

Bicycle Owner's Manual

Children's Bicycles

The following manual provides assembly and maintenance instructions, as well as a guide to safe usage of your new bicycle.



WARNING

- Read the complete Owner's Manual before starting the assembly of this bicycle.
- In the interests of safety, it is recommended that you have this bicycle assembled by a skilled bicycle mechanic.
- Rider of this bicycle must wear a helmet at all times.
- This bicycle is not designed for off-road use or for stunting.
- Keep body parts and clothing away from moving parts to avoid entrapment during use and maintenance.

If you need replacement parts or have a question regarding assembly of this product, please contact our CUSTOMER SERVICE team on:

Customer service number: 0800 422 274

MON- FRI: 8AM- 5PM

SAT- SUN: 9AM- 4PM

You may also reach us at:

Web: www.thewarehouse.co.nz

Tel: 0800 422 274

Mail: 26 The Warehouse Way, Northcote, Auckland

Contents

Owner's Safety Information and Responsibilities	3
Bicycle Identification Record	4
Fitting the Rider to the Bicycle.....	4
Rules of the Road	5
Night Riding.....	5
Wet Weather	5
Off-Road Riding.....	6
ASSEMBLY	7
Fork and Handlebar Installation.....	7
Training Wheels Assembly –Tool Free	8
Seat Assembly	9
Folding Pedal Assembly	10
Brake Systems	10
Coaster Brake	10
Hand Controlled brakes.	11
Adjustments before riding	12
Rear Reflector Bracket Installation	13
Spoke Reflectors	14
Front Reflector Bracket and Clear Reflector Assembly	16
Accessories	16
Handlebar Bag (on some models)	16
Handlebar Basket (on some models).....	17
Streamers (on some models)	17
Chain	18
Bicycle Care and Maintenance.....	20
Service Checklist.....	21
Recommended Torque	22
Tyres	22
Maintenance	23
Inspection of the Bearings	24
Replacement Part Order List.....	25
Exploded Diagram.....	25
Warranty	26

Owner's Safety Information and Responsibilities



During this manual you will read many WARNINGS, CAUTIONS or NOTES, please pay special attention to these throughout.

WARNING: This is shown with personal safety instructions, failure to follow these may result mechanical failure or damage.

CAUTION: This is shown with mechanical instructions; failure to follow these may result in injury to the rider or others.

NOTE: This is shown to highlight a specific point of interest, which will help in the assembly or maintenance of this bicycle.

The Owner's Responsibility

- If the bicycle was purchased unassembled, it is the responsibility of the owner to follow all the assembly and adjustment instructions exactly as written in this manual.
- If your bicycle was purchased assembled, it is the owner's responsibility to read and make sure bicycle was assembled as shown in this manual.
- Know how to use all standard and accessory equipment on the bicycle.



WARNING: This bicycle is made to be ridden by one rider at a time for general transportation and recreational use. It is not made to withstand the abuse associated with stunting and jumping.

Advice on the selection of a bicycle for children or people of short stature, that the seat position must be adjustable so that the feet of seated rider can reach the ground.

A recommendation that significant mechanical repairs should be carried out by a skilled bicycle mechanic.

Bicycle Identification Record

Each bicycle has a Model / Serial Number stamped into the bottom of the frame. Write this number below to keep it for future reference. If the bicycle is stolen, give this number and description of the bicycle to the police.

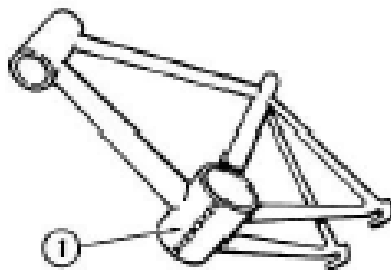
You will also need this number if you orders parts or request service information.

Model / Serial Number.....

Purchase Date.....

Purchase Location.....

Model Name.....



Fitting the Rider to the Bicycle



To determine the correct size of bicycle for the rider:

- Straddle the assembled bicycle with feet shoulder width apart and flat on the ground.
- There must be at least 25.4mm of clearance between the top of the tube and the crotch of the rider.

Rules of the Road



WARNING: Failure of the rider to obey the following “Rules of the Road” can result in injury to the rider or to others.

- Obey the road rules at all times, such as traffic signals, signs and giving way to pedestrians.
- Always wear a bicycle helmet that meets the local safety standards.
- Always ride in the same direction as the traffic. Never ride against traffic.
- Avoid the following hazards: drain grates, soft road edges, gravel or sand, pot holes or ruts, wet leaves, or uneven paving.
- When crossing railroad tracks, do so carefully at a 90-degree angle to prevent loss of control.
- Do not carry packages or objects that obstruct your vision or control.
- Do not carry any passengers.
- Do not ride with both hands off the handlebars.
- Use hand signals. Indicate intended actions, such as turning or stopping, by using appropriate hand signals.
- Apply the rear brake first, then apply the front brake. The front brake is more potent and if not used properly you may lose control and fall.
- Do not use items that may impede your hearing. Eg headphones
- Ride predictably and in a straight line.

Night Riding

- Avoid riding at night if possible, if you choose to ride at night:
- Purchase, install, and use a front and rear bicycle light.
- Make sure the reflectors of your bicycle are correctly positioned.
- Use a flashing rear light to improve visibility.
- Wear light-coloured reflective clothing, such as a reflective vest and reflective bands for your arms and legs.

Wet Weather

- Use extra caution in wet weather.
- Avoid sudden braking.
- Apply brakes sooner in wet conditions, as stopping distance increases in wet weather.
- Slow overall riding pace and approach corners more carefully.

