

Get the Most Out of Your Earthlite Purchase



Download the F.A.S.T. Response™ App for Easy Registration & Support

Thanks for choosing Earthlite – we're here to support you long after your purchase. For products with serial numbers, such as tables or chairs, the F.A.S.T. Response™ App makes it easier than ever to connect with our award-winning customer service team and get the most from your Earthlite product. Even if your product doesn't have a serial number, the app is a great way to access support, find product information, and discover helpful tips to enhance your Earthlite experience.

Why download the Earthlite App?

- Register your product – Fastest way to access warranty service and support
- Get faster help – One-step service requests with no hunting for serial numbers
- Upload photos easily – Share product questions or issues visually
- Browse Earthlite Products – See our full range of professional wellness tools
- Bilingual support – Available in English and Spanish

Para la versión en español, por favor visita:
www.spanishversionplaceholder.com

Search for "Earthlite Support" or Scan QR Codes



iOS



Android

Take a moment now to download the app and register your product. It's the best way to protect your investment and keep your equipment in top shape.

Locating Your Product Serial Numbers

To use the Earthlite app, you will need to register each Earthlite product you own using the product's unique serial number. On the right is a sample product label to show you how to locate the serial number.



Product label placement for portable chairs - back of chest pad



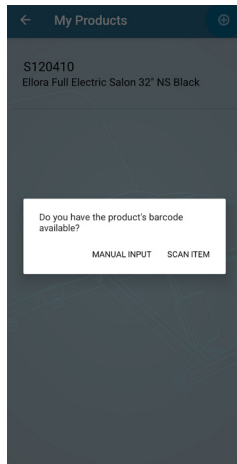
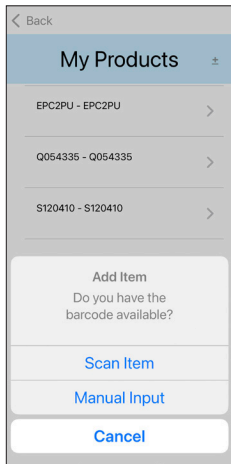
Product label placement for stationary tables - underside of table top at head or foot end



Product label placement for portable tables - underside of table top at head or foot end

Instructions

Registering Products



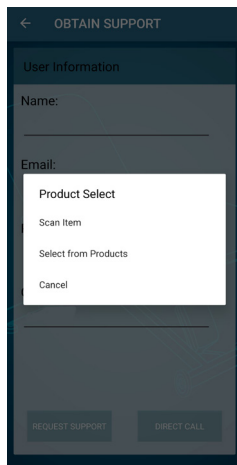
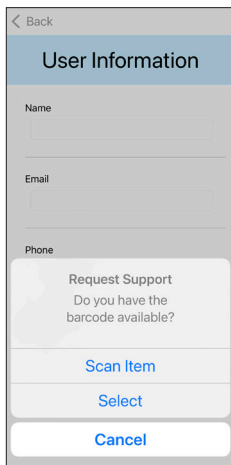
Step 1: Select Register Products

Step 2: Select “My Products”

Step 3: Click the “+” button in the upper righthand corner

Step 4: Scan or Manually input the product’s Serial Number

Obtaining Product Support



Step 1: Select “Obtain Support”

Step 2: Enter your user information

Step 3: Click “Request Support”

Step 4: “Scan Item” or “Select from Products”

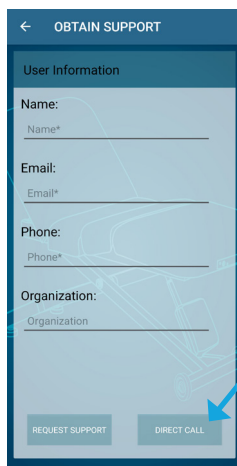
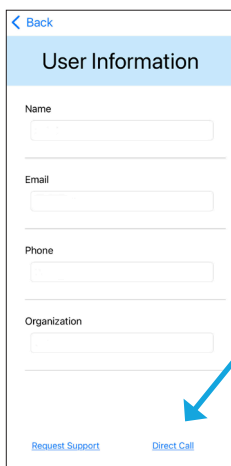
Step 5: “Request Support” from product menu

Step 6: Add product images select the issue category from issue menu, and enter description of issue (optional)

Step 7: Review information and click “Send”

Step 8: Send email

Call To Speak With Us



Step 1: Click on “Obtain Support”

Step 2: Click “Direct Call” and then “Continue / Yes”
(to call 800-872-0560)