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# ***X-Stage***

## **Instruction Manual**

**Please Read Fully  
Before Assembly**

## **CRITICAL INFORMATION - PLEASE READ THIS BEFORE OPENING YOUR PACKAGE**

To get the best from your X-STAGE – 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 X-STAGE.

**Safety is a priority at all times.**

If you have ANY questions – before you assemble your X-STAGE – contact your point of purchase or see the X-STAGE section on the website ([WWW.XPOLE.COM](http://WWW.XPOLE.COM) – first select your region, then search for the X-STAGE section).

**VERTICAL LEISURE LTD, X-POLE INTERNATIONAL, X-POLE US INC, X-POLE CHINA, 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 X-STAGE 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 ATTEMPT TO ASSEMBLE 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: Never undo any of the screws unless you are explicitly told to do so in the instruction manual.**

**REGULAR CHECKS AND MAINTENANCE ARE REQUIRED**



**Scan QR**  
to visit **X-POLE.com**  
for further details

## Welcome

“Congratulations on purchasing the worlds top selling portable pole the X-STAGE/X-STAGE LITE. They represent a revolution in portable/free-standing podium stages and have been designed for portability, ease-of-use and high stability. They are the world's first collapsible circular stages and feature both 'Static' and 'Spinning' modes as standard. The team at X-POLE have spent a significant amount of time researching, designing and developing the X-STAGE. We want the X-STAGE to be the world's leading Exercise and Dance Podium, if it's not; we want to understand why not! At X-POLE we thrive on positive criticism and suggestions! So contact us (details on the back cover) if you have any comments or suggestions on how to improve the product. ”



## 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 assembled 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 the pole it is mandatory to warm up and, after use, cool down.

It is highly recommended that before you use your X-STAGE/X-STAGE LITE you review some online videos to learn the basic moves. Never try moves beyond your ability without an instructor. If at any time whilst using your pole you feel uncomfortable, your muscles hurt, or you are short of breath – take a break. Always rest between moves & exercise sensibly, if you experience any health issues, seek medical advice.

**Have fun with your X-POLE X-STAGE / X-STAGE LITE. The X-POLE Team.**



**CAUTION: NEVER use oils and/or lotion on your hands or body prior to using your pole. This is very DANGEROUS. The oil can transfer onto the pole making it slippery and impossible to hold and this could cause you or someone using the pole after you to have a serious accident.**

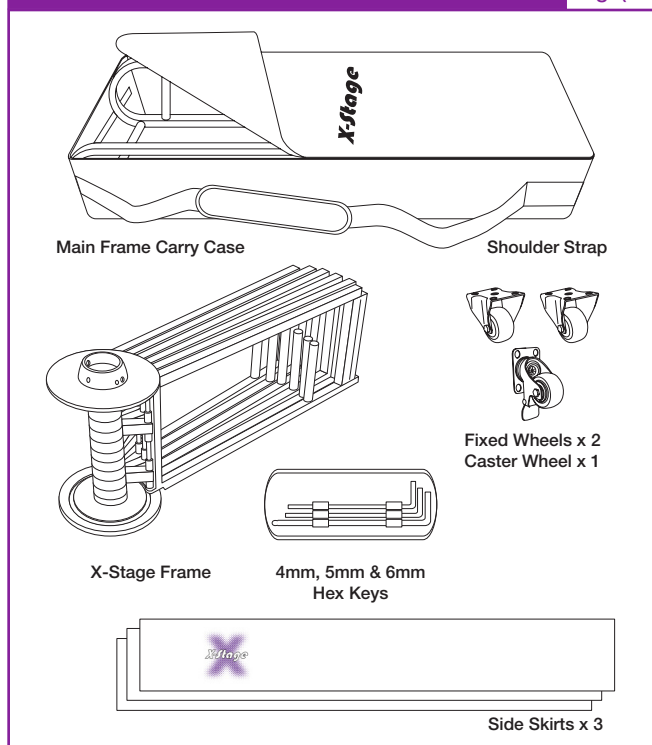
## Product



**TIP:** We recommend that you leave the parts in their carry cases until you need them, as this lessens the risk of accidental damage or loss. The X-Stage/X-Stage Lite is supplied in 4 carry cases for safety, storage and transportation purposes.

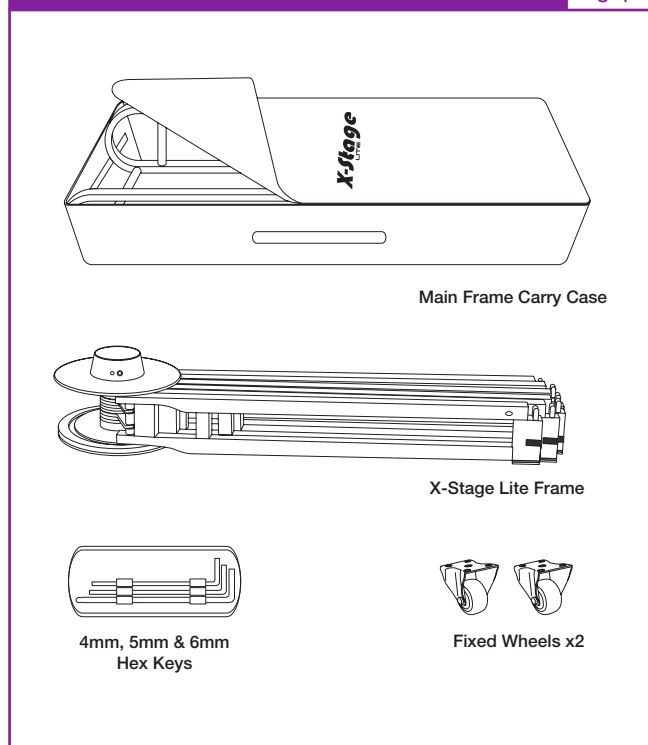
**X-Stage - Main Frame Carry Case**

Fig. (1.1)



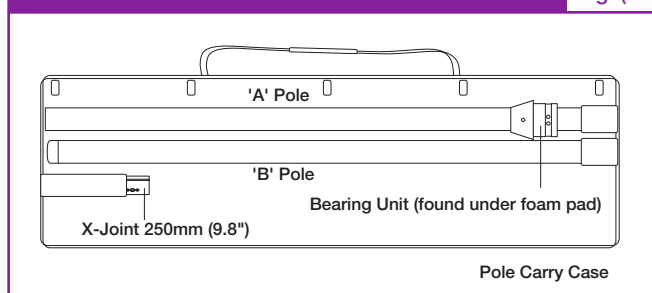
**X-Stage Lite - Main Frame Carry Case**

Fig. (2.1)



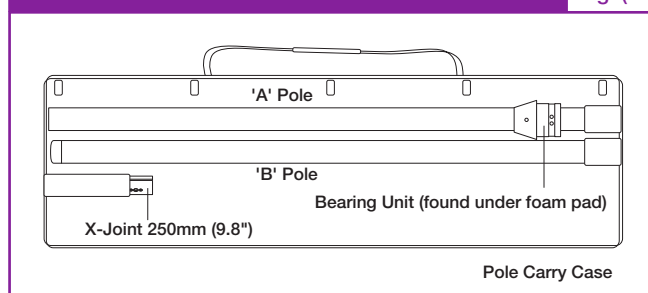
**X-Stage - Pole Set & Carry Case**

Fig. (1.2)



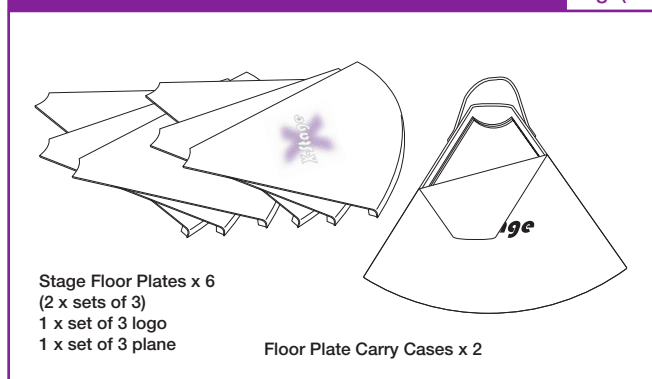
**X-Stage Lite - Pole Set & Carry Case**

Fig. (2.2)



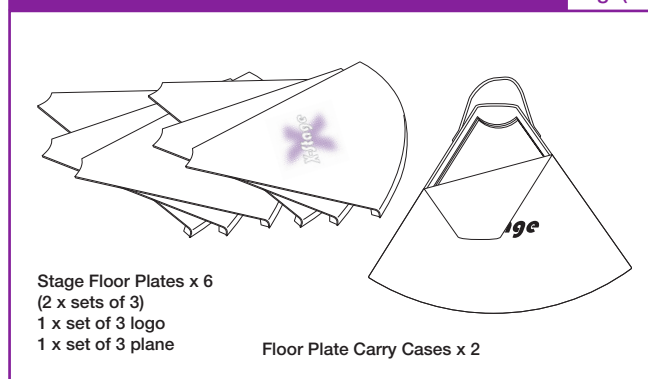
**X-Stage - Floor Plates & Carry Case**

Fig. (1.3)



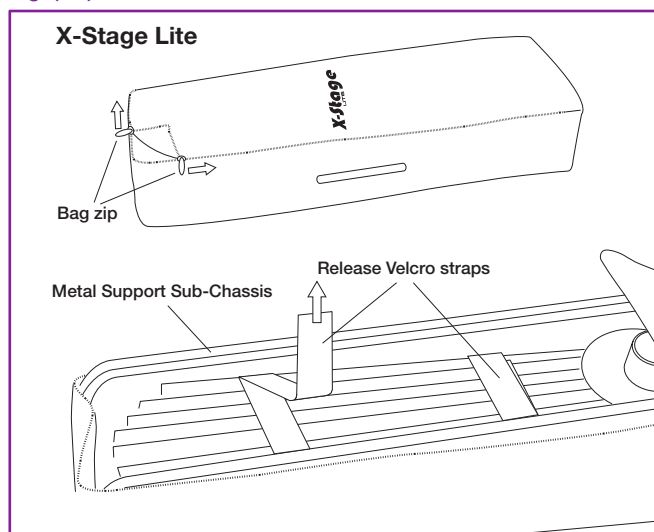
**X-Stage Lite - Floor Plates & Carry Case**

Fig. (2.3)



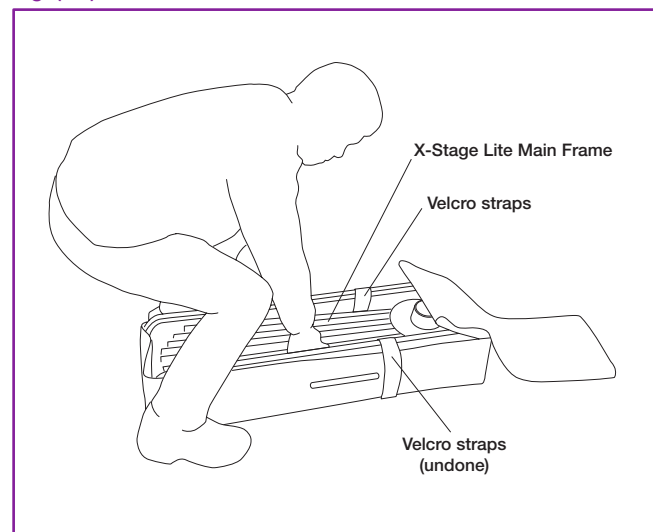
## Contents - Carry Case

Fig. (3.1)



Start by unzipping the Main Frame Carry Case that contains the Main Stage Frame. This is secured with Velcro straps inside the carry case on a metal support sub-chassis. This carry case also incorporates the Sub-Chassis, Handle Bar, Wheels, Side Skirts (X-Stage only), along with the hex screws and hex keys to secure them.

