



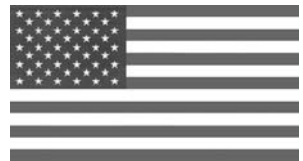
# **GS WALL MOUNT**

*Adjustable & Fixed Height  
Wall-Mounted Goal Systems*



- **GS72**
- **GS60**
- **GS54**

*Installation  
& Owner's  
Instructions*



*Made In The USA*

*Best in Basketball*



## **GS72, 60 & 54 Wall Mount Instructions**

This manual explains the proper installation, operation and maintenance of your Goalsetter Goal. Study and understand these instructions thoroughly before installing, operating or maintaining the goal. Failure to do so could result in serious injury or death and/or equipment damage. Consult your Goalsetter dealer or Goalsetter Systems, Inc. if you do not understand the instructions in this manual or need additional information.

Goalsetter Systems, Inc. recommends that you retain this manual for future reference of operation, maintenance and parts information.

The instructions, illustrations and specifications in this manual are based on the latest information available at the time of publications. Your goal may have product improvements and options not yet contained in this manual.

Goalsetter Systems, Inc. reserves the right to make changes at any time without notice or obligation.

Additional copies of these instructions are available from Goalsetter Systems, Inc.

**GOALSETTER®**, **GOALSETTER SYSTEMS®** AND **GOALSETTER®** logo are all registered trademarks of Goalsetter Systems, Inc. in the U.S. and/or other countries.

**GS™** and **BEST IN BASKETBALL™** are trademarks of Goalsetter Systems, Inc.

This product is covered by various U.S. and Canadian patents, including U.S. Patent #5,211,393.  
Patent infringement will be prosecuted.

No part of this manual may be reproduced in any form or by any means electronic or mechanical, including photocopying, recording, or by any information storage and retrieval systems without the express written consent of Goalsetter Systems, Inc.

**Copyright 2006.**  
**Revised 8/31/07.**  
**All Rights Reserved.**  
**Goalsetter Systems, Inc.**

**Questions? Comments? Contact Us:**  
**Phone: 800.362.4625 • Fax: 641.594.3343**  
**Email: [info@goalsettersystems.com](mailto:info@goalsettersystems.com)**  
**[www.goalsettersystems.com](http://www.goalsettersystems.com)**

## THANK YOU!

*Thank you and congratulations for purchasing a Goalsetter Goal – the finest basketball goal system on the market today! You will discover that Goalsetter is unsurpassed in product innovation, quality and integrity in the basketball equipment industry. We are continually focused on designing, engineering and producing products that meet and exceed the expectations of today’s toughest playing environments and demanding players.*

*Our commitment is to all those who want to play the game of basketball – to be able to train at whatever level they are at and then shoot for the stars. We are also committed to you, our customer, long after the sale has been made. Please contact us if you have any concerns, questions or suggestions regarding our products. Again, we are honored that you have purchased our goal system and we look forward to helping you with your game in the years ahead.*

## TABLE OF CONTENTS

<b>Contact Information</b> .....	2
<b>Safety Instructions</b> .....	4
<b>Lay Out Playing Court</b> .....	5
Court Markings (reference only) .....	5
Goal Specifications .....	6
<b>Goal Assembly</b> .....	7
Required Tools and Materials .....	7
Parts List – GS72, GS60 & GS54 .....	8-9
Hardware Identification .....	10
Frame Attachment .....	11
Frame Assembly .....	12-13
Initial Stabilizer Bar Sizing .....	14
Backboard Attachment .....	14
Rim Attachment .....	15
Height Indicator Attachment .....	16
Raise and Adjust Backboard .....	16
<b>Operation and Maintenance</b> .....	17
Operation .....	17
Cleaning .....	18
Maintenance .....	18
Lubrication .....	19
<b>Warranties</b> .....	20

## SAFETY INSTRUCTIONS

Failure to follow these safety instructions may result in serious injury or death and/or property damage.

- Do not install or use this product unless the instructions within this manual have been carefully read and understood.
- Consult your Goalsetter dealer or Goalsetter Systems, Inc. if you do not understand the instructions in this manual or need additional information.
- If using a ladder during assembly, use extreme caution. Two or three people are recommended for safe installation and assembly.
- Installation and assembly of this product will require lifting and bending that may result in injury to anyone not accustomed to this type of activity.
- Ensure there are no overhead power lines within a 20 ft. (7 m.) radius of the goal location.
- Climate, corrosion or misuse could result in system failure.
- With rim set at 6'-0" playing height, the minimum operational height is 5'-4" (1.9 m) to the bottom of the backboard.
- **DO NOT HANG** on the rim or any part of the goal system. This includes the backboard, support braces or net.
- During play, especially when performing dunking activities, keep the player's face away from the backboard, rim and net. Serious injury could result if teeth/face come in contact with the backboard, rim or net. Do not wear jewelry or other loose objects that could become entangled in the net.
- Twice yearly, check the goal system for loose hardware, excessive wear and signs of corrosion. Repair the system before use.
- Never play on damaged equipment.

