



Distributed by **Escalade Sports**

MANUAL



WARNING



Read these materials prior to assembling
and using this trampoline.

Contents

Read and follow all instructions in this manual before using your trampoline, and do not use the trampoline in any way that is not described in this manual.

Responsibility rests with the owner and supervisors of the trampoline to make sure that all users are aware of the practices specified in this manual.

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1.0. Disclaimer

The following Conditions of Sale will apply to, and bind the purchaser of, any Vuly Trampolines Pty. Ltd. ABN: 91 160 793 706 product.

NOTICE TO USER:

Please read this agreement carefully before purchase or assembly. By purchasing, opening and assembling this product, you acknowledge that you have read this agreement, understand it and agree to be bound by its conditions. If you are making a purchase on behalf of another person, you agree that you are making the purchase as their agent.

LEGAL RIGHTS – PLEASE READ:

EXCLUSION OF LIABILITY – WAIVER OF RIGHT TO SUE – YOUR ASSUMPTION OF RISK – THESE CONDITIONS AFFECT YOUR LEGAL RIGHTS.

Vuly Trampolines Pty. Ltd. ABN: 91 160 793 706 ("Vuly"), as supplier of trampolines and accessories ("Products"), sells all Products subject to the following conditions:

1. To the maximum extent permitted by the law, Vuly, its employees, directors and agents will not be liable to the customer, their dependents or legal representatives for damage to property, personal injury or death suffered by the customer because the Product was not manufactured or supplied with due care and skill, the Product is not reasonably fit for its purpose or because of negligence, breach of contract, breach of statute or breach of statutory duty by Vuly.

2. Vuly, its employees, directors and agents are not liable to the customer, their dependents or legal representatives for personal injury or death suffered by the customer because the Product was not:

- a. installed in accordance with the Vuly instruction manual. It is the customer's responsibility to check all boxes to confirm that all components are included and in the correct condition before assembly.
 - b. installed with due care and skill, by a the customer or a third party assembly service; and
 - c. in the same condition as when the Product was supplied, due to wear and tear – including, but not limited to, weather damage, deterioration of the net, spring stretch, UV deterioration or rust.
3. The customer acknowledges that using the Product can be dangerous, with inherent risks and hazards. As a consequence, personal injury or death may occur. The customer assumes and accepts all such risks, and hereby – to the full extent permitted by law – waives the right of action against, and fully releases Vuly for, loss, damages, personal injury or death in any way caused by, or relating to, the customer's participation in such activities.

This includes – without limitation – liability for any negligent or tortious acts or omission, breach of duty, breach of contract or breach of statutory duty on the part of Vuly, its office bearers, directors, employees or agents.

RISK WARNING:



The use of the Product involves a significant risk of participants suffering personal injury including the possibility of serious injuries, permanent disability or death. All participants who engage in activities with the Product do so at their own risk.

2.0. Care and Maintenance

Improper maintenance or lack of care can lead to your trampoline deteriorating earlier than expected. Please follow these care instructions to ensure that your trampoline lasts for as long as possible.

Customers must not modify the original trampoline, unless carried out according to Vuly instructions

2.1. General care

- Retain this Manual.
- Inspect before and after each use. It is essential that you replace any worn, defective or missing parts immediately and only through Vuly.
 - See the 2.6 Inspection checklist.
- Ensure that the Safety Net is always correctly attached and in good condition.
 - Replace the Safety Net every 1 year.
- Keep away objects that could damage textile components.
- Ensure that moving steel components remain well lubricated.
- Use only Vuly-made accessories.
- Use only parts that are recommended by Vuly.

2.2. Rust and corrosion

- Be aware of areas that are particularly prone to rusting:
 - Places where water is easily trapped.
 - Hollow sections of steel (which can appear in good condition on the outside, while hiding rust on the inside).
 - Sections where steel components join together.
- Inspect the inside of all Frame Tubes and Net Poles every 6 months – as well as after rain – and remove any water from the inside surfaces.
- Check Frame Tubes and Net Pole connection areas for rust.
- Use general-purpose grease on steel connection areas.
- Avoid cleaning steel components excessively; it may reduce the effectiveness of our protective coatings.

2.3. Textile deterioration

- Clean your Jump Mat with a soft sponge only to avoid prematurely wearing the textiles.
- Avoid using powerful soaps or detergents; they can damage the textiles.
- Wipe dry with an absorbent cloth any water left after rain, cleaning or use of the Vuly Mister accessory. The Jump Mat may discolor or form spots, if left to dry in the sun.

- Remove textile parts, and store them – in their original packaging – in a cool, dry and dark place when the trampoline will be unused for over 1 month. Prolonged exposure to UV sunlight can shorten the lifespan of the Safety Net.

2.4. Weather care

Components of this trampoline are susceptible to deterioration from use and environmental conditions – such as sunlight, rain, salt and heat – to varying degrees.

If your trampoline will be unused for any extended period, disassemble it, return it to its original packaging and store it in a dry place.

 **RAIN:** Remove any fallen debris on your trampoline after rain and wipe off residual water with a dry cloth. Moisture left on the trampoline may contribute to the corrosion of steel components and weaken textiles.

 **WIND:** Disconnect the Safety Net from the Net Poles, and cover the Safety Net and Jump Mat with a storm cover.

 **COLD:** Disassemble your trampoline and store the Jump Mat and Safety Net indoors.

 **HEAT:** Move your trampoline to where it will receive the most shade during the brightest times of the day. Cover when not in use to minimize UV damage.

2.5. Relocation

- Move the trampoline with a minimum of 8 adults, to ensure that the lift is within heavy lifting regulations.
- Move the trampoline short distances using the official Vuly Wheels accessory for your trampoline model. Remove after use.
- Do not drag the trampoline. Parts may bend or warp if insufficiently lifted.
- Avoid tilting the trampoline or resting it on its side; the frame may bend under its own weight.
- Disassemble the trampoline, and return it to its original packaging, to transport it over long distances.

