



KIVA WELLNESS
REVOLVE REFORMER
USER MANUAL




Get ready to bend, tone and flex your way to enhanced wellness with your new Revolve Pilates Reformer.

We are so excited for you to start your Kiva reformer journey and experience all of the health benefits your reformer has to offer.

Please read the user manual carefully before using, pay special attention to the safety precautions and keep for future reference.

KIVAWELLNESS.COM.AU

SUPPORT@KIVAWELLNESS.COM.AU | 07 4270 8000

@kivawellness   



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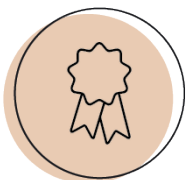
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Kiva Refomer Promise

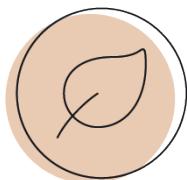
ELEVATING YOUR WELLNESS & RECOVERY
THROUGH INNOVATIVE TECHNOLOGY



STUDIO
QUALITY



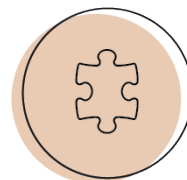
3 YEAR
WARRANTY



NON-TOXIC
MATERIALS



EASY TO
ASSEMBLE



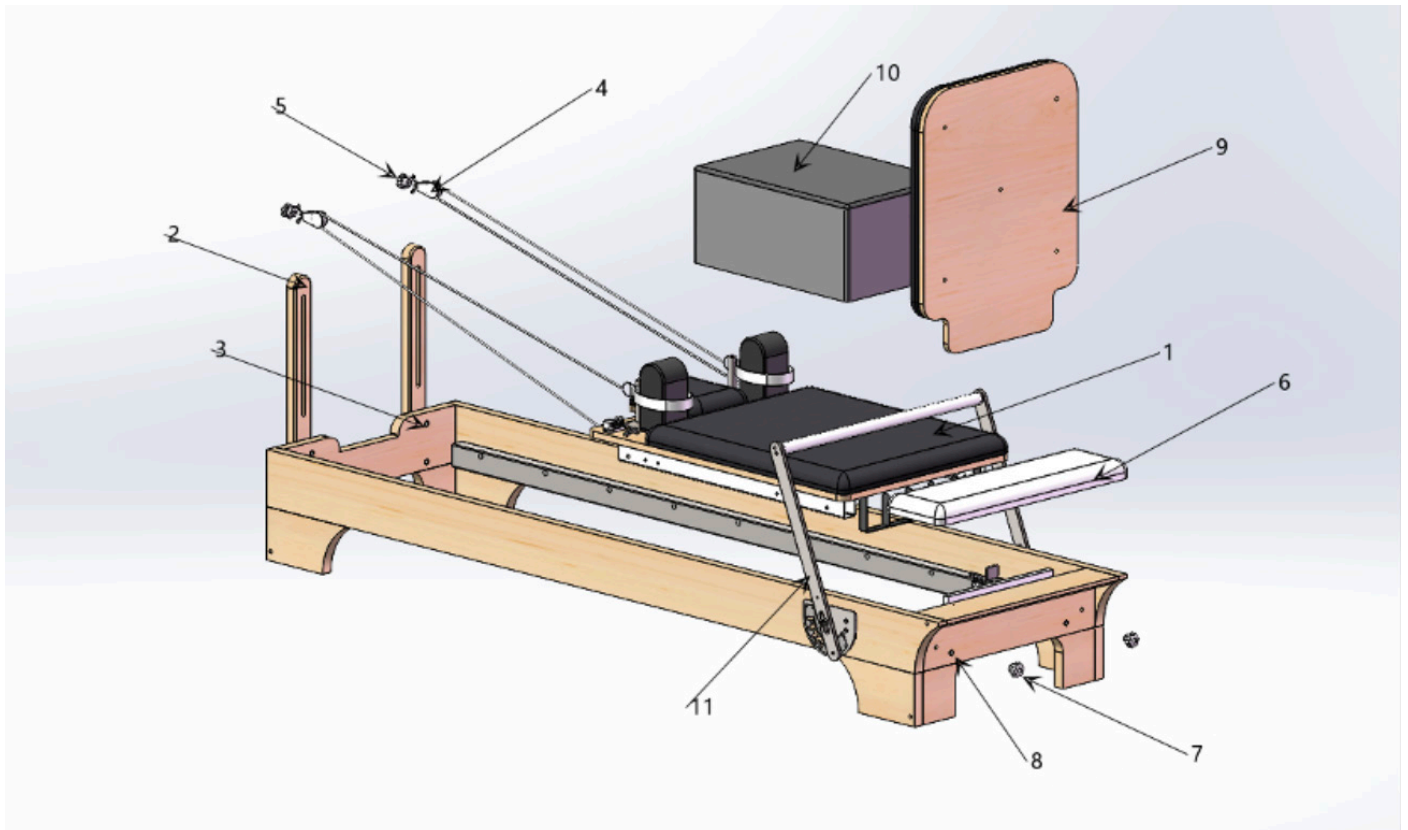
OPTIONAL
ATTACHMENTS

Safety Sheet

- The Kiva Wellness Revolve Reformer is designed to be stand alone and fit seamlessly into your home, wellness studio or gym
- To avoid damage to carpet or flooring, we recommend placing a mat underneath your reformer
- It is recommended to install your reformer on a flat, non-slip surface with plenty of space around
- Avoid using and/or storing your reformer in a place with high humidity, dust or outdoors. Keep your reformer away from areas that are wet or damp
- Keep out of reach of children and make sure adjustable accessories are locked to avoid sudden sliding
- When assembling and using the reformer, keep hands away from moving parts to avoid injury
- Before commencing using your reformer for the first time, please consult your healthcare professional for clearance if you are unsure about whether this apparatus is for you
- Adjust resistance according to your personal fitness, preference and healthcare advice
- Do not commence a workout until the reformer has been adequately set up using the installation process on page 6
- We recommend stretching and warming up prior to commencing intense workouts on your reformer
- If you feel dizziness, nausea, chest pain or other symptoms, please stop your workout immediately and seek medical attention