Fig. (3.2)



First, remove the Velcro straps securing the Main Stage Frame to the Sub-Chassis. Stand with your feet either side of the Carry Case, bending your knees slightly and keeping your back straight. Position your hands either side of the Main Stage Frame as shown and carefully lift it and slide out of the Main Frame Carry Case, placing it to either the left or right side of the Carry Case for now.



**CAUTION:** The Main Stage Frame is the heaviest single component of the X-Stage/X-Stage Lite, so care must be taken not to injure yourself when removing or handling. Please ensure your knees are slightly bent and your back is straight when lifting.



**TIP:** Note how the velcro straps attach and which way round the Main Stage Frame is positioned for when you eventually come to pack this away. Take a photo for reference. Putting the Main Stage Frame back into its Carry Case and securing it to the Sub-Chassis is the reverse of the removal procedure.

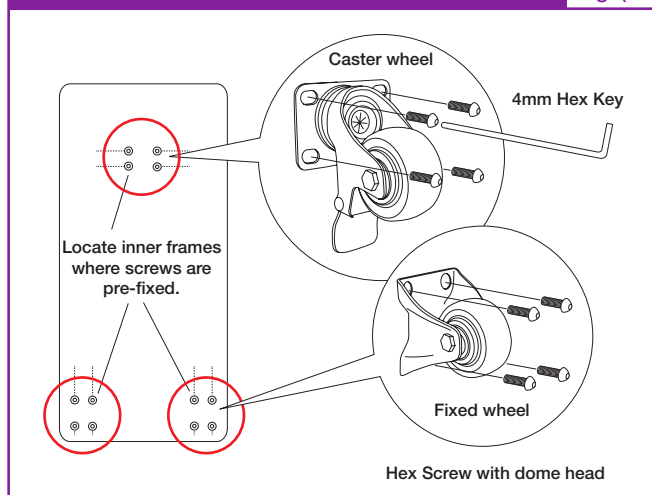
## Assembly - Carry case wheels

Locate the pre-fixed screws on the underside of the Carry Case's sub-chassis where the wheel assemblies attach. Secure the wheels using the - 4x hex screws (pre-fixed) per wheel, using the 4mm hex key. The wheel assemblies have elongated slots in them to allow some movement on the sub-chassis frame. Position both wheels equally before tightening the hex screws.

**TIP:** Easiest method to attach the wheels is to remove just one pre-fixed screw, very loosely attach the wheel (turn the screw only 4-5 rotations) then remove the other screws and install them.

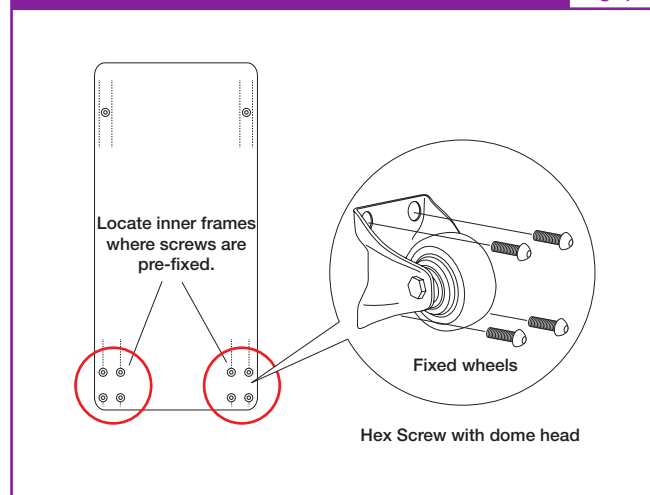
X-Stage - Main Frame Carry Case (Back)

Fig. (4.1)



X-Stage Lite - Main Frame Carry Case (Back)

Fig. (4.2)



## Screw installation

**CAUTION:** You must ensure that a hex key is fully inserted into the hex screw before attempting to tighten any screws (Fig.4.3). Partial insertion will damage the screw heads (round them) (Fig.4.4) making it difficult to tighten, or more importantly, undo them. If you damage any screws - please make sure they are replaced. Spare parts can be purchased from your main dealer/point of purchase.

Fig. (4.3)

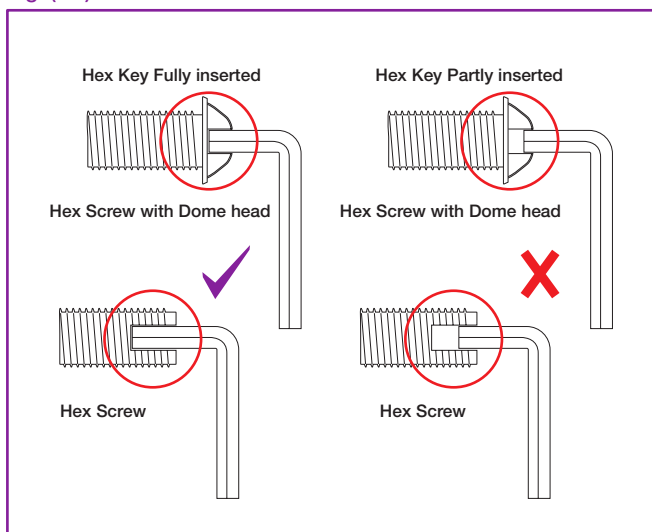
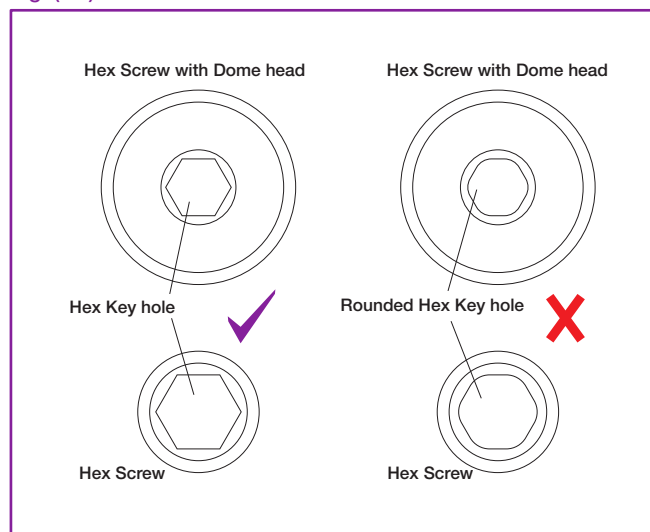


Fig. (4.4)

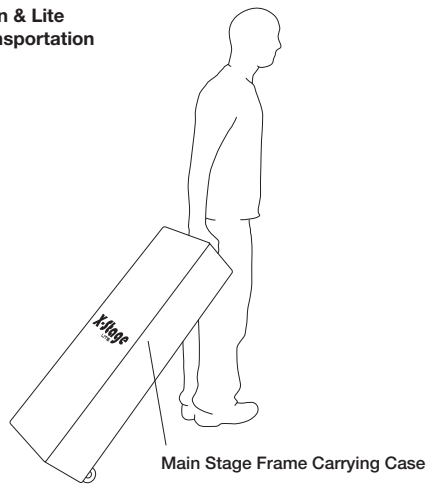


## Transportation

### Main Stage Frame

Fig. (5.1)

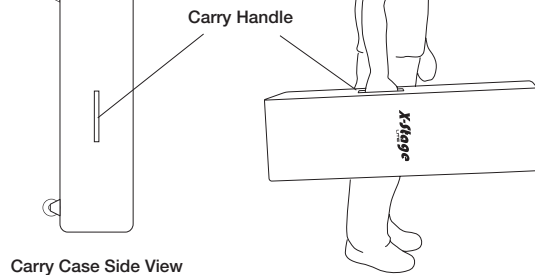
X-Stage main & Lite wheeled transportation



### Main Stage Frame Additional Carry Handle

Fig. (5.2)

(X-Stage Lite only)



## Finding a suitable area to dance/exercise

To use the X-Stage/X-Stage Lite properly and safely, you need to be able to fully rotate around the pole with your arms outstretched and NOT be able to touch/hit anything whilst doing so (Fig.6.1). This will require an area greater than the diameter of the stage itself all around the stage. Therefore, the recommended area should be a minimum of 3m in diameter.