COMPONENTS WILL DETERIORATE OVER TIME.

Record your date of purchase here:

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2.6. Inspection checklist

Use this checklist to inspect your trampoline before each use. Replace any worn, defective, or missing parts to avoid potential hazards.

If you discover any safety issues, do not use the trampoline. Contact Vuly to order and replace any parts.

Frame

- Bends, cracks, twists or breaks
- Rust spots
- Sharp protrusions

Springs

- Missing, broken or damaged springs

Jump Mat

- Punctures, frays, tears or holes
- Deterioration of, or damage to, the stitching or fabric
- Sagging fabric
- Sharp protrusions in the suspension system elements
- Rusting, damaged or bent mat connector steel
- Broken mat connector plastics

Safety Net

- Missing, improperly positioned or insecurely attached Safety Net
- Punctures, frays, tears or holes
- Deterioration of, or damage to, the stitching or fabric of the enclosure barrier or connectors
- Sagging fabric
- Broken or damaged entry system

Net Poles

- Missing, improperly positioned or insecurely attached:
 - A. Net Pole supports
 - B. Net Pole U-shackles
- Bends, cracks, twists or breaks
- Rust spots
- Sharp protrusions

3.0. Usage and Behavior

Improper use of, or behavior on, your trampoline can lead to serious injury. Please follow these usage and behavior instructions to ensure safe play.

3.1. WARNING

- Do not attempt or allow somersaults. Landing on the head or neck can cause serious injury, paralysis, or death – even when landing in the middle of the bed.
- Do not allow more than one person on the trampoline. Use by more than one person at the same time can increase the chance of injury.
- Use trampoline only with mature, knowledgeable supervision.
- MAXIMUM USER WEIGHT 330 lb (150 kg).

3.2. Safe use instructions

- Do not attempt or allow somersaults. Landing on the head or neck can cause serious injury, paralysis, or death – even when landing in the middle of the bed.
- Do not allow more than one person on the trampoline. Use by more than one person at the same time can increase the chance of injury.
- Use trampoline only with mature, knowledgeable supervision.
- Do not attempt or allow somersaults. Landing on the head or neck can cause serious injury, paralysis, or death – even when landing in the middle of the bed.
- Do not allow more than one person on the trampoline. Use by more than one person at the same time can increase the chance of injury.
- Use trampoline only with mature, knowledgeable supervision.
- Trampolines over 20 in (51 mm) tall are not recommended for children under 6 years of age.
- Inspect the trampoline before each use. Make sure the barrier and the enclosure support (frame) padding are correctly and securely positioned. Replace any worn, defective, or missing parts.
- Climb on and off the trampoline. It is a dangerous practice to jump from the trampoline to the floor or ground when dismounting, or to jump onto the trampoline when mounting. Do not use the trampoline as a springboard to other objects.
- Enter and exit the enclosure only at the enclosure door or barrier opening designated for that purpose.
- Do not attempt to jump over the barrier.
- Do not attempt to crawl under the barrier.

- Do not intentionally rebound off the barrier.
- Do not hang from, kick, cut or climb on the barrier.
- Bounce only when the surface of the bed is dry. Wind or air movement should be calm to gentle. The trampoline must not be used in gusty or severe winds.
- Wear clothing free of drawstrings, hooks, loops, or anything that could get caught in the barrier.
- Stop bounce by flexing knees as feet come in contact with the bed. Learn this skill before attempting others.
- Learn fundamental bounce and body positions thoroughly before trying more advanced skills.

A variety of trampoline activities can be carried out by performing the basic fundamentals in various serious and combinations, performing one fundamental after another, with or without feet bounces between them.

- Avoid bouncing too high. Stay low until bounce control and repeated landing in the center of the trampoline can be accomplished. Control is more important than height.
- While keeping the head erect, focus eyes on the trampoline toward the perimeter. This will help control bounce.
- Avoid bouncing when tired. Keep turns short.
- Keep objects away that could interfere with the performer. Maintain a clear area around the trampoline.
- Do not use the trampoline while under the influence of alcohol or drugs.
- Do not attach anything to the barrier that is not a manufacturer-approved accessory or part of the enclosure system.
- Properly secure the trampoline when not in use. Protect against unauthorized use.

If a trampoline ladder is used, the supervisor should remove it from the trampoline when leaving the area to prevent the unsupervised access by children under 6 years of age.

- Read all instructions before using the trampoline. Warnings and instructions for the care, maintenance, and use of this trampoline are included to promote safe, enjoyed use of the equipment.
- For additional information concerning the trampoline equipment, contact manufacture or instructor.
- For information concerning skill training, contact a trainer certification organization.

3.3. Fundamental skills

User: Start by getting comfortable with bouncing. Perform small jumps until your confidence and coordination improve. Familiarize yourself with basic bouncing, landing and stopping movements. This will allow you to develop greater control before you attempt more advanced techniques. Always focus your eyes on the edge of the trampoline; this will help with basic coordination.

Follow our guide to fundamental skills, and seek professional gymnastic training advice, to further develop your understanding of the dynamics of trampoline bouncing, and the progression of bounce routines.

Supervisor: Ensure that the user follows all safety guidelines. You must be mature and knowledgeable about trampolines, read this entire booklet, and ensured that the user has also read this entire booklet.

If no supervisor is available at times when someone may use the trampoline, it should be appropriately disassembled to avoid unsupervised use.

Bouncing

You should always bounce in the center of the bed, and only perform controlled bounces in line with your coordination and capability. Always begin your basic bounces low. Never jump excessively high or recklessly.

The Stop Bounce

This technique will allow you to regain control by quickly stopping your movement. Keep your feet on the mat, and absorb the rebound of the trampoline through your knees and waist.