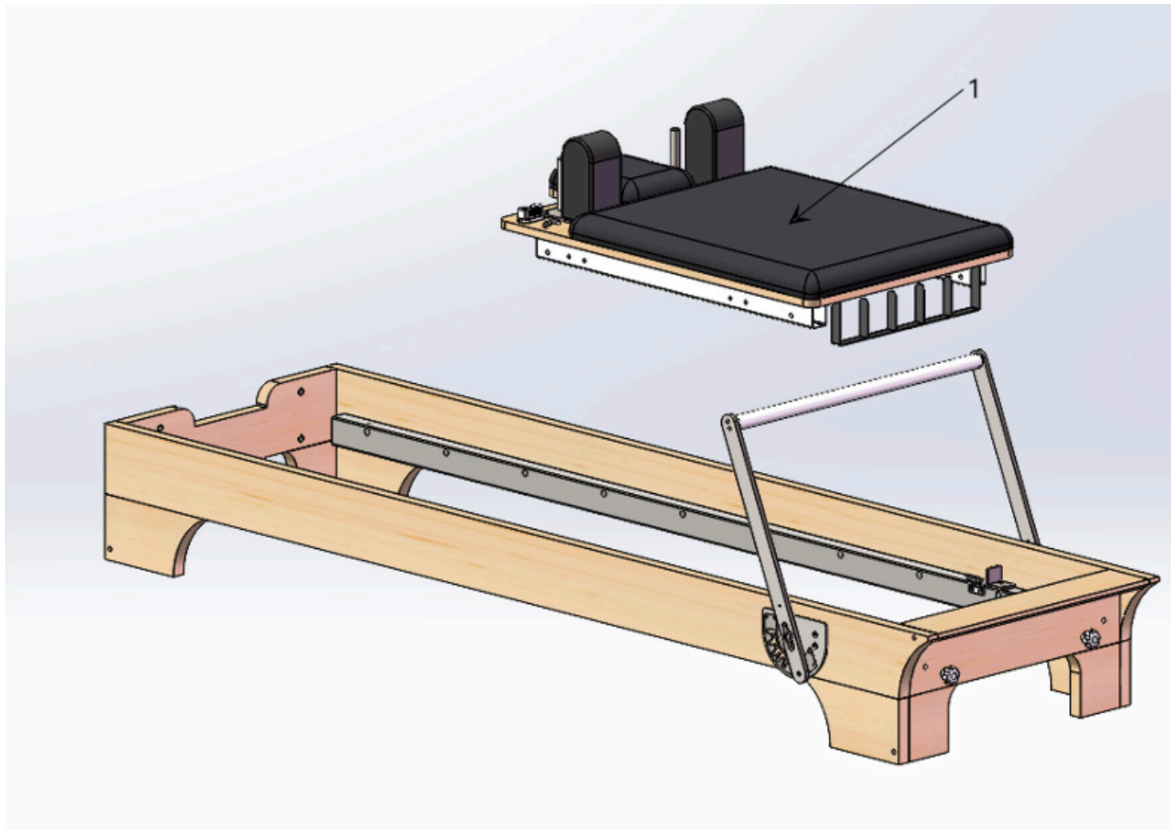
Installation Process

Step 1: Open the shipping box and familiarise yourself with the included parts and attachments as per below:

