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video before beginning your installation**

VIDEO INSTALLATION INSTRUCTIONS

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PACKAGE CONTENTS

COMPONENT LIST



A Ceiling Brackets (x4)



B Axle Support with Bearing (x1)



C Axle Support without Bearing (x1)



D Gearbox (x1)



E Axle Rod with Connector (x1)



F Axle Rod without Connector (x1)



G Long Side Beam (x4)



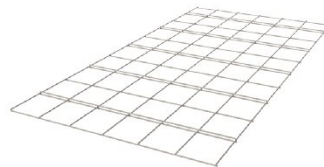
H Long Side Beam Connector (x2)



I Short Side Beam (x2)



J Center Support Beam (x3)



K Wire Grids (x4)



L Drill Rod (x1)



M U-Clamps (x8)

PACKAGE CONTENTS

HARDWARE KIT



N M6*16 Hex Screw (x41)



O Hex Head Lag Screw (x16)



P Plastic Fender Washer (x2)



Q Drill Bit (x1)



R Metal Fender Washer (x1)



S Cotter Pin (x1)



T L-Shaped Hex Socket (x1)



U Hex Bit Socket (x1)



V M6*45 Hex Screw (x5)



W Large Double J-Bolt (x6)



X Small Single J-Bolt (x8)



Y Hex Nut (x33)



Z L-Shaped Allen Wrench (x1)



Z1 M8*14 Hex Screw (x4)

REQUIRED INSTALLATION TOOLS

REQUIRED TOOLS



Stud Finder



Ladder



Electric Drill



Safety Glasses



Level



Tape Measure &
Marking Pencil

ADDITIONAL ACCESSORIES PROVIDED :



Drill Bit (x1)



Hex Bit Socket (x1)

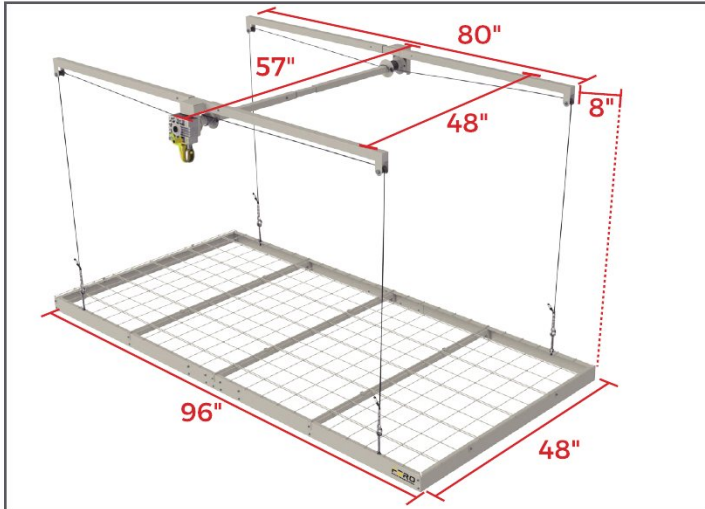


L-Shaped Hex
Socket (x1)