Off-Road Riding

- Use extreme caution when not riding on pavement.
- Always wear correct safety equipment.
- Ride only on the trails.
- Avoid rocks, branches, or depressions.
- When approaching a descent, reduce speed, keep your weight back and low, and use the rear brake more than the front.
- Be sensitive to the environment, conscientious of the property on which you ride, and considerate of others you may meet on the trail.

Unpacking

Remove the bicycle from and all parts from the carton.

Do not dispose of the carton and packaging until you complete the assembly of the bicycle. This can prevent accidentally discarding parts of the bicycle.

NOTE: All of the directions (right, left, front, rear, etc) in this manual are as seen by the rider while seated on the bicycle.

Tools Needed for Assembly



Hex Key 6mm (Included)

ASSEMBLY

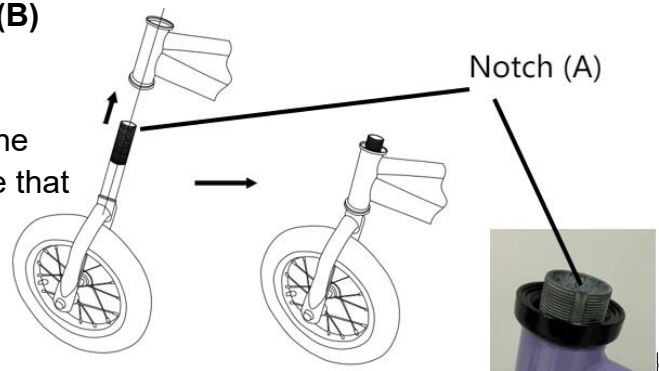
Fork and Handlebar Installation

NOTE: MAKE SURE FORK NOTCH (A) IS POINTING BACK BEFORE STARTING

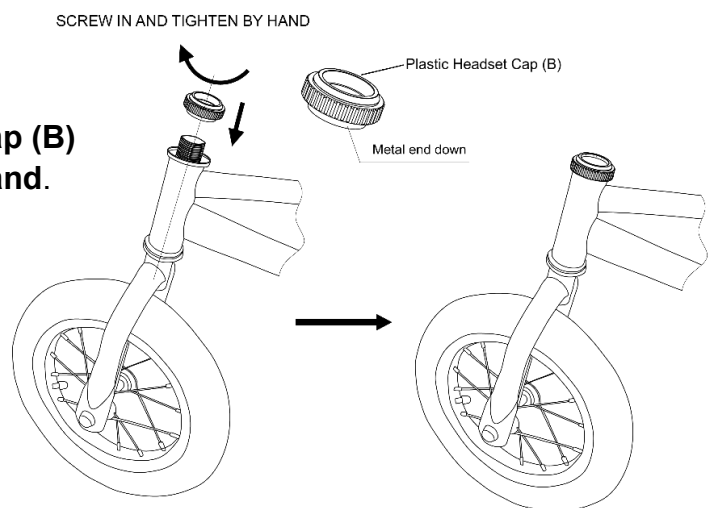
Insert fork and handlebar

1. Backout the **Plastic Headset Cap (B)** from the Fork.

2. Insert the front fork assembly into the front headtube of the frame. Ensure that the Notch (A) is facing backwards.

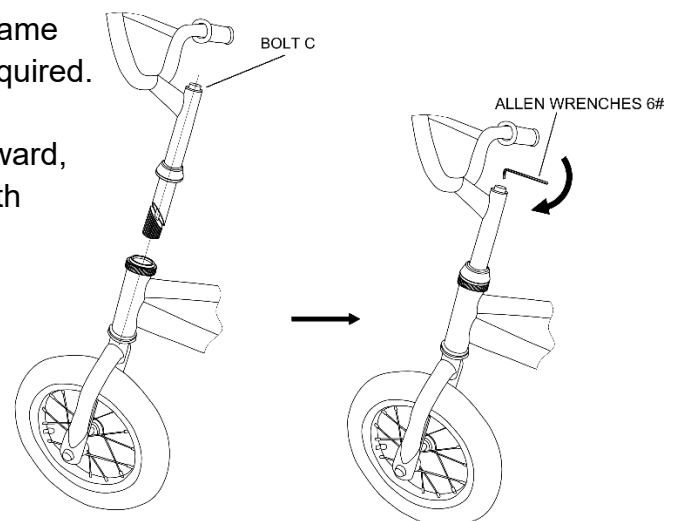


3. Screw the **Plastic Headset Cap (B)** onto the fork and tighten **by hand**.



4. Insert Handlebar **DOWN** into bike frame as shown. Loosen stem **Bolt-C** if required.

5. With Fork and Handlebar facing forward, tighten Stem **Bolt-C** SECURELY with **6MM Hex Key**.



 **WARNING:** Do not over-tighten the stem bolt, Over-tighten the stem bolt can damage the steering system and cause loss of control.

 **WARNING:** handlebar hand grips or tube end-plugs should be replaced if damaged, as bare tube ends have been known to cause injury. It is important that bicycles used by children be checked regularly to ensure that adequate protection for the ends of the handlebars are in place.