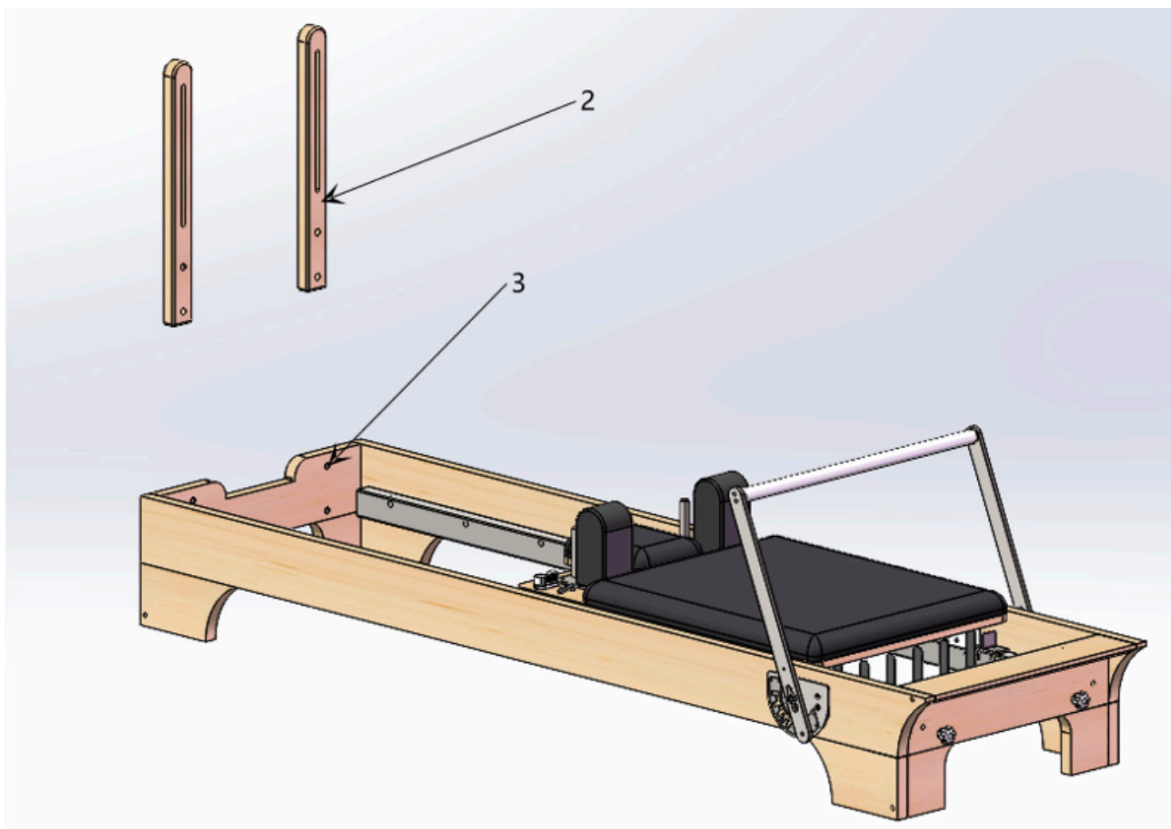


- 1 - Carriage
 - 2 - Pulley mounting frame
 - 3 - Hole to be secured with bolt
 - 4 - Pulley
 - 5 - M8 plum blossom nut
 - 6 - Foot board
 - 7 - Plum blossom nut