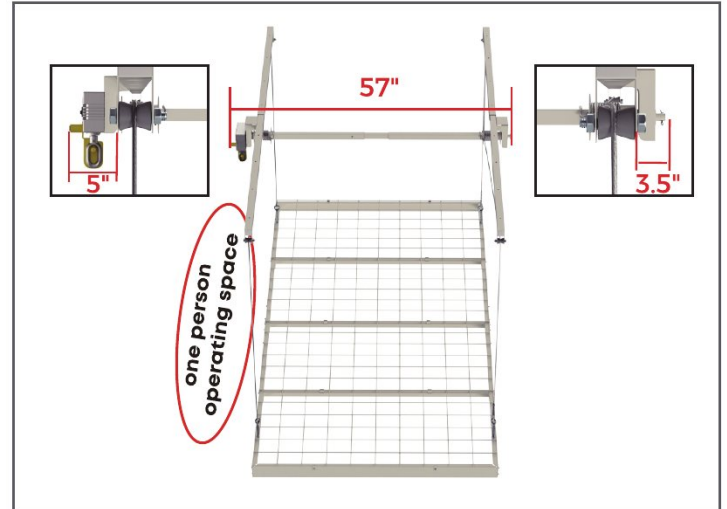
SAFETY PRECAUTIONS

1. To ensure a faster and safer installation, please read the entire instruction manual carefully before starting.
2. This product is designed solely for storage purposes and must not be used to lift or transport living beings, including people or animals.
3. This product must be installed directly onto wooden ceiling joists, not drywall or other non-structural materials. Before beginning installation, verify that your ceiling structure, including the joists, can support a load of at least 600 pounds.
4. Do not install more than two Ceiling Storage Lift on the same ceiling joist.
5. This product contains small parts that may pose a choking hazard if swallowed. Keep these parts in a secure location, out of children's reach, and ensure children do not play near the product during installation.
6. Keep the installation area free from potential hazards. Do not leave tools unattended, and handle packaging materials carefully to avoid risks such as suffocation from plastic bags.
7. Select a location for the Ceiling Storage Lift that allows enough space for the platform to raise and lower. Ensure the area is clear of obstacles and personnel during operation.
8. If you have any questions after reading the instructions, please contact us at support@ferostorage.com
9. After installation, test the product's load-bearing capacity to ensure it is securely installed. The platform can support up to 81 pounds evenly distributed per grid.
10. Inspect the steel cables for signs of wear or damage at least every six months. If any damage is found, or if the product is not functioning properly, contact the manufacturer for assistance.
11. Do not park or walk underneath the unit for at least 2 hours after installation to confirm it is securely installed. Never play on or around the product.
12. Exercise caution when placing items on the Ceiling Storage Lift. Falling objects can cause property damage, injury, or even death.
13. FERO is not liable for any personal injury or property damage resulting from improper installation, overloading, unintended use, or failure to follow the provided instructions.

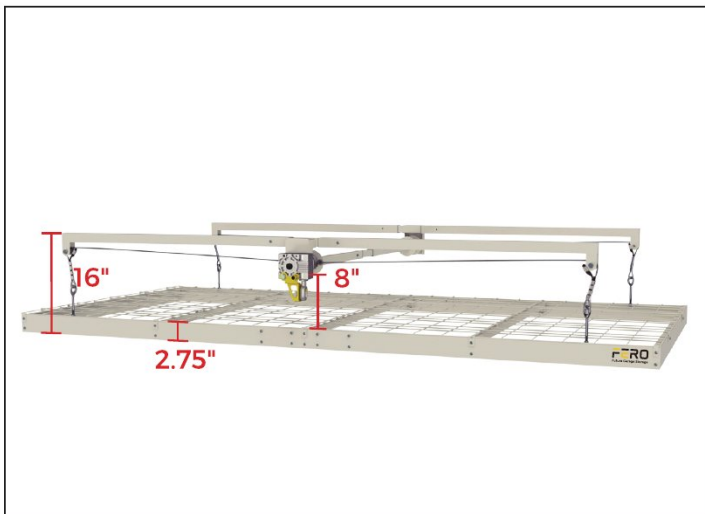
PLANNING: PRODUCT SPECS



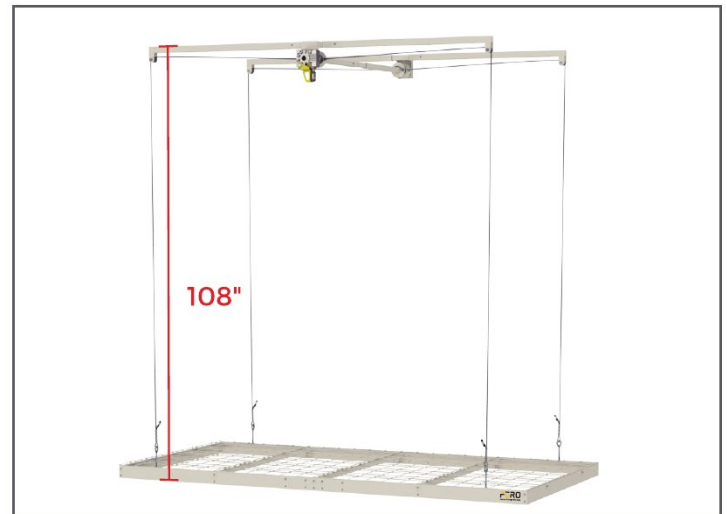
A: Product Dimensions.



B: Product Dimensions.