### WARNING

**FAILURE TO FOLLOW THESE WARNINGS MAY RESULT IN SERIOUS INJURY AND/OR PROPERTY DAMAGE.**

*Owner must ensure that all players know and follow these rules for safe operation of the system.*

- **DO NOT REMOVE OR COVER THIS WARNING LABEL**
- **DO NOT HANG** on the rim or any part of system including backboard, support braces or net.
- During play, especially when performing dunk type activities, keep player's face away from the backboard, rim and net. Serious injury could occur if teeth/face come in contact with backboard, rim or net.
- Do not slide, climb or play on pole.
- Do not allow young children to adjust system.
- During play, do not wear jewelry (rings, watches, necklaces, etc.). Objects may entangle in net.
- Keep organic material away from pole base. Grass, litter, etc. could cause corrosion and/or deterioration.
- Check pole system for signs of corrosion (rust, pitting, chipping) and repaint with exterior enamel paint. If rust has penetrated through the steel anywhere, replace pole immediately.
- Check system before each use for loose hardware, excessive wear and signs of corrosion and repair before use.
- Never play on damaged equipment.

GOALSETTER SYSTEMS, INC.

1-800-362-4625

### SAFETY INSTRUCTIONS

**FAILURE TO FOLLOW THESE SAFETY INSTRUCTIONS MAY RESULT IN SERIOUS INJURY AND/OR PROPERTY DAMAGE**

- If using a ladder during assembly, use extreme caution. 2-3 people are recommended for safe installation and assembly.
- Before digging, contact utility company to locate underground power cables, gas and water lines.
- Ensure there are no overhead power lines within 20 ft. (7m) radius of pole location.
- Climate, corrosion or misuse could result in system failure.
- If technical assistance is required, contact the manufacturer.
- Minimum operational height in 6'6" (1.98m) to the bottom of backboard.
- Installation and assembly will require lifting and bending that may result in injury to persons not accustomed to this type of activity.

Most injuries are caused by misuse and/or not following instructions. Use caution when using this system.

# LAY OUT PLAYING COURT

Goalsetter Systems cannot assume liability for the installation of any wall-mounted structure. Goalsetter Systems recommends consulting a professional architect or contractor to determine a safe wall anchoring system to match the wall construction being used in your application.

Consider the following to determine where to install the basketball goal:

- The type and strength of structure to which the goal will be attached.
- Backboard size and its extension distance from the structure.
- If court markings are to be used.
- Amount of playing surface desired beneath the goal.
- Other functions of playing surface (such as driveway, tennis court, etc.)

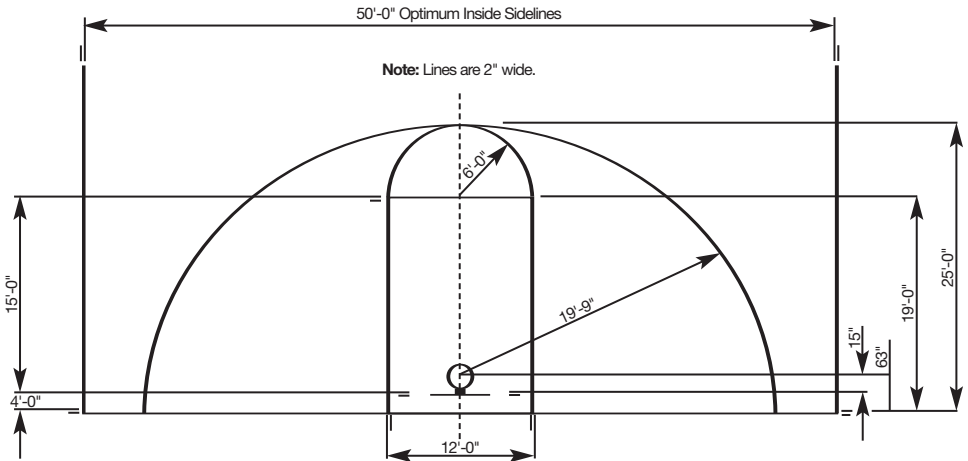
## Court Markings (reference only)

### Regulation Court Lengths:

High School: 84'

College: 94'

Professional: 94'