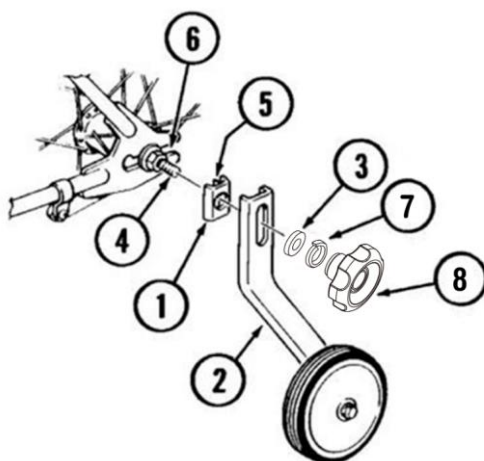
Training Wheels Assembly –Tool Free

Attach the training wheels to the bicycle frame:

- Place the alignment insert (1) onto the rear axle (4). Make sure the guide (5) on the alignment insert sits into the cut out slot (6) pointing to the back of the wheel.
- Place the training wheel leg (2) onto the rear axle, followed by the washer (3), spring washer (7) and secure in place by tightening the hand knob (8).
- Repeat for the other training wheel.
- Make sure both training wheels are the same distance from the ground.

 **WARNING:** Before each ride, make sure both dials are tightened. Make sure both training wheels are the same distance from the ground. As your child's ability and balance improve, you may raise or remove the training wheels.

- To adjust the training wheels, loosen the dial by turning counter-clockwise and slide the leg up or down to the correct position. Retighten the hand dial to secure into position.
- To remove the training wheels, remove the hand dial, training wheel leg, and alignment insert.

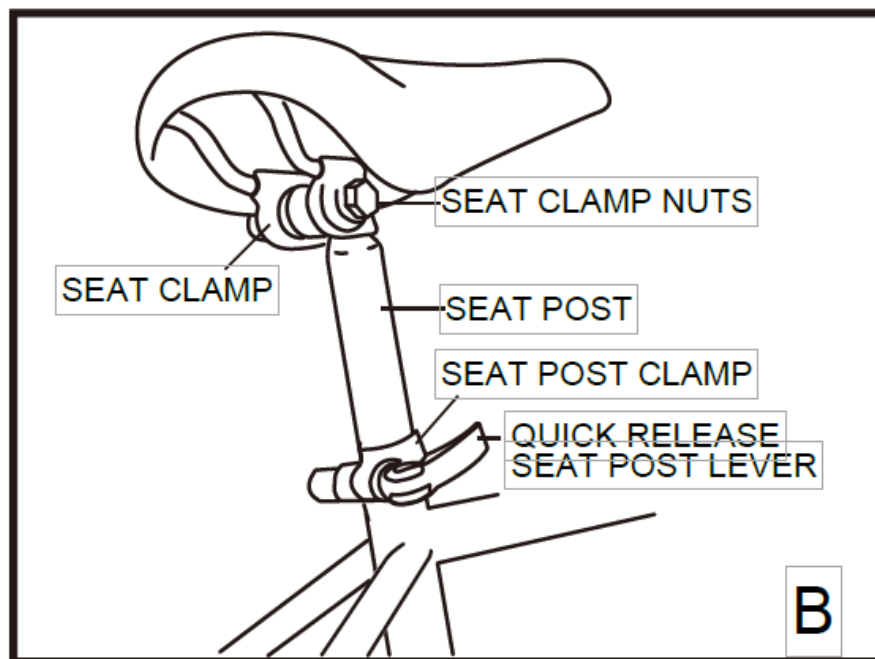


Seat Assembly

Attach the seat post into the seat tube (Quick release recommended torque 15-25NM)

- Move the quick-release lever to the “open” position so the word “open” is pointing away from the seat post.
- Point the seat forward and insert the seat post into the seat tube.
- Make sure you can not see the “MIN-IN” minimum insertion mark of the seat post above the seat tube.
- Put the seat at a comfortable height for the rider.
- Tighten the quick-release lever, so that there is no movement using the below directions (see below image B).
- Move the quick-release lever to the “close” position so the word “close” is pointing to the seat post.

NOTE: The words “open” and “close” are on opposite sides of the quick release lever.

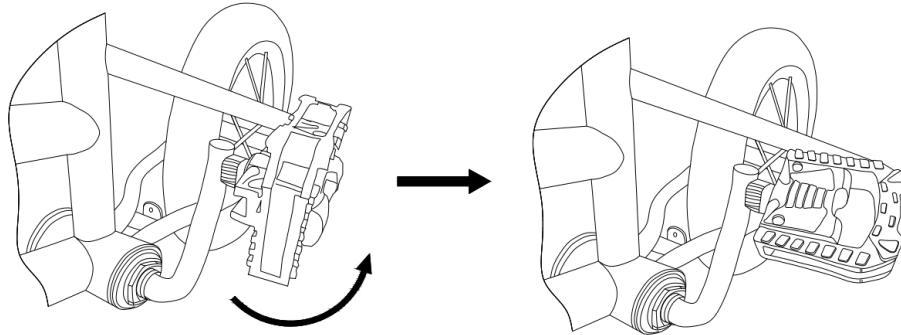


WARNING: Never ride a bicycle with the minimum insertion mark visible on the seat post. Doing this may damage the seat post, the frame or cause injury to the rider.

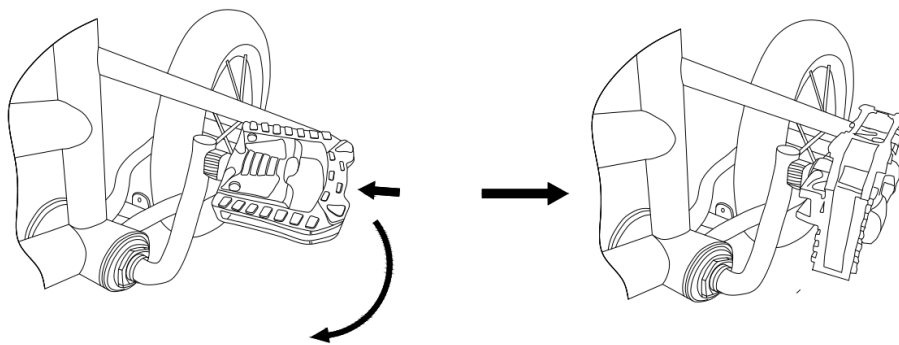
WARNING: The red reflector must be vertical, point straight toward the rear of the bicycle, and have three inches of clearance between the top of the seat and the top of the red reflector.

