles is intact and handles are not overly worn.
- **PVC Upholstery** - always ensure belts, jewellery and shoes are removed when working on the equipment as buckles, rings, watches and bangles can all end up damaging the upholstery. For cleaning upholstery we recommend cleaning with Gym Wipes from www.vital-clean.de, which are available worldwide. For further information on cleaning recommendations see the link above.
- **Wheels** - Remove the carriage and check for smooth rotation, if the wheels are not turning smoothly or are scarred or damaged this will impede smooth and quiet running of the equipment and the wheels need to be replaced.
- **Shoulder Rests** - check the pads are securely bolted on to the metal frame - if loose retighten.
- **Spring hooks** - hand check that all eye hooks will not move. If loose remove, apply loctite and retighten. Check that the spring retention bungee is correctly attached.
- **Nuts & Allen Bolts** - check all nuts and bolts are tight, including those on the Silent rope pulley wheels and those securing the head rest.

2. Troubleshooting Smooth Running of your A8-Pro Reformer

If your reformer is not running smoothly and quietly please follow these steps in order to get it back up and running smoothly:

- A. Check the reformer is level using a spirit level
- B. Check the runners and wheels are clean and free from dirt and grit
- C. Check the side wheels are correctly adjusted
- D. Check the wheels and bearings are not damaged. If damaged replace.

3. Removing the Carriage For Maintenance

From time to time you may need to remove the carriage either to deep clean the wheels & runners or to change the springs or wheels. Removing the carriage is easily done and no tools are required. To do this follow these steps

- a) Remove shoulder rests, unlocking them first if they were locked
- b) Remove the T bar that holds the ropes & place on the floor
- c) Fold down the rope risers and rotate the pulleys so they are flat and pointing towards the runner
- d) Remove the two carriage stoppers at the open end of the runner - these can be unscrewed by hand
- e) Now gently slide the carriage out

Remember when putting the carriage back in to be careful not to damage the wheels when inserting them in to the runner - this job is best done by two people.