This skill should be the first skill that you learn, and you should use it whenever you feel out of balance, or when you land away from the center of the mat.

To practice the stop bounce:

1. Stand in center of the mat, with your feet about hip-width apart.
2. Attempt 3 easy bounces; keep them low and controlled.
3. Focus your eyes towards the perimeter of the trampoline to keep your balance.
4. Stop the bounce by bending your knees and hips when you land on the mat.

Arm Actions

Arms are also important for proper lift and control. Whenever you're in the air, your arms should be too. Raise them as you jump - to about shoulder height and width. Keep this position until you start falling, then lower your arms to slightly behind the hips. Re-lift them as you bounce again.



Leg Actions

There are three basic leg actions: the tuck, pike, and straddle pike. You should assume these positions at the peak of your bounce, and resume the normal landing position as you come back down.

Concentrate on getting perfect form as you practice; ensure that your toes are pointed, and your fingers are straight. These simple variations to the basic bounce are very important for gaining experience in coordinating your movement.

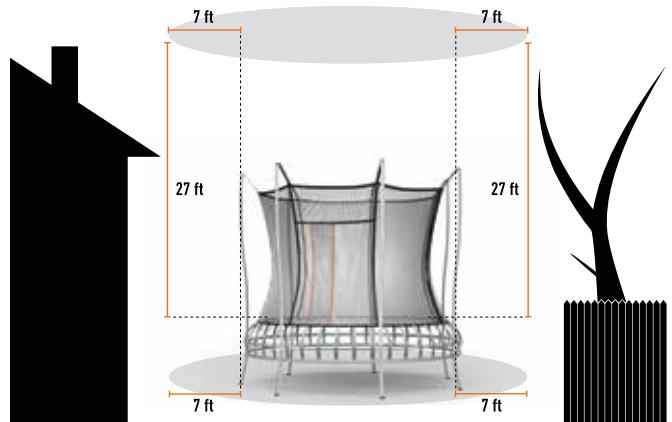


4.0. Installation

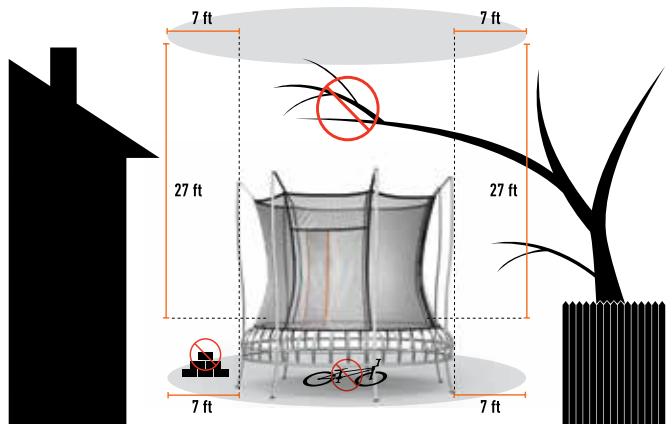
4.1. Location planning

⚠️ WARNING:

- Do not bury the trampoline into the ground.
- Place the trampoline on a flat, level surface with impact attenuating properties – such as grass.
- Ensure that the trampoline is sufficiently stable, to prevent the trampoline from tipping over or blowing away. Sandbags or pegs may be suitable anchorage devices.
- Keep a minimum of 27 ft overhead clearance, when measured from the bed height, to prevent users from inadvertently contacting overhead hazards – such as electric wires, tree limbs and clotheslines.
- Maintain a minimum clearance of 7 ft on all sides of the trampoline. This area should not include concrete, bitumen, brick or other hard surfaces, as these can cause serious injuries if users fall off the trampoline.
- Do not locate the trampoline on top of other objects or store anything underneath the trampoline bed.
- Keep the area around and underneath the trampoline clear. Place the trampoline away from walls, structures, fences and other play areas.
- Place the trampoline in a well-lit area.



Correct Installation



Incorrect Installation

4.2. Parts checklist

M	1x BOX A (L) 1200mm (W) 470mm (H) 100mm	1x BOX B (L) 760mm (W) 385mm (H) 170mm	1x BOX C (L) 1210mm (W) 300mm (H) 250mm	
	Frame tubes	Joiner poles, Leaf Springs	Net poles, Safety net, Jump mat	
L	1x BOX A (L) 820mm (W) 380mm (H) 185mm	1x BOX B (L) 750mm (W) 385mm (H) 175mm	1x BOX C (L) 1210mm (W) 300mm (H) 275mm	
	Frame tubes	Joiner poles, Leaf Springs	Net poles, Safety net, Jump mat	
XL	1x BOX A (L) 840mm (W) 415mm (H) 185mm	1x BOX B (L) 730mm (W) 540mm (H) 245mm	1x BOX C (L) 1200mm (W) 325mm (H) 195mm	1x BOX D (L) 560mm (W) 290mm (H) 120mm
	Frame tubes	Joiner poles, Jump mat	Net poles, Safety net	Leaf Springs

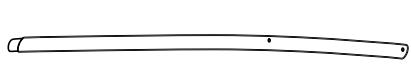
VULY Thunder

Check that your trampoline bundle contains the all of following parts:



Leaf Springs

M	L	XL
42	56	64



Upper Net Poles

M	L	XL
7	7	8



Safety Rings

M	L	XL
42	56	64



Upper Frame Tubes

M	L	XL
7	14 (7xA, 7xB)	16 (8xA, 8xB)



Lower Net Poles

M	L	XL
7	7	8



Safety Net

M	L	XL
1	1	1



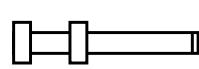
Lower Frame Tubes

M	L	XL
7	14 (7xA, 7xB)	16 (8xA, 8xB)



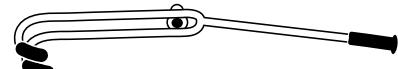
Jump Mat

M	L	XL
1	1	1



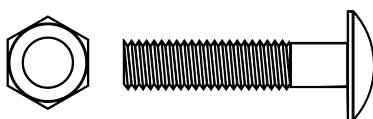
Joiner Poles

M	L	XL
7	7	8



Spring tool

M	L	XL
1	1	1



Joiner Pole nuts and bolts

M	L	XL
14	14	16



Skirt

M	L	XL
1	1	1

5.3. Assembly instructions – Vuly Thunder

PRE-ASSEMBLY

- Find level ground, and make sure that there are no obstructions nearby.
- Check that you have all the parts required for assembly.