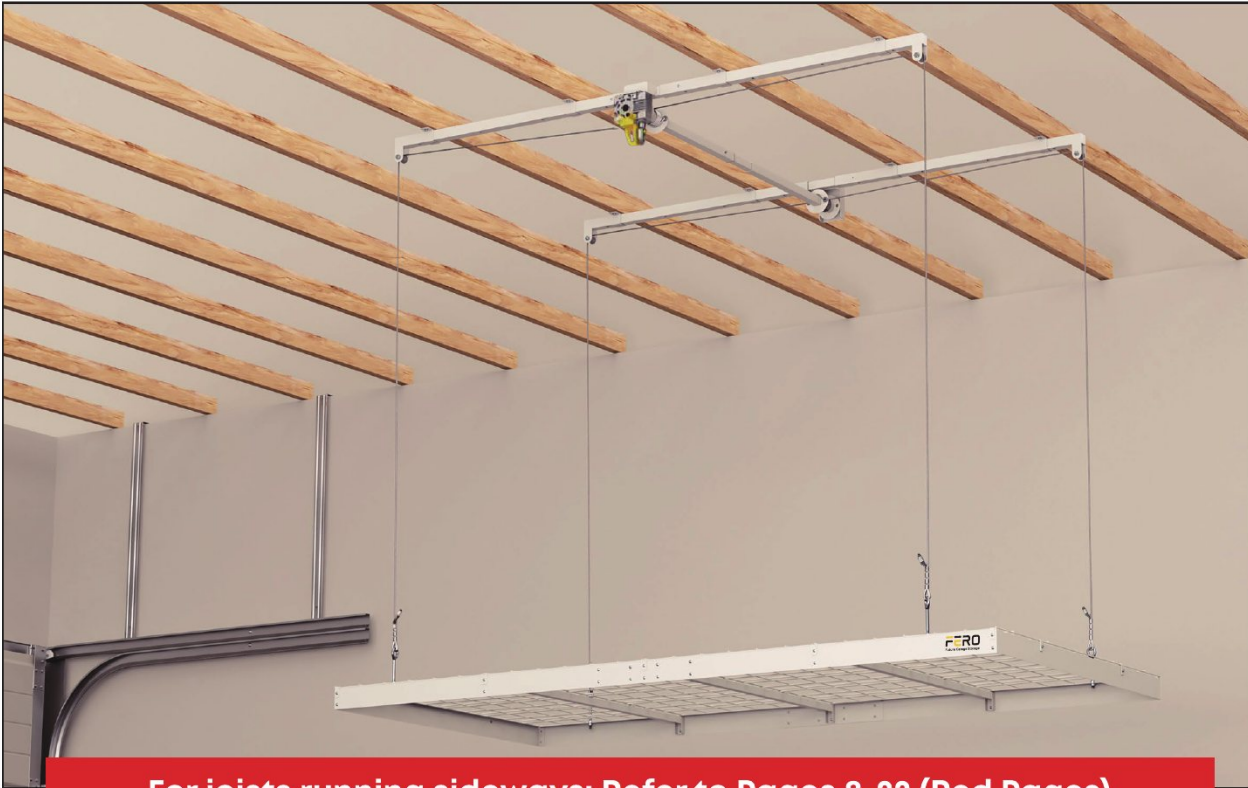


C: Minimum lifting height.