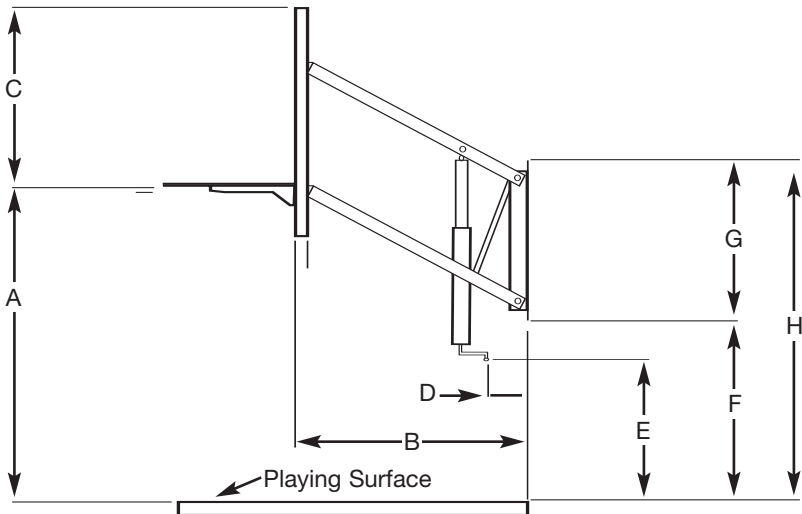


## GOAL SPECIFICATIONS

Model	Backboard Size	Weight With Acrylic	Weight With Glass	Height Range (A)	Extension Distance (B) at:		
					10'	8'	6'
<b>GS72</b>	42" x 72"	205 lbs.	266 lbs.	6'-10'	33"	44"	39"
<b>GS60</b>	38" x 60"	189 lbs.	240 lbs.	6'-10'	33"	44"	39"
<b>GS54</b>	36" x 54"	168 lbs.	207 lbs.	6'-10'	33"	44"	39"

Model	Rim to Top-of-Goal Distance (C)	Crank Distance (D)*	Crank Height (E)*	Bottom of Frame Height (F)	Frame Size (G)	Top of Frame Height (H)
<b>GS72</b>	33-3/4"	5"-8"	82"	88"	28"	116"
<b>GS60</b>	29-3/4"	5"-8"	82"	88"	28"	116"
<b>GS54</b>	27-3/4"	5"-8"	82"	88"	28"	116"

**NOTE:** \*Dimensions 'D' and 'E' do not apply to fixed height goals.



## GOAL ASSEMBLY

Goalsetter Systems cannot assume liability for the installation of any wall-mounted structure. Goalsetter Systems recommends consulting a professional architect or contractor to determine a safe wall anchoring system to match the wall construction being used in your application.

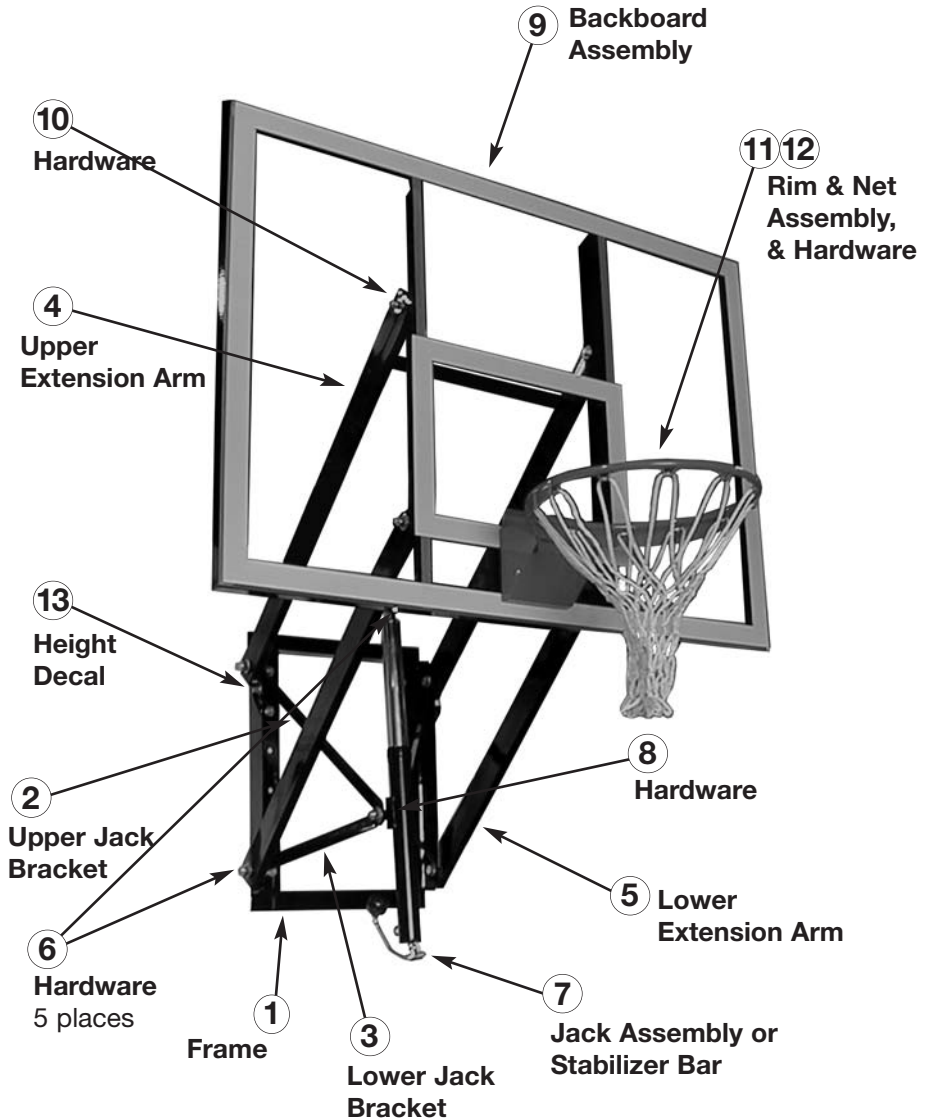
**IMPORTANT:** Safe assembly of the goal requires two to three people in good physical condition and capable of lifting 80-100 lbs (36-45 kg) each.

