



INSTRUCTION MANUAL



PoleAway **Instruction Manual**

CRITICAL INFORMATION

To get the best from your X-POLE PoleAway – with SAFETY being the utmost priority – it is extremely important that you READ & FOLLOW the Instruction Manual from beginning to end and most importantly, understand it!

Follow the simple but explicit instructions in this manual to get the best results from your PoleAway system.

Safety is a priority at all times.

If you have ANY questions – before you assemble, install or use your Pole – contact your point of purchase or see the PoleAway section on the website (www.xpole.com – first select your region, then search for the PoleAway Section).

VERTICAL LEISURE LTD, X-POLE INTERNATIONAL, X-POLE US INC, THEIR DISTRIBUTORS, SALES PERSONS OR ANY OTHER PERSONS OR ASSOCIATED COMPANIES CANNOT BE HELD RESPONSIBLE FOR ANY DAMAGE TO PROPERTY OR INJURY TO PERSONS OR THIRD PARTIES DURING THE USE OF THIS PRODUCT.

BY REMOVING THE POLEAWAY FROM ITS PACKAGING AND/OR ANY USE OF THE PRODUCT CONFIRMS ACCEPTANCE OF THE ABOVE WARNINGS AND THE USER'S RESPONSIBILITY IN USING THE PRODUCT.

IF YOU DO NOT ACCEPT THE TERMS SET OUT ABOVE THEN:

DO NOT REMOVE THE ITEM FROM ITS PACKAGING OR ATTEMPT TO ASSEMBLE, INSTALL OR USE THE PRODUCT.

Contact your point of purchase to arrange a return & refund (shipping costs may still apply). The product must be returned unused & in its fully packaged state.



CAUTION: The **POLEAWAY SHOULD NOT** be installed under or attached to false, suspended or non-rigid ceilings. When searching for Joists please use a step-ladder and have a second person holding the ladder providing additional assistance.



CAUTION: Take note that carpet, wooden or sprung floors can affect the stability of this product.



CAUTION: Never undo any of the screws unless you are explicitly told to do so in the instruction manual.

Instructions List

Critical Information - Please read prior to installation.	pg 2
PoleAway Contents.	pg 5
Finding a Suitable Mounting Point.	pg 7
Top Insert Installation	pg 8
Fixing Options for a Vaulted Ball Mount	pg 11
How to attach the base to the POLE	pg 12
Assembling your X-POLE & Installation Into Vaulted Mount.	pg 13
Outsert Installation Into Vaulted Mount	pg 16
Receiver Unit Installation	pg 19
Yoke Installation & Usage.	pg 21
Optional Mounting Plates - Beam Clamps / Truss Clamp	pg 23



Innovated, designed & developed by X-POLE, the PoleAway system introduces a new dimension into pole installation and storage. For the first time it is possible to use your X-POLE in seconds, as opposed to minutes and storing it away is just as quick. For gyms and studios, the ability to use or store away multiple poles in minutes expands the opportunities for pole lessons while maximising room utilisation [and revenue].

The PoleAway system uses X-Pole's 'Vaulted Ball Mount' in combination with a special pole storage receiving unit. Operation is simple: just release the pole height adjuster a few millimetres and swing the pole up into its storage receiving unit.

Simple to install, the PoleAway system can be used on normal ceilings as standard, or steel girders and trussing when used with an optional mounting plate and accessories. PoleAway system is the latest in pole technology and is EXCLUSIVE to X-POLE.

The PoleAway system can only be used with XPERT poles, Competition/Build-A-Pole and One-Piece (NCX) pole sets.

X-POLE STRONGLY RECOMMEND APPOINTING A PROFESSIONAL BUILDER TO CARRY OUT THE INSTALLATION OF THE POLEAWAY SYSTEM.

BEFORE USING YOUR POLE

Mis-using a pole can be dangerous, not only to the user but also to anyone close to the pole. The use of a dance pole is always at the user's discretion, and it is the user's responsibility to check the pole is installed correctly & safely before use.

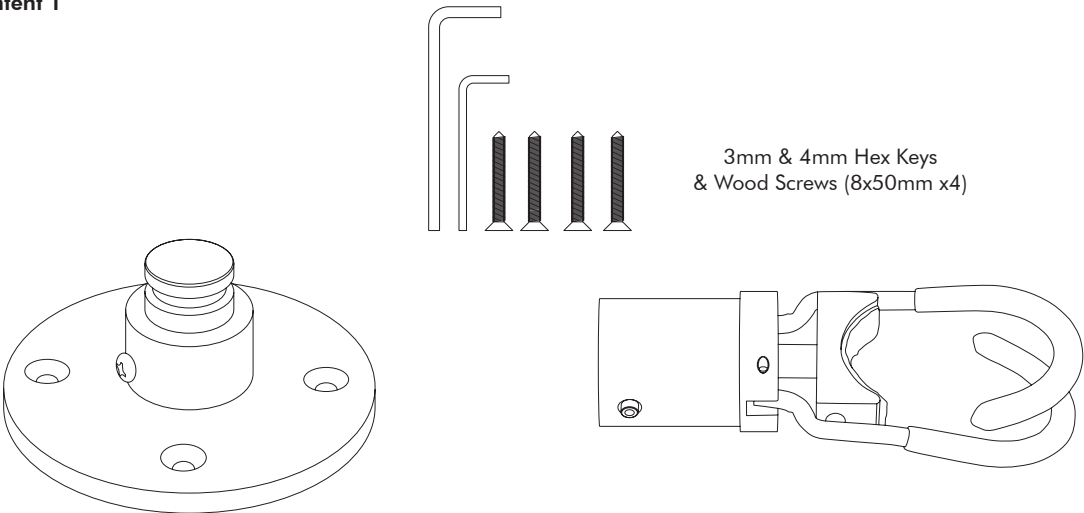
Pole Exercise is extremely physical and uses muscles that you will not have used before and therefore if you are not warmed up; muscle damage, strains and injury can occur. Before using your X-POLE it is mandatory to warm up and, after use, cool down.

The X-POLE Team.

After Installation if you have any question or queries or are in any way concerned about the installation, you must contact X-POLE or your local point of sale immediately.

POLEAWAY CONTENTS

Box Content 1



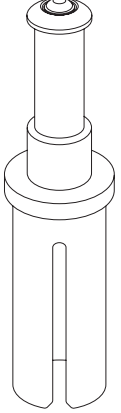
3mm & 4mm Hex Keys
& Wood Screws (8x50mm x4)

Receiver Plate

Receiver Unit

This block contains the first set of components. On the left is a circular Receiver Plate with a central cylindrical protrusion and four mounting holes. To its right are two hex keys (one 3mm and one 4mm) and four wood screws. On the right is the Receiver Unit, which is a bracket with a curved top and a mounting hole. The text '3mm & 4mm Hex Keys & Wood Screws (8x50mm x4)' is positioned above the Receiver Unit.

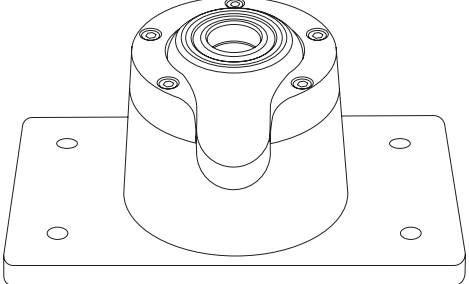
Box Content 2



Extended Top Insert

This block contains a single vertical component, the Extended Top Insert, which consists of a long cylindrical shaft with a wider base and a small cap at the top.

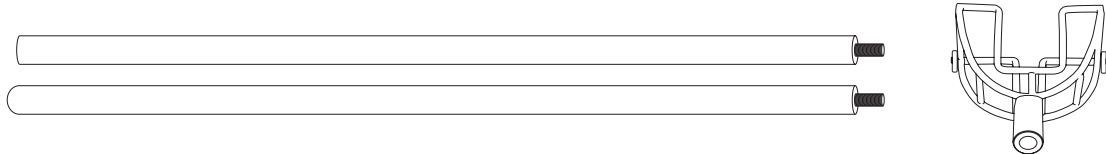
Box Content 3



Vaulted Ball Mount

This block contains a Vaulted Ball Mount, which is a cylindrical component with a flared top and a central opening, mounted on a square base plate with four mounting holes.

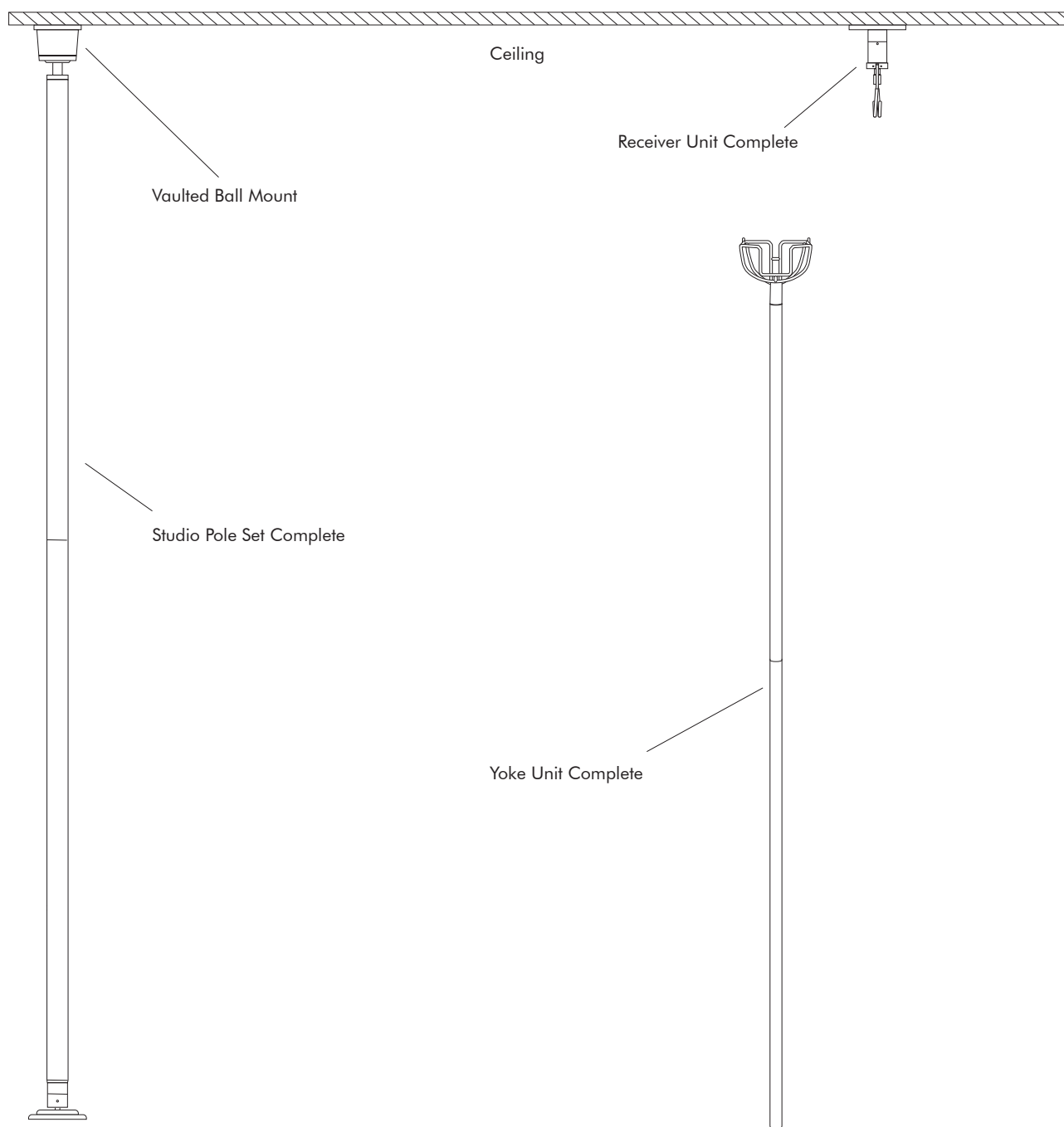
Box Content 4



Yoke Unit

Yoke (1 piece required per studio – additional Yokes can be purchased). The standard Yoke can be used for heights up to 3.5m, for pole installations above 3.5m, a 1.0m Yoke extension is available.

This block contains two long, thin poles and a Yoke Unit. The Yoke Unit is a bracket with two curved arms and a central mounting point. The text 'Yoke (1 piece required per studio – additional Yokes can be purchased). The standard Yoke can be used for heights up to 3.5m, for pole installations above 3.5m, a 1.0m Yoke extension is available.' is located below the Yoke Unit.



Please check the contents of each box/package. If anything is missing or damaged, please contact your point of purchase or call your local X-POLE office immediately (contact details on the back page).

Please study the contents and the part descriptions in the diagrams as these are used throughout the instruction manual and are important for installation.