Fig. (6.1)

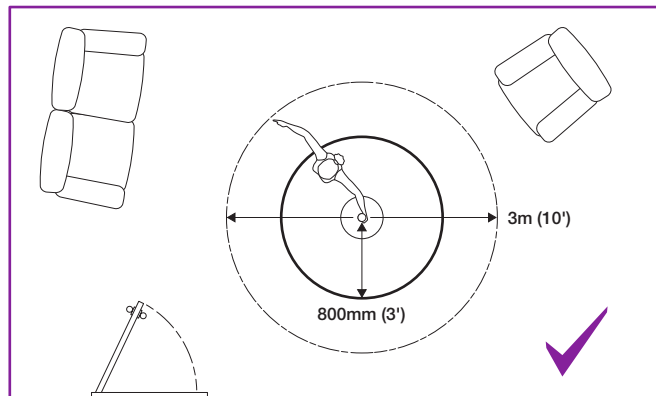
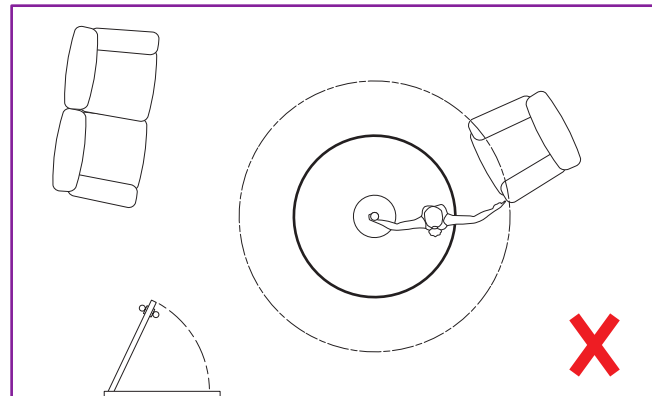
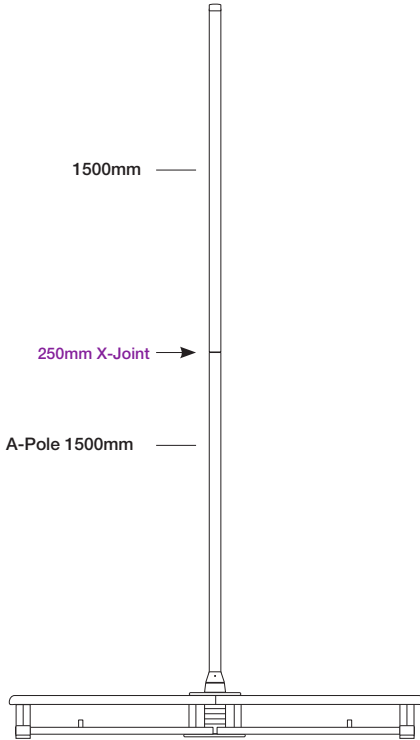


Fig. (6.2)

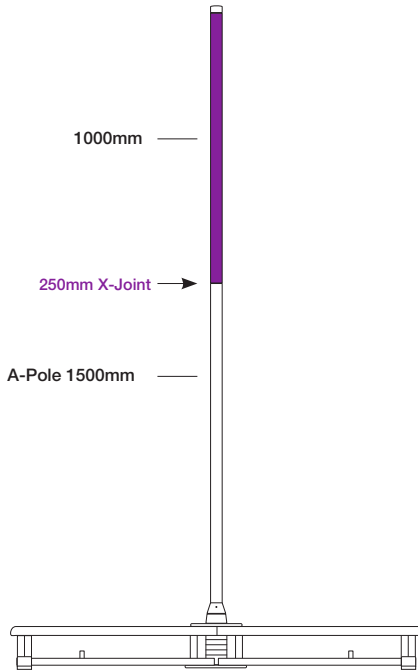


## Height Chart

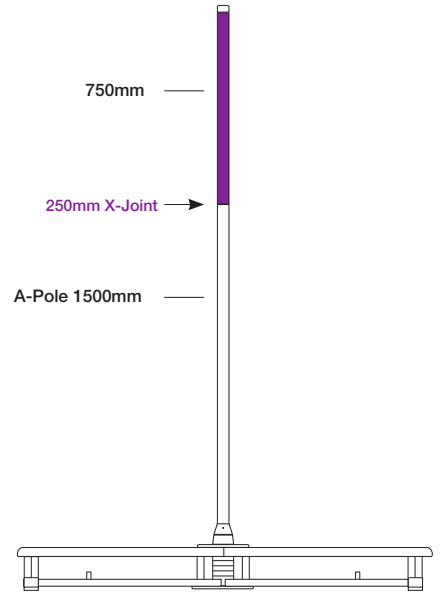
Before you put up your X-STAGE make sure you have measured your floor to ceiling height. We have given you the heights for the pole parts and also the lowest ceiling height needed. These are different because you need an additional 135mm to be able to put the pole up and down safely. Any questions please contact your local office.



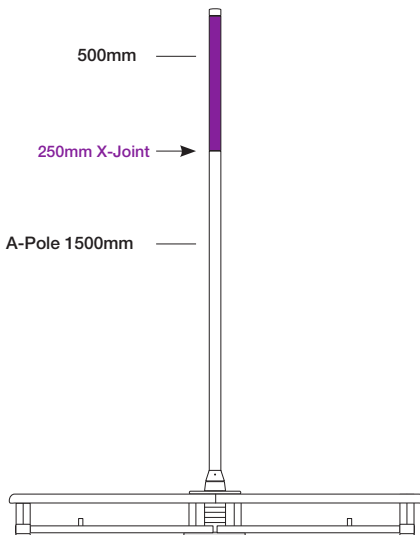
**Total height: 3000mm - 118.1"**  
**Room Height Needed - 3135mm (123.4")**



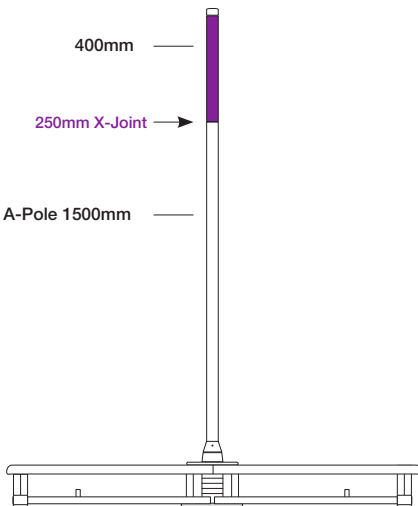
**Total height: 2500mm - 98.4"**  
**Room Height Needed - 2635mm (103.7")**



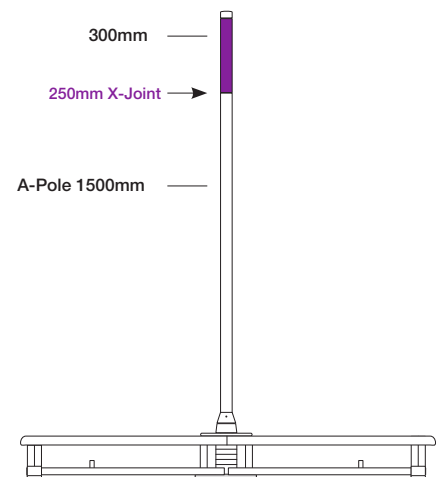
**Total height: 2250mm - 88.6"**  
**Room Height Needed - 2385mm (93.9")**



**Total height: 2000mm - 78.7"**  
**Room Height Needed - 2135mm (84.0")**



**Total height: 1900mm - 74.8"**  
**Room Height Needed - 2035mm (80.1")**



**Total height: 1800mm - 70.9"**  
**Room Height Needed - 1935mm (76.2")**

\*Optional extension purchased separately

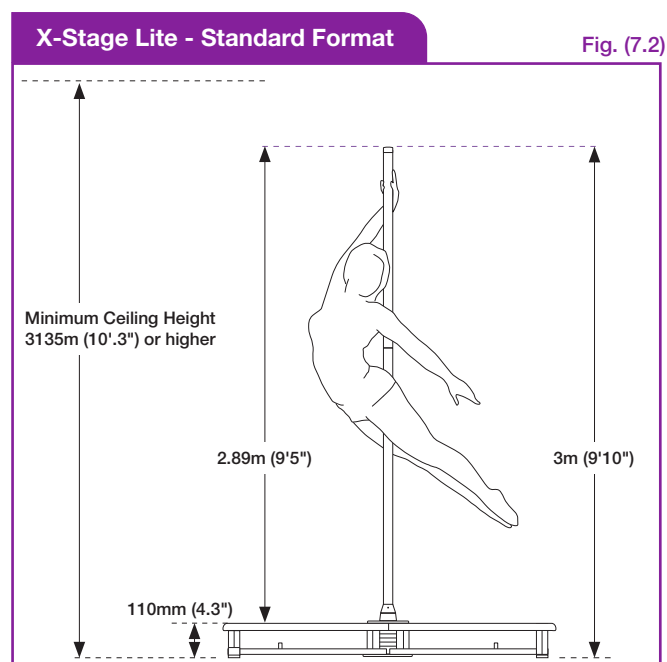
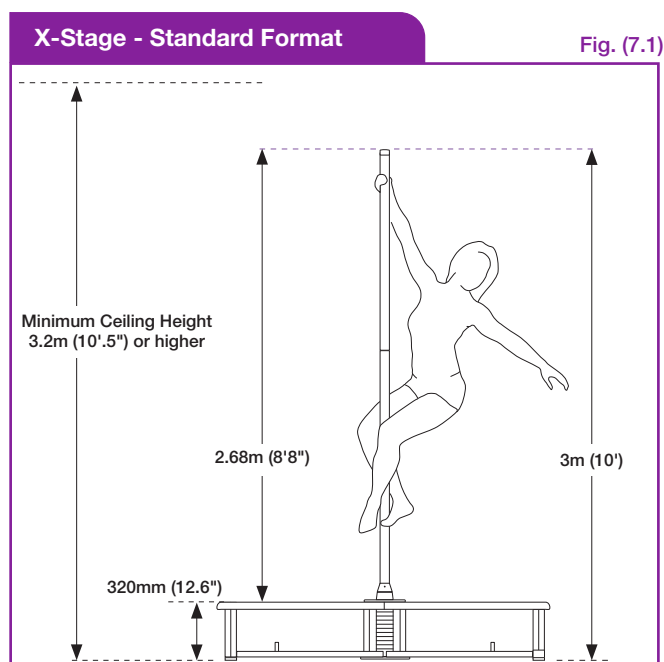


## Height calculation

Before assembly you should measure the ceiling height where you intend setting up your X-Stage/X-Stage Lite. This is to ensure that the X-Stage/X-Stage Lite will fit into your chosen space.

A key point with any pole is to get the maximum height of workable (usable) pole. The X-Stage/X-Stage Lite is supplied with an overall height of 3m (9'10"). This is called the 'Standard Format'. The usable pole height for the X-Stage and X-Stage Lite is 2.68m (8'8") and 2.89m (9'5") respectively, when standing on the stage floor.

However, you need to allow for an additional 125mm (4.9") to enable the 'B' Pole to be attached to the 'A' Pole, as this is the depth of the protruding X-Joint. Therefore, a 'Standard Format' X-Stage or X-Stage Lite, will require an overall ceiling height of 3.2m (10.5') or higher. If the ceiling height is lower - shorter extensions can be purchased to use in place of the B-Pole provided.