 - 8 - Hole to be secured with bolt
 - 9 - Jumping board
 - 10 - Box
 - 11 - Adjustable foot bar
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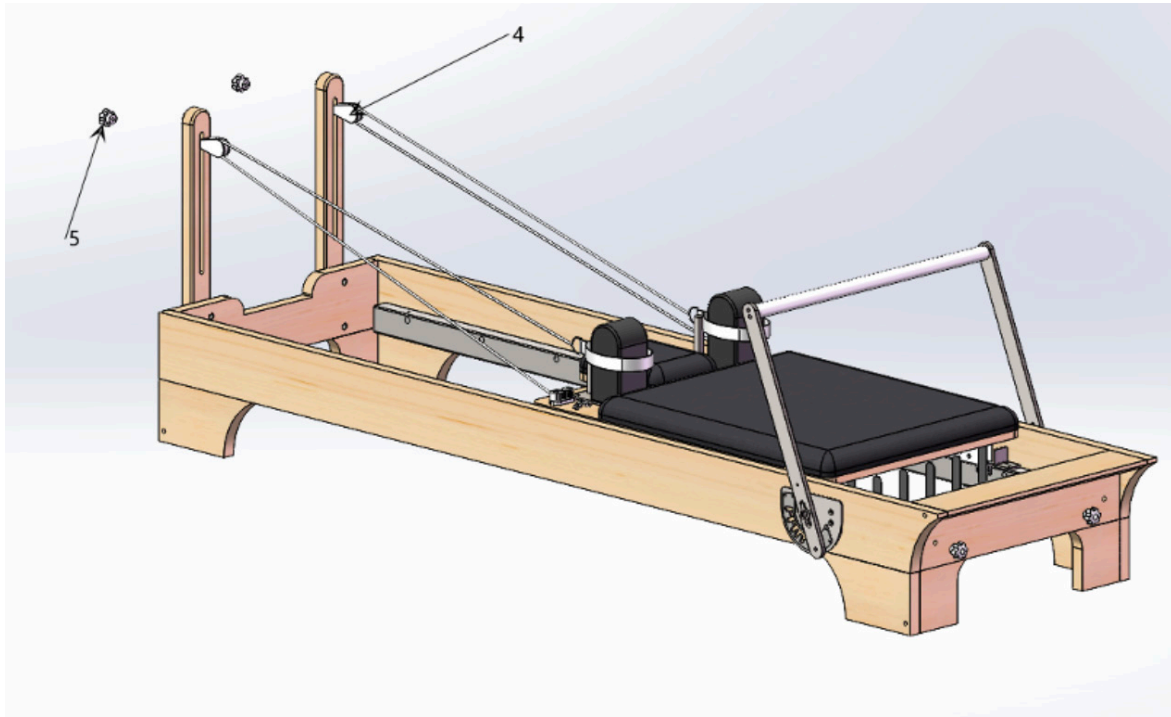
Step 2: Put 1- carriage on the frame