You will require the following items for installation of the vaulted ball mount – these are not supplied with your kit:

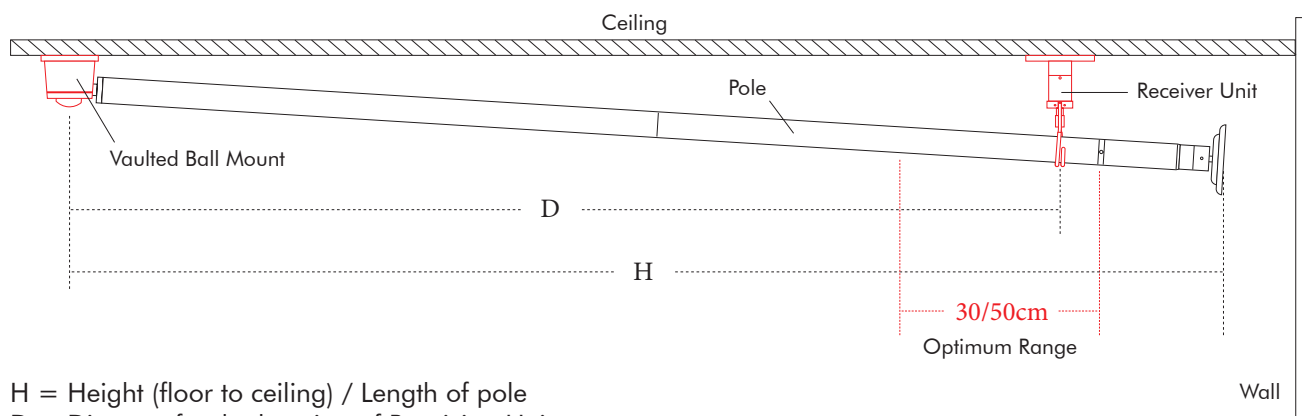
If screwing into:

- Wood:** 8mm x 50mm (Wood Screws) (x4)
- Metal:** 8mm x 50mm (Bolts & 8mm Nyloc Nuts) (x4)
- Concrete:** 8mm x 50mm (Coach Bolts with Rawl Plugs) (x4)

***50MM LENGTH - RECOMMENDED AS A MINIMUM**

FINDING A SUITABLE MOUNTING POINT

Find a suitable mounting point for the vaulted ball mount and place a mark using a pencil. Please bear in mind the various mounting options, for further details please refer to page 10. Choose the direction in which the pole will be stored on the ceiling. Please measure the room starting at the vaulted ball mount, if this distance is shorter than your ceiling height, the pole will not fit. Deduct 30cm-50cm from the length of the pole to establish where the receiving unit would be located – please refer to diagram below.



$H = \text{Height (floor to ceiling)} / \text{Length of pole}$
 $D = \text{Distance for the location of Receiving Unit}$

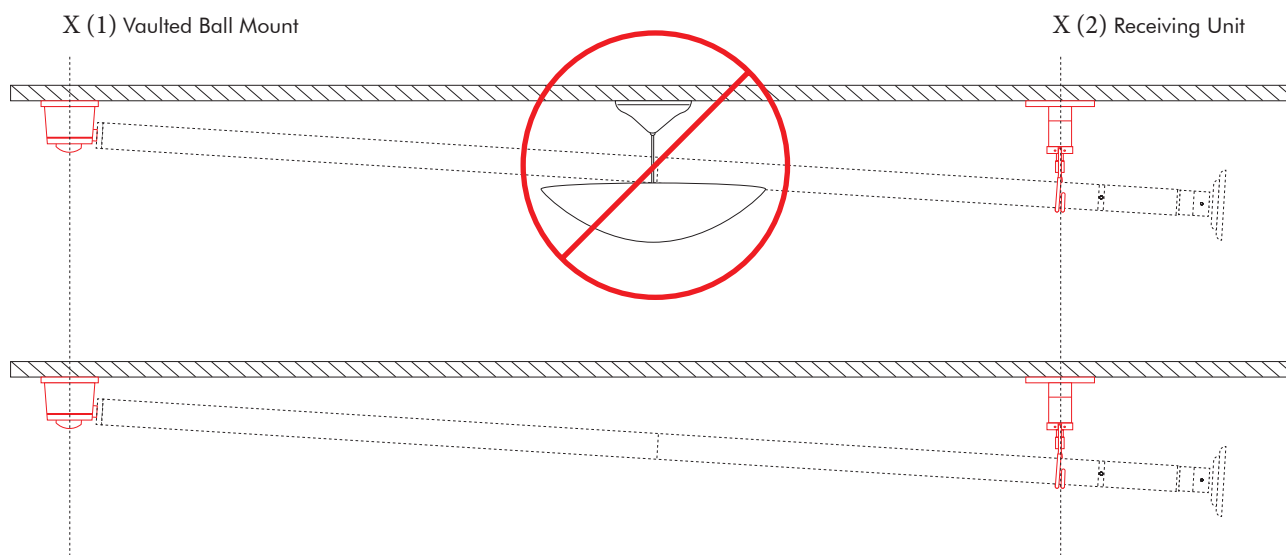
The Receiving Unit should be positioned by calculating the following:

$H - 30/50\text{cm (above the adjuster cover)} = \text{Location of Receiving Unit.}$



ATTENTION:
ENSURE THE RECEIVING UNIT IS NOT INSTALLED ON THE ADJUSTER COVER.

1. Mark the points of installation – one point will mark where the (1) Vaulted Ball Mount would be located and the other mark will indicate the (2) location of your receiving unit. Ensure that there are no obstacles in the way.
2. Measure the area where the vaulted ball mount and (2) receiving unit would be installed and ensure that there is adequate space.



NOTE: THIS APPLIES TO NEARLY EVERY SITUATION/ENVIRONMENT, HOWEVER, IF YOU CANNOT FIND A SUITABLE MOUNTING WITHIN THE OPTIMUM RANGE, THEN FIND THE NEAREST AND MOST SUITABLE MOUNTING POSITION FURTHER UP THE POLE IN THE DIRECTION OF THE BALL MOUNT.

TOP INSERT INSTALLATION

When the Top Inserts are delivered in their packaging, it is very important that you follow the instructions below to successfully install your pole with PoleAway.

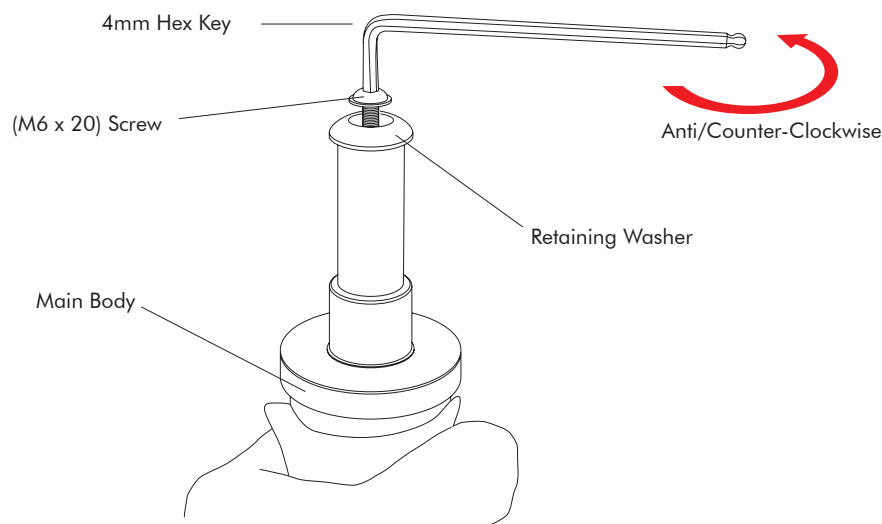
The Top Inserts for Vaulted Ball Mounts feature a threaded retaining washer and screw (M6 x 20). The purpose of the washer and the screw is to ensure that the top insert is permanently secured into the vaulted ball mount and cannot come out.



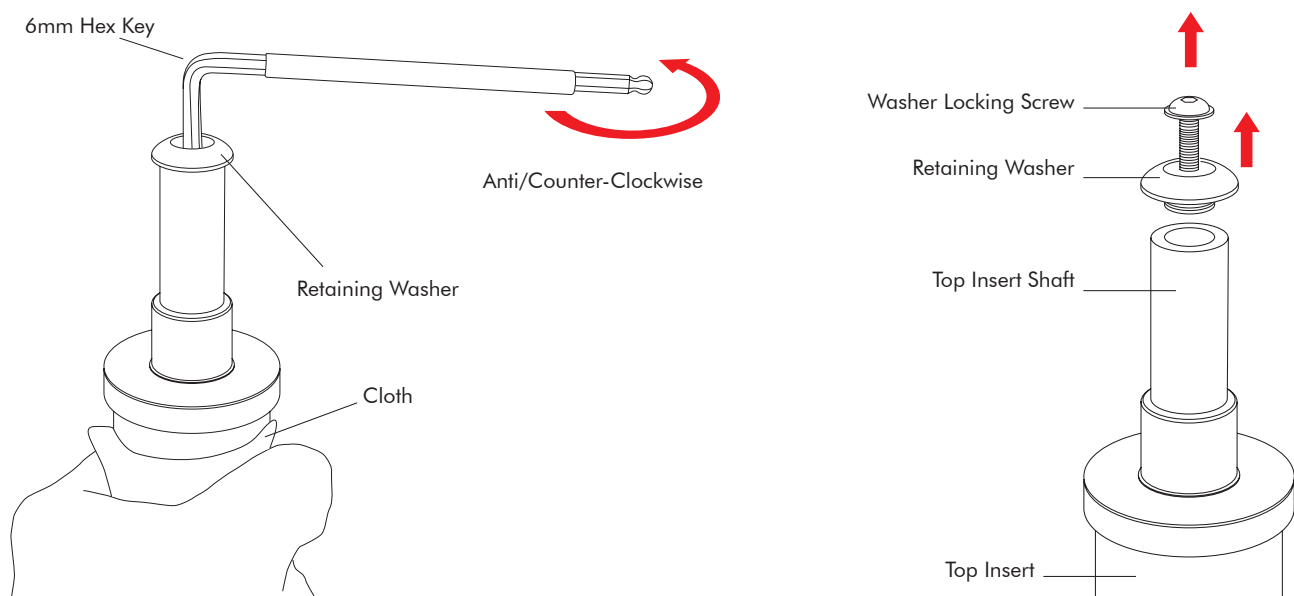
ATTENTION: WHEN USING 'POLEAWAY' IT IS MANDATORY TO SECURE THE TOP INSERT INTO THE VAULTED BALL MOUNT USING THE RETAINING WASHER AND SCREW. THIS STOPS THE POLE FROM BEING REMOVED / DISENGAGED FROM THE MOUNT WHEN IT IS LIFTED AND STORED HORIZONTALLY AGAINST THE CEILING.

1. Using a 4mm Hex Key, remove the (M6 x 20) locking screw from the top of the insert shaft as illustrated.

To undo the screw hold the main insert body using a glove or cloth and turn the Hex Key Anti/Counter-Clockwise.



2. Once the screw has been completely removed, now remove the washer by turning anti/counter-clockwise. To make this process easier, use a 6mm Hex Key included with your pole set. Insert the 6mm Hex Key into the top of the washer, as illustrated and again holding the body with a glove/cloth turn anti/counter-clockwise.

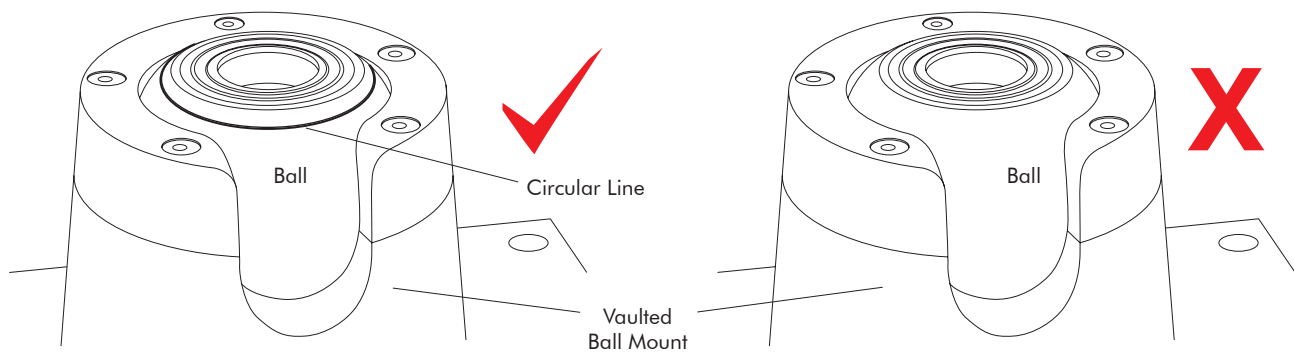


3. The Top Insert is now ready for installation.

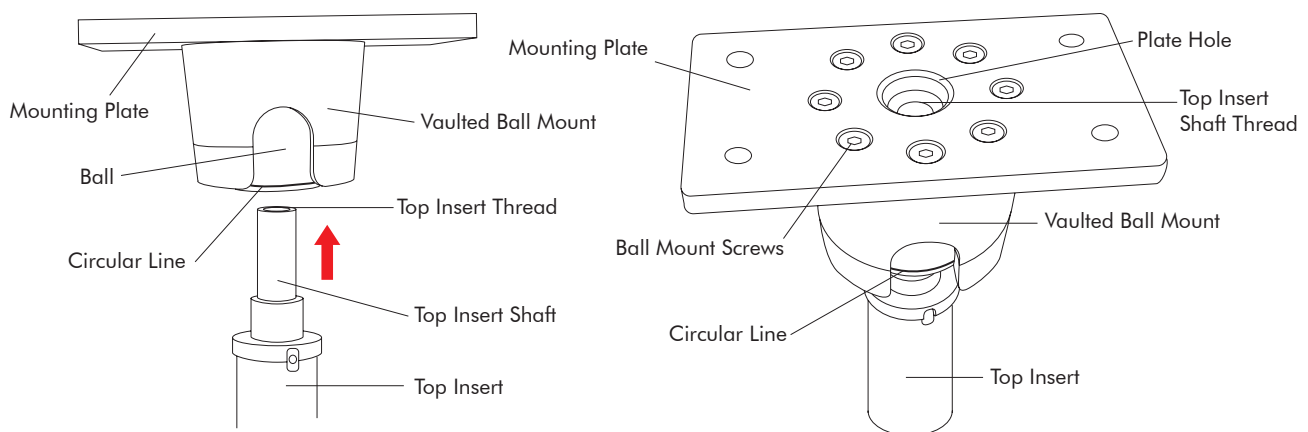


ATTENTION: TAKE THE VAULTED MOUNT AND CHECK THAT THE BALL AND IT'S BEARING ARE POSITIONED CORRECTLY. YOU CAN DO THIS BY CHECKING FOR A THIN CIRCULAR LINE ON THE BALL AS ILLUSTRATED BELOW.