Folding Pedal Assembly

- To unfold, simply push down on the pedals until the lock into place.
- To fold, push the pedals in and then up, until they lock into place.



Unfold



Fold

Brake Systems

Coaster Brake

Operate the coaster brake as follows:

- Push the pedals backward to move the chain backward
- The chain activates the coaster brake mechanism that is inside the rear wheel hub
- As you push the pedals backward with increasing force, the braking action of the coaster brake increases.

If your bicycle has a caliper brake in addition to the coaster brake, always use the coaster brake as the main brake to stop the bicycle.

- When you ride the bicycle the first time, test the coaster brake and practice using it at a low speed in a large level area that is free of obstructions.
- Always try to brake while going in a straight line. If you must brake while turning; when the pavement is wet; or when the pavement is covered with sand, gravel, or leaves, start to brake sooner than normal and apply the brake intermittently to reduce the chance of skidding.
- Be careful when riding downhill or at a high speed because as your speed increases, a longer distance to stop the bicycle will be necessary. Slow for curves because too much speed can force you to make a turn that is too wide.
- Have the coaster brake repaired by a bicycle service shop the first time you notice that it does not stop the bicycle quickly and smoothly or just does not work as well as it has in the past.



Learn to brake properly so that you are ready to stop quickly in an emergency. The front brake can provide much greater stopping power than the rear brake, but jamming on the front brake too hard in an emergency can lift the rear wheel and throw the child over the handlebars. Practice applying the front brake hard but not so hard that the rear wheel starts to lift or skid. Braking on slippery surfaces, curves, and steep downgrades requires additional skill and care.

Maintenance

Every year, more often if you ride in dusty or dirty conditions, have a bicycle service shop clean and lubricate the parts of the coaster brake that are inside the rear wheel hub.

Hand Controlled brakes.

For safe riding it is crucial that your bicycle's brakes function correctly. With use the bicycle's brake pads wear and the control cables stretch. Consequently, prior to every ride the brakes should be inspected and adjusted as necessary to ensure proper operation

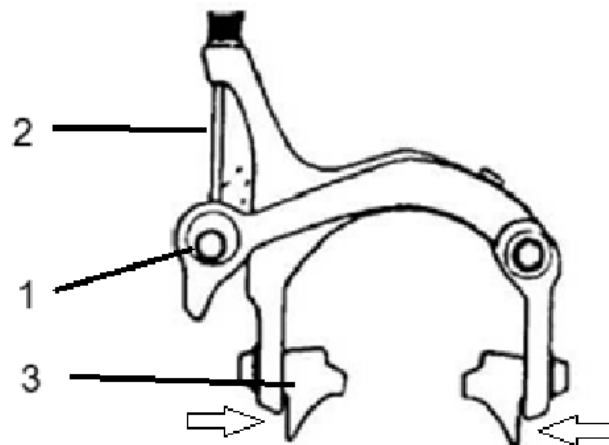


A bicycle should never be ridden unless the brakes are working correctly. Take care when using the front brake. Applying it abruptly or excessively may throw the rider over the handlebars, potentially causing serious injury.

Operation

There are a number of different hand controlled brakes used on bicycles, all are operated by the rider squeezing the control lever attached to the handlebar. The brake lever pulls on a cable that is attached to the brake. The brake squeezes the rim between two brake shoes.

Follow these instructions as below to adjust the brake.



Caliper Brakes

Adjustments before riding



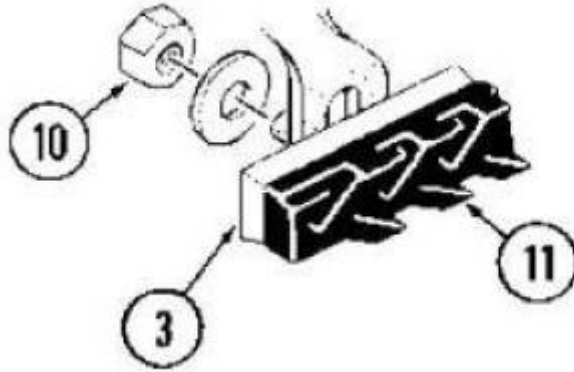
WARNING: You must adjust your front and rear brakes before riding.

1. Put the brake shoes in the correct position:

- Loosen the nut part 1 in the image of the brake shoe housing.
- Pull through the cable towards the floor part 2 in the image.
- Adjust each brake shoe pad part 3 so it is flat against the rim and aligned with the curve of the rim. Follow the arrows to push the brake shoes towards the rim and allow 3 to 4mm of open space between the brake pad and rim.
- While holding brake pads in place and ensuring the brake cable part 2 is pulled towards the direction of the floor re-tighten part 1 bolt.
- Make sure each brake shoe does not rub on the tyre.
- Ensure the brake cable is seated correctly from the brake lever to the brake housing

2. Adjustment of brake shoes:

- Loosen part 10 bolt and realign the brake pad part 11 with the curve of the wheel rim and re-tighten bolt 10 until captivated.



3. Test the tightness of each brake shoe:

- Try to move each brake shoe pad out of position to ensure it is secure and locked in place.
- If a brake shoe moves, do Step 1 and 2 again, but re-tighten the fixings.
- Do this test again, until each brake shoe does not move.
- Test the bike by moving forward and applying the brakes while walking next to the bike to ensure all brakes are functioning prior to use.