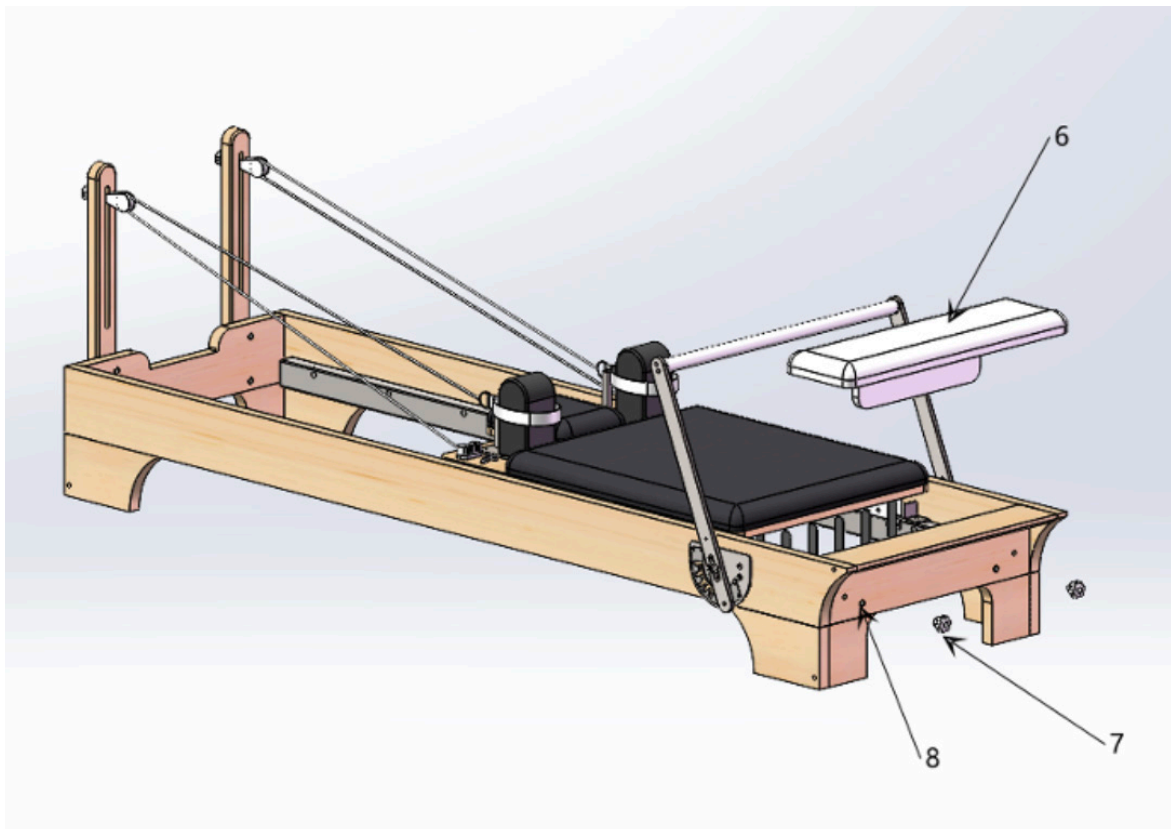
Step 3: Place 2- pulley mounting frame in line with 3- hole and secure with bolt.



Step 4: Install **4- pulley** and secure with **5- M8 plum blossom nut**. Loosen **5** and adjust **4 - pulley** by sliding up and down.