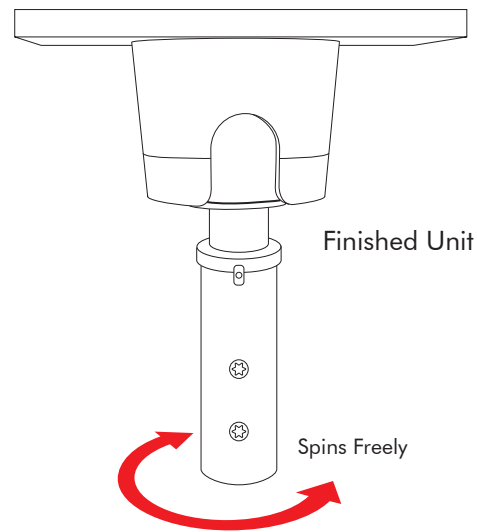
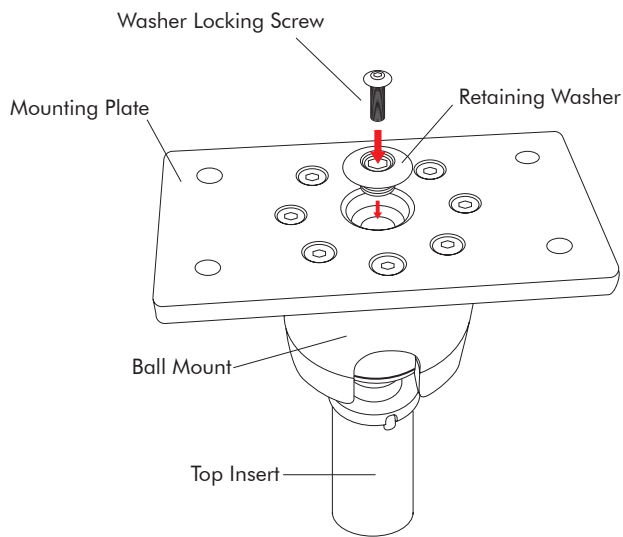
IF THE LINE IS NOT VISIBLE, THEN ROTATE THE BALL 180°. YOU SHOULD NOW BE ABLE TO SEE THE CIRCULAR LINE. IT IS CRITICAL THAT THE BALL AND BEARINGS ARE INSTALLED POINTING / FACING / POSITIONED THE CORRECT WAY WITH THE CIRCULAR LINE SHOWING TO ENSURE THE POLE ROTATES FREELY.



4. With the Ball facing the floor and the mounting plate facing towards the ceiling/mounting point, as illustrated, you will see a hole in the top of the plate. While holding the ball mount, take the top insert and slide the insert shaft into the bearing in the ball. When the Top Insert is fully engaged in the ball the top of the shaft will be level with the top of the bearing in the ball - seen through the hole in the mounting plate.



5. Once the threaded shaft has been located through the hole, replace the washer and fasten clockwise. Tighten fully, using a 6mm Hex Key. Once the retaining washer is in place, install the screw on top of the washer and tighten clockwise using a 4mm Hex Key.



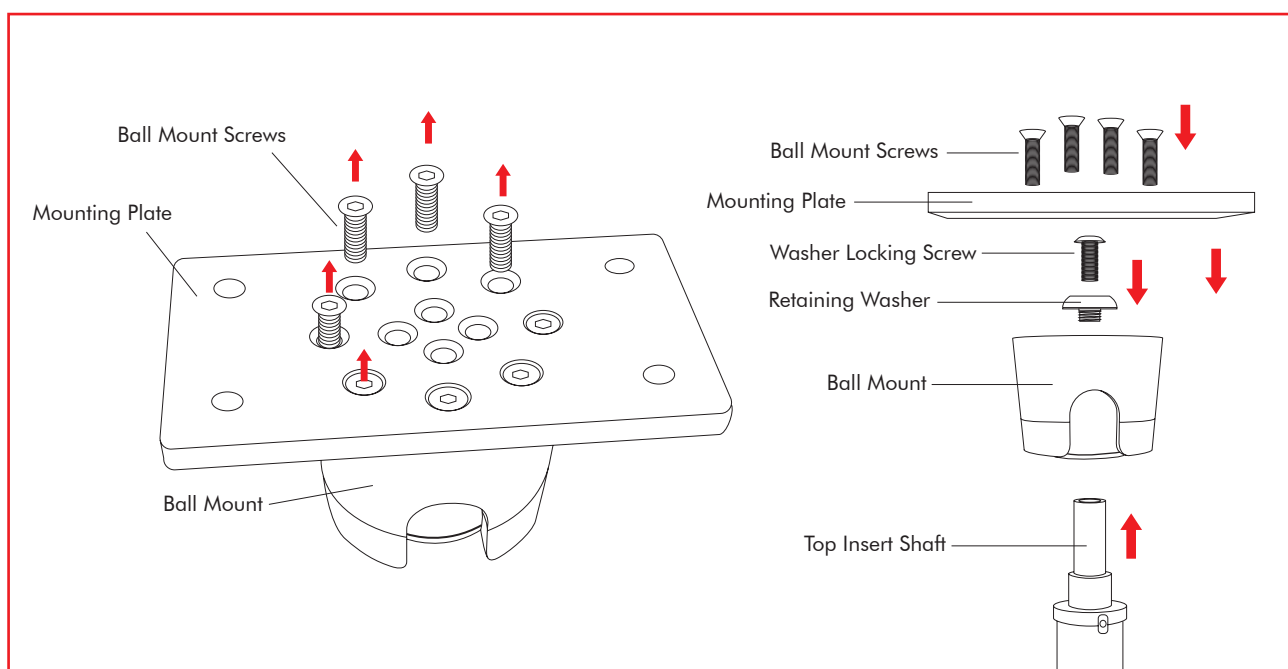
NOTE: WHEN INSTALLING THE VAULTED BALL MOUNT PLEASE ENSURE THE 'U' CUT OUT IS FACING IN THE DIRECTION YOU WANT TO STORE THE POLE - I.E. TOWARDS THE RECEIVING UNIT.



NOTE: CHECK THE X-JOINT PRIOR TO INSTALLATION. ONCE THE TOP INSERT IS INSTALLED, CHECK THIS SPINS FREELY BEFORE PROCEEDING.

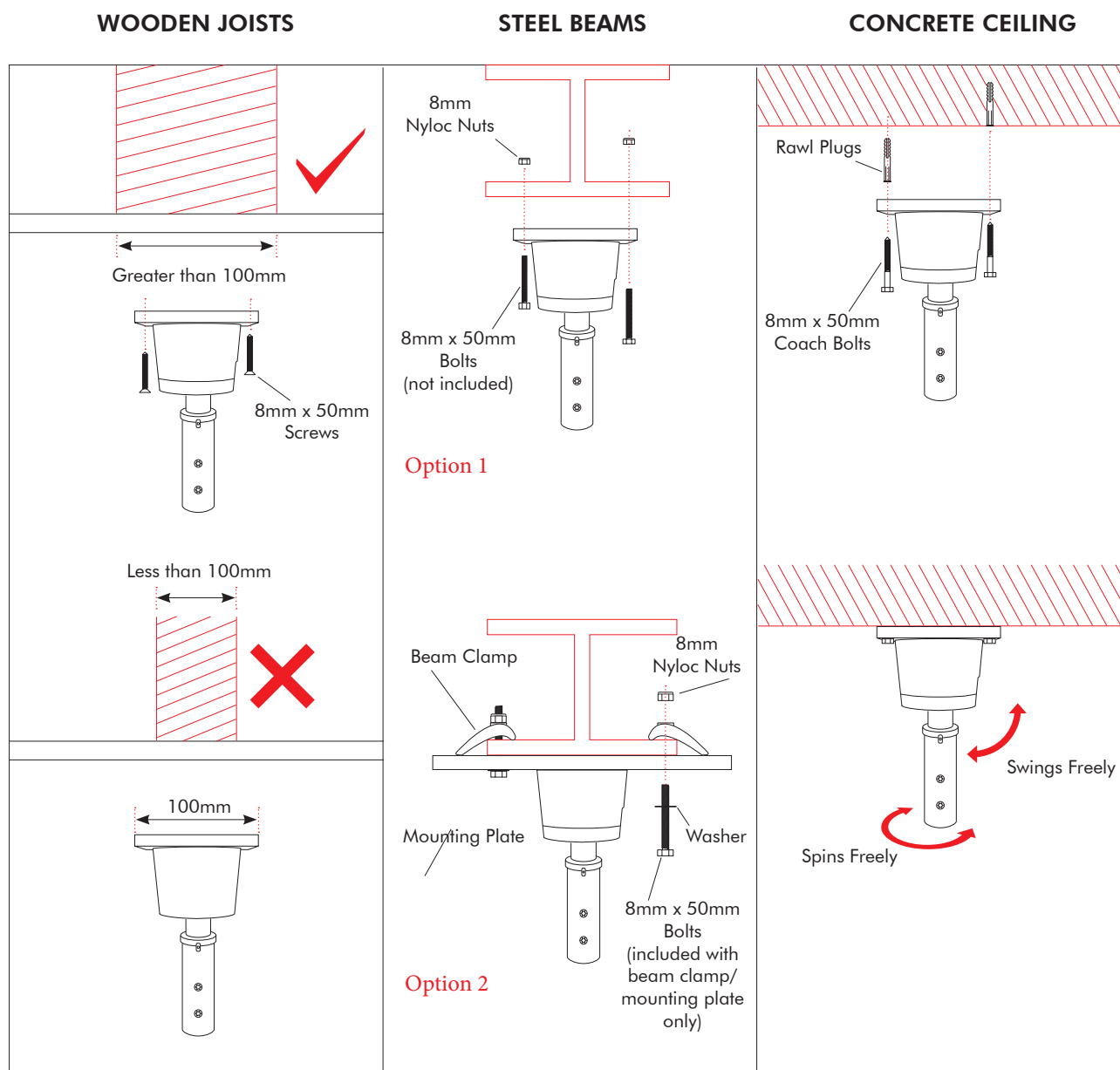


ATTENTION: SHOULD THE MOUNTING PLATE NOT HAVE THE HOLE THROUGH THE MIDDLE, YOU WILL HAVE TO REMOVE THE 8x SCREWS AND INSTALL THE TOP INSERT INTO THE BALL MOUNT FIRST AND THEN RE-ATTACH IT TO THE MOUNTING PLATE.



FIXING OPTIONS FOR A VAULTED BALL MOUNT

Please note all permanent mount installations should only be undertaken by a qualified professional. For advice on the type of fixings you need, or the structural rigidity of your ceiling – please consult a qualified and/or registered builder & offer this installation information as a guide. Each mount installation will vary according to the age & condition of the structure & this should be checked prior to purchase & installation of any hardware. The following is offered as a general guide only, and adjustments should be made as necessary, according to your individual situation. Please consult a qualified professional for specific detailed installation advice.



NOTES:

When locating a suitable mounting position, remember to leave enough space from this position for the pole to be stored horizontally.

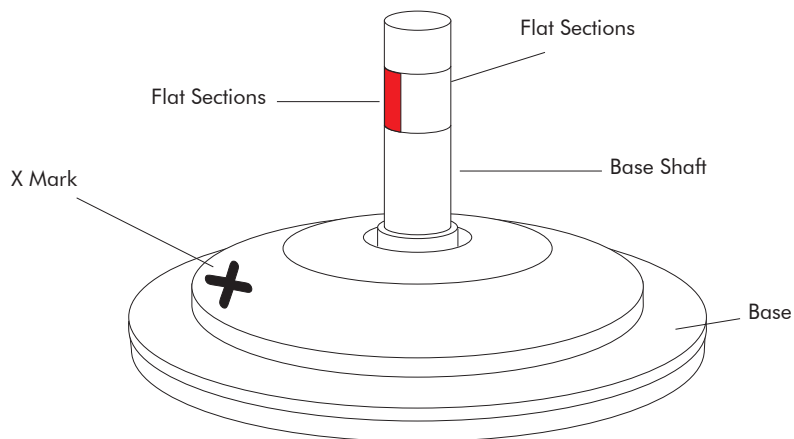
Example:

If your ceiling height is 4.0m, you would need to leave a minimum of 4.0m horizontally from the mounting point in the direction you wish to install the pole using the pole away system with no obstructions.