**IMPORTANT:** Locate and familiarize yourself with all parts of the goal before beginning assembly.

**NOTE:** The type of wall fasteners and drill bits required are determined and provided by the customer and/or installer.

### Required Tools and Materials

Level	9/16", 3/4" and 15/16" Sockets
Rubber Mallet	9/16", 3/4" and 15/16" Wrenches
12' Tape Measure	Wall Fasteners (not included)
Phillips Screwdriver	Drill and Drill Bits (masonry if necessary)
Ratchet	
Stepladder	

**PARTS LIST – GS72, GS60 & GS54**


**NOTE:** Refer to page 9 for parts descriptions.

**NOTE:** Refer to page 10 for hardware descriptions.

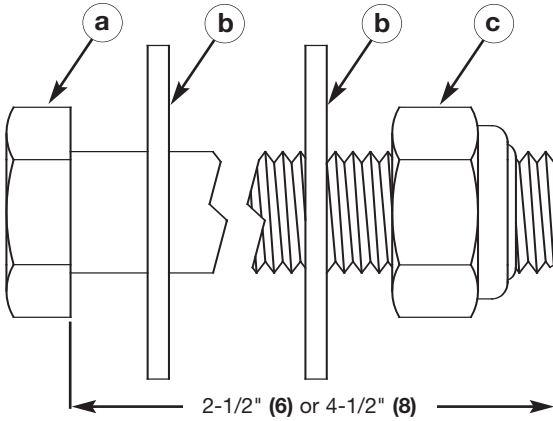


**PARTS DESCRIPTION**

REF	GS72	GS60	GS54	DESCRIPTION
1	1	1	1	Frame
2	2	2	2	Upper Jack Mounting Bracket, 21"
3	2	2	2	Lower Jack Mounting Bracket, 14-1/2"
4	1	1	1	Upper Extension Arm
5	1	1	1	Lower Extension Arm
6a	5	5	5	Bolt, 5/8"-11 UNC x 2-1/2"
6b	10	10	10	Flat Washer, 5/8"
6c	5	5	5	Locknut, 5/8"-11 UNC
7	1	1	1	Jack Assembly (adjustable goals only)
	1	1	1	Stabilizer Bar (fixed goals only)
8a	1	1	1	Bolt, 5/8"-11 UNC x 4-1/2"
8b	2	2	2	Flat Washer, 5/8"
8c	1	1	1	Locknut, 5/8"-11 UNC
9	1			Backboard Assembly, 42" x 72"
		1		Backboard Assembly, 38" x 60"
			1	Backboard Assembly, 36" x 54"
10a	4	4	4	Bolt, 1/2"-13 UNC x 2-1/2"
10b	8	8	8	Flat Washer, 1/2"
10c	4	4	4	Locknut, 1/2"-13 UNC
11	1	1	1	Rim and Net Assembly
12a	4	4	4	Bolt, 3/8"-13 UNC x 2"
12b	8	8	8	Flat Washer, 3/8"
12c	4	4	4	Lock Washer, 3/8"
12d	4	4	4	Nut, 3/8"-13 UNC
13	1	1	1	Decal, Height Indicator Bar

## HARDWARE IDENTIFICATION

**NOTE:** Refer to page 8-9 for descriptions and quantities.

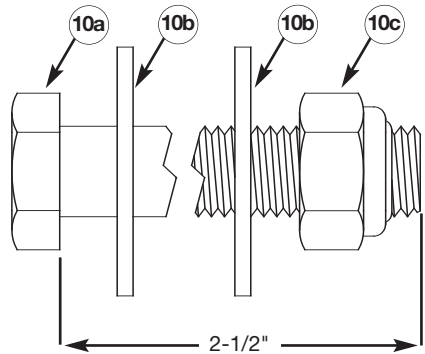


(6 a, b, c) Extension Arm & Upper Jack Mount Bolt Assembly

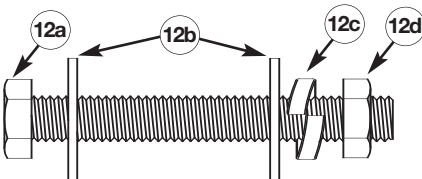
(8 a, b, c) Lower Jack Mount Bolt Assembly