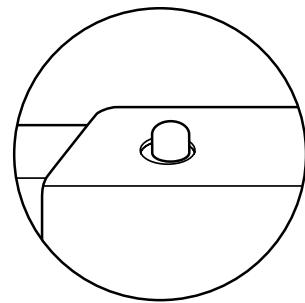
REMEMBER: WEAR THE VULY GLOVES AT ALL TIMES WHEN INSTALLING YOUR TRAMPOLINE.



Keep the Leaf Spring sleeves on during assembly and over the life of your trampoline. These sleeves provide crucial protection in the unlikely event of a Leaf Spring breaking.

L AND XL MODELS ONLY

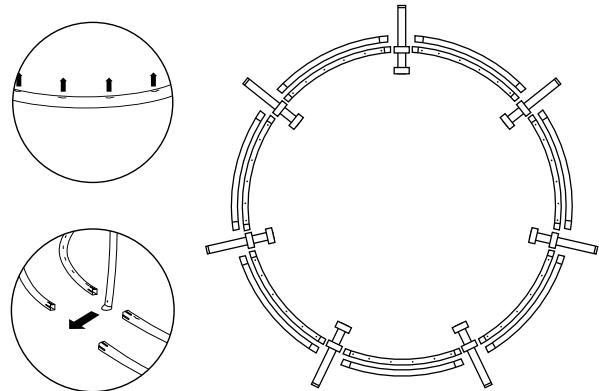
- A. Connect each Lower Frame Tube A to a Lower Frame Tube B. Lower Frame Tubes are those with Leaf Spring holes.
- B. Connect each Upper Frame Tube A to an Upper Frame Tube B. Ensure that the push buttons lock these components together.



STEP | 1

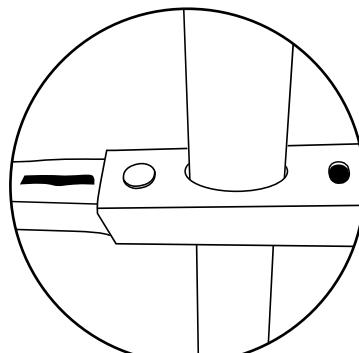
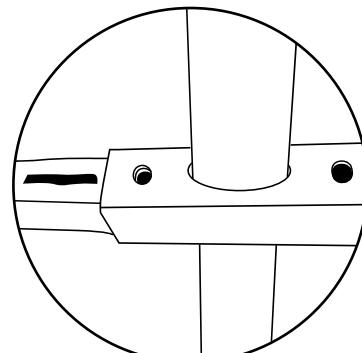
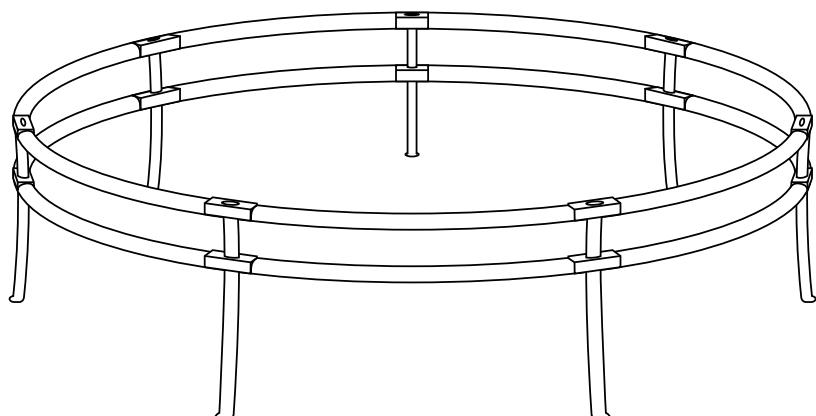
- A. Lay out each Lower Frame Tube in a circle, ensuring that the Leaf Spring holes are facing upwards. Place the Upper Frame Tubes around them.
- B. Position Joiner Poles in the gaps around the Frame Tubes.

Note: The feet of the Joiner Poles must face upwards.



STEP | 2

- A. Choose a Joiner Pole. Slide Lower Frame Tubes into both sides of it and an Upper Frame Tube on the left side only. **Ensure that all punch lines face upwards.**
- B. Insert Joiner Pole bolts through the holes that connect the Lower Frame Tubes and the Joiner Pole. Tighten the nuts underneath.
- C. Go around your trampoline, connecting each remaining Upper and Lower Frame Tube to each Joiner Pole until you complete the frame. Ensure that you insert the bolts and tighten the nuts underneath as you go.
- D. See that your completed frame matches the image.