## Assembly of main stage frame

The Main Stage Frame is built up of 6 frame legs that fan out to form a star structure. Position the Main Stage Frame in the centre of the dance/exercise area; ensure the assembly is the correct way up (Fig.8.1). Locate the fixed frame leg, this is the leg that is secured by a cap hex screw to the main frame. Fan out from the fixed leg, as you fan out the base will start to form a star shape, lift each frame leg so that it does not drag on the floor (Fig.8.2).

Fig. (8.1)

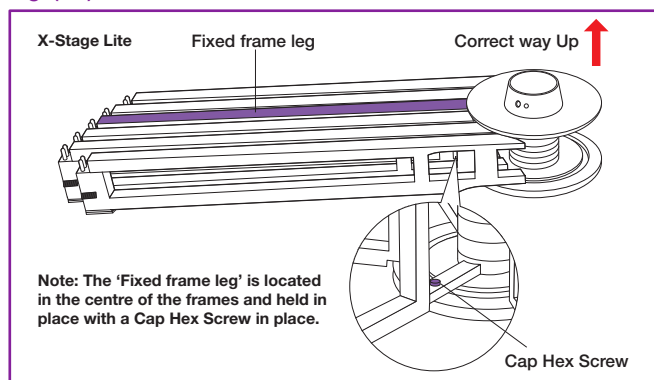


Fig. (8.2)

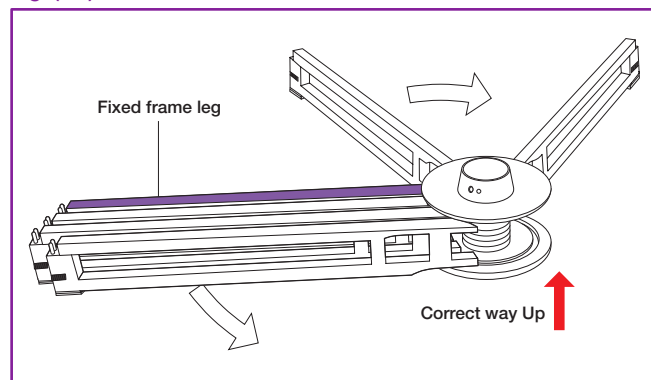


Fig. (8.3)

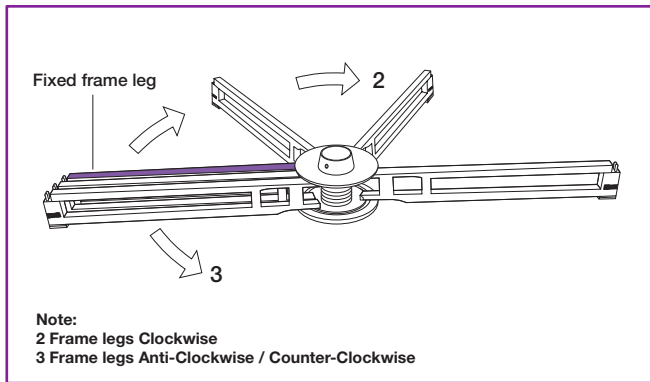
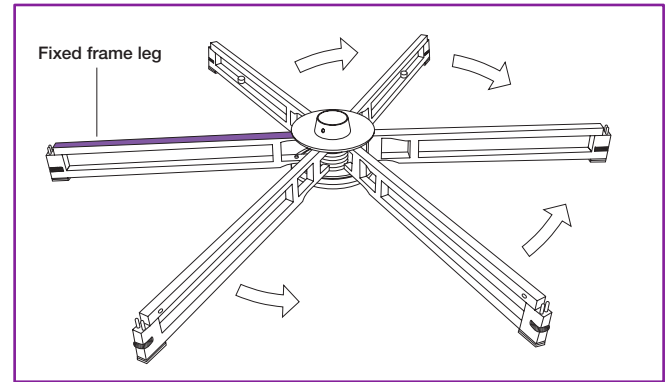


Fig. (8.4)



**TIP:** The legs fan out from the fixed frame leg clockwise or anti/counter-clockwise, it does not matter which direction you choose. However, when dismantling, the moving frame legs should always be folded back towards the fixed frame leg.

## Fitting the floor plates



**CAUTION:** Be sure to remove all packaging material from the Floor Plates before you attempt to fit them to the Main Stage Frame.

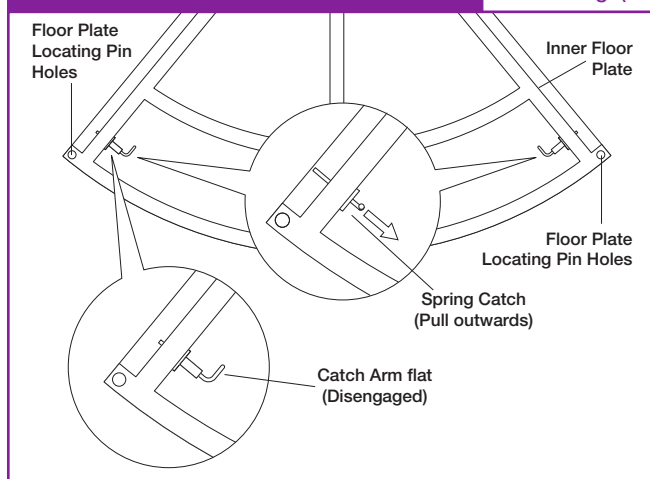
If you examine one of the Floor Plates, you will see that there are two Spring Catches on its underside, located at each corner of the longer curved surface. Test the operation of the Spring Catches (Fig.9.1) before assembling to the Main Stage Frame.

Lay the stage plate down on its face, the spring catch arm should be flat against the plate (Fig 9.1) Pull the end of the arm upwards to a vertical position and the catch pin will automatically pop out of the floor plate. Each spring catch is spring loaded so that when you release it (turn it through 90 degrees) To disengage, pull the catch arm inwards and rotate flat against the plate.

This is a safety feature to ensure that the Spring Catches do not accidentally retract in use, releasing the Floor Plates. The Spring Catches insert into the Floor Plate Locating Pin Holes (Fig.9.2) – together these are designed to secure each floor plate to the Main Stage Frame. Once you have tested these, pull the spring catch back and return flat to the base to reset. Make sure that the pins are now flush to the edge of the inner floor plate. These are now ready to install onto the main frame.

Single Floor Plate (underneath view)

Fig. (9.1)



Single Floor Plate

Fig. (9.2)

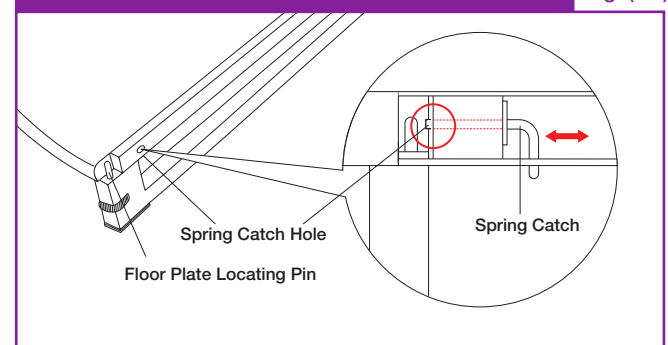
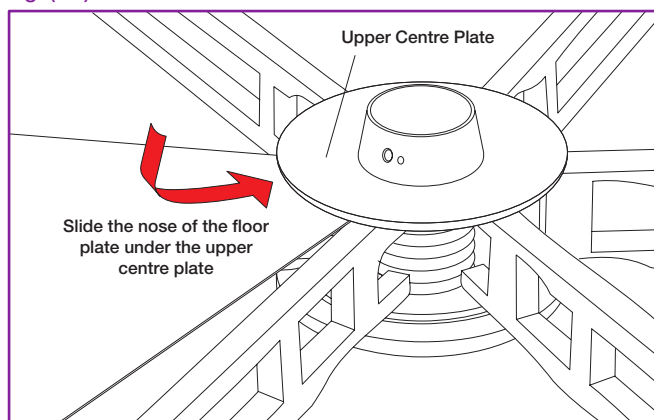


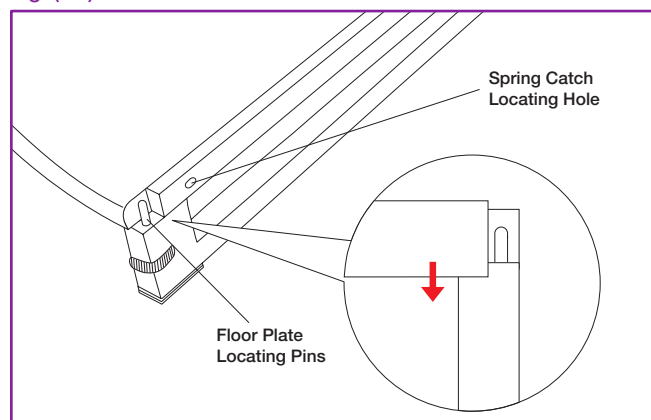
Fig. (9.3)



**Important:** You must always start at the fixed frame leg, and reference Fig.(8.4).

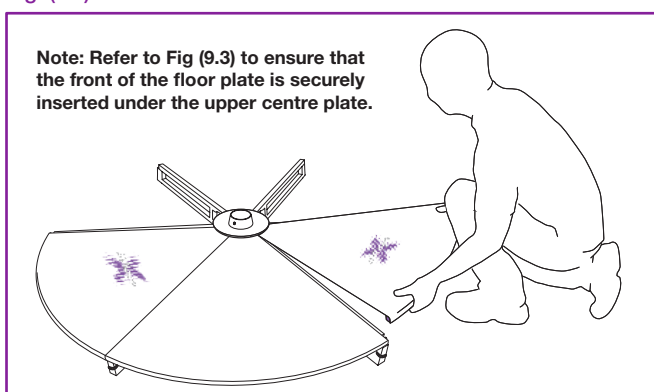
To fit a Floor Plate, position the end with the smallest curve towards the Main Stage Frame, with the left edge over the fixed frame leg (the one secured with a hex screw to the base plate). The smaller end of the Floor Plate will slide under the Upper Centre Plate (Fig.9.3).