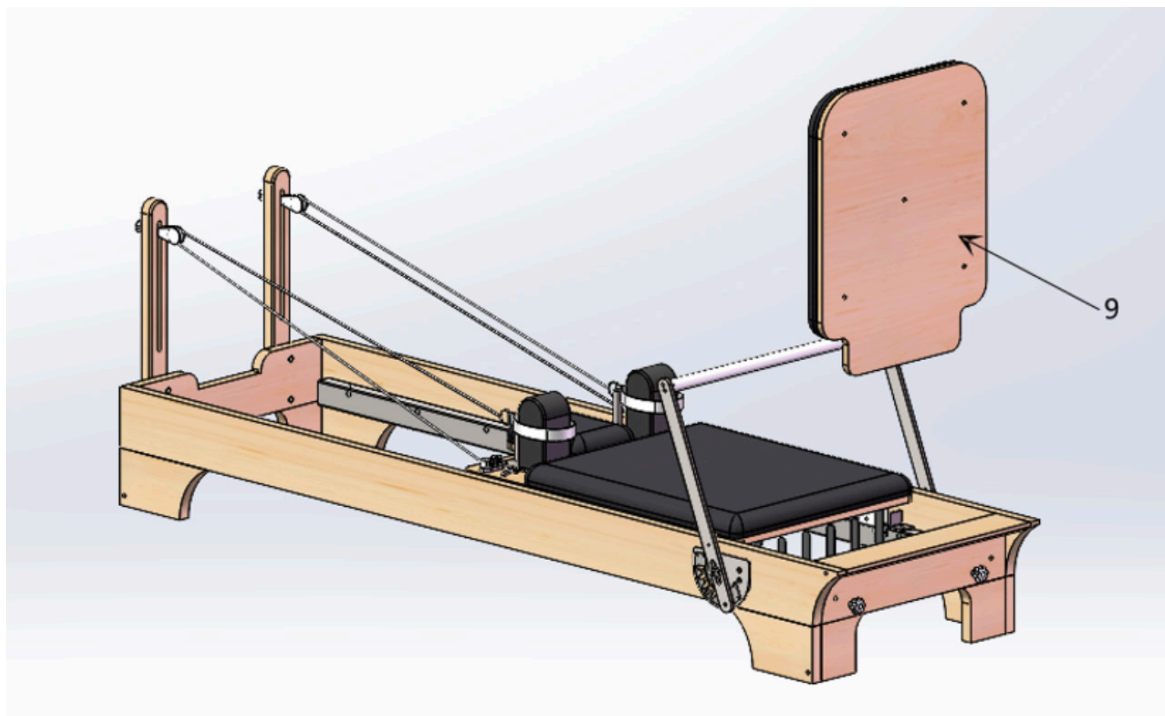


Step 5: Place **6- foot board** and use **7- plum blossom nut** to **8 - secure hole** with bolt.

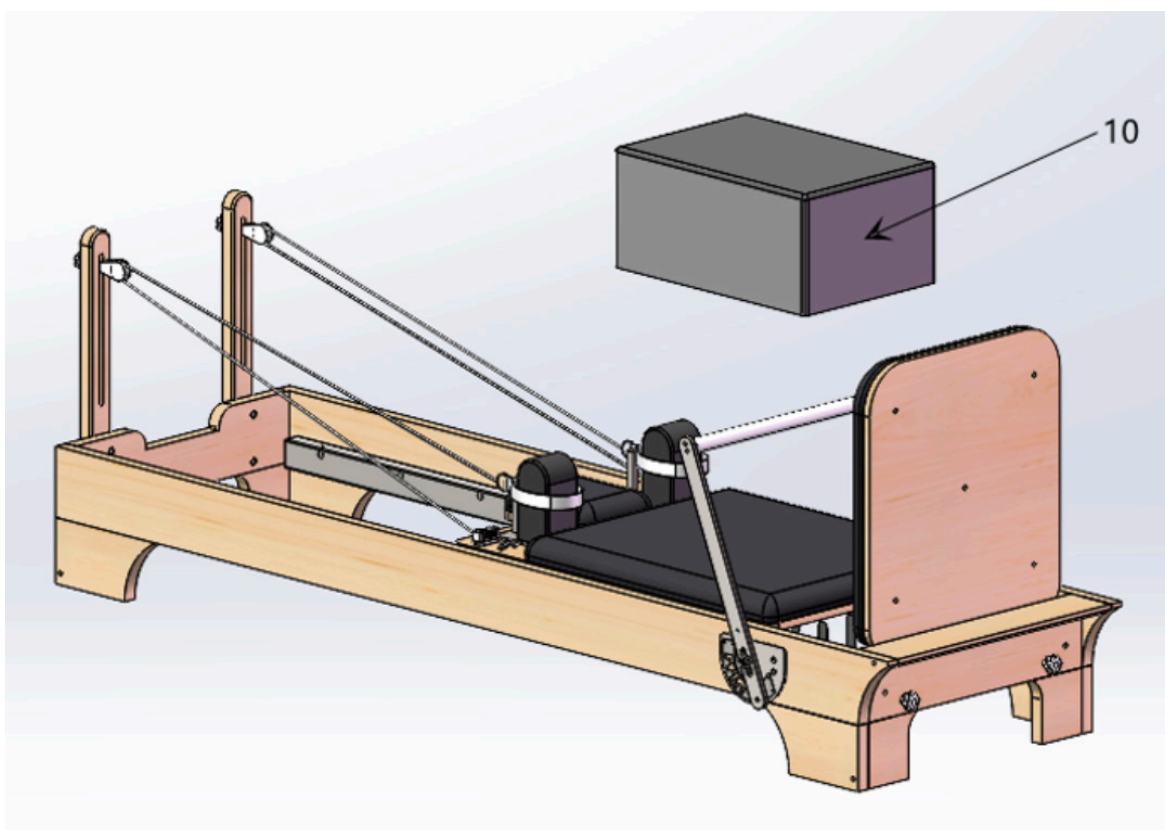


Step 6: Place **9- jumping board** and secure with **7- plum blossom nut**.