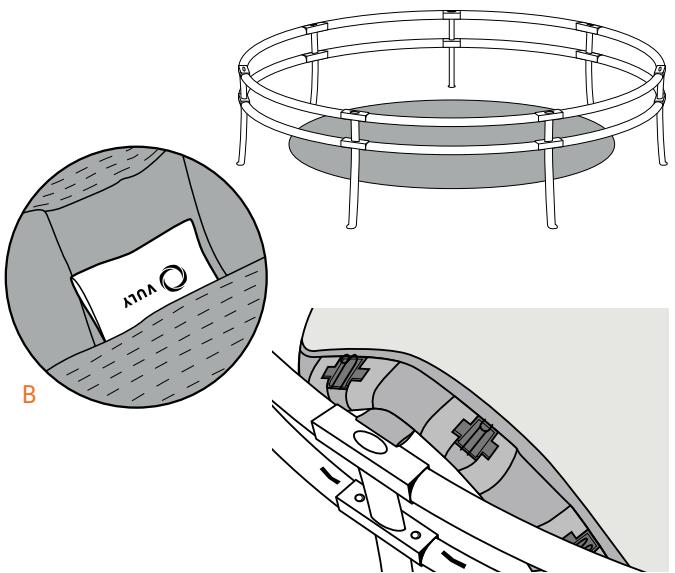


Jump Mat and Leaf Springs

STEP | 3

- A. Unravel and lay your Jump Mat inside the frame, ensuring that it is flat, with the print facing upwards.
- B. Find the Batch Tag on the Jump Mat, and rotate the Jump Mat so that the Batch Tag lines up with a Joiner Pole.

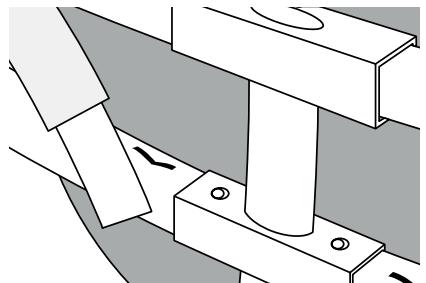
Note: The entrance will be between the two Joiner Poles to the right of the Batch Tag. Rotate your Jump Mat to the desired position, but always ensure that the Batch Tag lines up with a Joiner Pole. The Vuly logo must be centred between two Joiner Poles.



STEP | 4

Go around your trampoline, inserting Leaf Springs into the Lower Frame to the right and left of every Joiner Pole.

Ensure that when you insert the Leaf Springs, the locking plates face outwards and that they firmly secure into the Lower Frame.



STEP | 5

- A. Connect the Leaf Spring that is to the right of a Joiner Pole into the mat connector that is to the right of the Batch Tag.
- B. Go to the other side of the frame and connect the Leaf Spring that is to the right of the opposite Joiner Pole to its corresponding mat connector.
- C. Go to one of the Joiner Poles directly between the two Leaf Springs that you have connected. Attach the Leaf Spring to the right of it to its corresponding mat connector.

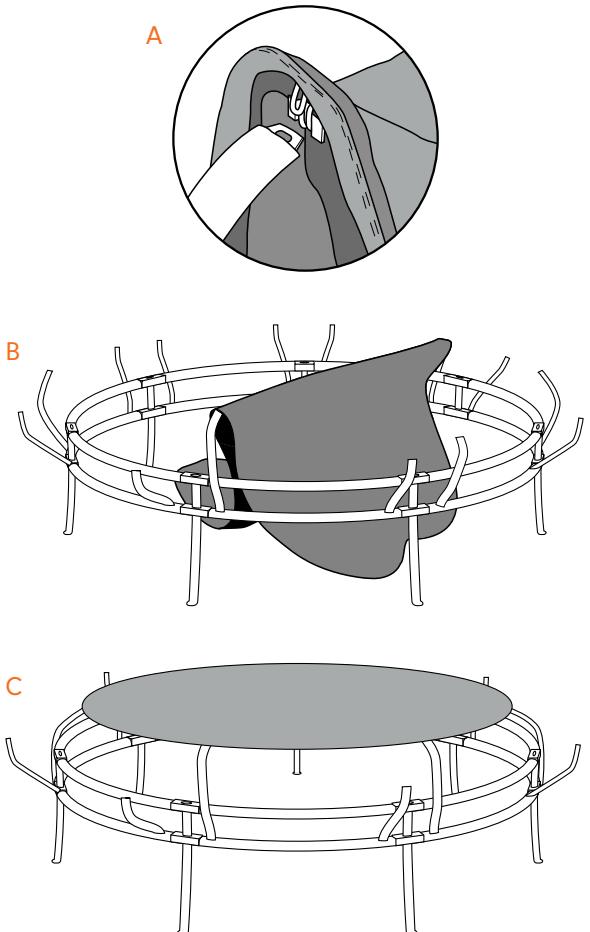
Repeat for the Joiner Pole and right-hand Leaf Spring on the opposite side.

Tip: To use the Leaf Spring Tool, hook the lever over the Leaf Spring, just beneath the natural bend in the Spring. Push the handle towards the Jump Mat, and as the Spring bends, attach it to the mat connector.

- D. Continue attaching Leaf Springs to the right of each Joiner Pole, before attaching the corresponding opposite Leaf Springs.

Repeat for each Leaf Spring to the left of each Joiner Pole.

Remember: Avoid going around the trampoline sequentially connecting Leaf Springs. This will make them more difficult to attach.