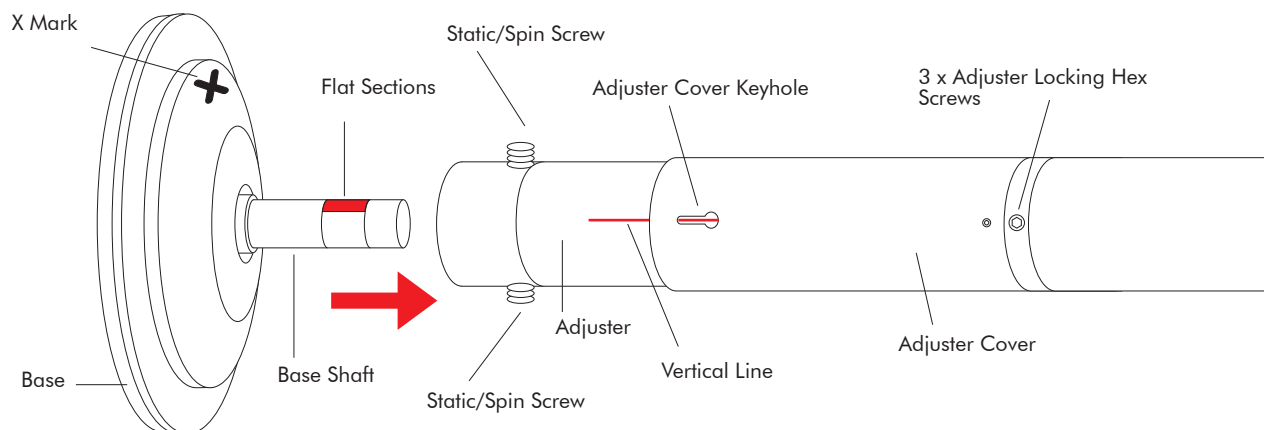
(see page 7)

Once a suitable location for the vaulted ball mount has been decided we suggest marking this point with a pencil or similar. Now use your ceiling height measurement to measure in the direction you wish to store away your pole and mark that position at the end of the measurement. Then take away 30-50cm from this and in between this boundary find another suitable mounting position for the pole away receiver unit and mark this position. (see page 7)

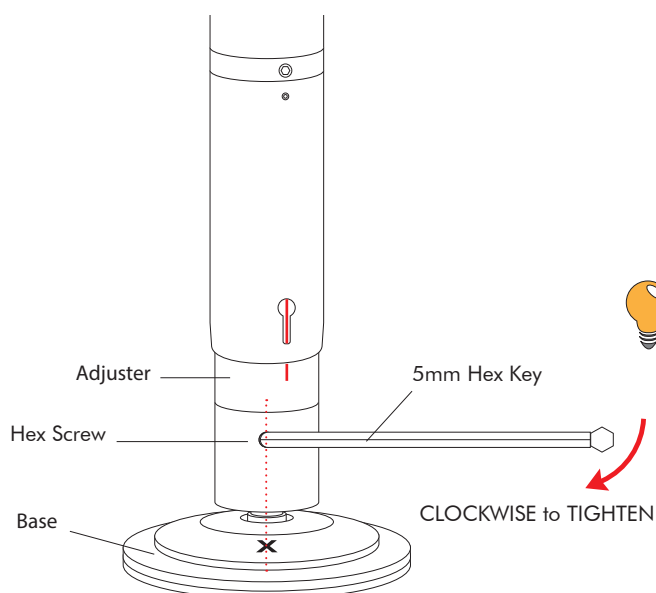
HOW TO ATTACH THE BASE TO THE POLE



1. The 2 x flat sections are where the hex screws will locate to stop the pole from spinning. Note the 2 x flat sections on the base shaft, and ensure these are in line with the X's on the base.



2. Make sure the 2 x Static/Spin screws are loosened so they are just protruding out of the pole using the 5mm Hex Key. **DO NOT** completely remove the screws. Slide the base shaft into the A-Pole. The two screws need to be in line with the X's on the base to ensure they are screwed onto the flat sections.



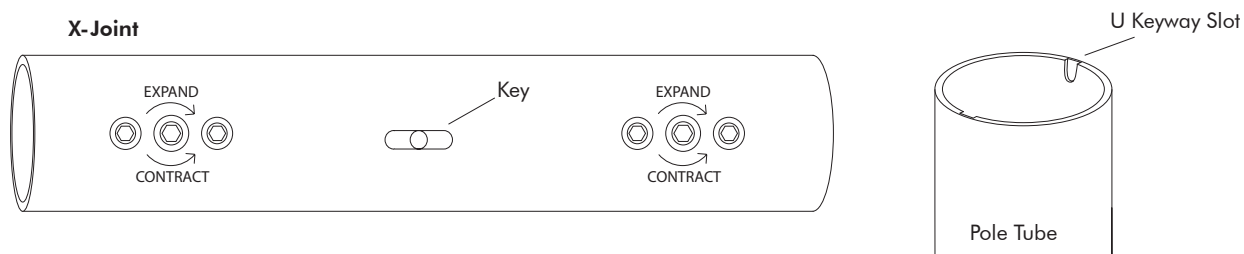
3. Once the A-Pole is on the shaft – align both the Static/Spin screws with the 'X-Marks' on the base and tighten the 2 screws.



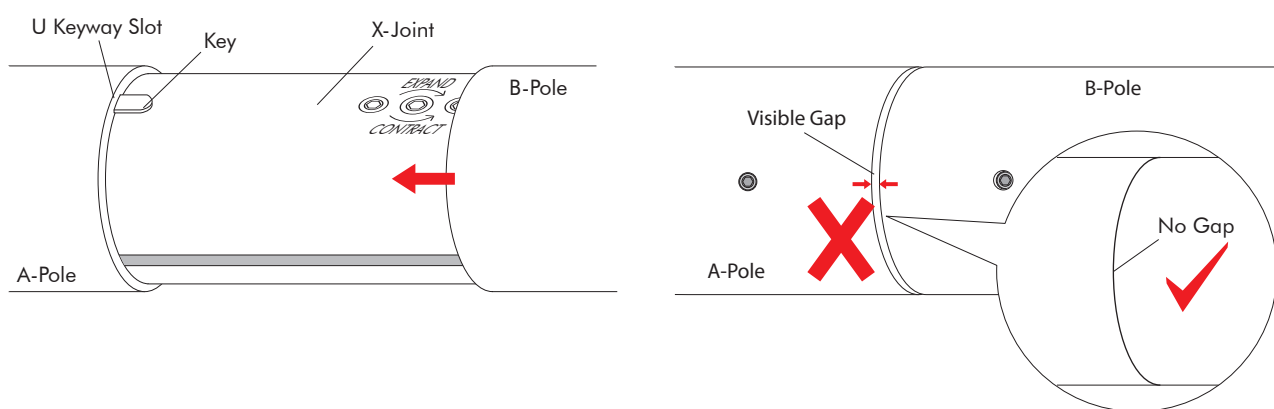
NOTE: THE ADJUSTER COVER KEYHOLE WILL NOT BE IN LINE WITH HEX SCREW AND THE X MARK.

ASSEMBLING YOUR X-POLE & INSTALLATION INTO VAULTED MOUNT [DOES NOT APPLY TO NCX ONE-PIECE POLES]

Connecting the A-POLE (main tube with screws & screw adjuster at one end) to the B-POLE.

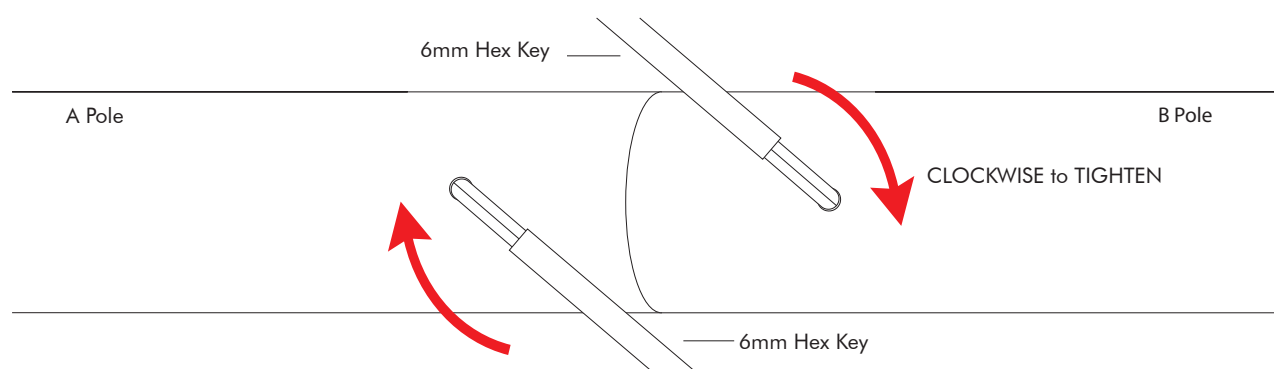


1. At the centre of the X-Joint are 2 x Keys. These Keys slide into the corresponding U Keyway slots in the pole tube.



2. Insert an X-Joint into the A-Pole ensuring the keys locate into the U Slots and the expansion screws line up with the holes on the pole tubes. Next attach the B-Pole to the A-Pole with the X-Joint ensuring the Keys engage with the U Keyway Slots.

3. Check the tube edges are tight together – then loosely tighten the screw in the A-Pole – now loosely tighten the other tube (B-Pole/Extension) – continue to tighten, alternating between the two until no further force could be applied to the screws.



4. It is important to tighten the screws progressively – alternating between the screws, tightening Clockwise. This will ensure the pressure is equalised within the pole tubes.



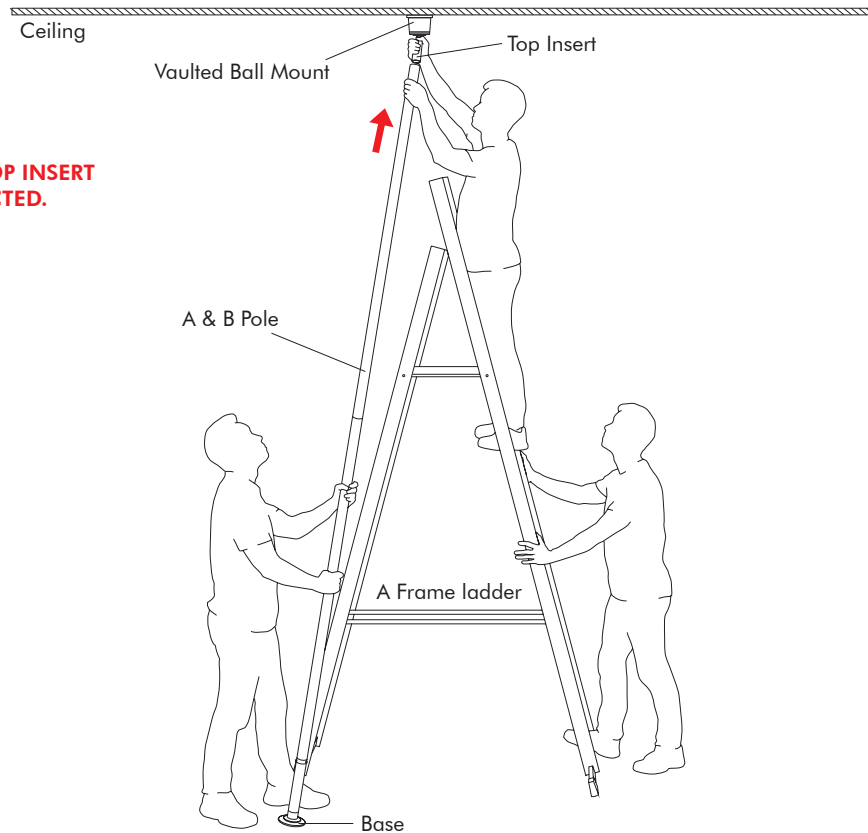
NOTE: PLEASE REFER TO THE HEIGHT CHART OR DETAILS ON THE EXTENSIONS YOU REQUIRE. IF USING A COMPETITION POLE, PLEASE USE THE EXTENSION SUPPLIED.

THE MINIMUM LENGTH EXTENSION COMPATIBLE IS A 200MM EXTENSION WITH POLE AWAY. IF YOU ARE HAVING DIFFICULTIES WORKING OUT WHICH EXTENSIONS YOU NEED, PLEASE CONTACT YOUR LOCAL X-POLE OFFICE OR POINT OF SALE.

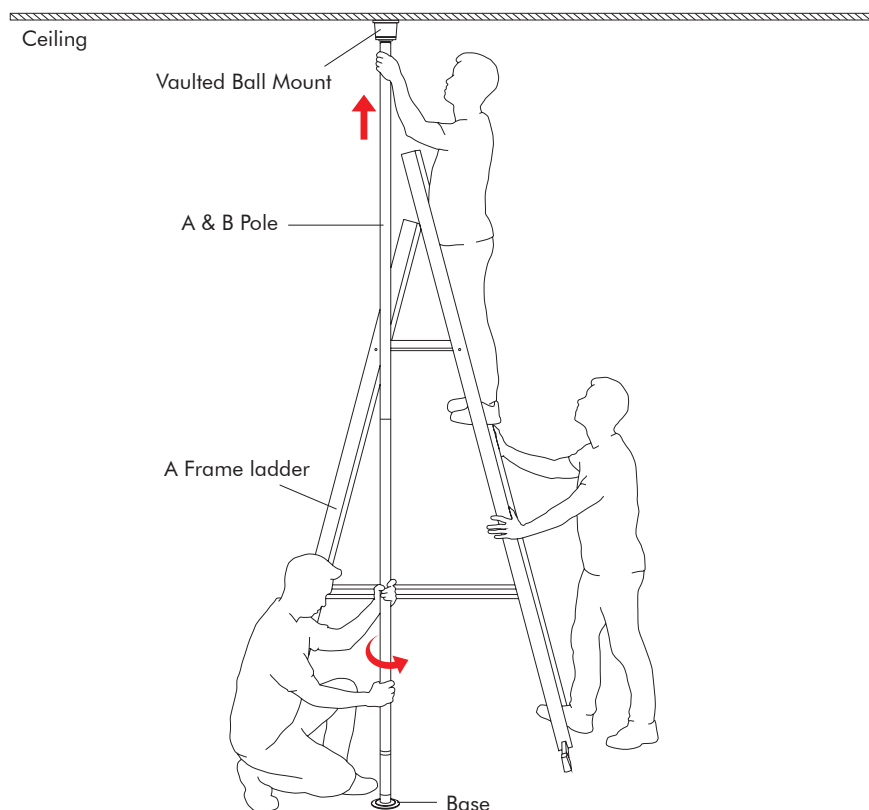
5. Now using an A-Frame ladder and the help of two other people – one person should hold/foot the ladder, whilst the second person should climb the ladder and guide/aim the top insert. The third person raises the pole and guides it onto the top insert. This may need to be done at an angle, depending on clearance. If the pole does not slide over the extended top insert, then the person at the bottom (not footing the ladder) can expand the pole until the top insert engages with the ball mount, with the help of the second person guiding the insert into the pole correctly.