Fig. (9.4)



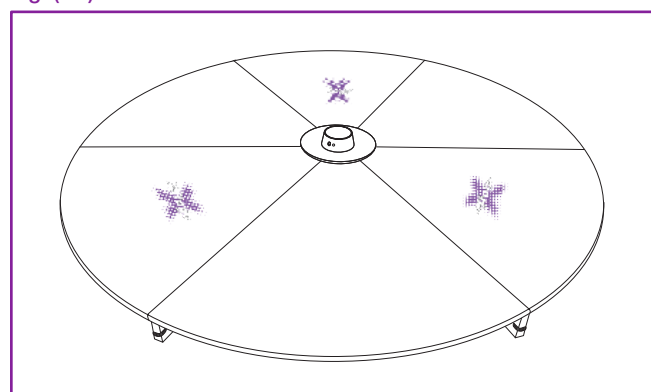
Whilst retracting the spring catch with one finger lower the other end of the Floor Plate onto the locating pin on the Fixed Frame Leg. Ensure the pin is inserted into the hole in the floor plate. If the pin does not engage, make sure the frame leg is pressed tightly against the edge of the plate and is parallel - now release the Spring Catch. Now position the next Frame Leg so that its Locating Pin lines up with the Locating Pin Hole on the Floor Plate, lower the Floor Plate into position and release the spring catch.

Fig. (9.5)



Continue to fit the remaining Floor Plates in the same way, securing each with its Spring Catches before moving onto the next. Once the plate is in place, if it does not completely engage, apply pressure to the edge of the Floor Plate gently. To check whether the plates are secure, try lifting them out of place – if correctly installed, they will not disengage.

Fig. (9.6)



**You have now completed the Main Frame assembly.**

To disassemble the Floor Plates reverse the assembly procedure. Make sure you pull in the spring catches and rotate them until the pin arms are flat against the floor plate when removing.



**CAUTION:** As each Floor Plate is quite heavy, please take extra care when lowering them into position and take adequate steps to ensure that you do not injure yourself when doing so. When fitting, keep your back straight and your knees slightly bent at all times.

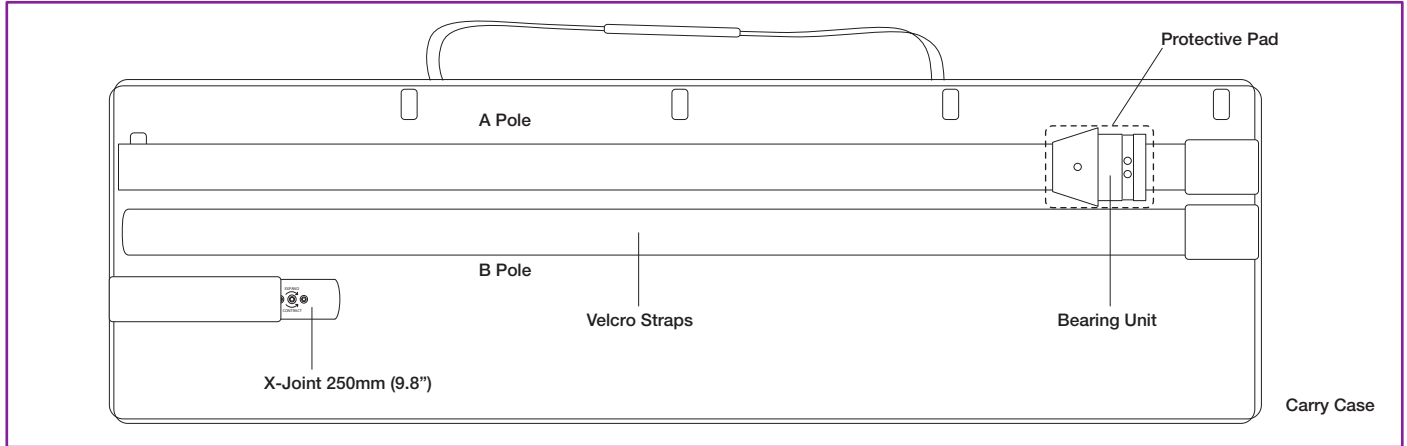


**TIP:** We recommend you keep all packaging material contained inside the Floor Plate carry cases so that you can better protect the Floor Plates in transit.

## Pole assembly & installation

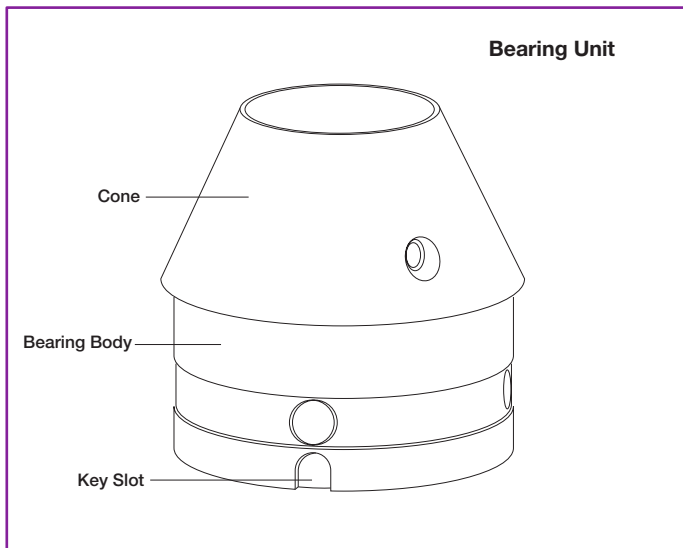
The Pole is made of four parts, the 'A' Pole, a Bearing Unit that attaches to it, the 'B' Pole and an X-Joint (Fig.10.1). The 'A' and 'B' poles are connected using the X-Joint.

Fig. (10.1)



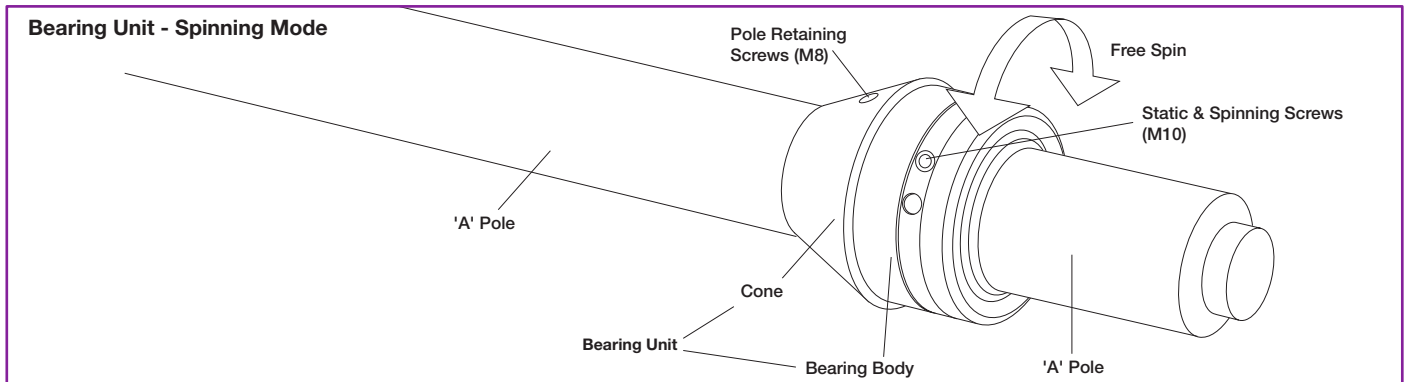
The Bearing Unit must be treated with great care and steps should be taken to ensure it is not damaged. Remove the band securing the bearing unit, while holding the unit in place and making sure it does not slide along the pole. It is important to understand the Bearing Unit's operation as this will help when assembling and disassembling the pole. The Bearing Unit has two sections; an upper angled section (Cone) with 3x M8 hex screws and a lower flat section (Bearing Body) which has a slot for positioning the bearing unit in the main frame.

Fig. (10.2)



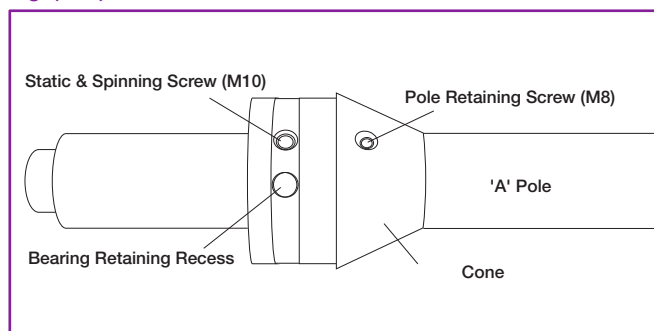
The cone section supports the pole and is secured to the 'A' Pole with the 3x M8 hex screws. These hex screws are used to adjust the pole's position in the Main Stage Frame assembly. The lower flat section bearing body is the part that inserts into the stage's Bearing Carrier on the Upper Centre Plate and also supports the pole. This section includes 2x M10 hex screws which set the 'Static/Spinning' modes of the X-Stage/X-Stage Lite. When these 2x hex screws are tightened it is in 'Static' mode. When the hex screws are loosened, the pole is in 'Spinning' mode (Fig.10.3). The pole must be set to static mode before installing into the main frame.

Fig. (10.3)



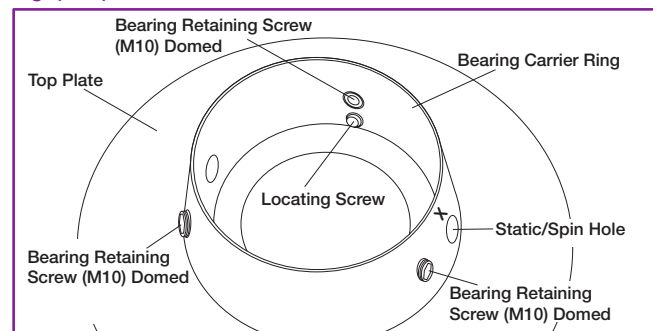
## Pole installation - Mounting the 'A' pole & Bearing unit

Fig. (11.1)



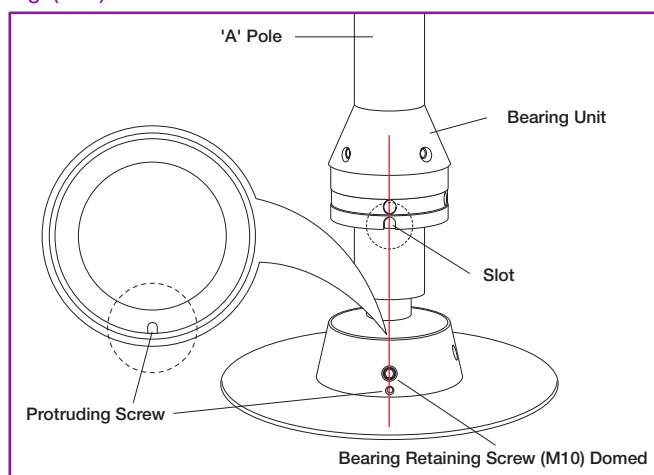
When you open your stage pole set – the ('A' POLE), that goes into the stage base, will already have the 'bearing unit' (Fig.11.1) attached to the pole. It will NOT be locked in position. An elastic rubber band will be on the bearing to hold this in place. Please remove the elastic rubber band, this will allow the bearing unit to move freely. Take care it does not slide along the pole tube.