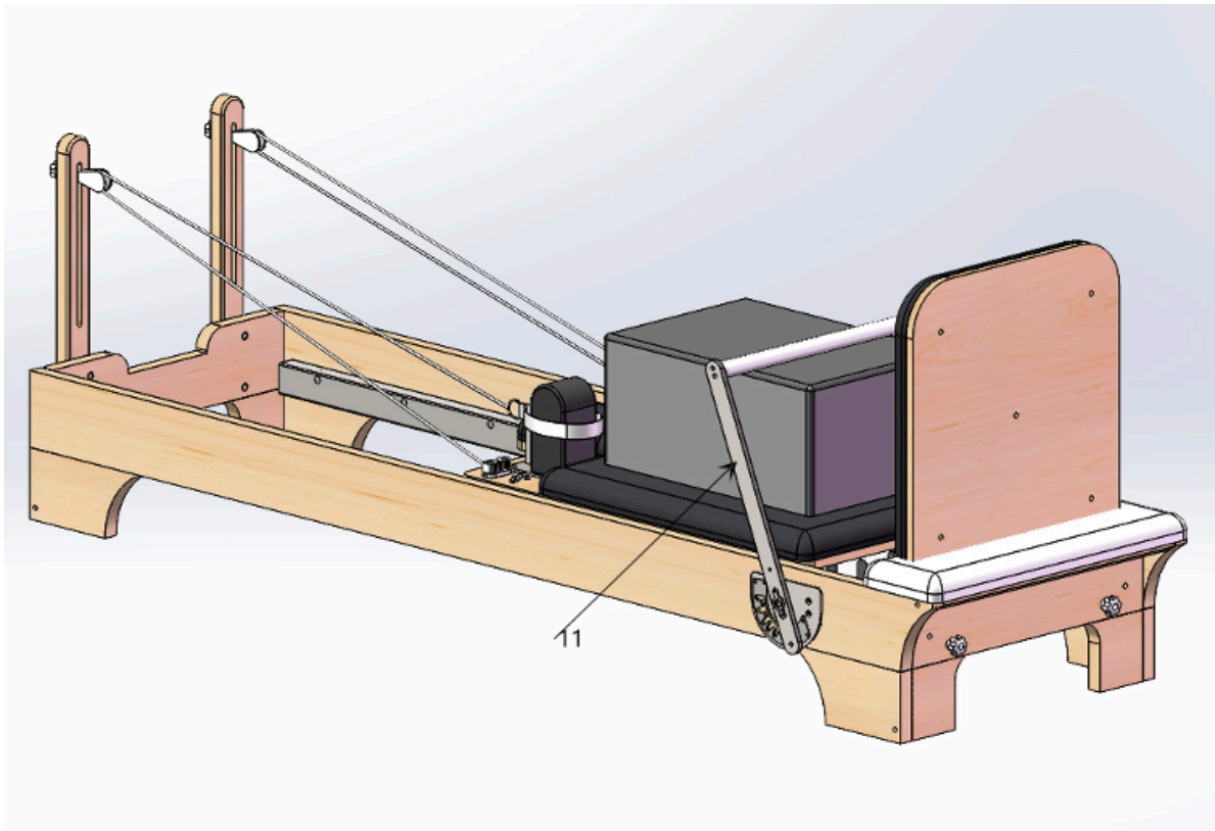
Attention: **9- jumping board** and **6- foot board** are interchangeable and cannot be used simultaneously. Check **8- bolt** is secured in hole, and tighten if required.



Step 7: Put **10- box** on **1- carriage** and installation is complete.



Step 8: Lift 11- foot bar to adjust the position.