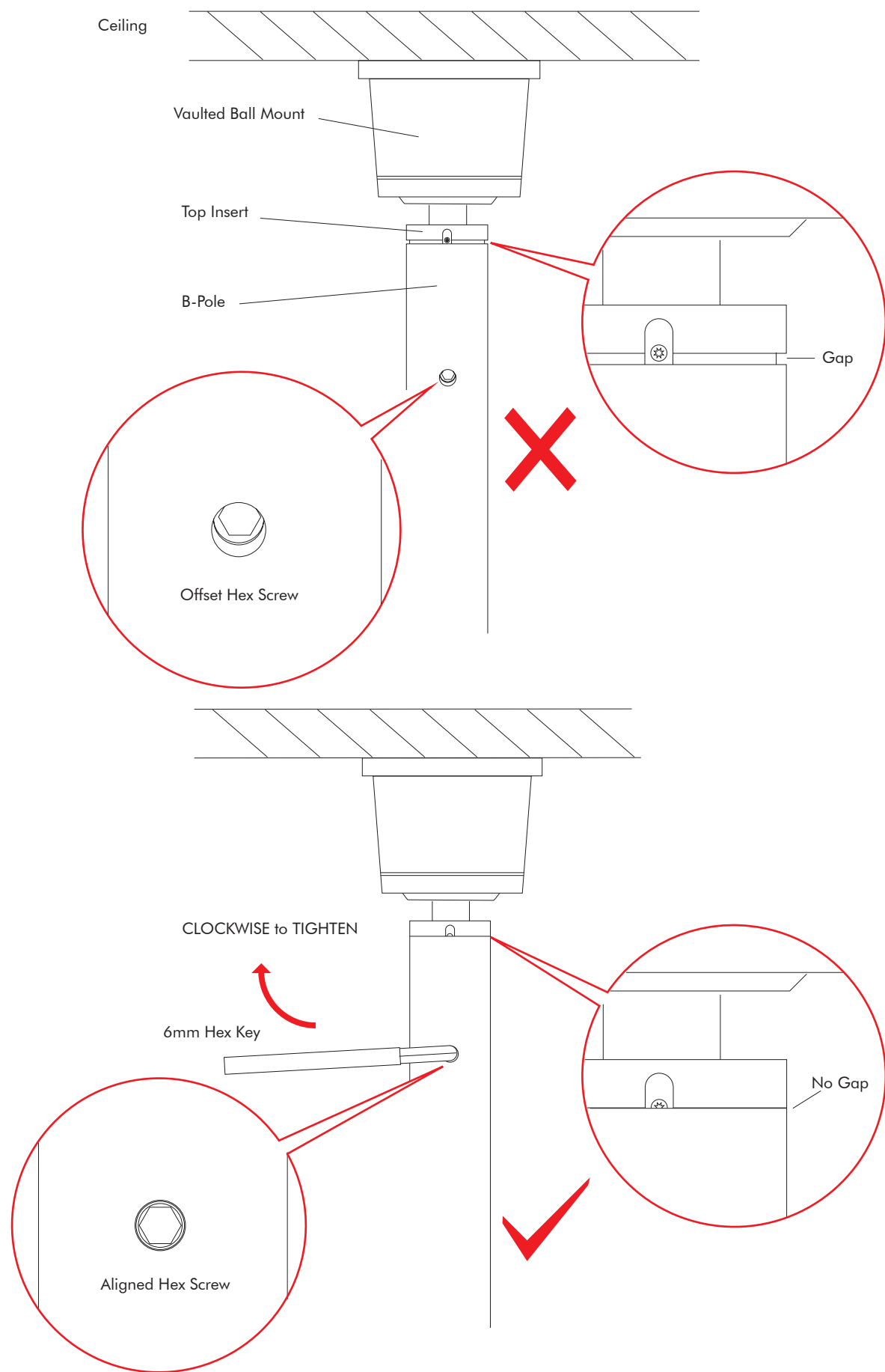


CAUTION:
MAKE SURE THE TOP INSERT
JOINT IS CONTRACTED.



6. Once the pole is located onto the top insert. The person at the top should support the pole from falling as well as keeping one hand on the top insert to ensure expansion, whilst the person at the bottom expands the pole until the pole tube is just beneath the U-Keys on the extended top insert.



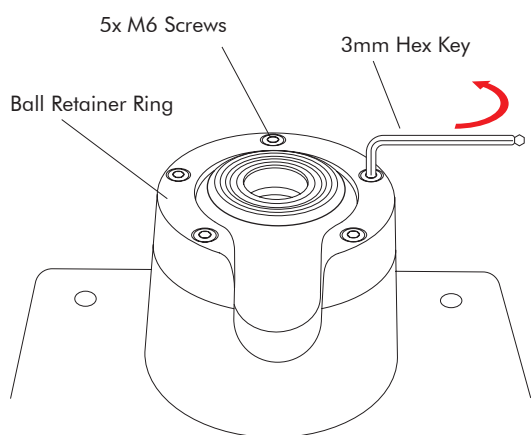


7. Expand the pole till it seats firmly against the insert and there is no gap, this can be done by expanding the pole by turning anti-clockwise. Now using the 6mm hex key, tighten the top insert as much as possible by turning clockwise, this must be as tight as possible. This part is essential in keeping the pole attached to the mount and must be checked regularly for tightness, same as an X-Joint.

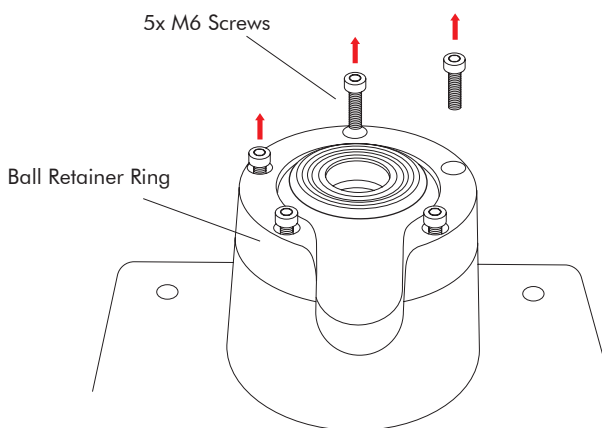
OUTSERT INSTALLATION INTO VAULTED MOUNT [NCX / ONE-PIECE POLES ONLY] PLEASE PROCEED TO PAGE 14 FOR HOW TO ATTACH THE BASE TO YOUR POLE IF YOU HAVE AN XPERT/COMPETITION POLE.

THIS PART ONLY APPLIES IF INSTALLING AN NCX ONE-PIECE POLE (THESE CUSTOM POLES ARE MADE TO ORDER – PRODUCED ESPECIALLY FOR SCHOOLS AND STUDIOS).

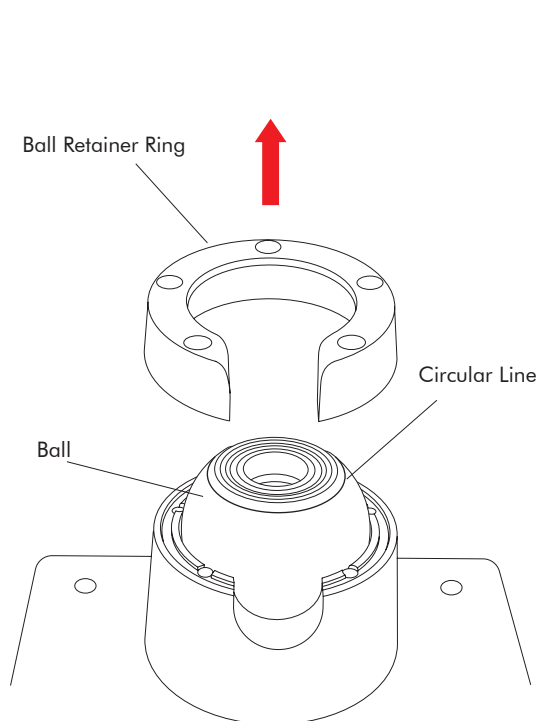
When installing an (NCX) one-piece pole, the process of installation is different to installing a multi-piece pole (i.e. XPERT pole). In this instance the mount needs to be screwed into the ceiling first without the ball and ring. Please follow the instructions below when installing your NCX pole.



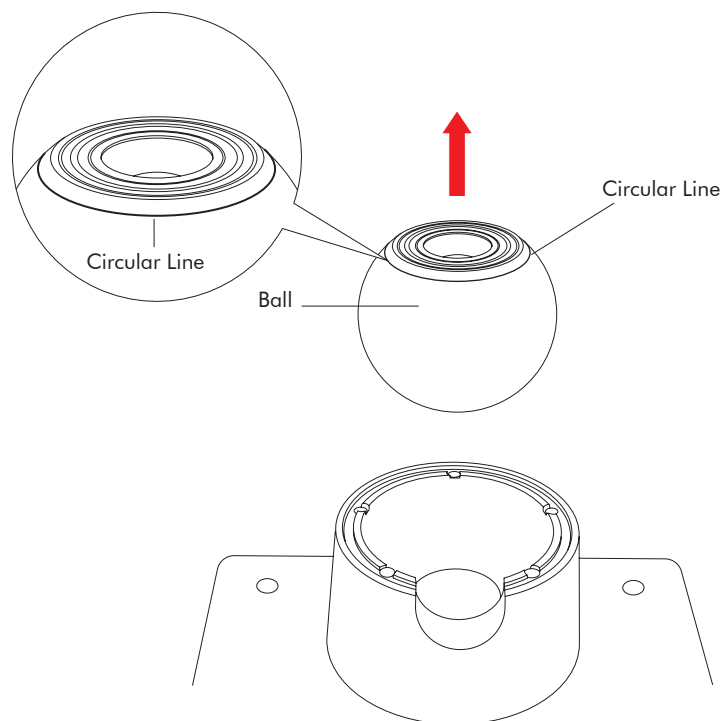
1. The ball retainer ring and ball need to be removed from the mount.



2. Using a 3mm Hex Key, remove the 5 x M6 screws from the ball retainer ring.



3. Once all 5 hex screws have been loosened, the retaining ring is free to be removed.

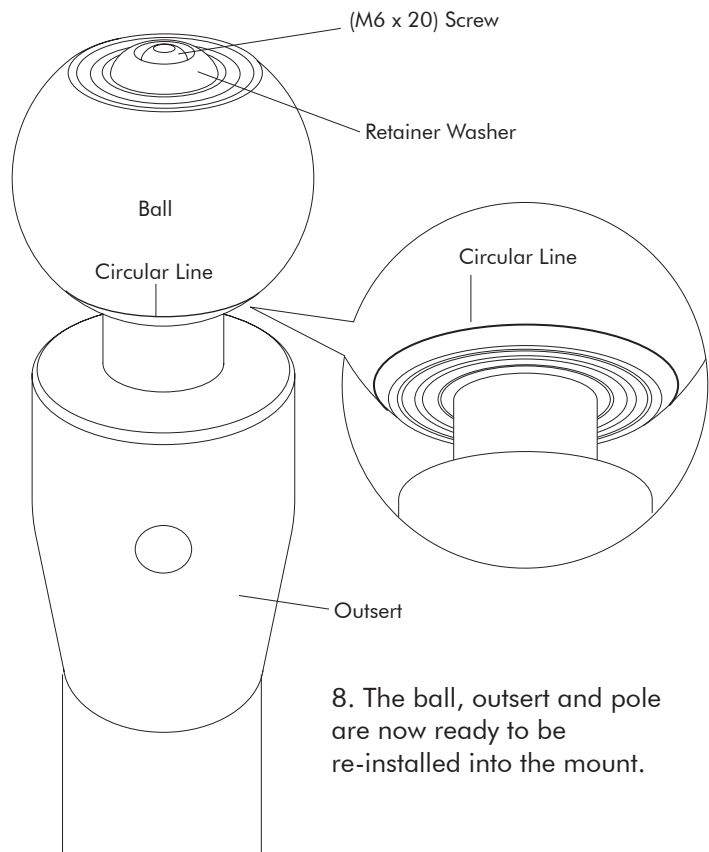
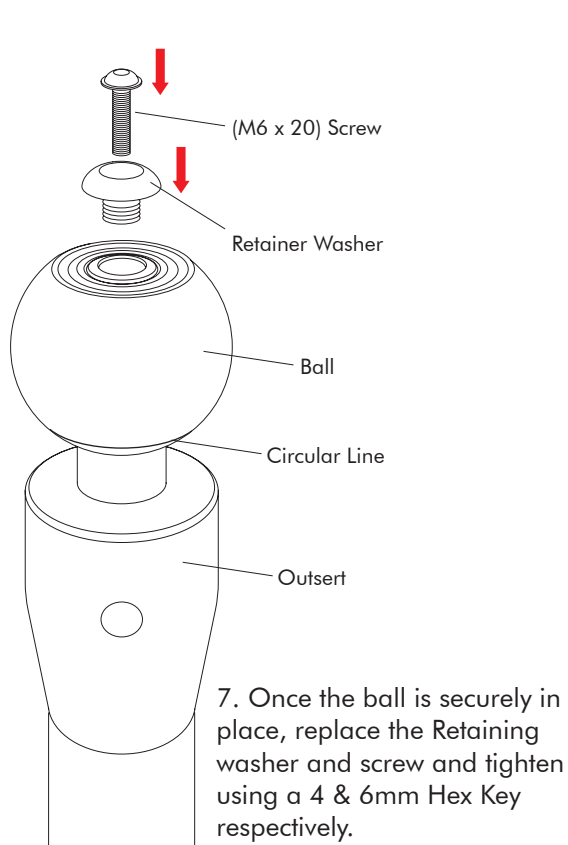
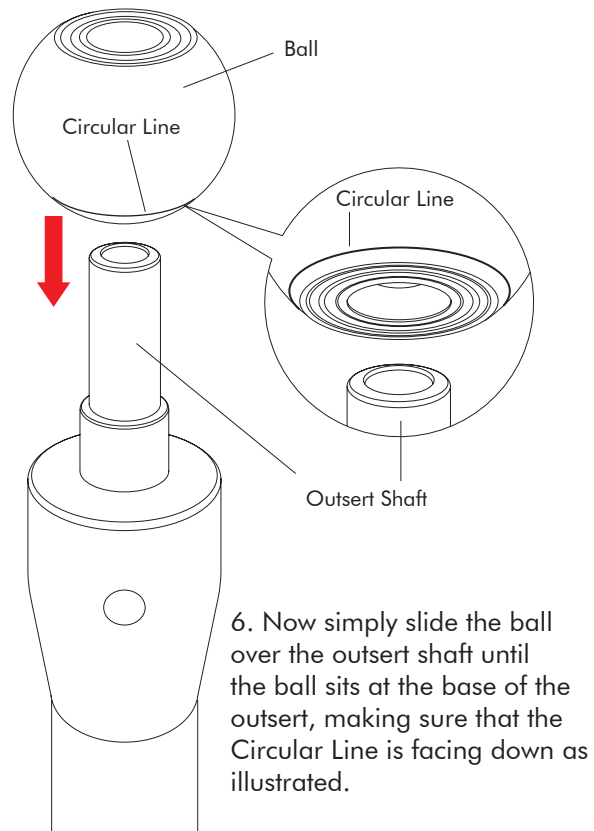
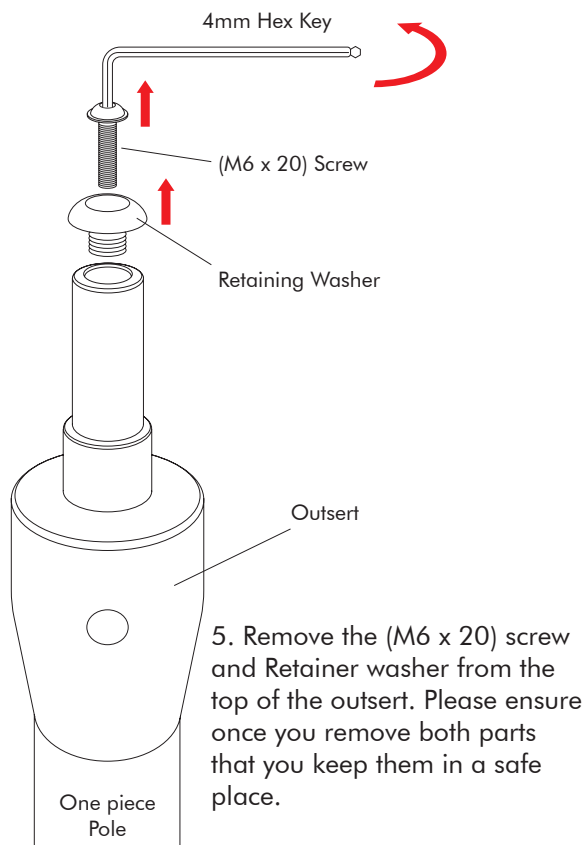