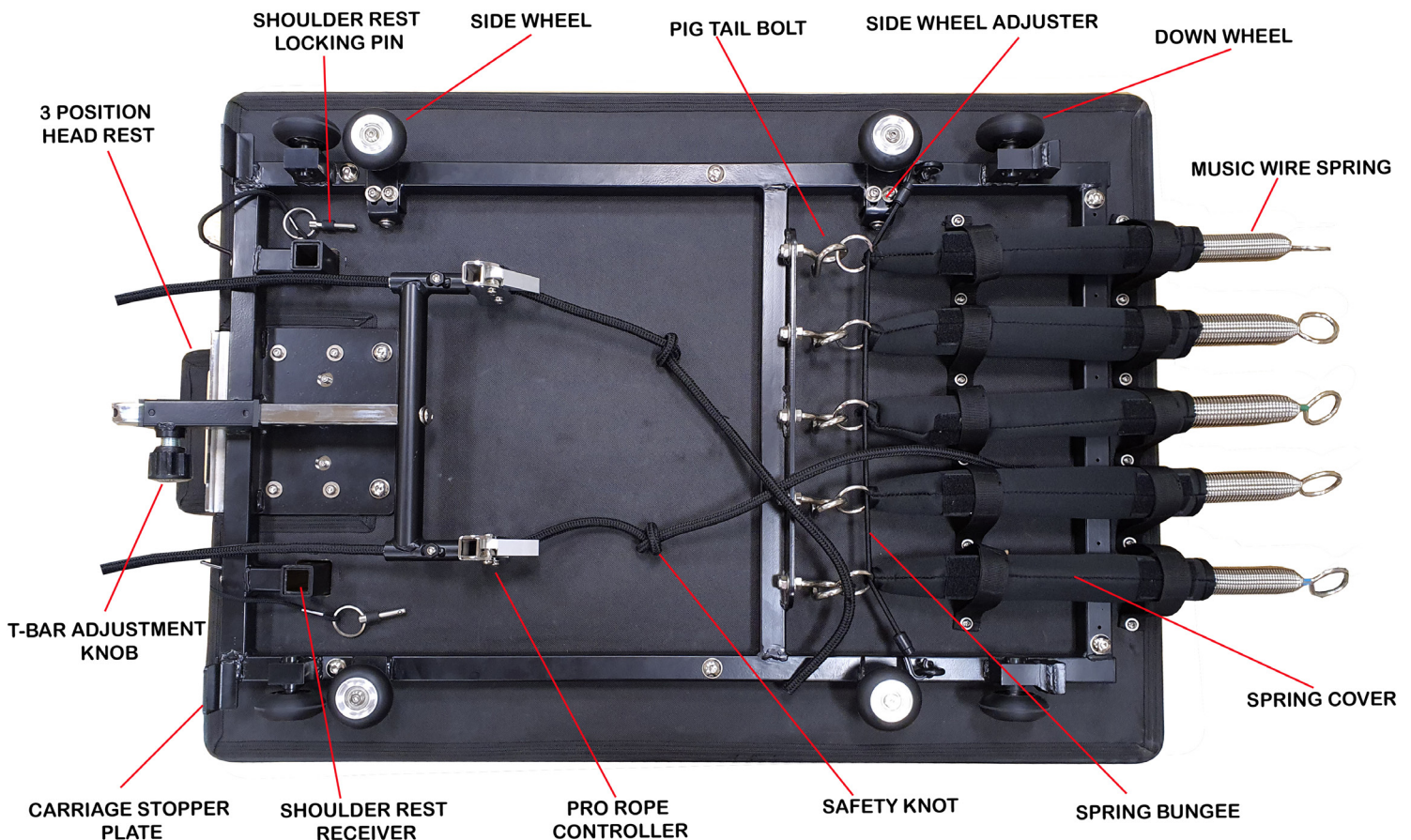
3. Basic Reformer & Exercise Safety

If you are not familiar with using a Pilates reformer we suggest you seek advice from a qualified Pilates professional in order to learn how to get the most out of your reformer and to cover the basic safety aspects of using this type of equipment. A number of companies also offer short safety induction courses.

1. Pilates is about smooth and controlled movement, when performing exercises try to prevent the carriage from slamming in to the carriage stops and the springs from recoiling in an uncontrolled manner as this can damage the spring and shorten its life.
2. Secure the carriage with at least one spring when your Reformer is not in use, Do not get on the carriage when there are no springs attached unless you deliberately want to do this.
3. When standing on the reformer always put your first foot on the standing platform and then the other on the carriage. When getting off the reformer from standing take your foot off the carriage first and then step down off the standing platform
4. Use your reformer in a clear space with at least 1m of space all around the machine. This equipment is for indoor use only on a firm and flat surface
5. When using a reformer less is often more, remember when performing certain exercises less spring resistance makes the exercise more challenging.
6. Before starting any exercise routine, consult a physician.
7. Before any new user uses the equipment, get them to read and follow instructions in the safety manual and obtain thorough instruction from a Qualified Trainer.
8. Use equipment only for recognised Pilates repertoire.
9. Stop exercising if you experience chest pain, feel faint, have difficulty breathing or experience musculoskeletal discomfort.
10. Keep clothing, body and hair free from all moving parts.
11. Do not use if the equipment appears worn, broken or damaged. Do not attempt to repair equipment yourself. Ensure equipment that is out of service cannot be used.
12. Do not allow children to use or be around equipment without adult supervision.
13. Do not exceed the maximum user weight for the equipment of 150kg