Fig. (11.2)



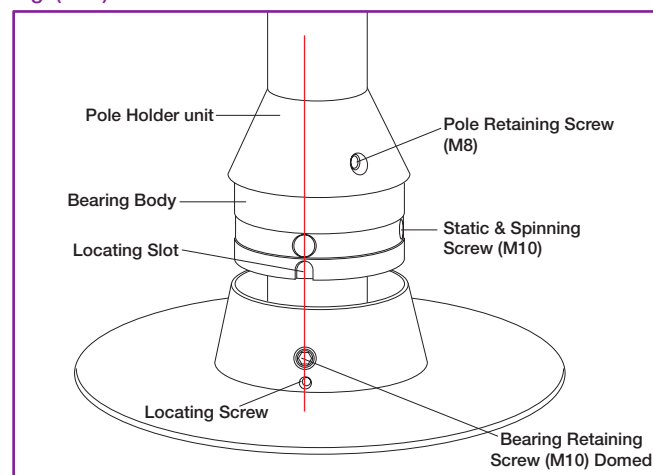
Next, look inside the Bearing Carrier Ring on the stage top plate and you will see a locating screw sticking out. Look at the Bearing unit on the pole and you will see a slot. The locating screw on the Bearing carrier engages into the slot on the bearing unit (Fig.11.2)

Fig. (11.3)



Whilst holding the bearing unit, take care that it does not slide off the end of the pole, insert the 'A' POLE into the stage base ensuring the bottom of the pole is firmly seated in the bearing at the bottom of the main stage frame base (Fig 11.5).

Fig. (11.4)



Whilst inserting the 'A' Pole and Bearing Unit into the Main Stage Frame, you must keep the pole as upright and vertical as possible so that it locates correctly into the lower bearing in the main stage frame. Slide the bearing unit down the pole into the carrier ensuring the slot locates over the locating screw.

Fig. (11.5)

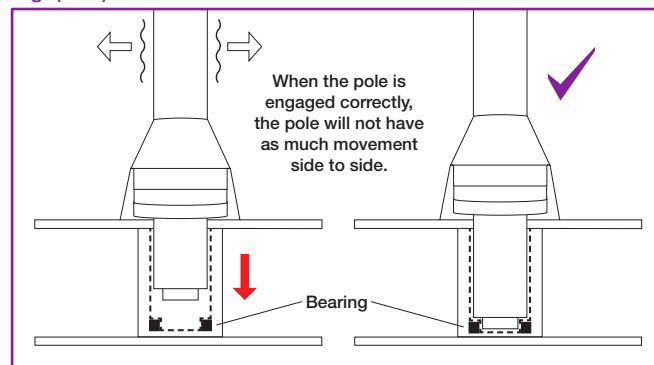


Fig. (11.6)

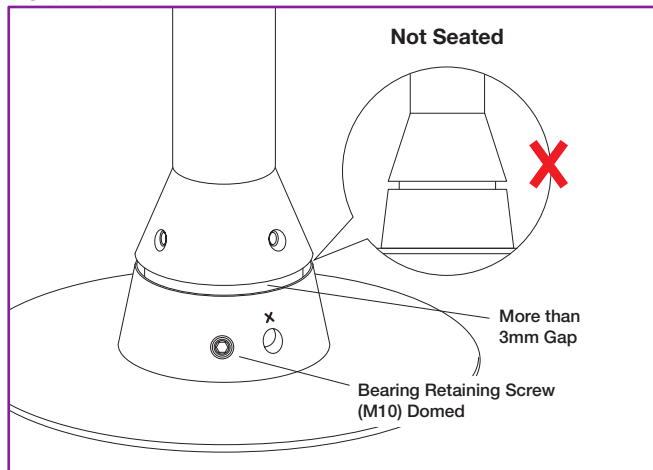
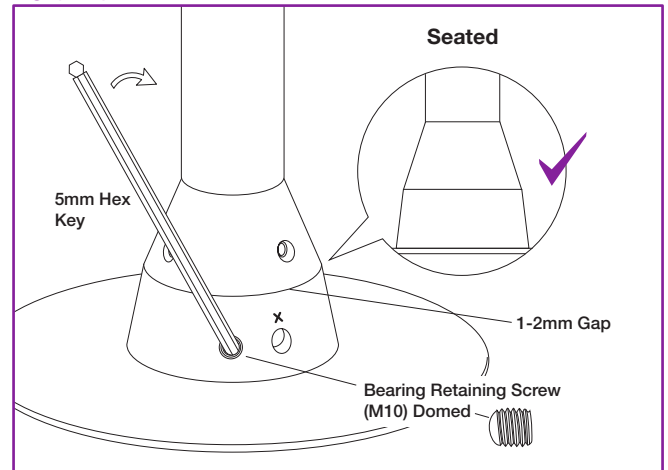
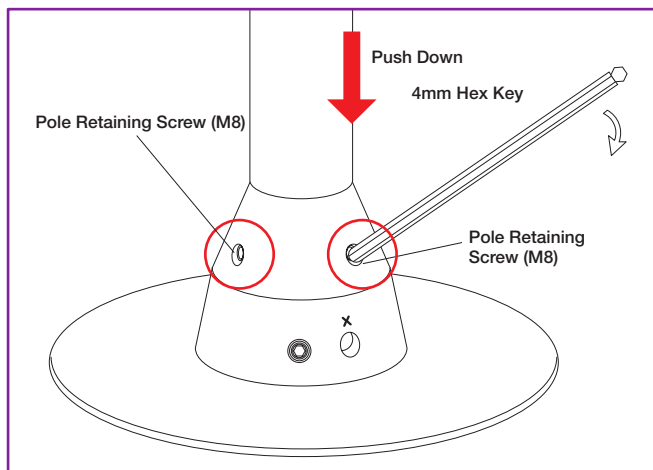


Fig. (11.7)



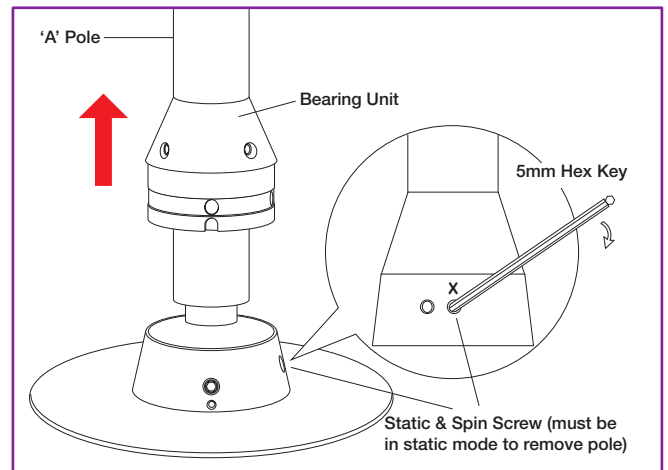
Make sure the bearing unit is firmly seated into the bearing carrier (Fig.11.6). Tighten the Bearing Retaining screws (3 x M10 Domed Screws) firmly using the 5mm Hex Key – ensure that your bearing unit is tightened into the bearing carrier. Tighten progressively – first lightly tighten each screw – then re-tighten all three firmly. (Replacement screws can be purchased from your local X-Pole agent).

Fig. (11.8)



Next, ensuring the pole is seated properly in the bearing of the Main Stage Frame base, push firmly down on the pole. Secure the 'A' POLE in place by tightening the 3 x M8 (Pole retaining screws using the 4mm Hex Key) in the cone section of the bearing unit.

Fig. (11.9)



**IMPORTANT:** When dismantling, leave the complete bearing unit attached to your 'A' POLE. It is critical to tighten the 2 x Static/Spin hex screws and set your pole to 'STATIC' mode prior to removal. **If the bearing unit is in spinning mode, the pole cannot be removed. Damage may occur.**

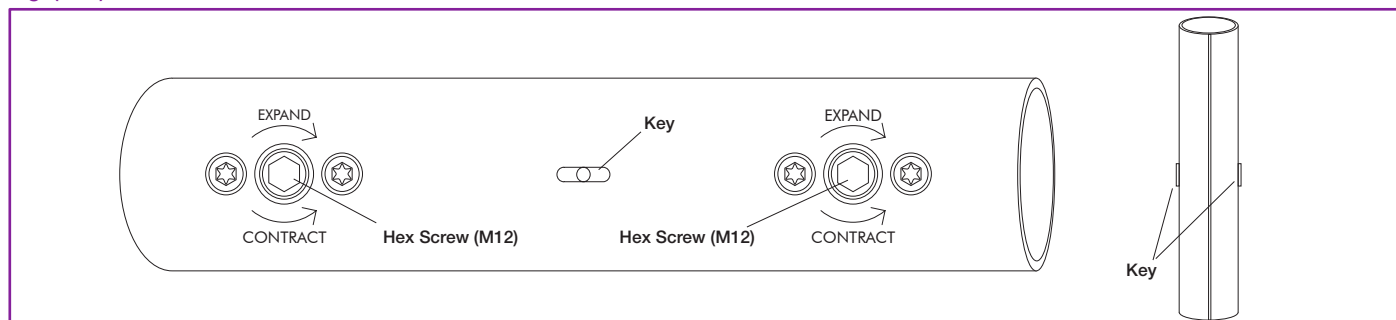


**TIP: Prior to every use, make sure the screws are tight.**

## Getting to know your X-Joint

The X-STAGE includes the very latest in pole joint technology, the X-Joint. This joint is simple, easy to use, very strong and stable. Just follow these simple operational instructions to ensure the joint is properly locked.

Fig. (12.1)



The X-Joint expands and locks the pole tubes together. The joint expansion is done by inserting the hex key, through holes in the pole tubes into the hex screws and turning the key clockwise.

The markings on the tube show the direction to turn the hex key. Clockwise to expand/tighten and Anti/ Counter-Clockwise to contract/loosen. It is very important to remember this as when the tubes are in the pole these markings are covered and cannot be seen.