**Black Touch-Up Paint**



**Backboard Bolt Assembly**

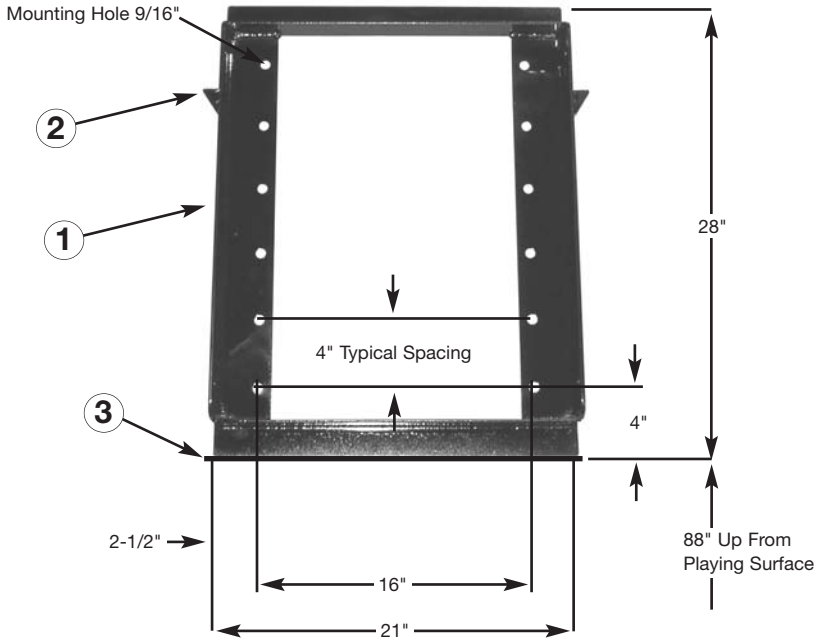


**Rim Bolt Assembly**



**Height Indicator Bar Decal**

## FRAME ATTACHMENT



**IMPORTANT:** Safe assembly of the goal requires two or three people in good physical condition and capable of lifting 80-100 lbs (36-45 kg) each.

**Step 1:** Unpack frame.

**Step 2:** Determine where to place frame on mounting surface.

**Step 3:** Draw a 21" (533 mm) horizontal line on the mounting surface 88" (2,235 mm) up from playing surface.

**Step 4:** Position frame ① on wall with safety stops ② at top. Center bottom of frame on drawn line ③.

**Step 5:** Level frame horizontally and vertically using a level. Mark wall mounting holes needed for attachment of frame. (To be determined by customer and/or installer.)

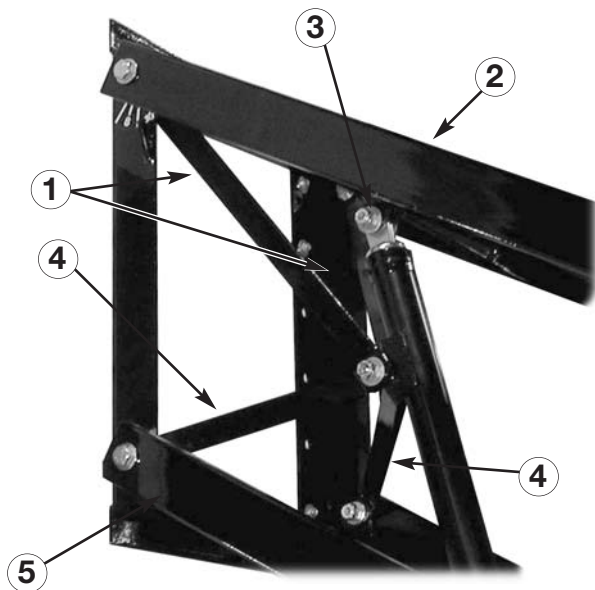
**Step 6:** Set frame down.

**Step 7:** Drill holes as needed in mounting surface.

**Step 8:** Loosely attach frame to wall using correct fasteners. (To be determined by customer and/or installer.) Level frame horizontally and vertically using a level.

**Step 9:** Fully tighten fasteners.

## FRAME ASSEMBLY



**Step 1:** Attach upper jack mounting ① and upper extension arm ② to frame.

- Position extension arm with clevis ③ downward.
- Make sure to use the upper jack mounting brackets (21" long) and attach on inside of frame flange.
- Attach with two 5/8" x 2-1/2" bolts (#6 in parts list), four flat washers, and two locknuts – do not fully tighten.

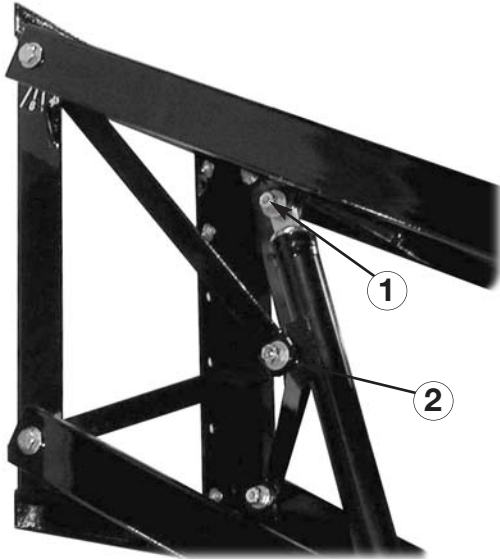
**Hardware Sequence:** Install bolts from outside to inside. Bolt passes through flat washer - extension arm - frame flange - upper jack mounting bracket - flat washer - locknut.

