



WEIGHT RATED & TESTED FOR 24/7 INTENSIVE USE ENVIRONMENTS

IRON HORSE SEATING

WARRANTY STATEMENT:

United Group, Inc. assumes no warranty obligation for failures due to product abuse, misuses or alteration of the product. United Group, Inc's warranty extends only to the original purchaser acquiring new products directly from United Group, Inc, its authorized dealers and distributors, or others specifically authorized by United Group, Inc. to act as resellers of its products.

Proof of purchase is **required** (serial #, photos of chair and failure, failure details, contact information).

This warranty is void if the product is modified or attachments are made to the product.
Determination to replace product (applies to parts only) shall be made by United Group, Inc.

Warranty applies to IRON HORSE Seating products manufactured after September 1, 2005.

HEAVY DUTY FRAME

10 Years from Date of Sale on 2000 Series, 3000 Series, 4000 Series, and Big & Tall.
5 Years from Date of Sale on 5000 Series.

STRUCTURAL COMPONENTS

5 Years from Date of Sale; excluding product abuse, misuse, and normal wear and tear.

CUSHIONS, TRIM, CASTERS, ARMRESTS

3 Years from Date of Sale; excluding product abuse, misuse, and normal wear and tear.
4D Armrests are **NOT** covered under Warranty if used in 24/7 environments.
HD Tilt-Up & 3D Armrests **ARE** covered under Warranty if used in 24/7 environments.

SUBMIT YOUR CLAIM

Go to www.ironhorseseating.com/warranty-claim and submit the IRON HORSE Warranty Form.

You must provide your Name, Company Name, Email, Phone Number, Address, description of issue, and Serial Number to submit the form.

Alternatively, you can contact our dedicated Warranty Manager directly at warranty@unitedgp.com.

CONTACT IRON HORSE SEATING WARRANTY TEAM: +1 (847) 816-7100 | WARRANTY@UNITEDGP.COM