

Section 5

TECHNICAL PROBLEMS **ASPEN**

With proper maintenance, your Living Earth Crafts table is designed to give you years of trouble free operation. If you should have a problem with your table, do not attempt to repair the table yourself. This will void the 2-year warranty that covers your table against defects in material and workmanship. It covers repairs only if you follow these steps:

1. Call **800-358-8292 or 760-597-2155**

Our Customer Service Representative will ask you to provide the following information:

- a) your table's serial number (located on the underside of the head section of the table top)
 - b) a description of the problem
2. Under warranty, our representative will coordinate a technician in your area if one is available. The technician will contact you to arrange for a convenient time for on-site service. This service is scheduled during normal business hours, 8.AM to 5.PM, Monday through Friday. For non-warranty, a referral will be made so that you can contact a service technician in your area.
3. You will need to allow the technician access to your table at the scheduled time. If there is a lengthy delay, you will be charged for the delay time at the service agent's hourly rate. To cancel the appointment, notify the technician 24 hours prior to the scheduled appointment. If you fail to notify the technician, you will be charged for the service call.
4. Please remember that any unauthorized service will not be covered. Please be sure to contact us first.
5. As expressed in your warranty, damage from abuse or mishandling is not covered.



Section 6

WARRANTY ASPEN

Tables are warranted against defects in materials, design and workmanship, to the original owner, as follows:

- Frame
 - Lifetime ①
- Foam & Vinyl
 - 3 years
- Motors & Controls:
 - 2 years

Warranty is onsite where available.

Warranty does not cover damage caused by accident, misuse, or neglect. All warranties limited to repair or replacement, at our discretion, to the original purchaser.

- ① Lifetime warranty applies to original owner, as long as you own your table or 5 years after the model is discontinued or five years for private label tables