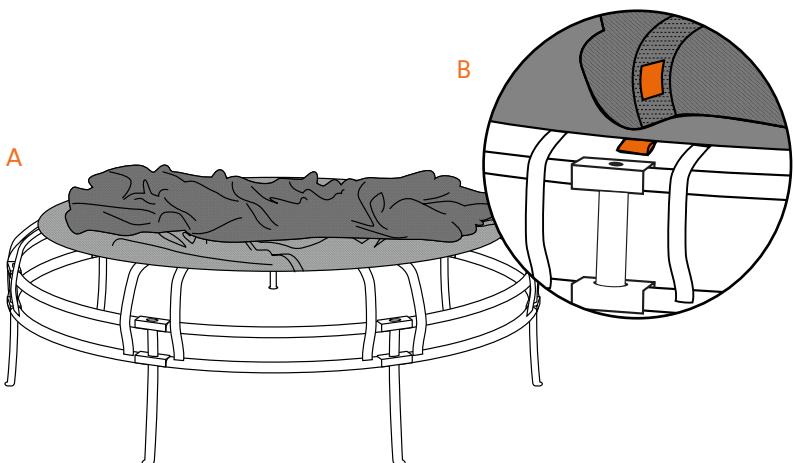


Safety Net

STEP | 6

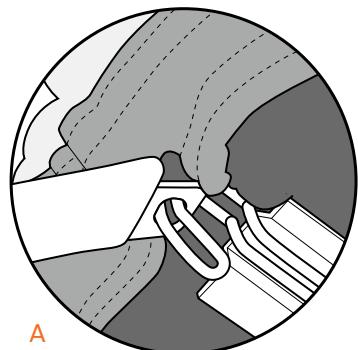
- A. Unravel your Safety Net and lay it atop your Jump Mat.
- B. Find the Batch Tag on the Safety Net, and rotate the Net so that this Batch Tag lines up with the one on the Jump Mat.

Note: Ensure that the stitched belts on the Safety Net are on the outside and that they also line up with the Joiner Poles.



STEP | 7

- A. Unfasten the Leaf Springs on either side of the Jump Mat Batch Tag from their mat connectors. Slip those mat connectors through the net connector holes on either side of the Safety Net Batch Tag. Re-attach the Leaf Springs.
- B. Repeat for each Leaf Springs and mat connector to the left and right of every Joiner Pole.

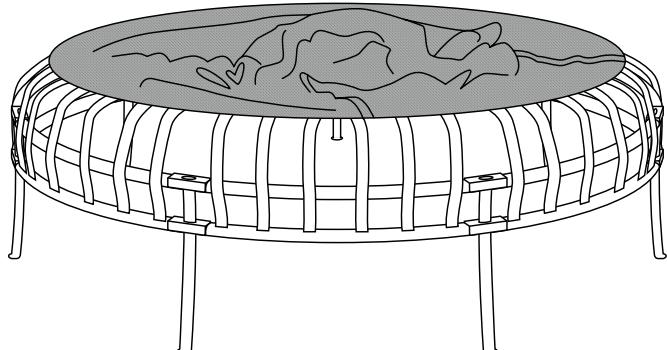
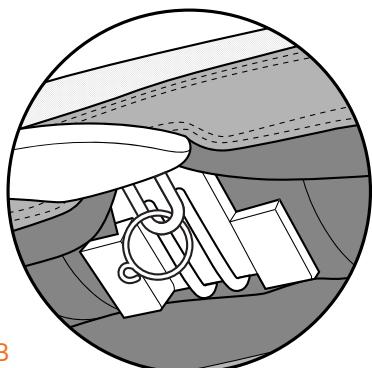
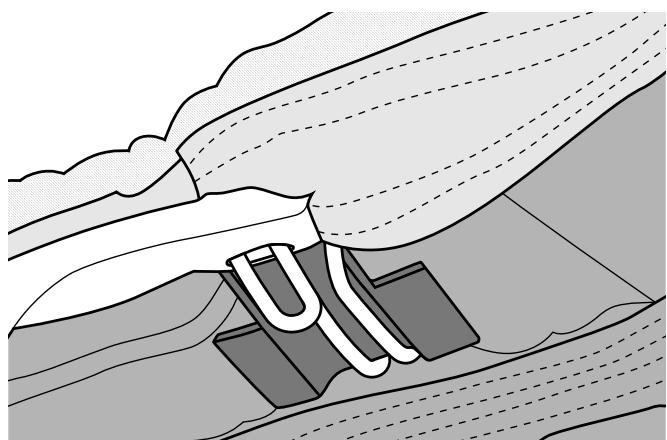


STEP | 8

- A. Go around your trampoline, inserting and attaching the remaining Leaf Springs. Do so by connecting one Leaf Spring in each frame section, before connecting the corresponding Leaf Spring on the opposite side of the Jump Mat – until you have attached every Leaf Spring.

Ensure that you slip the mat connectors through the net connector holes as you do so.

- B. Twist the Safety Rings onto every mat connector to fully secure the Leaf Springs.