**Step 2:** Attach lower jack mounting brackets ④ and lower extension arm ⑤ to frame.

- Make sure to use the lower jack mounting brackets (14-1/2" long) and attach on inside of frame flange.
- Attach with two 5/8" x 2-1/2" bolts (#6 in parts list), four flat washers, and two locknuts – do not fully tighten.

**Hardware Sequence:** Install bolts from outside to inside. Bolt passes through flat washer - extension arm - frame flange - lower jack mounting bracket - flat washer - locknut.

**FRAME ASSEMBLY (continued)**



**IMPORTANT: Fixed Goal Only –** Before performing Step 3, the stabilizer bar must be initially adjusted for the fixed rim height to be close to 10'. After the goal is raised, further adjustment may be necessary depending upon the installation. Please refer to *Initial Stabilizer Bar Sizing* on page 14 for initial measurements.

**Step 3:** Attach upper mount of jack (adjustable goal) or stabilizer bar (fixed goal) ① to upper extension arm using a 5/8" x 2-1/2" bolt (#6 in parts list), two flat washers and locknut – do not fully tighten.

**Hardware Sequence:** Bolt passes through flat washer - clevis flange - jack mount - clevis flange - flat washer - locknut.

**Step 4: Adjustable Goal Only –** Attach lower mount of jack ② to jack mounting brackets using a 5/8" x 4-1/2" bolt (#8 in parts list), two flat washers and locknut – do not fully tighten.

**Hardware Sequence:** Bolt passes through flat washer - lower bracket - upper bracket - jack mount - upper bracket - lower bracket - flat washer - locknut.

**NOTE: Fixed Goal Only –** Lower mount of stabilizer bar will be attached later.

**Step 5:** Tighten all frame assembly fasteners, but make sure free movement is maintained at pivot points.

## INITIAL STABILIZER BAR SIZING – FIXED GOALS ONLY



To set the stabilizer bar to the proper initial length for your fixed goal, lengthen or shorten until the overall length is as shown:

GS72 .....	.21-7/8"
GS60 .....	.21-7/8"
GS54 .....	.21-7/8"

## BACKBOARD ATTACHMENT

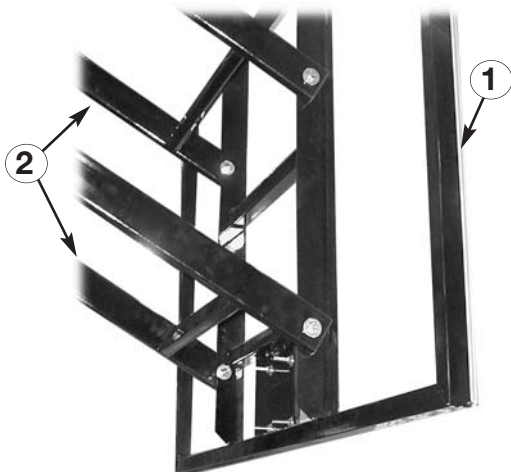
**NOTE:** Make sure extension arms are in lowered position.

**Step 1:** Open lid of box containing backboard ①.

**IMPORTANT:** Rim mounting plate of backboard is to be at lower end.

**Step 2:** Remove backboard from box, lift into position and attach to extension arms ② with four 1/2" x 2-1/2" bolts (#10 in parts list), eight flat washers and four locknuts. Do NOT overtighten. Tighten so that bushings in arms meet bushings in backboard.

**Hardware Sequence:** Install bolts from outside to inside. Bolt passes through flat washer - extension arm - backboard bracket - flat washer - locknut.



## RIM ATTACHMENT

**NOTE:** Use all steps of the following instructions to install a reflex rim. To install a static rim, follow all steps except #2 and #6.

**Step 1:** Remove any cardboard edge protectors and protective sheeting from backboard.

**NOTE:** Four steel shouldered bushings (1) are factory installed. If loose, make sure to have them seated properly when tightening rim bolts. If missing, contact Goalsetter or dealer to get replacements. **DO NOT install rim without bushings.**

**Step 2:** If not already removed, remove cover plate screws (6) and cover plate (5) from rim assembly.

**IMPORTANT:** Correct sequence of hardware installation MUST be followed during assembly.

**Step 3:** Loosely attach rim (4) to backboard through top mounting holes (2) with two 3/8" x 2" bolts, four flat washer, two lock washers and two nuts. Snug tighten hardware – a 9/16" open-end wrench may be necessary.

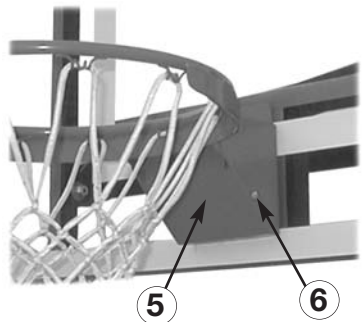
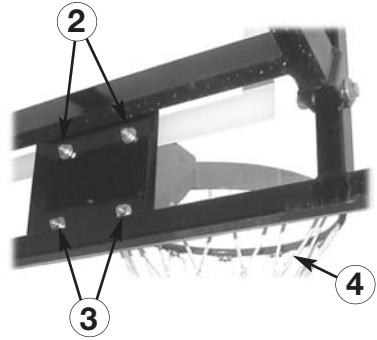
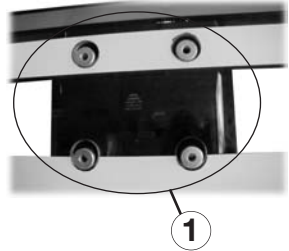
**Hardware Sequence:** Bolt passes through flat washer - rim backplate - backboard bushing - backboard mounting plate - flat washer - lock washer - nut.