4. The ball can now be taken out of the mount. Please take a note of the circular line on one side of the ball, as this is an indicator of the side of the ball which needs to be exposed (facing the floor) when installed.

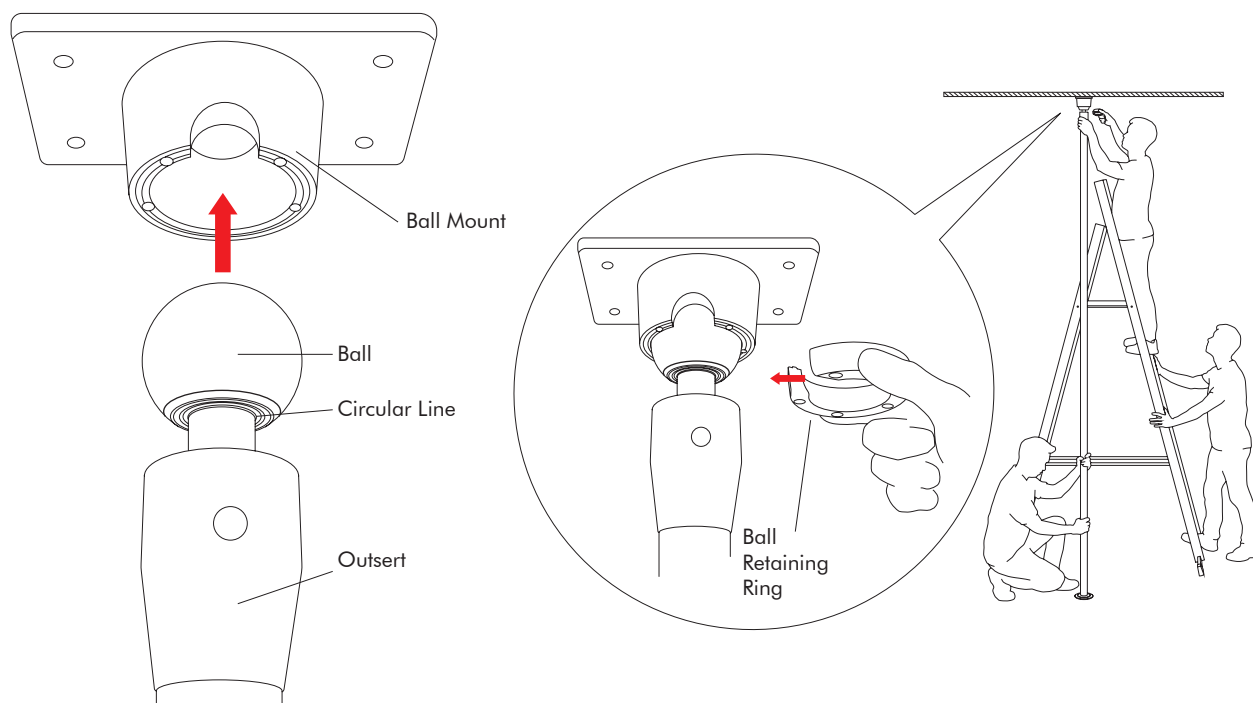


NOTE: WHILE THE BALL IS OUT OF THE MOUNT, PLEASE TRY NOT TO CONTAMINATE THE BALL, AS THE GREASE COULD PICK UP SOME DIRT AND THEN REDUCE THE FREEDOM OF MOVEMENT OF THE BALL WHEN RE-INSTALLED.

THE NCX ONE PIECE POLE IS DELIVERED WITH THE OUTSERT PERMANENTLY INSTALLED AT THE TOP OF THE POLE. DO NOT TRY AND REMOVE THIS PART.

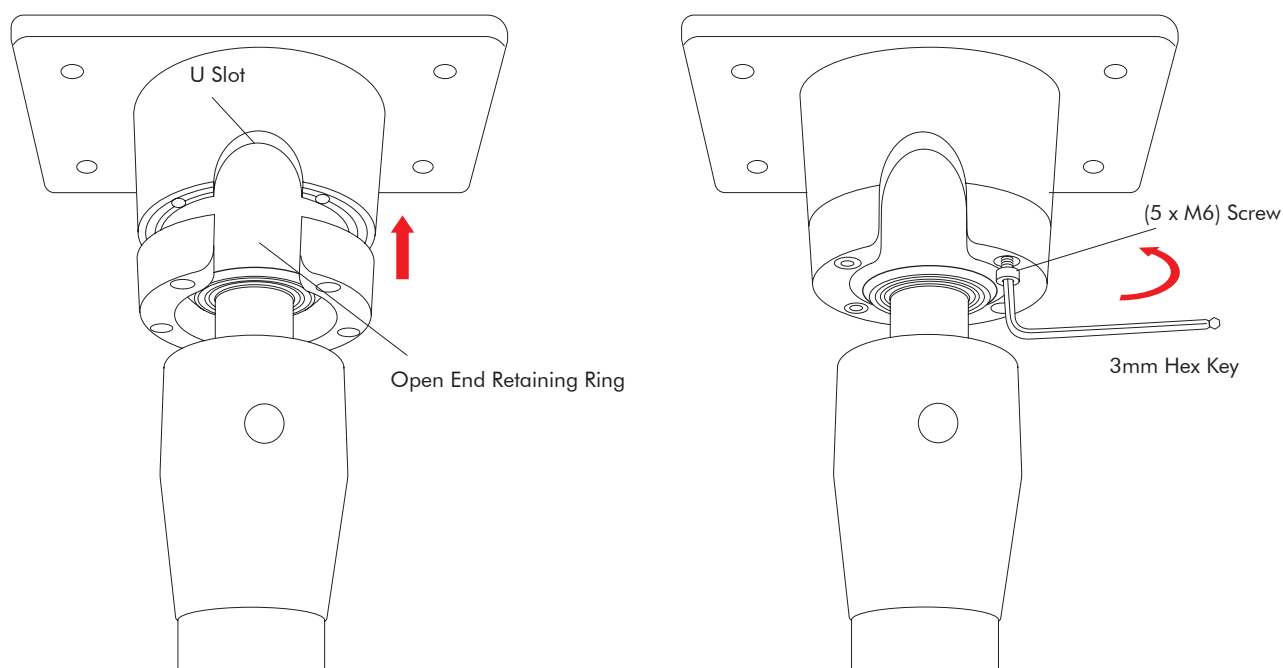


CAUTION: THE NCX ONE-PIECE POLE IS EXTREMELY HEAVY. TAKE CARE WHEN LIFTING/ ASSEMBLING/HANDLING THE POLE. WE RECOMMEND A MINIMUM NUMBER OF 3 PEOPLE TO CARRY OUT THE TASK SAFELY.



9. One person should lift the pole up to the ball mount while the person on the ladder guides the ball into the ball mount housing. The third person should be footing/stabilising the ladder.

Once the ball is placed into the ball mount housing or aligned directly beneath the ball mount housing, the person holding the pole needs to release the 3 x Pole Locking Screws located directly above the adjuster cover - **DO NOT REMOVE THESE SCREWS** - they only need to be loosened. Once they are in line with the outer edge of the pole, so they protrude slightly, the pole is now ready to be expanded (anti-clockwise) until the ball sits correctly in the housing, so the ball retaining ring can be re-installed with no gap.

