WARRANTY

The terms and conditions set out in this document apply to BeStrong permanently installed outdoor sports equipment manufactured by “KATKER 2005” Kft. (4027 Debrecen, Füredi u. 49-51, Hungary).

This warranty covers design, manufacturing and material defects and is valid provided that the products have been handled, transported, stored, installed and maintained in accordance with the manufacturer’s specifications and conditions.

The following limited warranties apply from the date of invoice, under normal use and service:

- 5-year limited warranty against failures of steel elements and steel components due to material or manufacturing defects.
- 2-year limited warranty against failures of plastic components due to material or manufacturing defects.
- 2-year limited warranty against significant corrosion of painted metal parts that prevents the use of the equipment.
- 2-year limited warranty against failures of all rubber-based components, and 1-year limited warranty on rubber bumpers.
- 2-year limited warranty on the integrity of the powder coating, excluding damage caused by mechanical impacts.
- 1-year limited warranty on the bearings of moving components.

BeStrong products have been tested and approved by ÉMI-TÜV SÜD Kft. in accordance with EN 16630:2015 and are manufactured in compliance with MSZ EN ISO 9001:2015, as certified by ÉMI-TÜV SÜD Kft.

Warranty exclusions:

- Damage caused by vandalism, accidents, negligence, normal wear and tear, cosmetic surface corrosion of metal parts, discolouration and other cosmetic issues, or failures resulting from misuse.
- Failure to comply with the conditions specified in the instructions for use and maintenance manuals. This includes use of the equipment for purposes other than its intended use, improper maintenance or repairs carried out without the necessary specialist knowledge and expertise, or the installation and use of non-compliant elements within the BeStrong fitness park.
- Repairs carried out without prior consultation with and consent from BeStrong.
- Damage caused by unforeseen environmental effects, such as natural disasters or extreme weather conditions.
- Wear resulting from normal use and minor damage, such as surface scratches, dents, scribbles or graffiti.
- Deviations from the installation instructions set out in the installation documents supplied by the manufacturer.
- Corrosion of non-galvanised equipment directly exposed to chlorinated or salt water, or corrosion of equipment installed within 10 kilometres of a coastline.
- The customer must submit any warranty claim within 3 working days of the discovery or occurrence of the product defect. Warranty claims must be formally submitted in writing to hello@bestrong.com, together with the invoice confirming the purchase.
- Outdoor use of components intended for indoor use.

Valid from 1 July 2026 until revoked.