Anatomy of the A8-Pro Carriage

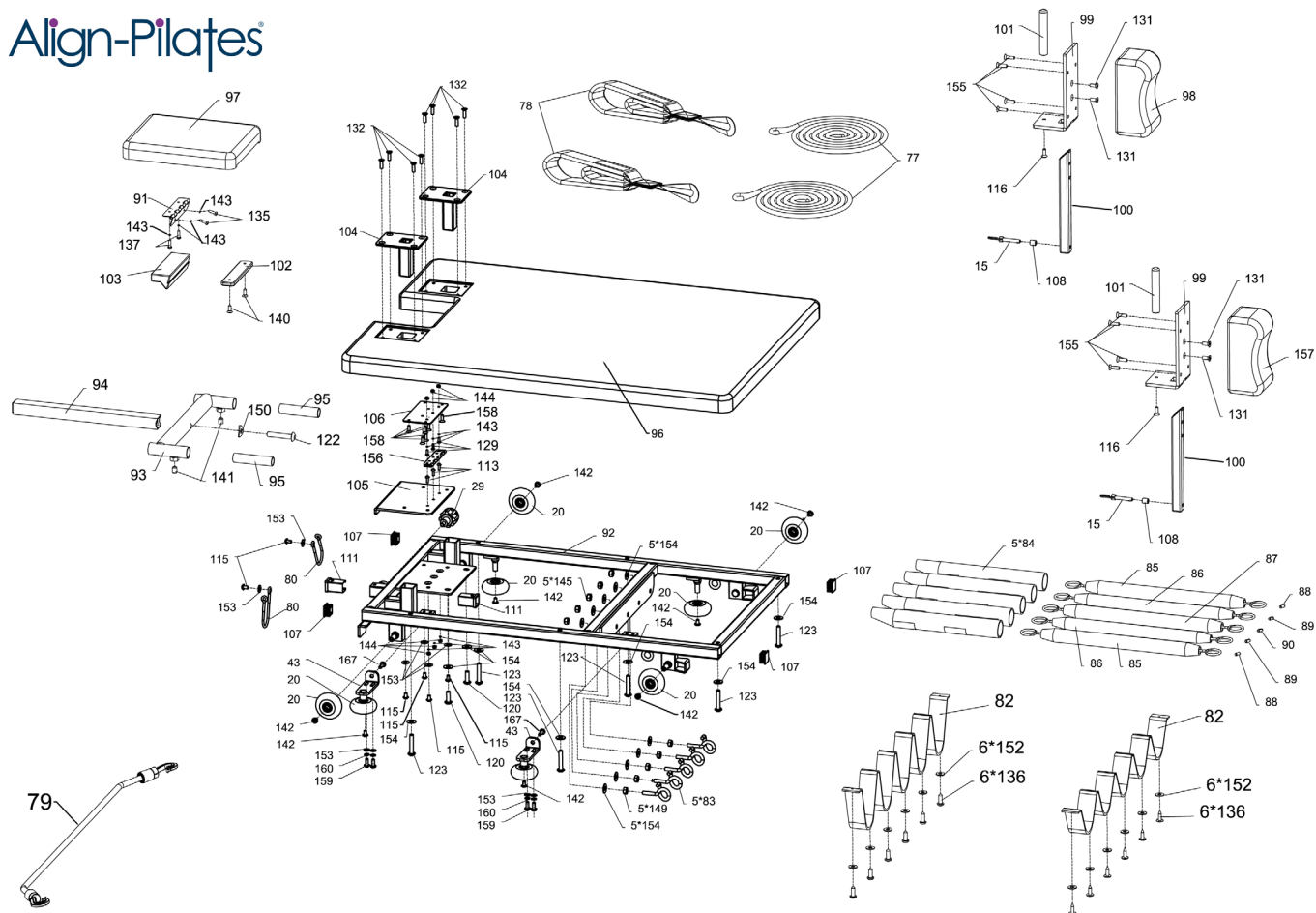
The below map shows all the features of the 4th generation A8-Pro carriage