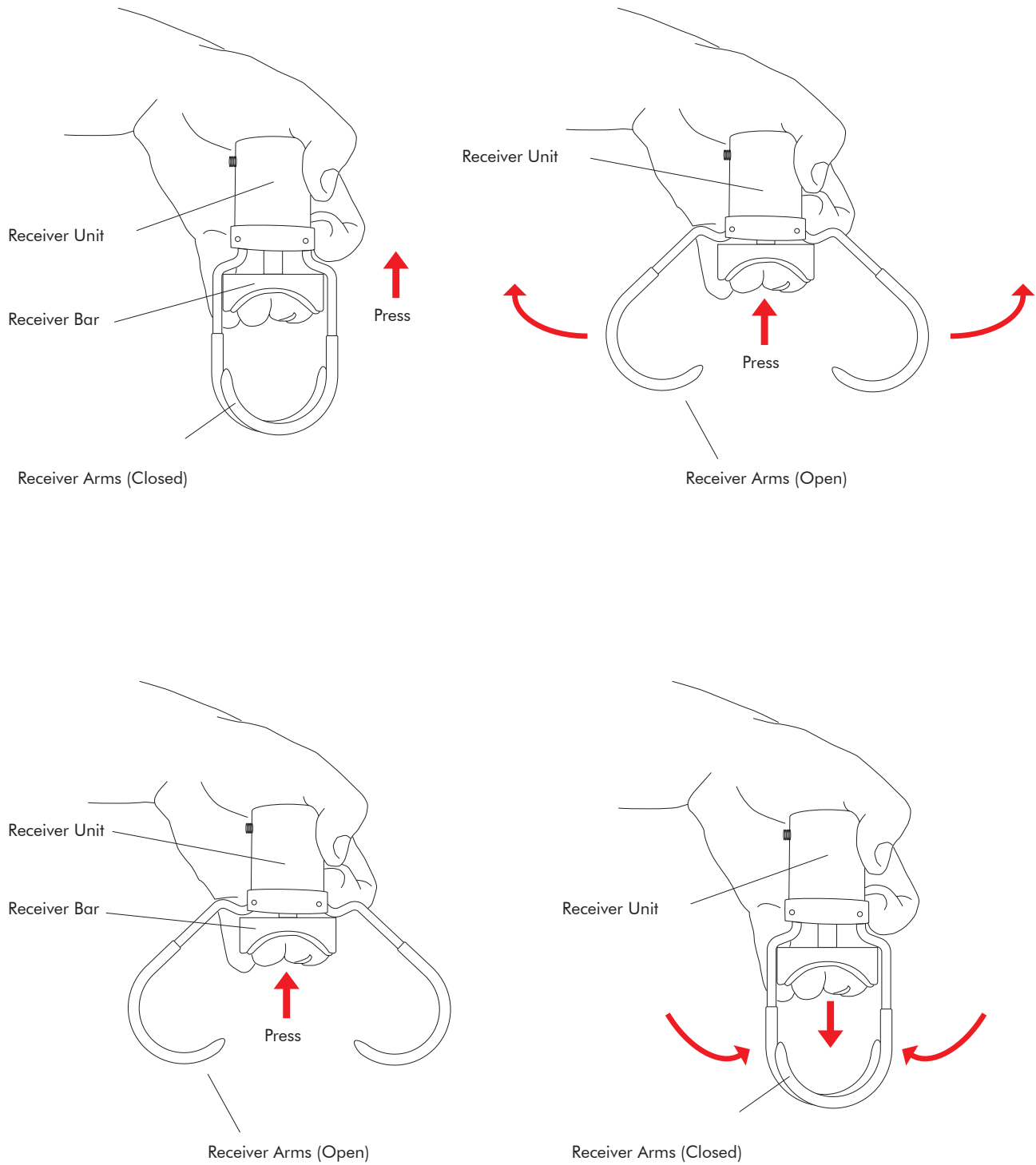


10. Make sure the open end on the Ball Retaining Ring is aligned with the U Slot on the mount unit.

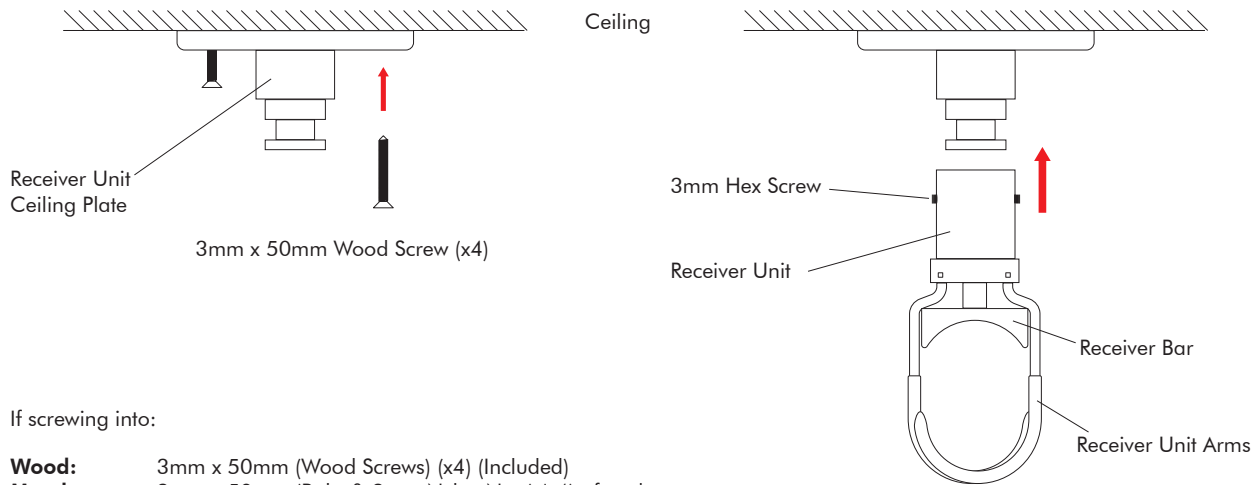
11. Once correctly back in the right spot, replace the 5 x M6 screws and fasten tightly with the 3mm Hex Key.

RECEIVER UNIT INSTALLATION

1. Now it is time to install the receiver plate. Prior to doing so, make sure that the receiver unit mechanisms functions as they should. To do this, press the bar as illustrated, and the arms should open up, release the bar and the arms will stay open. When the bar is pressed again and released, the arms should close back to their original position.



2. Now take the receiver unit plate and mount this to a secure mounting position/joist then take the receiver mechanism and mount it to the receiver plate, this attaches using the 2x 3mm Hex Screws – 3mm Hex Key is provided with the unit. Firmly tighten the screws making sure the arms open at 90° to the pole (right angled to the pole).



If screwing into:

- Wood:** 3mm x 50mm (Wood Screws) (x4) (Included)
- Metal:** 3mm x 50mm (Bolts & 8mm Nyloc Nuts) (x4) of each.
- Concrete:** 3mm x 50mm (Coach Bolts with Rawl Plugs) (x4)

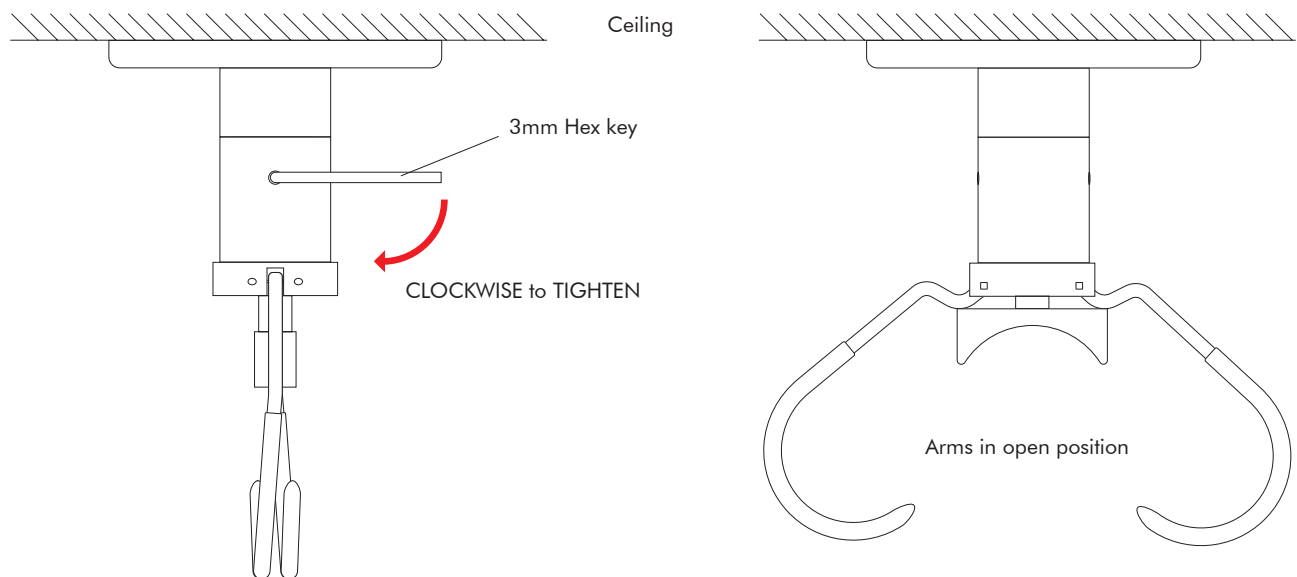
***50MM LENGTH - RECOMMENDED AS A MINIMUM**



NOTE: PLEASE INSTALL RECEIVER PLATE TO THE CEILING FIRST, BEFORE INSTALLING THE ARMS. BEFORE TIGHTENING THE SCREWS ENSURE THAT THE RECEIVING UNIT IS POSITIONED IN THE CORRECT DIRECTION SO THE POLE TOUCHES THE RECEIVER BAR. (SMALL ADJUSTMENTS CAN BE MADE ONCE THE INSTALLATION IS COMPLETE).

3. Once installed. ensure the Receiver Unit is left in the open position to receive the pole.

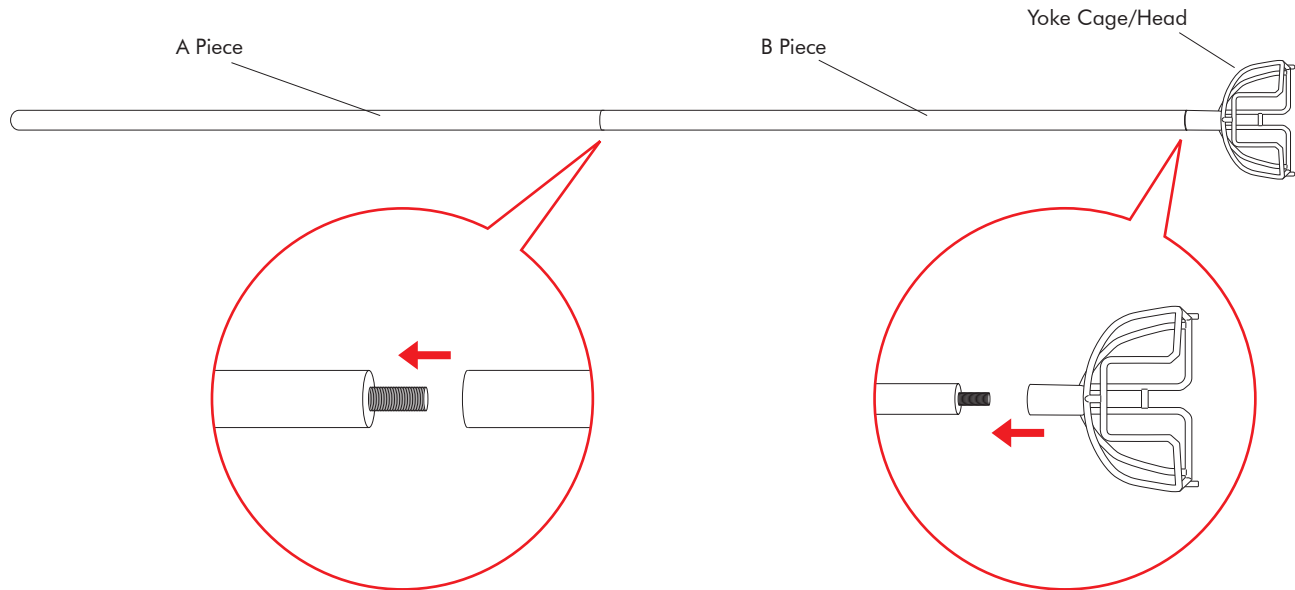
Complete Receiver Unit



YOKE INSTALLATION & USAGE

1. To assemble your Yoke Unit – screw together the relevant sections firmly into one another. Cage/Head is installed at the top of the unit.

The B Piece has a screw at one end and a threaded hole at the other. The A Piece has a screw at one end and is rounded at the other.

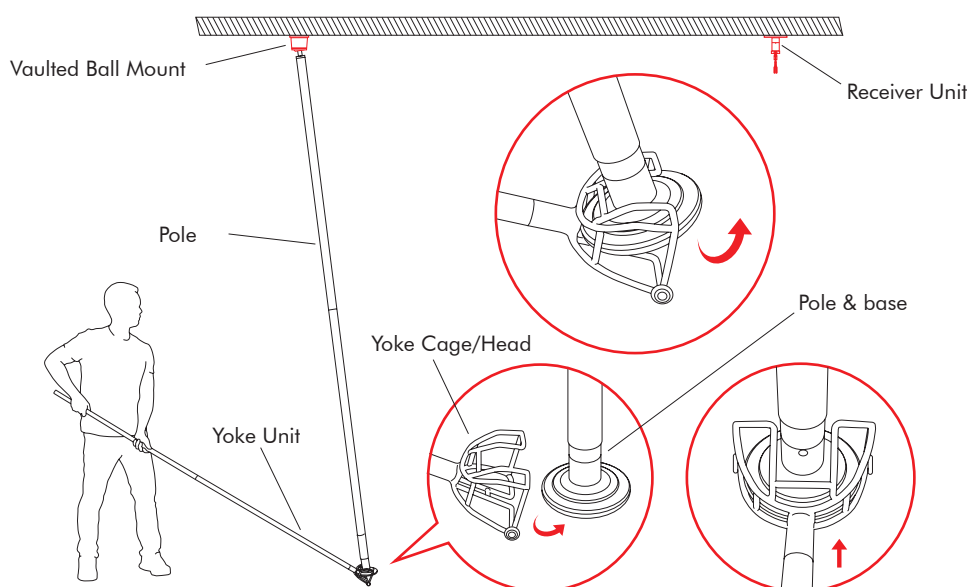


2. Before being able to test the yoke, you will need to contract your pole by loosening the 3 x 5mm Hex Screws and turning the pole clockwise, until it is hanging and there is a visible gap between the pole and your floor.