Cleaning & Maintenance

- Always follow the instruction manual when using your Kiva Wellness Revolve Reformer so that it is maintained in the best possible shape and you can enjoy longevity of your investment.
- To maintain the appearance of your reformer, wipe equipment with a cotton cloth after each workout.
- To clean upholstery and wood, simply use a cotton cloth and natural detergent to gently wipe and cleanse the machine.
- Avoid using sharp objects near the reformer to prevent damage to external fixtures and surfaces.
- Do not store the reformer in damp environments as this can cause the wood to stain and rot.

Warranty

Warranty Period: 3 year limited warranty on the parts.

Kiva Wellness are the warranty providers for Kiva Wellness products. Kiva Wellness warranty this product to be free from defects in materials and workmanship while in normal domestic use for a period of three years on parts and labour from the original date of purchase.

Do not return your reformer to the store you purchased from before contacting Kiva Wellness directly.

LOGGING A WARRANTY CLAIM

Should you experience any issues with your product, please follow the below steps to lodge a warranty claim:

1. Contact Kiva Wellness and let them know the following details:
 - Your warranty details including name, email and phone number
 - Product name and model number
 - Explanation of how the damage occurred
 - Photos of the damage or issue is highly beneficial to expediting your claim
2. Kiva Wellness will assess your claim and respond within 24-48 hours. If the product exhibits a defect while in normal domestic use and within the warranty period; Kiva Wellness will either repair or replace the product or defective part free of charge.
3. In the event that the product is required to be sent to the service centre, the customer is required to pay for all packing, freight and insurance costs for transit of the product to Kiva Wellness. This is subject to the applicable consumer laws in your jurisdiction.
4. If the product, or one of its parts, qualifies for replacement or service within the 30-day period after the date of purchase, Kiva Wellness will arrange the shipping at no cost to you.
5. Any product sent to Kiva Wellness must include a return authorisation form that will be provided to you after your warranty claim is accepted. Failure to include this form may result in the product being rejected from the warehouse or a delayed service time.
6. In the event that the warranty period for a product has expired, or if a product does not qualify for warranty service, repair or replacement, customers can still buy replacement parts or have products repaired by one of the Kiva Wellness service centres. Please contact Kiva Wellness for further information. Kiva Wellness will contact you with a quote prior to undertaking any service work outside of the warranty coverage.
7. Typical turn-around times to address warranty claims can be between 10-14 business days, plus shipping, depending on location and type of damage or warranty claim.
8. In no event will the liability exceed the retail value of the product. We make no warranty with respect to parts, from a source other than Kiva Wellness.

9. In the event that warranty parts or products are provided, the customer must cover the related shipping costs to receive goods.

10. All exchanged or substitute parts and products replaced under warranty service will become the property of Kiva Wellness. Repaired or replaced products or parts thereof will be warranted by Kiva Wellness for the balance of the original warranty period.

11. Kiva Wellness goods come with guarantees that cannot be excluded under the Australian 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.

WARRANTY DOES NOT COVER

1. Damage, accidental or otherwise, to the product, not caused by a direct defect in factory workmanship or materials.

2. Damage due to abuse, mishandling, alteration, misuse, commercial service, tampering, accident, failure to follow the care, operating and handling provisions indicated in the instructions.

3. Damage caused by parts or services not authorised or performed by Kiva Wellness.

4. 'Normal' wear and tear that naturally and inevitably occurs as a result of normal use or ageing.

5. Some states do not allow the exclusion or limitation of incidental or consequential damages. Therefore, the above limitations may not apply to you in the case of damage in shipment. If your product was damaged in shipment: Immediately report this type of damage to the parcel carrier and have them file an inspection report to contact the distributor from whom you purchased the product for further instructions.




6. You have rights and benefits under the consumer laws in your jurisdiction. Without detracting from these rights or benefits, Kiva Wellness excludes all liability in respect of this product for any other loss which is not reasonably foreseeable from a failure of this product, which may include liability for negligence, loss of expenditure associated with the product and loss of enjoyment.

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Kiva Wellness products should not be considered medical devices, and should be treated as general wellness products only. Our product range has not been designed to prevent or treat medical conditions, and we recommend you consult a health practitioner if you are unsure about whether a Kiva Wellness product is suitable for you.