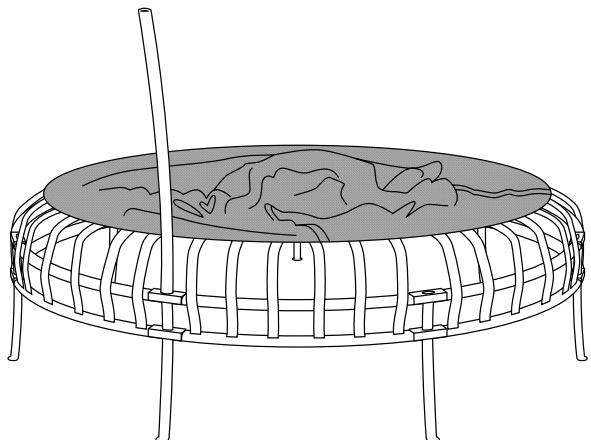


Skirt

STEP | 9

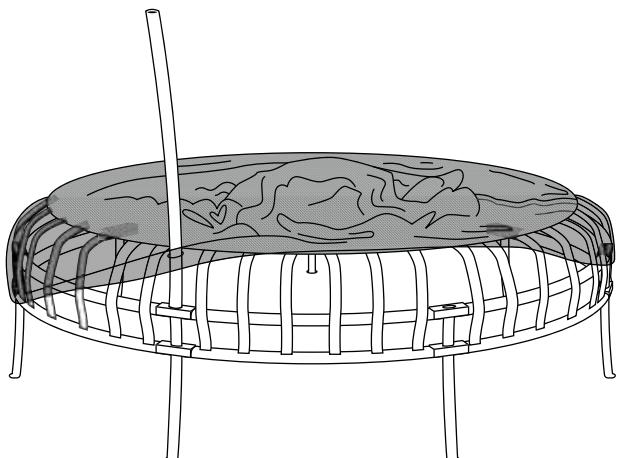
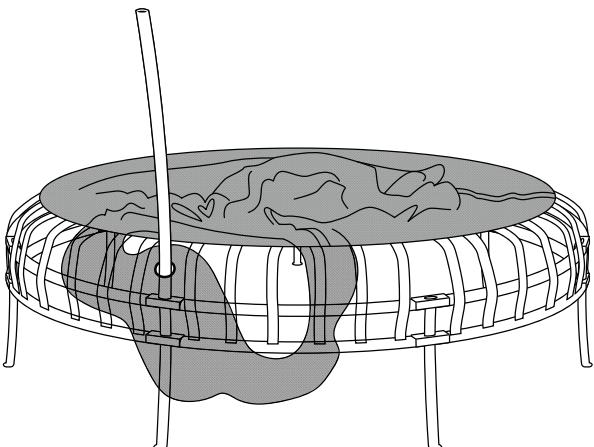
- A. Insert one Lower Net Pole into the Joiner to the left of the trampoline entrance.
- B. Find the circular hole in the Skirt that is to the left the large, square foot hole. Slide it over the Lower Net Pole.

Remember: Ensure that the foot hole in the Skirt is to the right of the Lower Net Pole - where the entrance will be when you re-erect your Safety Enclosure.



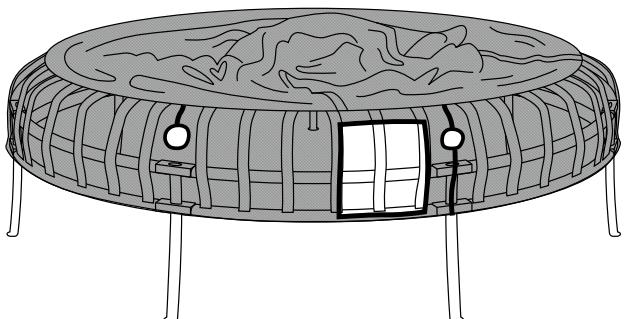
STEP | 10

Go around your trampoline, pulling the Skirt so that it covers the Leaf Springs. Ensure that each hole lines up with the corresponding Joiner Pole as you go.



STEP | 11

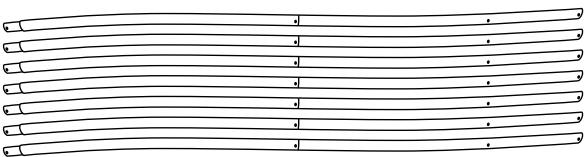
Remove the Lower Net Pole.



Net Poles

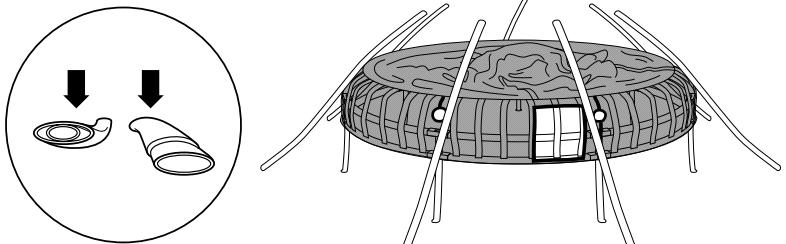
STEP | 12

A. Insert each Upper Net Pole into each Lower Net Pole. The Lower Net Pole is reinforced at the bottom.



B. Rest the completed Net Poles against the frame at each Joiner Pole.

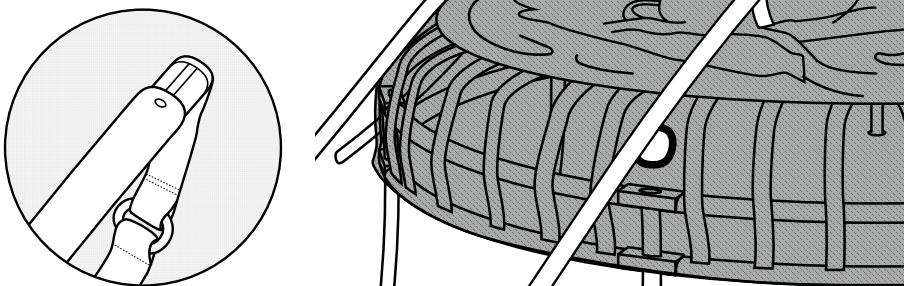
Note: Your model will have safety sleeves on the Lower Net Poles. Do not remove these safety sleeves. Ensure that they are at the top of your Lower Net Poles when you insert the Upper Net Poles.



STEP | 13

Insert each Nut Pole plug into every Upper Net Pole.

Ensure that the materials are not twisted and that the top holes on the Upper Net Poles are facing outwards.

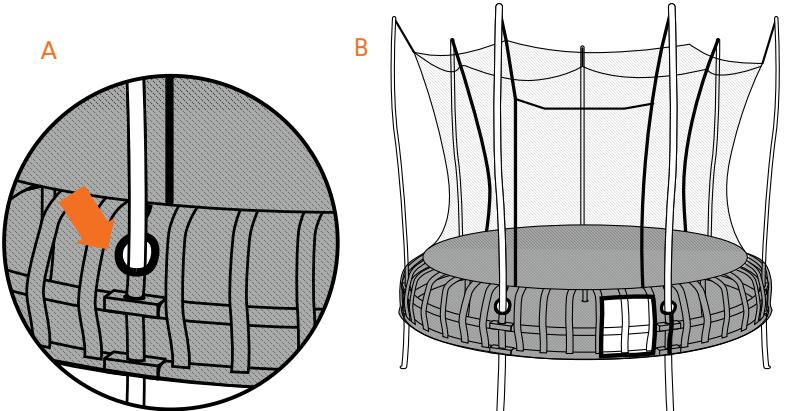


STEP | 14

A. Lift a Net Pole, raising the Safety Net at the same time, and insert it into the Joiner Pole.

B. Repeat for each Net Pole until you have completely erected the Safety Net.

Remember: Ensure that the Safety Net is correctly assembled. A properly installed Safety Net is crucial to protect against injuries.



