



The CyclePump® Lifetime Warranty™

If your CyclePump stops working we'll fix it. For life.

The CyclePump is covered by a limited Lifetime Manufacturer's Warranty. If it breaks, we'll fix it. Warranty is available to the original purchaser ONLY and is not transferable. A copy of the retail sales receipt showing date of purchase is required. Warranty is offered by BestRest Products, LLC. Other Dealers or Distributors of the CyclePump are not authorized to act as a Warranty Agent.

Warranty does NOT cover these items:

- a. Intentional abuse or neglect
- b. Immersion in mud or water or other substances
- c. Failures caused by unforeseen events (your garage burns down, the dog eats the power cord, etc.)
- d. BMW CANbus issues. (Solution: bypass CANbus and draw power from battery)
- e. Electrical failures caused by connection to an improper power supply, i.e. 110V AC.
- f. Cosmetic defects that don't affect basic operation of the CyclePump.
- g. User related issues, i.e. improper connection of the air chuck to the tire valve stem.
- h. Upgrades to a different style air chuck, or upgrades to a newer model of the CyclePump.
- i. Failures caused by the User not following the procedures and guidelines listed in the CyclePump Owner's Manual
- j. Any incidental, indirect, or consequential loss, damage, or expense that may result from a defect, a failure, or other malfunction regardless of cause or fault.
- k. Fitness for a particular purpose or use, other than those purposes or uses specifically described in the CyclePump instruction manual, i.e. inflation of motorcycle tires, aircraft, or automotive tires.

Trouble Shooting Checklist:

If your CyclePump stops working please follow the Trouble Shooting Checklist (next page). Most issues can be solved on your own if you follow the Checklist. If the Checklist doesn't solve the problem, fill out the Warranty Claim Form and send it to us with your CyclePump, electrical accessories, sales receipt, and the \$25 handling and shipping fee.

Copy of Retail Sales Receipt or Proof of Purchase

A copy of the original retail purchase receipt is required. If you bought your CyclePump from BestRest then we should have your purchase record on file - please contact us for a copy. If you bought your CyclePump from another dealer please obtain a copy of that receipt. The receipt is necessary so we can confirm that you are the original purchaser. If you can't prove you were the original purchaser the Lifetime Warranty is not valid, but we can still make repairs for a nominal fee and get your CyclePump up and running.

Shipping and Handling Fee (\$25.00) For All Warranty Claims:

This fee covers return shipping and handling. Warranty claims that do not include the fee will not be processed.

USA - Include \$25.00 cash or money order (\$ US). We can also process this fee using your credit card, if you provide card details including account number, expiration, and V-code. See the Warranty Claim Form.

International - For customers outside the USA, additional shipping fees will apply. Contact BestRest for details and a shipping quote.

Approval of Warranty Claim:

When we receive your package we'll review your Warranty Claim. We'll examine the CyclePump and determine if the defect is covered under Warranty. If the CyclePump is covered we'll make the repairs and send it back to you. Upgrades or conversions are not covered under the Warranty - they cost extra. If your CyclePump is not covered we can still make the necessary repairs for a nominal fee. Your \$25 shipping and handling fee will be applied toward those repair costs.

BestRest makes the final decision as to whether the CyclePump is covered under Warranty. We conscientiously review every claim and make every effort to approve those claims, but sometimes we can't because they simply don't qualify.

This CyclePump® Lifetime Warranty™ was adopted December 2015 (previously we had a 5-year warranty). It applies to all CyclePumps, even if they were purchased a few years ago. This Lifetime Warranty may be modified at BestRest's discretion. There is no "cash value" assigned to the warranty.



CyclePump® Trouble Shooting Checklist

Power Supply Issues

- √ Are you riding a BMW motorcycle or another brand of motorcycle with a CANbus electrical system? That system limits the amperage going to the circuit. You must bypass that system and draw power directly from the battery. Use the alligator clips that came with your CyclePump.
- √ Does the CyclePump stop running as soon as pressure starts to build? Again, this may be a CANbus issue. See above. As tire pressure builds, amperage rises.
- √ Does the motor run when you apply 12 volt power to the CyclePump and flip the switch? If it doesn't run, go thru the steps below.
- √ Make sure your power cord is attached to the main power wire of the CyclePump. Check for corrosion on the terminals.
- √ Have you pushed the male power plug all the way into the female socket of your motorcycle accessory port? Make sure it's all the way down into the socket. Don't be timid.
- √ Check the motorcycle power port. Is it "hot"? Does it have 12-volt power? Use another accessory or a volt/ohm meter to test the circuit.
- √ Trace the power socket circuit back to the battery. Is there an inline fuse on that power port?
- √ If there is an inline fuse, check to see if it has popped. If it has popped, replace it with a fuse rated at least 10 amps. If it's not 10 amps or larger, replace the fuse.
- √ Does the fuse pop as soon as you connect the CyclePump? Remember to check the fuse rating – it must be 10 amps or greater.
- √ If you've replaced the fuse and it still pops there could be a short circuit in one of the wires of the CyclePump. Send it to us so we can make repairs.
- √ When trouble shooting power supply issues, take nothing for granted. Don't assume your circuit is working OK today, just because you plugged in your cell phone yesterday. Confirm that the problem doesn't come from the bike's power socket.