Fig. (12.2)

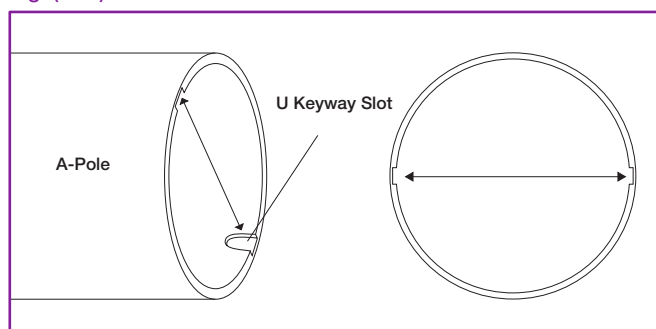
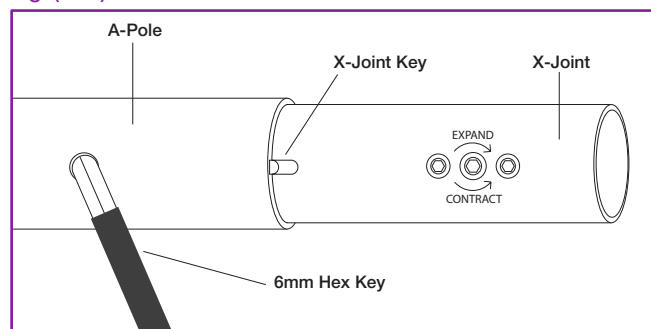


Fig. (12.3)



At the centre on either side of the joint is a Key. This Key slots into corresponding rounded slots at the ends of the pole tubes. These slots must go over the keys. The keys stop the pole tubes from rotating.

## ALWAYS REMEMBER:

**TO EXPAND/TIGHTEN - Clockwise**

**TO CONTRACT / LOOSEN - Anti/Counter-Clockwise**

## Using the X-Joint to install the pole tubes

At the top of the 'A' Pole, you will see a hole on the outside and two U slots on the inside of the pole. To install the X-Joint simply slide one half into the A-Pole, ensuring the 2 x keys on the joint locate fully into the corresponding U slots in the pole. The slots stop the tube rotating. When inserting the X-Joint make sure that the large locking screw on the X-Joint aligns with the hex key hole in the pole tube otherwise you will not be able to insert the hex key. **DO NOT TIGHTEN/EXPAND NOW.**

Fig. (13.1)

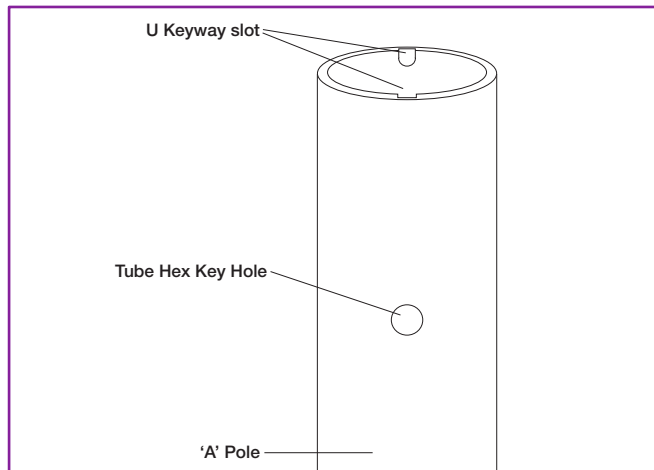
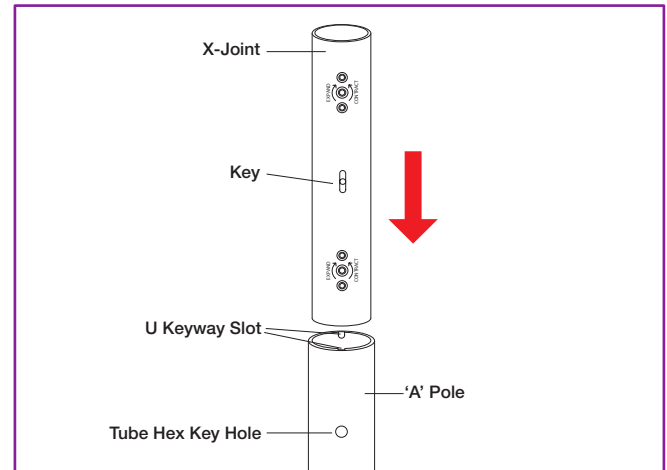


Fig. (13.2)



Next, take the 'B' Pole and slide it onto the X-Joint, checking the 'A' and 'B' Poles butt together. Take care to ensure that the hole in the 'B' Pole is positioned in line with the X-Joint's hex screw. Once properly joined, there should be a smooth transition between the 'A' and 'B' Poles. Now that the Poles are joined, you can begin to 'TIGHTEN' the X-Joint, ½ a turn at a time, alternating between the hex screw in the 'A' Pole, then the 'B' Pole, until the X-Joint has sufficiently expanded and locked the two poles securely together.

Fig. (13.3)

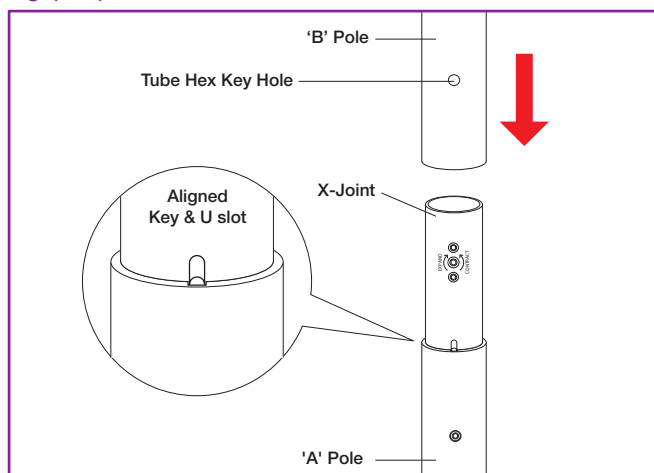


Fig. (13.4)

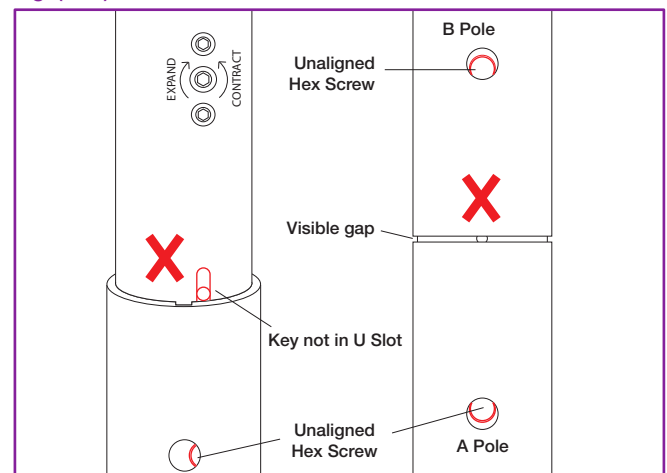
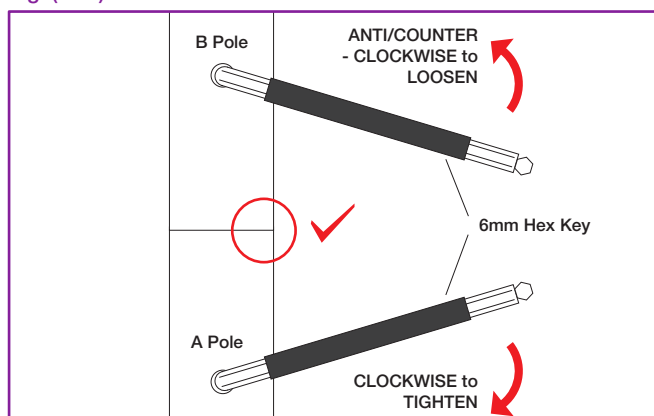


Fig. (13.5)



It is important to tighten the locking screws progressively, alternating the screws, top > bottom > top etc. so that the joint expands evenly, otherwise one side will not expand fully and the pole tube joints will not lock correctly.

To undo the X-Joint - turn both hex screws 'anti/counter-clockwise'. Undo screws until the Hex Key moves freely and remove the X-JOINT.



## Using the stabilising adjuster feet

At the end of each of the 6 frame legs there is an adjuster wheel to adjust the foot height. Screw the adjuster wheel clockwise to extend and counter-clockwise to retract. The adjuster feet have silicone pads that help prevent them slipping on floor surfaces.



**CAUTION:** The adjuster feet are there to level out uneven floors and to tension the stage, reducing pole movement. The adjuster wheels feet must be tensioned in all instances, as this will ensure that your stage has minimum movement. Once the stage has been assembled, lift each frame leg slightly, so that you can easily rotate the adjuster wheel.



**CAUTION:** Lower the foot by approximately 5mm (Fig. 14.1) do this for all six feet. Apply pressure to the pole in several directions to see whether there is any movement - if the stage rises on one side, screw the wheel further. Once there is minimum movement and the entire stage feels level and solid - all feet have been stabilised correctly.