WARNING: Make sure that all push buttons are locked and secured before using your trampoline. Bouncing on a trampoline with push buttons that are not locked will cause damage and injury.



CONGRATULATIONS!

You have assembled your Thunder trampoline.

5.0. Warranty

All Vuly products are sold with a manufacturing warranty, which assures that the item is free of defects in workmanship and materials ("warranty").

This warranty is administered in the USA and Canada by Escalade Sports.

5.1. Warranty periods

Warranty periods do not reset for any reason, unless the customer purchases a new product. In this case, that particular item will be covered by its own warranty period. It does not affect – nor will it increase – warranty periods for other purchased items.

Warranty periods always commence from the date of item delivery, is for use under normal conditions and applies for:

Thunder

- 120 months [10 years] to the Frame Tubes and Joiner Poles.
- 60 months [5 years] to the Jump Mat (excluding the print).
- 12 months [1 year] to all other parts of a purchased trampoline - e.g. Safety Net, Net Poles and Leaf Springs.

Accessories

- 12 months [1 year] to purchased accessories - e.g. Mister, Deck – not received during a promotional period.
- 3 months to any items received at no cost as part of a promotion - e.g. 'Free Shade Cover'.

The customer may extend the standard 12-month [1 year] warranty to 36 months [3 years], if they purchase an extended warranty within 7 days of their delivery date.

5.2. Inclusions

This warranty covers manufacturing faults and defects only.

If a product is damaged or rendered unsafe as a result of a departure from its design specifications during production, this constitutes a manufacturing fault or defect.

This may occur if – for example – use of incorrect textiles during manufacturing causes a Safety Net to disintegrate, or if improper welding produces an unstable Frame.

5.3. Exclusions

7.3.1. Damage through wear and tear

This warranty does not extend to normal wear and tear of the product. This may include, but is not limited to:

- Rusting of steel components,

- UV deterioration of textile components,

As outdoor products that are actively used, trampolines and their accessories will experience wear and tear over time.

5.3.2. Damage through weather conditions

Damage to the product that results from weather events – such as rain or wind – are not covered under the warranty. Vuly suggests that you contact your home and contents insurer if your trampoline is damaged by such events.

5.3.3. Damage through improper installation

This warranty does not extend to any failure of the product caused by installation not in accordance with the Vuly Manual. Customers must assemble their Vuly product by following carefully the Installation section of their Vuly Manual.

Furthermore, the warranty does not cover installation provided by a third-party assembly service. It is the customer's responsibility to check all boxes and confirm that all components are included in the correct condition before installing.

5.3.4. Damage through insufficient care or maintenance

This warranty does not extend to accelerated decay of the product caused by poor care or maintenance. It is essential that customers regularly check, and follow the advice of, the Care and Maintenance section of their Vuly Manual to ensure that their product lasts as long as possible.

5.3.5. Damage through inappropriate use

This warranty will be void if the product is used for any other activity besides those for which it was intended. Vuly products constitute recreational trampolines and accessories for such trampolines. They are not intended for use as professional, gymnastics trampolines, springboards, etc.

Any evidence that inappropriate actions have led to product failure will not be covered by the warranty. Similarly, replacement parts or repairs needed to mend such damage will not be covered under the warranty.

5.3.6. Damage through salt water proximity

This warranty (on steel components, specifically) will be reduced by 50% where the Vuly product is assembled within 1.6 km of a salt water environment or where it is subject to ocean spray.

5.3.7. Personal Injury

The warranty does not cover personal injury or losses due to any of the above: wear and tear, weather conditions, inappropriate installation, insufficient care or maintenance or inappropriate use, nor does it cover damage due to negligence or accidents.

5.4. Warranty Claims

If a customer believes that a Vuly product is faulty or defective, they must discontinue use and submit a Warranty Claim.

A customer must not attempt to use a product if any part is faulty or defective, as it may be dangerous. Any damage that the user causes as a result of using faulty or defective products will lead to voiding of the warranty.

5.4.1. Making a Warranty Claim

To fulfil a Warranty Claim, the customer must contact their local distributor and submit a request through their accepted process.

United States and Canada (Escalade Sports):

817 Maxwell Ave
Evansville, IN 47711
T: 1-800-467-1421
E: customerservice@vulyplay.us

Submitting the Warranty Claim requires the customer to provide:

- Details of their purchase – including date,
- Batch number,
- Clear photographic evidence of the manufacturing fault or defect.

If the customer does not provide all details required by the local distributor, their Warranty Claim will not be assessed. details.

5.4.2. Refunds

In all instances of successful warranty claims, Vuly offers replacements parts only. Vuly provides refunds only at their discretion. Any refunds granted to the customer exclude third-party fees, such as assembly services and credit card surcharges.

5.4.3 Claiming on non-Vuly products

Products sold alongside Vuly that are not Vuly-branded are subject to the warranties provided by the companies that supply them. The customer must contact these external companies to make a warranty claim; Vuly will not assess claims made against non-Vuly products.

6.0. Missing parts

If a customer believes that a Vuly product does not include all necessary parts, they must immediately contact their local distributor. A customer must not attempt to use a product if any part is incomplete, as it may be dangerous. Any damage that the user causes as a result of using incomplete products will lead to voiding of the warranty.



See vulyplay.com/terms for the most recent Vuly
warranty policies, terms and conditions.