Rear Reflector Bracket Installation

(Assemble the reflector bracket to the seat post)

- Make sure the red reflector is vertical, points toward the rear of the bicycle, and has 7.5cm of clearance between the top of the seat and the top of the red reflector.
- Hold the red reflector in this position and tighten the screw(s).



WARNING: For your own safety, do not ride the bicycle if the reflectors are incorrectly installed, damaged, or missing. Make sure the front and rear reflectors are vertical. Do not allow the visibility of the reflectors to be blocked by clothing or other articles. Dirty reflectors do not work well. Clean the reflectors, as necessary, with soap and a damp cloth.

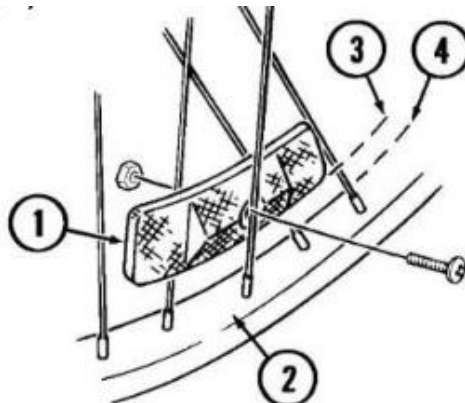
Spoke Reflectors

Your bicycle may have one of the following styles of spoke reflectors. Many bicycles will come with the wheel reflectors already attached. If your bicycle does not have the wheel reflectors attached, determine which style you have and follow the instructions.

Style 1 – Bolt and nut

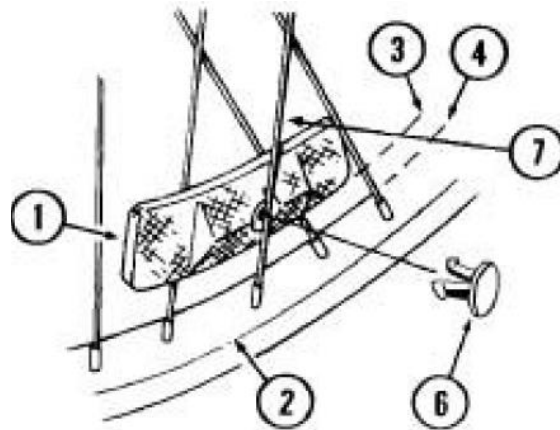
Assemble a reflector between the spokes of each wheel:

- Make sure the center of each reflector (1) is less than 76mm from the inside edge of the wheel rim (2)
- Make sure the curve of the reflector (3) matches the curve of the wheel rim (4)
- Install bolt and nut, then tighten.



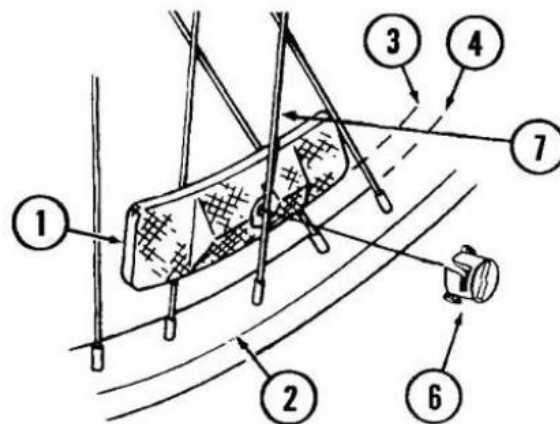
Style 2 – Push pin

- Put fastener (6) over a spoke (7) and into each reflector.
- Push pin straight into reflector until a “snap” sound is heard.



Style 3 – One-quarter turn

- Put fasteners (6) over a spoke (7) and into each reflector
- Turn fasteners clockwise one-quarter of a turn



WARNING: For your own safety, do not ride the bicycle if the reflectors are incorrectly installed, damaged, or missing. Make sure the front and rear reflectors are vertical. Do not allow the visibility of the reflectors to be blocked by clothing or other articles. Dirty reflectors do not work well. Clean the reflectors, as necessary, with soap and a damp cloth.

Front Reflector Bracket and Clear Reflector Assembly

If front reflector is pre-installed, but rotated so that bracket is facing between the forks to protect it during shipping. If so, before attaching the front wheel you will have to remove the reflector, turn it around and install again using the above steps.

Accessories

NOTE: Your bicycle may have one of the following accessories. Use the following instructions to install the accessory for your bicycle.

Make sure that you assemble each accessory so it does not interfere with the correct movement or operation of the steering or the brake lever(s) of the bicycle.

Handlebar Bag (on some models)



WARNING: Attach a handlebar bag or handlebar and stem bag to the handlebar as written in these instructions:

- Do not attach a handlebar bag to any other part of the bicycle.
- Do not carry any items that could hang down and catch in the front wheel.
- Do not carry any items in the handlebar bag which weigh more than 1 kilogram.
- If the handlebar bag has straps, make sure the straps can not get into the front wheel.
- Fully stop the bicycle before you open or close the handlebar bag.
- If the handlebar bag has a water bottle, fully stop the bicycle before you remove the water bottle from or return the water bottle to the handlebar bag.
- Do not attach the handlebar bag in such a way that it obstructs the visibility of the front reflector bracket when viewed from the front.

Attach the handlebar bag to the handlebar:

- Open the fasteners of the handlebar bag.
- Put the handlebar bag against the front of the handlebar.
- Wrap the fasteners around the handlebar and push the fasteners together.
- If the handlebar bag has a water bottle, push it into the bag.

Handlebar Basket (on some models)

Assemble the basket to the handlebar:

- Insert the plastic clips onto the basket.
- Wrap the clips around the front pad and secure as shown.