**Step 4:** Repeat procedure outlined in Step 3 for lower rim mounting holes (3).

**Step 5:** Level rim side to side and then fully tighten hardware.

**Step 6:** Position cover plate (5) and attach with cover plate screws (6).

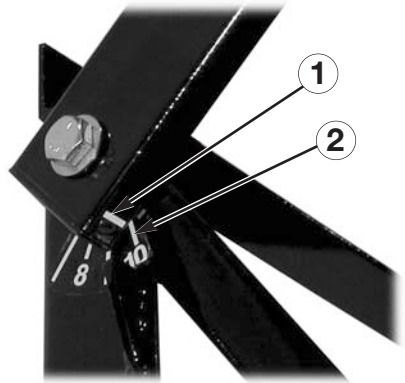
**Step 7:** Attach net to rim.



**HEIGHT INDICATOR ATTACHMENT – ADJUSTABLE GOALS ONLY**

**Step 1:** Position top of rim 10' above playing surface using crank handle. Measure distance with a tape measure for accuracy.

**Step 2:** Align height indicator bar decal ① with 10' mark ② on frame and attach to bottom of upper extension arm.

**RAISE AND ADJUST BACKBOARD – FIXED GOALS ONLY**

**IMPORTANT:** If using a stepladder, make sure it is in good condition, setting on a level and stable surface and do not exceed its weight rating.

Use one or two people to raise backboard assembly and hold it at the 10' position. They should be in good physical condition and capable of lifting 80-100 lbs (36-45 kg).

**Step 1:** Raise backboard and stabilizer bar until lower mount of stabilizer bar can be aligned with holes in jack mounting brackets. Attach using a 5/8" x 4-1/2" bolt (#8 in parts list), two flat washers and locknut.

**Step 2:** Measure the distance from the playing surface to top of rim with a tape measure.

**Step 3:** Subtract the measured distance from 10' – this is the amount the goal will need to be adjusted.

**Step 4:** While one or two people hold up backboard, remove bolt from lower extension arm.

**Step 5:** Lengthen or shorten the stabilizer bar by turning it 1/2 turn for every 1/4" of adjustment needed (or 1 full turn for every 1/2" adjustment needed).

**Step 6:** Re-attach stabilizer bar to lower extension arm using the hardware removed in Step 4.

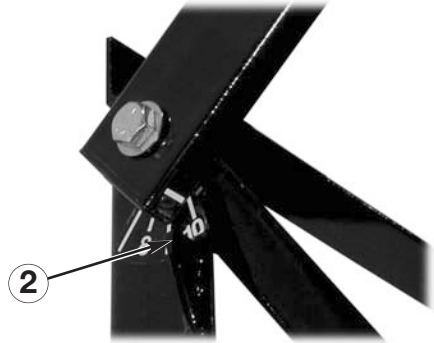
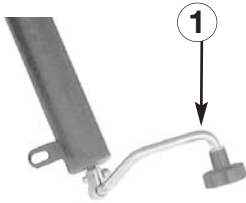
**IMPORTANT:** DO NOT over-extend threaded rod in stabilizer bar. If total length needed is over 23", DO NOT USE. Contact Goalsetter Systems or your local dealer for a custom-length stabilizer bar.

**Step 7:** Repeat steps 2-6 until a rim height of 10' is achieved.

**IMPORTANT:** After all height adjustments have been completed, make sure all hardware is properly tightened, including the stabilizer bar nut. Nut should be tightened towards the top of threaded rod, against top tube section.



**OPERATION AND MAINTENANCE – ADJUSTABLE GOALS ONLY**



① Crank – Turn clockwise for goal to go up, turn counter clockwise for goal to go down.

② Height Indicator indicates goal height from 6' to 10'.



③ Lock – A padlock (user provided) prevents undesired height adjustment.

## CLEANING

The exterior finish of your Goalsetter goal is designed for outdoor environments and should only require periodic cleaning and inspection for imperfections that could develop over time (see *Maintenance* section).

When cleaning is necessary, Goalsetter recommends using water and a mild dish detergent applied with a soft, non-abrasive cloth.

**IMPORTANT:** DO NOT use abrasive cleaners to clean the goal. Damage to the finish may result.

## MAINTENANCE

Goalsetter uses a two-part acrylic-enamel paint on our goals. With periodic inspection and service when needed, the high-gloss finish is designed to last for many years. A small bottle of black paint with brush is provided with every goal for touch up of imperfections as they develop and can be found in the hardware kit.

If more touch up is required, please contact Goalsetter Systems, Inc. or your local Goalsetter Dealer.