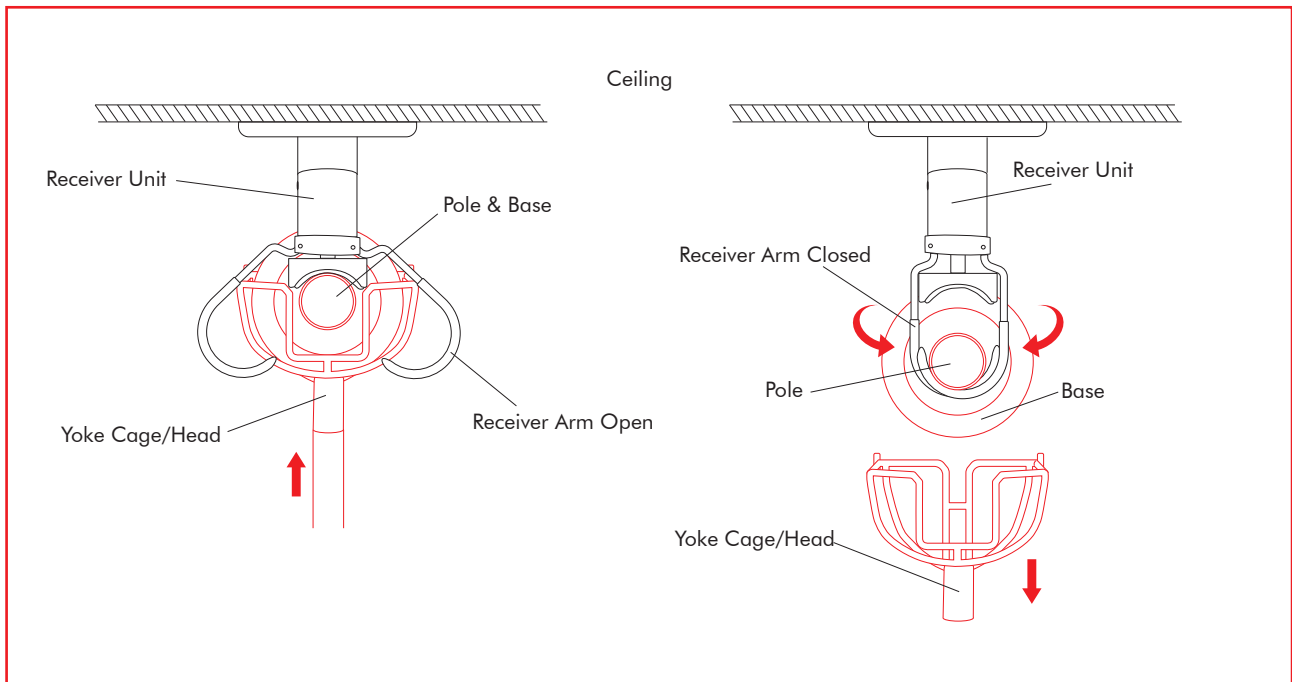
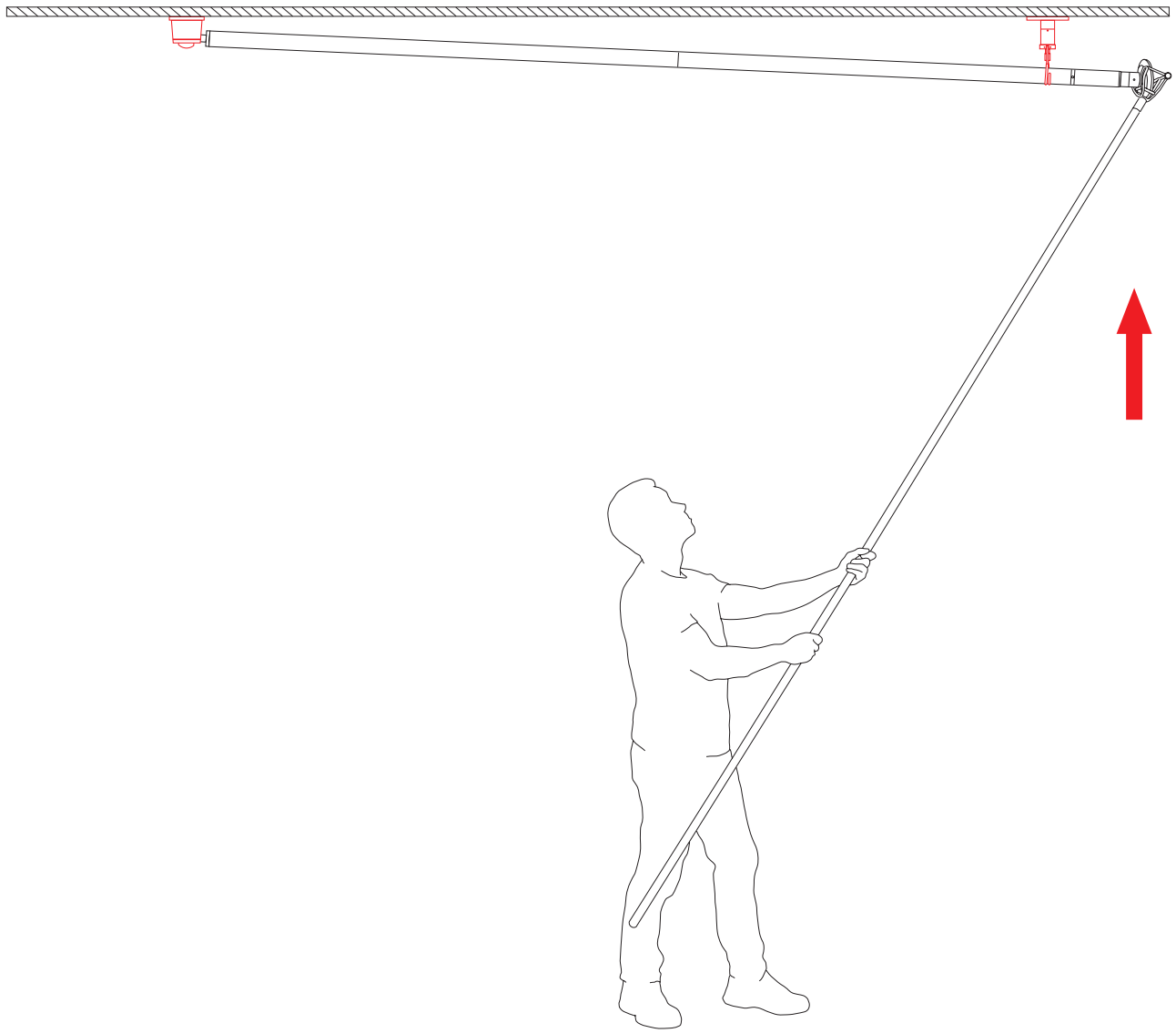
3. Now use the Yoke and slide it under the base of the pole. Push the pole in a smooth motion along the floor with the use of the wheels on the cage/head and then lift towards the receiver unit and double check that the receiver unit arms are facing the correct direction.



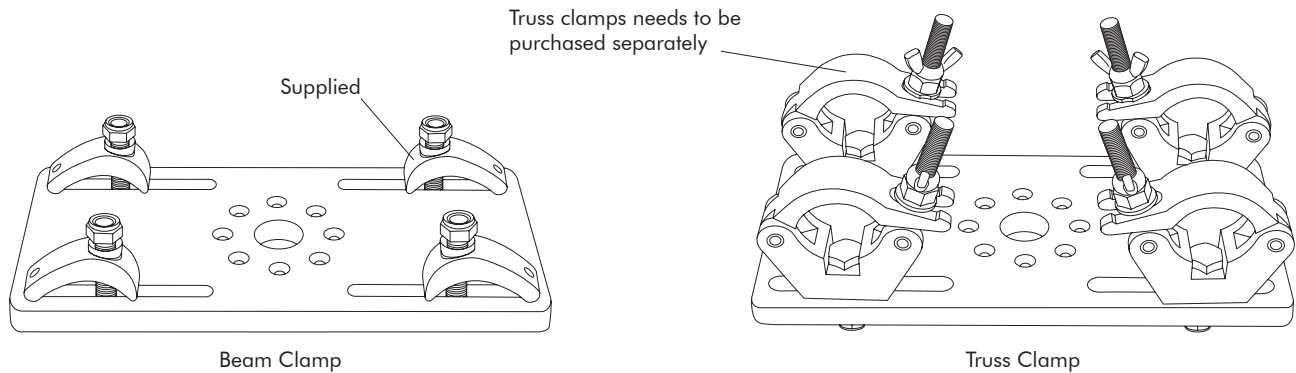
NOTE: IF IT IS NOT FACING THE CORRECT DIRECTION, LOOSEN THE 3MM HEX SCREWS TO ROTATE THE RECEIVER UNIT AND ARMS TO FACE THE CORRECT DIRECTION AND RE-SECURE/TIGHTEN.



NOTE: SOME POLE TOLERANCES ARE TIGHTER/SMALLER THAN OTHERS DEPENDING ON YOUR CEILING HEIGHT, SO ONCE THE PRESSURE EXERTED FROM THE POLE IS RELEASED, YOU MAY NEED TO PUSH THE POLE TOWARD THE RECEIVER FOR THE YOKE TO FIT.



OPTIONAL MOUNTING PLATES WITH BEAM CLAMPS / TRUSS CLAMP PLATES ARE AVAILABLE.



NOTES:

BALL MOUNTS CAN BE PLACED ANYWHERE ON THE CEILING AS LONG AS THEY ARE FIXED INTO A SECURE MOUNTING POINT.

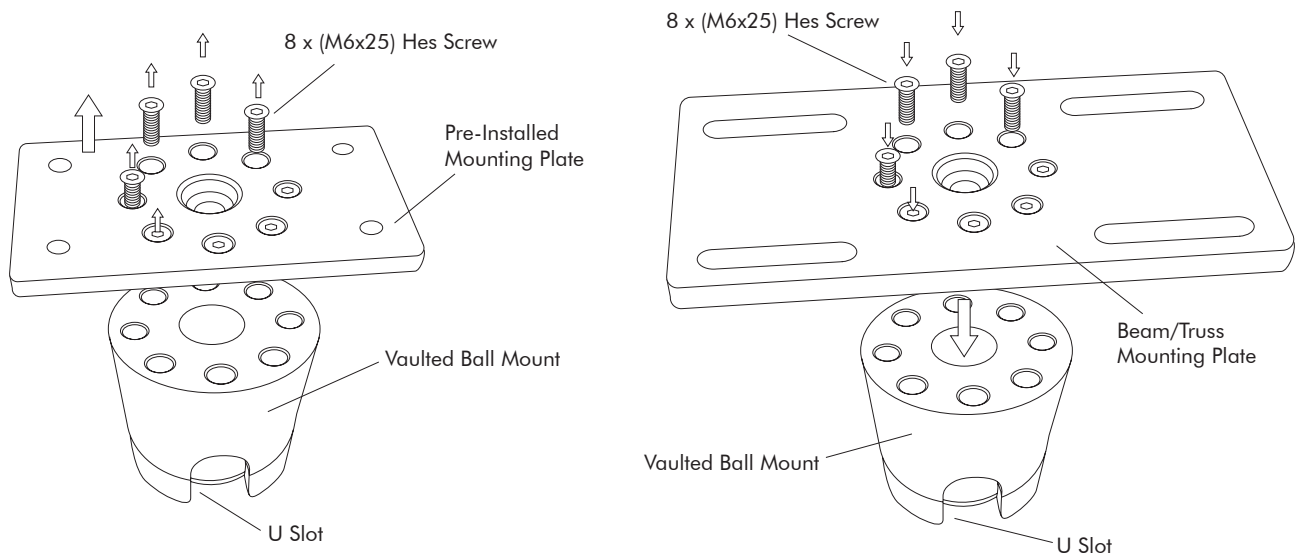
VAULTED BALL MOUNTS HAVE A 'U' SLOT. THIS 'U' SLOT NEEDS TO FACE THE DIRECTION IN WHICH YOU INTEND TO INSTALL THE RECEIVING UNIT.



INSTALLATION TO BE COMPLETED BY A QUALIFIED PERSON. NOT ADVISABLE TO BE INSTALLED BY ANYONE WHO IS UNSKILLED OR INCOMPETENT TO COMPLETE A FULL INSTALLATION.

BOTH MOUNTING PLATES ARE SOLD WITHOUT BALL MOUNTS SO THESE WILL STILL NEED TO BE PURCHASED.

TO INSTALL A BALL MOUNT ONTO EITHER PLATE, THE PRE-INSTALLED SMALLER MOUNTING PLATE MUST BE FIRST REMOVED FROM THE BALL MOUNT. THIS CAN BE DONE BY REMOVING THE 8 X [M6 X 25] HEX SCREWS USING A 4MM HEX KEY (SUPPLIED WITH THE POLE-AWAY RECEIVER UNIT). ONCE THE ORIGINAL BALL MOUNTING PLATE IS REMOVED, YOU CAN THEN INSTALL THE BALL UNIT ONTO THE BALL/TRUSS MOUNTING PLATE USING THE 8 X [M6 X 25] SCREWS THAT YOU HAD PREVIOUSLY REMOVED. diagram



NOTE: BEFORE INSTALLING THE BALL UNIT, PLEASE ENSURE THAT THE U SLOT IS FACING THE CORRECT DIRECTION IN WHICH YOU INTEND TO MOUNT THE RECEIVER UNIT. (THIS WILL ALSO DEPEND ON THE DIRECTION THE MOUNTING PLATE IS ATTACHED TO YOUR STRUCTURE - SO THIS WILL NEED TO BE CALCULATED FIRST).

WARRANTY

This product has been manufactured and tested to the highest quality standards by X-POLE. This Limited Warranty offered by X-POLE covers defects in material or workmanship in new X-POLE products for a period of 6 months.

This warranty extends to the original purchaser only and is non-transferable. Only consumers purchasing X-POLE products from authorised X-POLE retailers or resellers or through the X-POLE website may obtain coverage under our limited warranties.

What is covered?

X-POLE warrants this product against defects in material or workmanship as follows: X-POLE, at its own discretion, will replace at no charge for parts only or, at its option, replace any product or part of the product that proves defective because of improper workmanship and/or material, under normal installation, use, service and maintenance. If X-POLE is unable to provide a replacement and repair is not practical or cannot be made in a timely fashion, X-POLE may elect to refund the purchase price in exchange for the return of the product.

How Long Does The Coverage Last?

Our warranty periods are 6 MONTHS from the documented date of purchase, depending on the type of product and where it was purchased. This does not affect your statutory rights.

What Our Warranty Does Not Cover?

Our warranties do not cover any problem that is caused by:

- A. Conditions, malfunctions or damage not resulting from defects in material or workmanship.
- B. Conditions, malfunctions or damage resulting from (1) normal wear and tear, improper installation, improper maintenance, misuse, abuse, negligence, accident or alteration.
- C. Accessories, connected materials and products, or related products not manufactured by X-POLE.
- D. Defects from use, wear and tear, chipped edges from pole to pole contact or being dropped and anything outside of a pure manufacturing defect are not covered.

Due to the high specification mirror finish, small tube surface blemishes or stress lines may be visible. These do not detract away from the quality of use of the pole and are only cosmetic issues.

POWDER COATED POLES ONLY: The Powder Coating is susceptible to damage if the pole is dropped or scratched in any way. When installing X-Joints/adding extensions, be careful not to damage the powder coating. DO NOT USE CHEMICAL BASED CLEANERS ON POWDER COATED POLES.

X-POLE UK & EUROPE

Email: sales@x-pole.co.uk
Tel: +44 (0) 208 449 4400
www.x-pole.co.uk

X-POLE USA

Email: info@xpoleus.com
Tel: +1 888 976 5387
www.xpoleus.com

X-POLE Australia

Email: sales@xpole.com.au
Tel: +61 (0) 2 9589 2645
www.x-pole.com.au

X-POLE Asia

Email: sales@x-pole.asia
Tel: +86 (21) 6236 6090
www.xpolecn.com

X-POLE[®]
INTERNATIONAL

X-POLE[®]

X-POLE Korea

Email: xpolekorea@hanmail.net
Tel: +82 (32) 277 5882
www.xpolekorea.kr

X-POLE Russia

Email: i-conceptions@msn.com
Tel: +7 911 181 1277
www.i-conceptions.com

X-POLE South Africa

Email: sales@x-pole.co.za
Tel: +27 (21) 674 0074
www.x-pole.co.za

X-POLE New Zealand

Email: sales@x-pole.co.nz
Tel: +64 (9) 521 4735
www.x-pole.co.nz