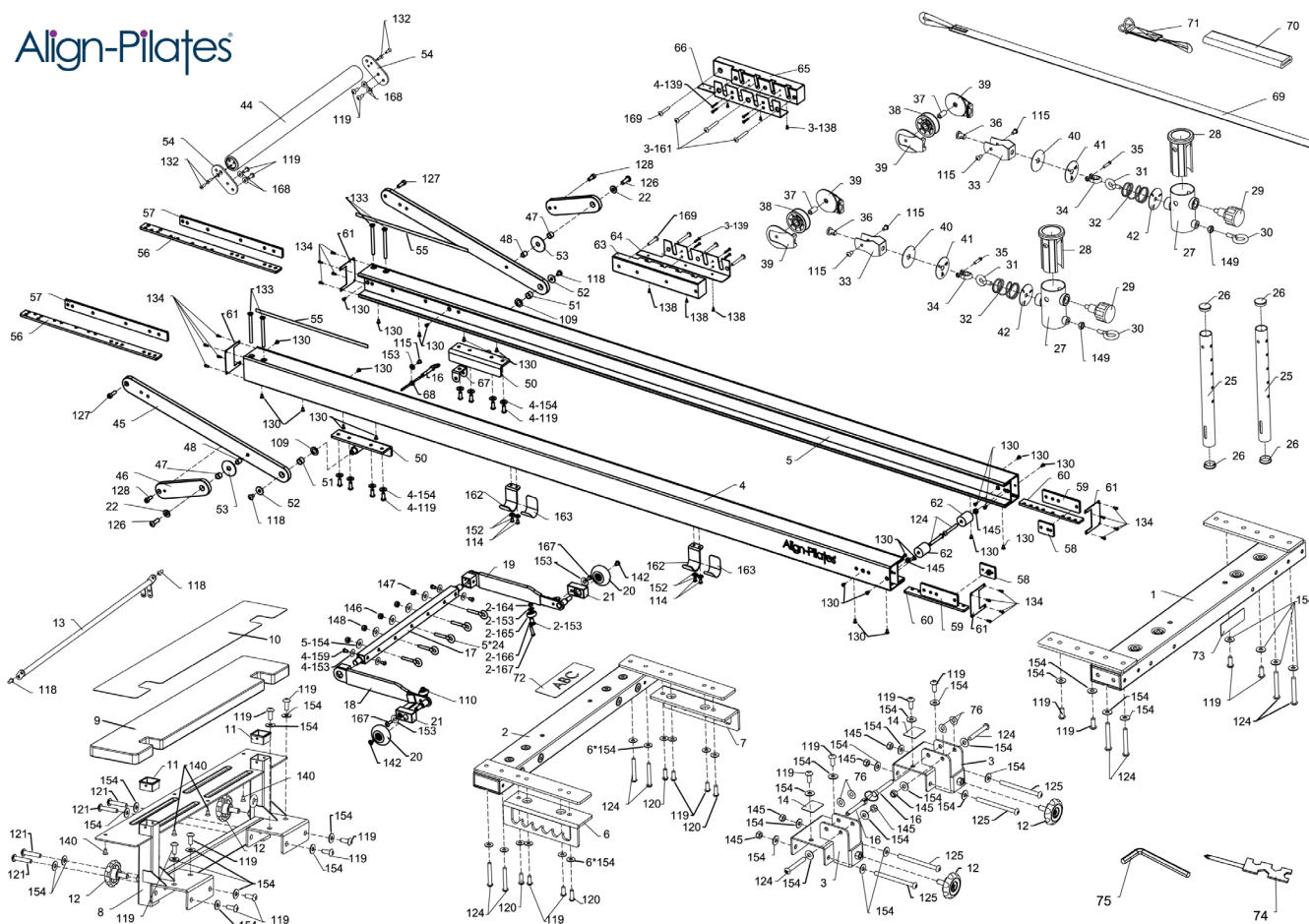
Exploded diagrams:

Note: For larger images of the exploded diagrams and a detailed parts list please download from: <https://align-pilates.com/pilates-equipment-resources/assembly-user-guides/>

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Optional Extras

1) Sitting Box

The Align-Pilates Sitting boxes make many seated exercises more comfortable and makes new exercises possible on your reformer. **Note: the reformer already comes with a foot strap**
Size: 70cm (L) x 40cm (w) x 28cm (h). 9Kg



Sitting Box



Jump Board

2) A Series Jump Board

A Jump Board is available that slots in to the square holes on the fixed standing platform. To install simply loosen the thumb knobs. Insert the jump board and tighten in to position.
Size: 60cm (h) x 66cm (w)

3) Half Cadillac Tower & Mattress insert & Platform Extender

The Half Cadillac allows you to perform the majority of the repertoire of the Cadillac on your reformer. No modification is needed to attach the unit and assembly takes around 20 minutes.

The mattress insert works in conjunction with the platform extender to convert the A8-Pro in to a full size bed. Each item is available separately



Half Cadillac Tower, Mattress Insert & Platform Extender

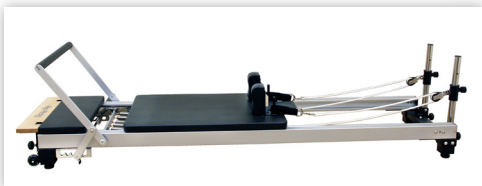


4) Planking handles

The planking handles are rotatable so they can face in four different directions and they can lock at 4 different heights in each of the directions, offering a total of 16 different positions for a range of alternative exercise options

5) Alternative Legs

The legs on the A8-Pro are interchangeable so if you move Studio or want to change the usage of your A8-Pro Reformer you can order higher or lower legs to change your reformer. The change is easy and only requires an allen key.