Pressure Building Issues

- √ Typically it takes 2-3 minutes to inflate the front tire of a motorcycle to 30 PSI, and 4-5 minutes to inflate the rear tire to 35 PSI.
- √ Are you allowing enough time for the CyclePump to build pressure? Use a stopwatch - don't guess at the elapsed time.
- √ Does the CyclePump motor run, but you're not getting any buildup of pressure in your tire?
- √ Check the air chuck to see if it is loose. There are threaded fittings that connect the two parts of the air chuck in the middle. If they get loose then the chuck will leak air. Tighten the fittings as needed.
- √ Check the air chuck to see if there is a black o-ring inside the end. Looking inside you can see a center nipple, and the rubber o-ring around the outside. If the o-ring is damaged or missing we can send you a replacement.
- √ Check the air chuck to see if it is properly attached to the valve stem of the tire. Did you press the air chuck FIRMLY onto the valve stem, then hold it FIRMLY onto the valve stem as you released the locking lever? If you allowed the chuck to move on the stem, then you may be leaking air. Re-apply the chuck and check your technique.
- √ Once the chuck is connected to the valve stem of the tire, listen for hissing air before you turn on the pump. Make adjustments to the air chuck so that there is a good airtight seal between the chuck and valve stem.
- √ Don't pull on the air hose after you've connected the chuck to the valve stem. That will lead to a leaky connection and you won't get any tire pressure.
- √ Once you've connected the CyclePump to the tire and you've let it run for a minute, turn off the motor and listen for hissing air. If you hear a leak, adjust the air chuck then continue inflating the tire.
- √ Are you still not getting any buildup of pressure? Then there may be an internal issue inside the CyclePump. We will fix it under Warranty, or repair it as part of a service/maintenance plan.

Sometimes a simple phone call or an email is all it takes to solve your problem. Contact details below.

Ship your CyclePump to this address: BestRest Products – CyclePump Warranty
32156 N. Hayden Drive, Spirit Lake, ID 93969
425.673.1023 info@bestrestproducts.com



CyclePump® Warranty Claim – Include With Package

Have you gone through the Trouble Shooting Checklist? Yes No - If not, Please do it now.
Please fill out all sections. Omissions may affect claim processing.

| | | | |
|---|---|---|--|
| Name | | | Date |
| Address | | | |
| Address | | | |
| City, State, Zip | | | |
| Phone | Email - required | | |
| Date of purchase Month and Year | Purchased From | | |
| Copy of Receipt Attached ??? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | If "no", this may affect your warranty claim. Provide the approximate date of purchase. We may still be able to help. |
| What motorcycle are you riding? | Brand, model, year: | | |
| How are you getting power to the CyclePump? | Accessory port on motorcycle _____ Battery clips to the battery _____ Other (describe) | | |
| Describe the problem you're having with the CyclePump. <u>Please be specific.</u> If you write: "It doesn't run now", that won't help us diagnose the problem and may cause delays in how we process the claim | | | |
| Special instructions we should know: | | | |
| \$25 cash or money order enclosed ✓ | Yes <input type="checkbox"/> | No <input type="checkbox"/> | Claims that do not include shipping and handling fee will not be processed. International orders will incur added postage. |
| Or, If paying by CC provide this info | Card number | Expiration Month/year | V-code |
| If paying by CC provide this info | Name on Card (Print) | Signature X _____ | |
| Office Use Only Received Date: | Office Use Only Warranty Approved Yes <input type="checkbox"/> No <input type="checkbox"/> | Office Use Only Warranty Not Approved (explain why) | |
| Completed and Shipped Date: | CyclePump Technician: | Service Fee if not covered by Warranty | |

Shipping To: BestRest Products – CyclePump Warranty // 32156 N. Hayden Dr, Spirit Lake, ID 83869