Streamers (on some models)

Assemble a streamer to each grip:

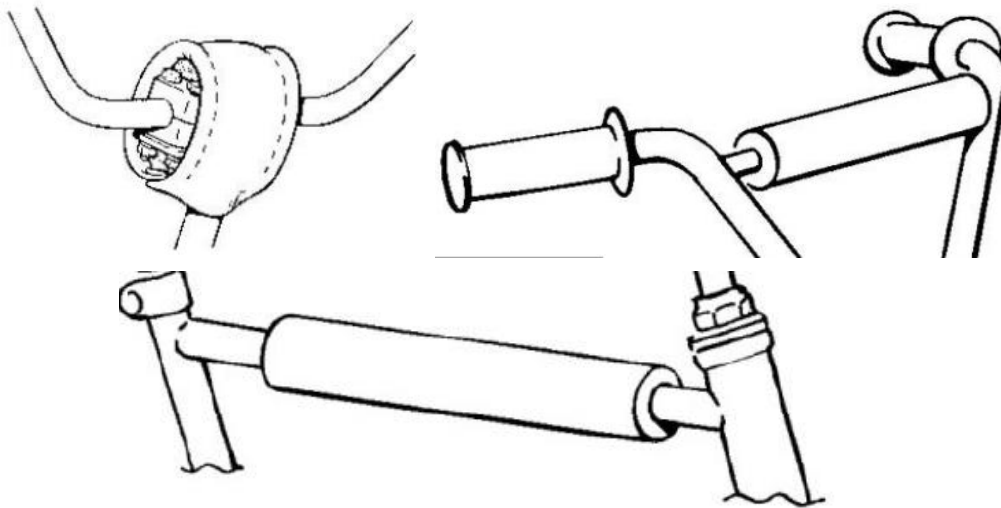
- Push the arrowhead or the plug of a streamer fully into the end of each grip.



Pad Sets

Assemble the pads in the correct location as shown.

- Attach with the sewn in Velcro fasteners.



Chain

Inspection and Lubrication

Regular inspection and maintenance of your chain is vital to guard against premature wear. At least monthly, or after riding in wet, muddy or dusty conditions, the chain should be cleaned and lightly oiled. Any excess oil should be removed and care taken to ensure lubricant does not come in contact with tyres or rim braking surfaces. Check that all links of the chain move freely. Replace the chain if it appears stretched, broken or causes problems when changing gears.

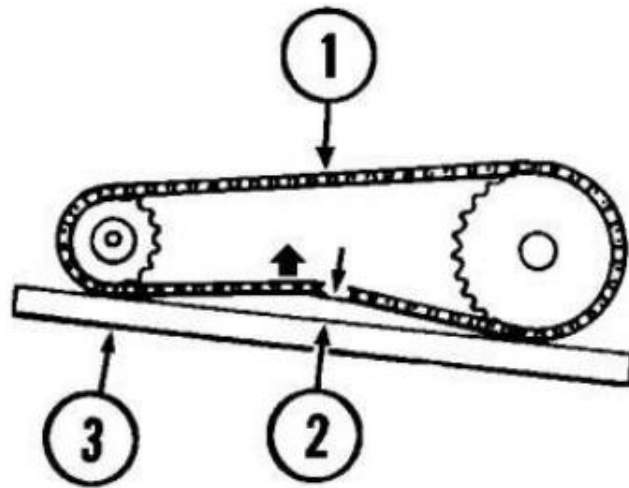
Adjustment

The chain must be at the correct tightness. If too tight, the bicycle will be difficult to pedal. If too loose, the chain can come off the sprockets.

WARNING: The chain must remain on the sprockets. If the chain comes off the sprockets, the coaster brake will not operate.

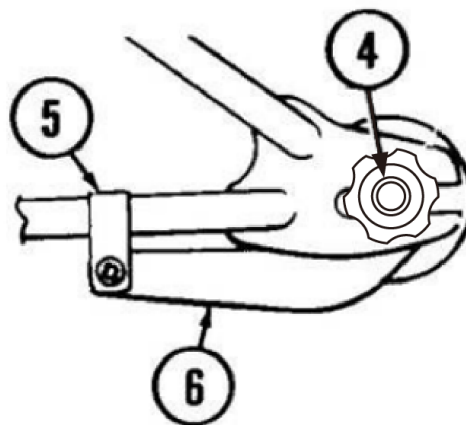
When the chain (1) is at the correct tightness, you can pull it one-half inch (2) away from a straight edge (3) as shown. Adjust the tightness of the chain as follows:

- Loosen the axle nuts (4) of the rear wheel.
- Loosen the clamp (5) on the brake arm (6), but do not remove the nut and the screw from the clamp.



NOTE: Make sure the rear wheel is in the center of the Bicycle frame.

- Move the rear wheel forward or backward as necessary, until you can pull the chain one-half inch away from a straight edge.
- Hold the wheel in this position and tighten the hand knob.
- Tighten the brake arm clamp.



Chain Guard

NOTE: Chain cover should avoid exposure to the sun and hard objects collision, which will cause damage of chain cover that affecting the ride



Bicycle Care and Maintenance

Routine bicycle maintenance is an essential component of riding. The condition of your bicycle changes every time it is used, meaning more frequent maintenance is necessary the more you ride your bicycle. The tables listed below outline the recommendations for servicing your bicycle. By referring to these and the information in other sections of this manual, you should be able to complete most of your bicycle maintenance yourself. Contact your specialist bicycle dealer if you require further assistance.