Low legs.



Standard legs.



Rehab legs

6) Maple Gondola Pole

The reformer has hooks under the frame to hold a Gondola Pole which is available separately



Note on A Series Accessories

Please note that all the A8-Pro accessories are compatible with the earlier A2 Series of reformers and are interchangeable, so both models can easily be used in the same studio

Warranty Information

ALIGN-PILATES™ LIMITED LIFETIME WARRANTY

Terms of Limited Lifetime Warranty

Align-Pilates offers the following limited lifetime warranty, for the periods as stated below from the date of purchase, to the original owner of their products, upon presentation of an original invoice in their name. The warranty is a Light Commercial Warranty allowing for a maximum usage of 27.5 hours per week.

Align-Pilates will repair or replace any mechanical part that malfunctions due to defects in materials and/or workmanship during the warranty period. The warranty excludes normal wear and tear, damage due to negligence or misuse, abuse, modification or unauthorized repair; scratches to the finish, and tears or indents in the upholstery. Align-Pilates will, at its discretion, repair or replace any parts deemed defective during the warranty period. If we opt to repair or replace your apparatus, this may require that your product is returned for inspection at our premises prior to sending out replacement apparatus. Parts repaired or replaced under the terms of this warranty will be warranted for the remainder of the original warranty period only. This warranty does not cover shipping charges, customs clearance fees (where applicable) or any costs incurred in installing repaired or replacement parts shipped under the provisions of this warranty.

This warranty will be null & void if springs are not changed as specified or, if all safety, maintenance and usage instructions as specified in the manuals are not observed or, if the equipment is used for any other purpose other than for recognized Pilates repertoire or, if the equipment has been subjected to accident, abuse, improper service, or modification not authorised by the Align-Pilates.

Duration of Limited Warranty

1) Metal & Aluminum Frames & welded components.

10 year warranty

2) Wooden Frames, Gear bar and foot bar mechanisms

5 year warranty. Wooden frames must not be positioned next to convection radiators or air conditioning units.

3) Other non-wear and tear components

2 year warranty

4) Ropes, Straps, Spring Clips, Handles, Fuzzies, Wheels, Foot straps, Rotational disks & powder coating

1 year warranty

5) Springs

2 year / 3,000 hours warranty is given on all springs, excepting that a decrease of 5% of the spring power per 1,500 hours usage is acceptable according to internationally standards. Align-Pilates Springs should be replaced after a maximum of 3,000 hours use or 2 years, whichever is earlier. In the event of any signs of damage or wear springs should be replaced immediately regardless of age or usage.

6) Upholstery

The upholstery fabric on Align-Pilates equipment will be replaced if it fails to give normal wear for 90 days from the date of delivery. Proof of damage may be required. This warranty does not cover cuts, scratches, burns, stains, soiling, or damages caused by unreasonable use such as wearing jewellery or inappropriate clothing whilst using the equipment. Align-Pilates reserves the right to substitute an equivalent fabric if an identical fabric is not available. Upholstery must be properly cared for – do not use chemical sprays or industrial soaps. Align-Pilates recommend using GymWipes (www.2xllcorp.com/contact-us/) to clean upholstery and wipe down equipment.

Warranty Return Procedure

The customer must call Align-Pilates or its authorized Distributor for authorization prior to returning the equipment. The customer is responsible for the cost of returning products to Align-Pilates (or their appointed Distributor) for warranty adjustment should this be deemed necessary. The customer is responsible for any damage or loss during shipment back to Align-Pilates (or their appointed Distributor). The customer is responsible for the cost of return freight to them in the event Align-Pilates decline to make a warranty adjustment. Align-Pilates do not accept responsibility for any items returned without a pre-approved authorization number, which must be clearly marked on the outside of the package.

Limitation of Liability

The above is our exclusive warranty and is in lieu of all other warranties, express or implied, including warranties of merchantability or fitness for any purpose. In no event shall Align-Pilates or their Distributors be liable for incidental, consequential or punitive damages.

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