Fig. (14.1)

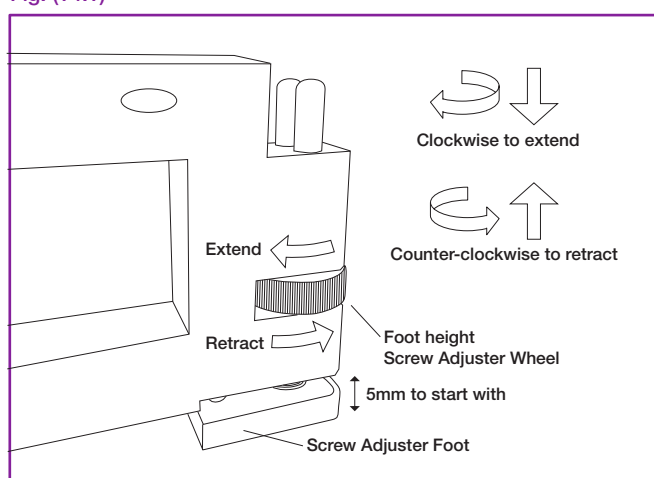
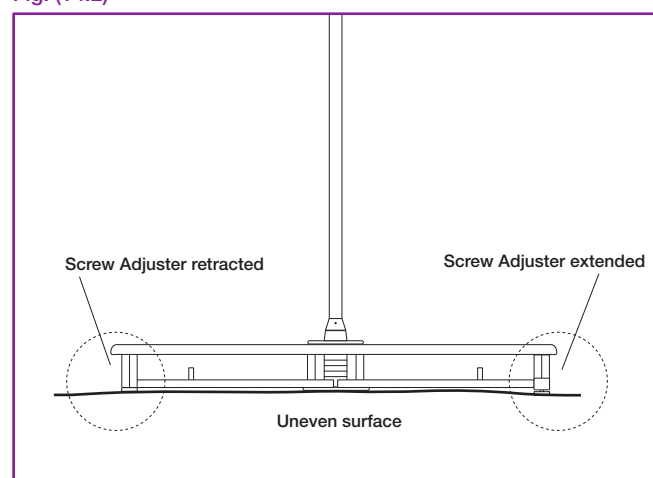


Fig. (14.2)



## Additional accessories

The X-Stage and X-Stage Lite are very stable in their standard format with the feet correctly adjusted. However, if you intend to perform more advanced moves or wish to use the stage for a performance, or with an X-POLE Lyra pole, additional weights are highly recommended. These can be purchased from **WWW.XPOLE.COM**

Fig. (15.1)

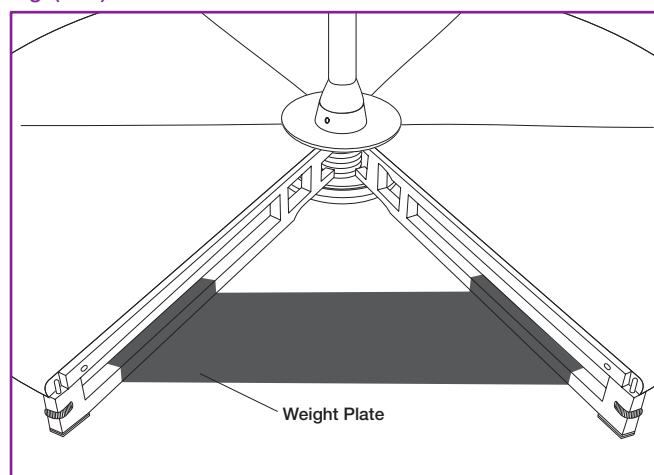
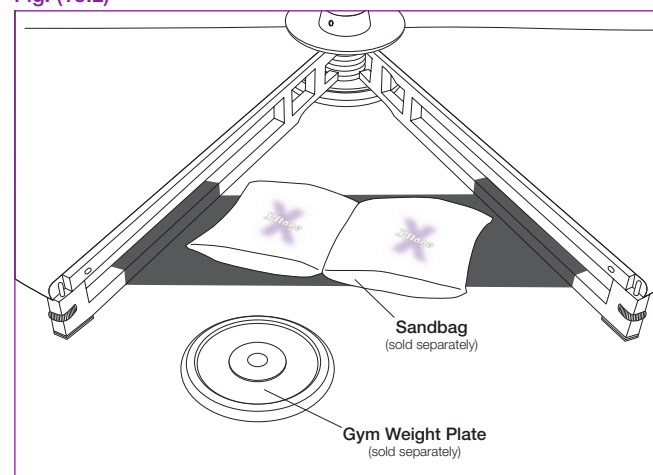


Fig. (15.2)



Place the Weight Plate over the frame legs (Fig.15.1). Once the weight plates are in situ, place optional sandbags or standard gym weights (10kg-30kg per section) onto the plate (Fig.15.2 / Fig.15.3). **Sandbags** can be purchased from **WWW.XPOLE.COM**

Fig. (15.3)

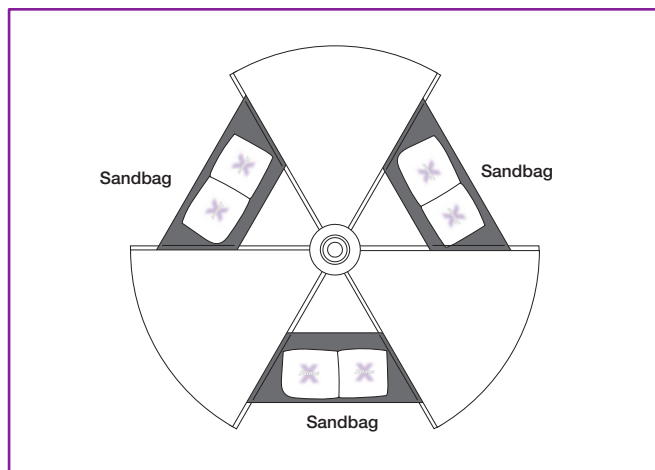
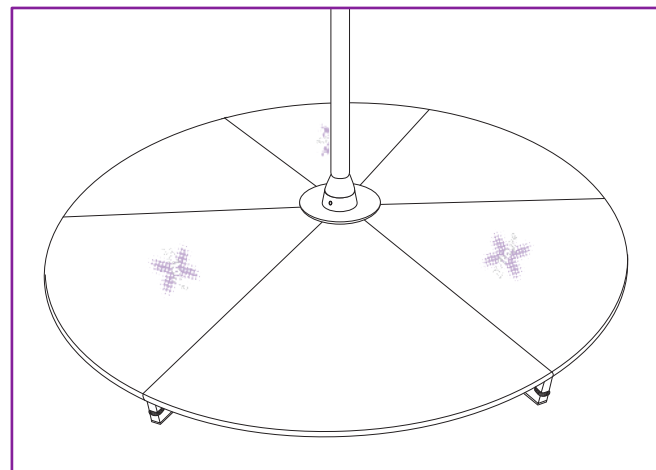


Fig. (15.4)



It is important to place the Weight Plates on alternating plates as displayed in (Fig.15.3). Once all the Weight Plates are installed place your sandbags or weights onto them and replace all the Floor Plates (as per pg. 9-10) and now your stage is ready to be used (Fig.15.4).

## Static / Spin mode function

To change from static to spin mode, use the 5mm hex key to loosen the 2x "X" marked screws. To revert back to Static mode, Use the 5mm hex key to tighten 2x "X" marked screws. Do not forget when removing the pole from the base, you must ensure that the pole is in static mode.

Fig. (16.1)

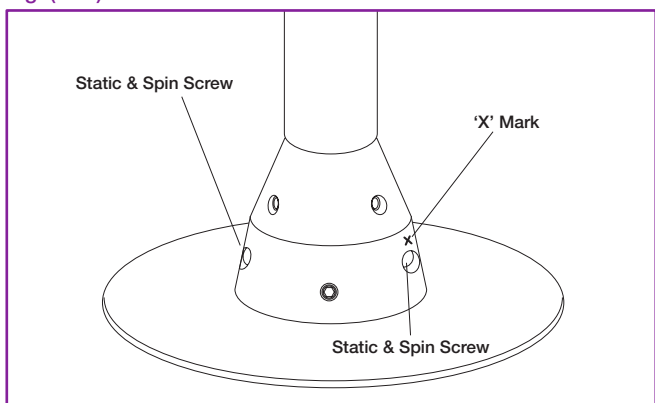
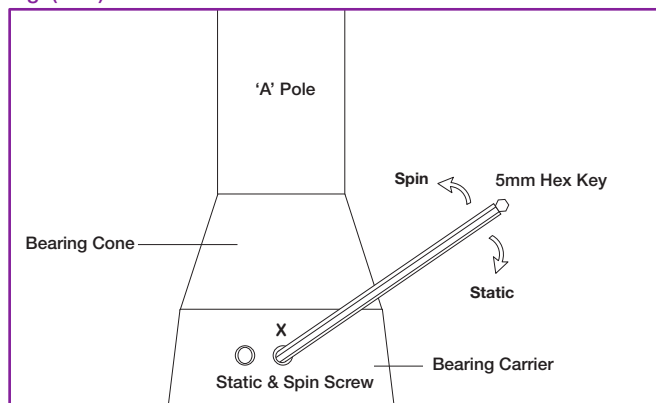


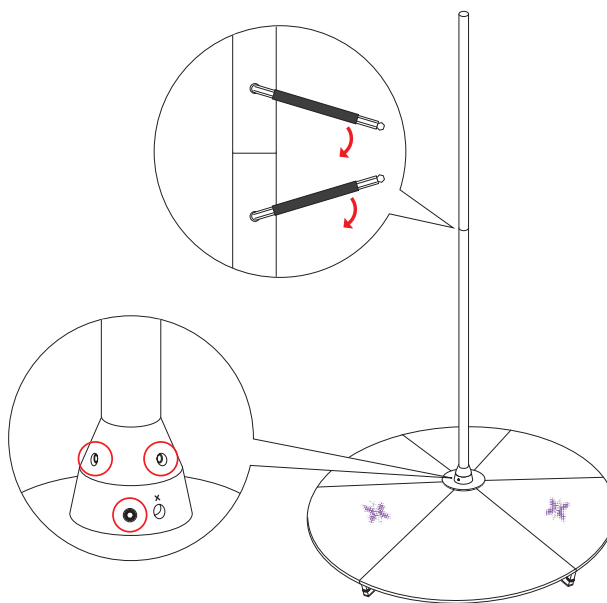
Fig. (16.2)



## Pole maintenance

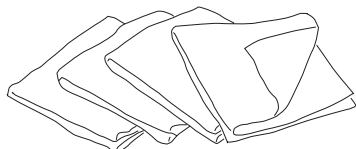
Fig. (17.1)

It is important to check that the X-Joint is firmly tightened before every use and check the X-joint every 30 minutes of use. It is also advisable to check that the Pole Retaining Screws and Bearing Retaining Screws are fastened securely prior to every use.



## Cleaning your pole

Fig. (18.1)



### X-Clean & Micro-Fibre Cloths

X-POLE strongly recommends the use of X-CLEAN with our specially designed Micro-Fibre Cloths to clean and maintain the surface of your X-Stage Pole. You can purchase these items from our website [WWW.XPOLE.COM](http://WWW.XPOLE.COM) (first select region, then search for X-CLEAN) or your point of purchase.

**DO NOT USE X-Clean on Brass, Powder Coated or Silicone Poles.**



### WARNINGS

- DO NOT** - lift or carry the X-STAGE by the plates. This will damage the spring catch pins.
- DO NOT** - drag/slide the X-STAGE. This will damage the rubber feet.
- DO NOT** - remove/loosen the m8 pole retaining screws when dismantling the pole.
- DO NOT** - try and remove the pole when in spinning mode - damage will occur.
- DO NOT** - use the X-STAGE without additional weights during competitions or performances.
- DO NOT** - store your stage in a cold/damp place.

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**www.x-pole.co.nz**

## 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, 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.**