Lubrication

<u>What</u>	<u>When</u>	<u>How</u>
Brake Levers	Every month	Put one drop of oil on the pivot point.
Chain	Every month	Put one drop of oil on each roller.
Caliper Brakes	Every month	Put two drops of oil on the pivot point.
Brake Cable	Every 6 months	Put four drops of oil into both ends. Allow oil to soak back along the cable wire.
Pedals	Every 6 months	Put four drops of oil where the axles go into the pedals.
Wheel bearings	Yearly	Lithium based grease.
Headset	Yearly	Lithium based grease.
Seat post	Yearly	Lithium based grease.

Use a light machine oil to lubricate your bicycle.

Note:

- Increase the regularity of maintenance the more you ride and use in wet or dusty conditions.
- Take care not to over lubricate – excess lubricant should be removed to prohibit dirt build up.
- The chain can throw excess oil onto the wheel rims, wipe excess oil off chain.

**WARNING:**

Always seek expert advice for any maintenance requirements you feel unable to complete, you run the risk of potentially damaging your bicycle or yourself from falling, if your bike is not correctly serviced or adjusted.

Service Checklist

<u>Frequency</u>	<u>Task</u>
Before every ride	Check tyre pressure
	Check brake operation
	Check wheels for loose spokes
	Make sure nothing is loose
After every ride	Quick wipe down with damp cloth
Monthly	Lubrication as per table on page 20
	Check brake cable adjustment
	Check tyre wear and pressure
	Check wheel are true and spokes tight
	Check hub, head set and crank bearings for looseness
	Check pedals are tight
	Check handlebars are tight
	Check seat and seat post are tight



WARNING:

All components of the bicycle are subjected to wear and stress through use. Watch closely for any scratches, cracks or discolouration on your bicycle components. These are signs of a stress-caused fatigue and indicate that a part needs to be replaced. Failure to replace can cause the component to suddenly fail when riding, which may result in serious injury or even death.

Recommended Torque

Nuts and bolts should be adjusted using a torque wrench. This helps to prevent over tightening and damage to the threads. Different torque measurements are recommended when tightening different components. Use the following table as a guide.

Component	Torque (N.m)
Front and Rear axle nuts	25-32
Handle Bar Stem expander bolt	17-19
Seat Post Quick Release	15-25
Saddle clamp	12-17
Brake cable fixing nut	7-11
Brake caliper centre bolt/nut	6-8
Brake shoes	5-10

Tyres

Frequently check the tyre inflation pressures because all tyres lose air slowly over time. For extended storage, keep the weight of the bicycle off the tyres. Inflation: Maintain tyre pressure at the level recommended on the tyre sidewalls. Conversion from PSI to kilopascals is listed below.

PSI	Kilopascals
1	6.895
20	140
30	210
40	275
50	345
60	415

Maintenance

(A recommendation that significant mechanical repairs should be carried out by a skilled bicycle mechanic)

Frequently check the tyre inflation pressure because all tires lose air slowly over time. For extended storage, keep the weight of the bicycle off the tyres.



WARNING: Do not ride or sit on the bicycle if either inner tube is under inflated. This can damage the tyre and inner tube. Do not use unregulated air hoses to inflate the inner tubes. An unregulated hose can suddenly over inflate bicycle tyres and cause them to burst.

Use a hand or a foot pump to inflate the inner tubes. Service station meter-regulated air hoses are also acceptable. The correct inflation pressure is shown on the tire sidewall. If two inflation pressures are on the tyre sidewall, use the higher pressure for on-road riding and the lower pressure for off-road riding. The lower pressure will provide better tire traction and a more comfortable ride. Before adding air to any tyre, make sure the edge of the tyre (the bead) is the same distance from the rim, all around the rim, on both sides of the tyre. If the tyre does not appear to be seated correctly, release air from the inner tube until you can push the bead of the tyre into the rim where necessary. Add air slowly and stop frequently to check the tyre seating and the pressure, until you reach the correct inflation pressure.

Replace worn or defective tyres and inner tubes.

Fixing a Flat Tyre

1. Remove the wheel from the bicycle.
2. Deflate the tyre completely via the valve.
Loosen the tyre bead by pushing it inward all the way around.
3. Press one side of the tire bead up over the edge of the rim.
Use tyre levers, not a screwdriver, otherwise you may damage the rim.
4. Remove the tube, leaving the tyre on the rim.
5. Locate the leaks and patch using a tube repair kit, carefully following the instructions, or replace the tube.

Note: Ensure that the replacement tube size matches the size stated on the tire sidewall and that the valve is the correct type for your bicycle

6. Match the position of the leak in the tube with the tyre to locate the possible cause and mark the location on the tire.
7. Remove the tyre completely and inspect for a nail, glass, etc. and remove if located. Also inspect the inside of the rim to ensure there are no protruding spokes, rust or other potential causes. Replace the rim tape which covers the spoke ends, if damaged.

8. Remount one side of the tyre onto the rim.
9. Using a hand pump, inflate the tube just enough to give it some shape.
10. Place the valve stem through the hole in the rim and work the tube into the tyre. Note: Do not let it twist.
11. Using your hands only, remount the other side of the tyre by pushing the edge toward the center of the rim. Start on either side of the valve and work around the rim.
12. Before the tyre is completely mounted, push the valve up into the rim to make sure the tire can sit squarely in position.
13. Fit the rest of the tyre, rolling the last, most difficult part on using your thumbs. Note: Avoid using tyre levers as these can easily puncture the tube or damage the tyre.
14. Check that the tube is not caught between the rim and the tyre bead at any point.
15. Using a hand pump, inflate the tube until the tyre begins to take shape, and check that the tyre bead is evenly seated all the way around the rim. When properly seated, fully inflate the tyre to the pressure marked on the sidewall.
16. Replace the wheel into the frame.