## LUBRICATION

Every jack that comes with a Goalsetter height-adjustable goal is pre-lubricated as it comes from the factory. With any mechanical component, periodic inspection and service is required. Goalsetter recommends applying lubrication at least once or twice a year to keep a smooth operation of the height actuator. There are two lubrication service points provided. Failure to do so could result in jack failure and not be covered under warranty.



To lubricate jack, pull back on rubber boot at top of outer tube of jack assembly ①. Apply lubricating oil and allow to seep down into jack assembly.

Use a liberal amount of general-purpose lubricating oil. DO NOT use a penetrating oil.

**IMPORTANT** – A general-purpose lubricating oil like “3-in-1” or lightweight motor oil is recommended. DO NOT use penetrating oil like “WD-40”. Goalsetter has “Maintenance Kits” available which would include a bottle of lubricating oil. Contact Goalsetter Systems, Inc. or your local Goalsetter Dealer for details.

# WARRANTIES

## Buyer agrees that products sold by Goalsetter Systems, Inc. carry the following warranty:

Subject to proper installation and normal, intended use, all structural components of Goalsetter Systems Signature Series\*, Extreme Series\* and GS Wall-Mount Series\* basketball systems are warranted to be free of defects in material and workmanship for the duration of ownership by the original retail purchaser, subject to the limitations below. Tournament Series\* systems will be covered by this warranty for a period of five years. GS Portable Series\* systems will be covered by this warranty for a period of two years. Goalsetter shall have the right to require the purchaser to deliver the allegedly defective product to Goalsetter for testing, repair or replacement. Goalsetter shall not be responsible for any expenses associated with the replacement or removal of the product from its application for such delivery. Modification of any product by the customer, unless approved by Goalsetter Systems, will void all warranty. Where listed as **"LIMITED"**, the warranties shall cover damage or failure that occurs during the course of **NORMAL or INTENDED USE** of the product. Normal or intended use shall be described as activity that is necessary for the participation in the sport for which the equipment is designed. **NOT COVERED** is damage caused by deliberate hanging, multiple player hanging, vandalism, non-basketball activities or any other activity that could be regarded as abusive. Where stated as **"UNCONDITIONAL"** the warranty limitations listed above do not apply. \*Signature Series – MVP, Captain, All-American, All-Star, Contender, Champion; Extreme Series – X672, X660, X560, X554, X454, X448; GS Wall-Mount Series – GS72 Wall-Mount, GS60 Wall-Mount, GS54 Wall-Mount, GS48 Wall-Mount; Tournament Series – Elite, Classic; GS Portable Series – GS1000, GS2000, GS2500, GS3000, GS3500

The Aqua System carries a five-year limited warranty, excluding the jack which carries a two-year warranty.

**Any warranty on a basketball system excludes the rim. Rim warranties are as follows:** Single Ring Static Rim: two-year limited; Double Ring Static Rim: Unconditional Lifetime; Home Court Flex Rim: one-year limited; Heavy Duty Flex Rim: two-year limited; GS Ultra Flex Rim: five-year limited; GS Collegiate Breakaway Rim: five-year limited; Double Ring Static Galvanized Rim: Unconditional Lifetime

**Padding Warranty:** Multi-Purpose Backboard Edge Padding: one-year limited; Indoor Backboard Edge Padding: five-year limited (indoor only); Custom Fitted Pole Padding: one-year limited; Wrap Around Pole Padding: one-year limited

## NOT COVERED BY THIS WARRANTY

- Use in non-residential applications of Glass backboards on Signature Series systems.
- Use in non-residential applications of Extreme Series and Tournament Series complete systems.
- Any products subjected to abuse, negligence, improper installation, vandalism, acts of God, alteration of product or any other events beyond the control of Goalsetter Systems.
- Paint or rusted parts. Touch-up paint is included in all hardware kits.
- Deterioration of product due to time or wear and tear.

Normal deterioration of products due to atmospheric conditions, weather, wear and tear (including paint), or other causes that do not affect functional use are not covered by Goalsetter Systems warranties. All warranties are valid only when product is used in the intended application & when installed according to Goalsetter Systems instructions. Warranty will be void if maintenance instructions in the Owner's Manual are not followed. If you did not receive an Owners Manual please call 1-800-362-4625 and one will be mailed to you.

**WARRANTY CLAIMS:** All returns must be arranged through the Goalsetter Systems dealer where the product was originally purchased. Warranties do not cover dealer service charges, labor charges and travel expenses associated with replacement, repair or removal of warranty item. A Goalsetter Warranty Claim form must be completed, and photos submitted, for any item you wish to claim under warranty. If the purchase was not made through a dealer, this form is available by email, fax or mail. In response to your claim, you will receive an order confirmation as well as a notice stating whether Goalsetter needs your warranty item returned. Goalsetter will notify you by fax or phone if we determine that the item cannot be claimed under warranty. **Goalsetter Systems is not responsible for any charges for labor to install or repair defective product without prior authorization. Goalsetter will determine the most economical method to either repair or replace product before any work is to commence.**