Inspection of the Bearings

Maintenance

Frequently check the bearings of the bicycle. Have a bicycle service shop lubricate the bearings once a year or any time they do not pass the following tests:

Head Tube Bearings

The fork should turn freely and smoothly at all times. With the front wheel off the ground, you should not be able to move the fork up, down, or side-to-side in the head tube.

Crank Bearings

The crank should turn freely and smoothly at all times and the front sprockets should not be loose on the crank. You should not be able to move the pedal end of the crank from side-to-side.

Wheel Bearings

Lift each end of the bicycle off the ground and slowly spin the raised wheel by hand. The bearings are correctly adjusted if:

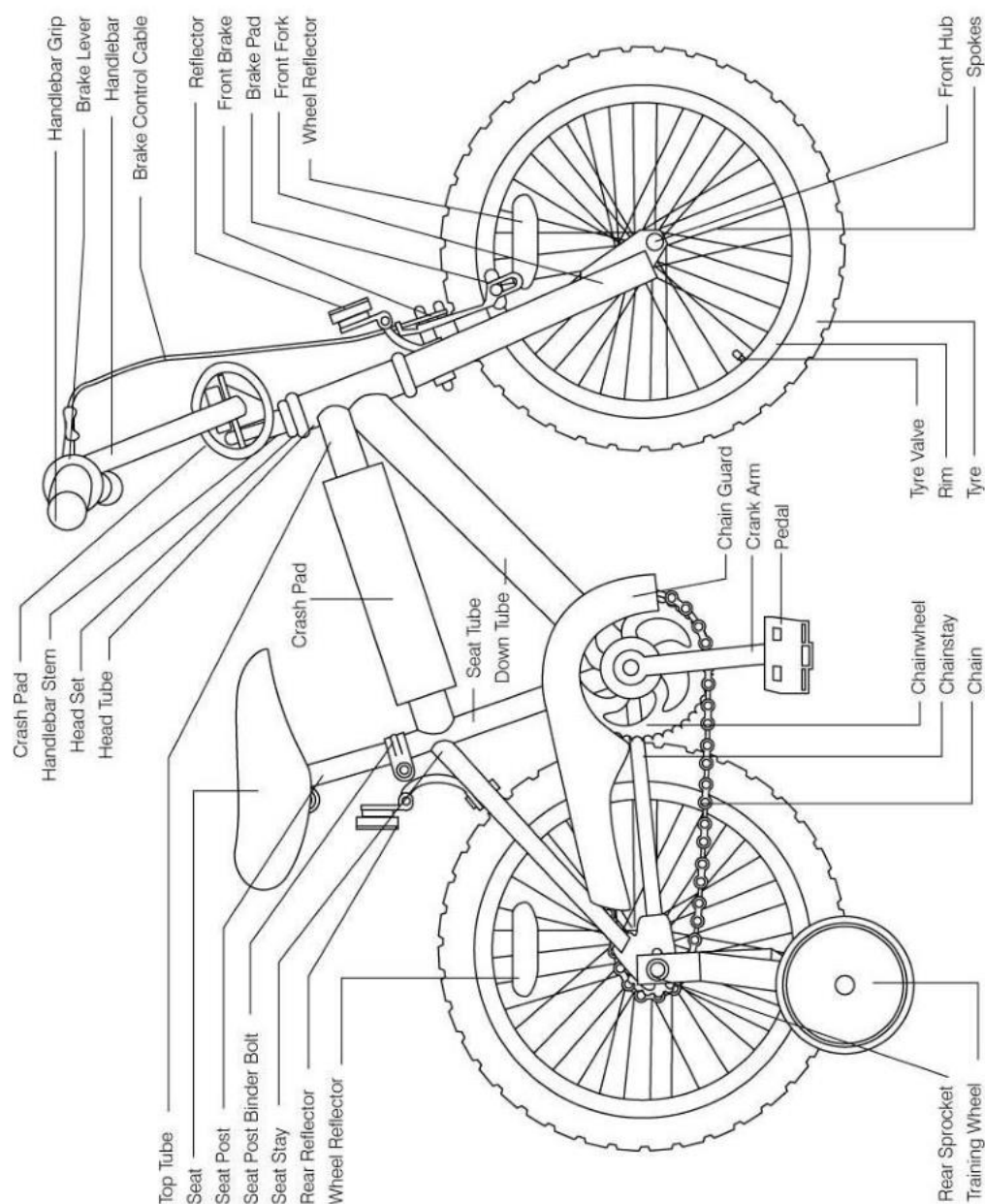
- The wheel spins freely and easily.
- The weight of the spoke reflector, when you put it toward the front or rear of the bicycle, causes the wheel to spin back and forth several times.
- There is no side-to-side movement at the wheel rim when you push it to the side with light force.

Replacement Part Order List

To order warranty replacement parts, call us at 0800 422 274. To order the correct part, refer to the model number stamped on the inside cover of this manual.

The Warehouse will make every attempt to find exact replacement parts for newly purchased bicycles. We can not however, guarantee exact replacement parts or every part for older models.

Exploded Diagram



Warranty

Please retain your proof of purchase for warranty purposes.

If you need replacement parts or have a question regarding this product, please contact our customer service team on:

Customer service number: 0800 422 274

MON- FRI: 8AM- 5PM

SAT- SUN: 9AM- 4PM

You may also reach us at:

Web: www.thewarehouse.co.nz

Tel: 0800 422 274

Mail: 26 The Warehouse Way, Northcote, Auckland

Our goods come with guarantees that cannot be excluded under the New Zealand Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.