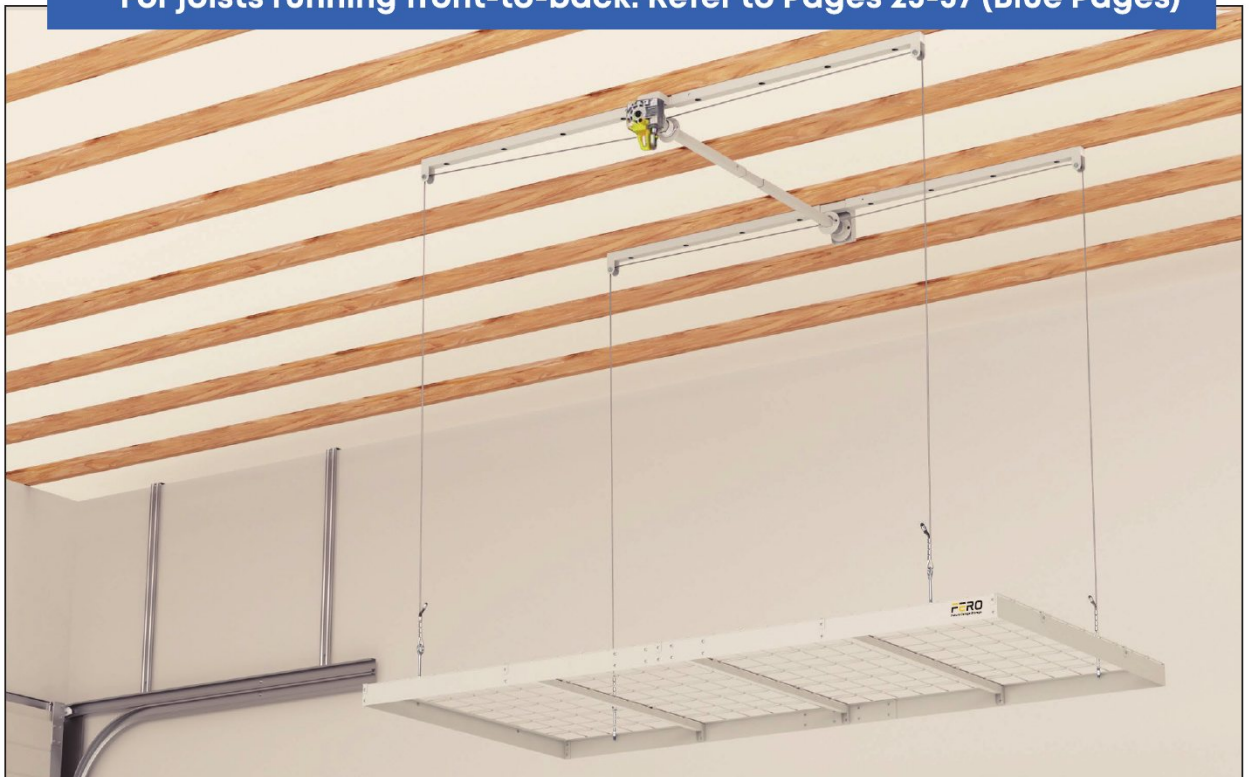
D: Maximum lifting height.

PLANNING: DETERMINE THE JOISTS DIRECTION

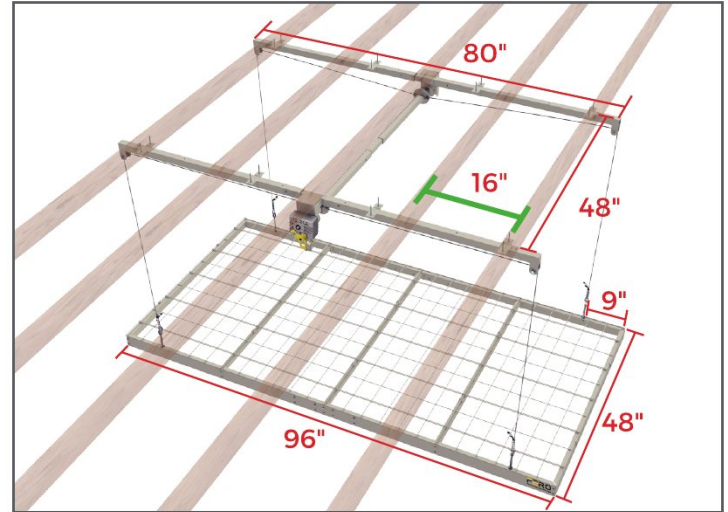
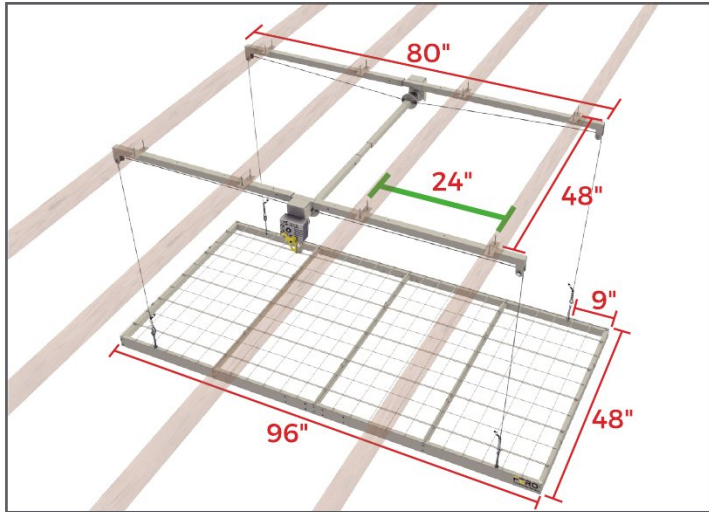


For joists running sideways: Refer to Pages 8-22 (Red Pages)

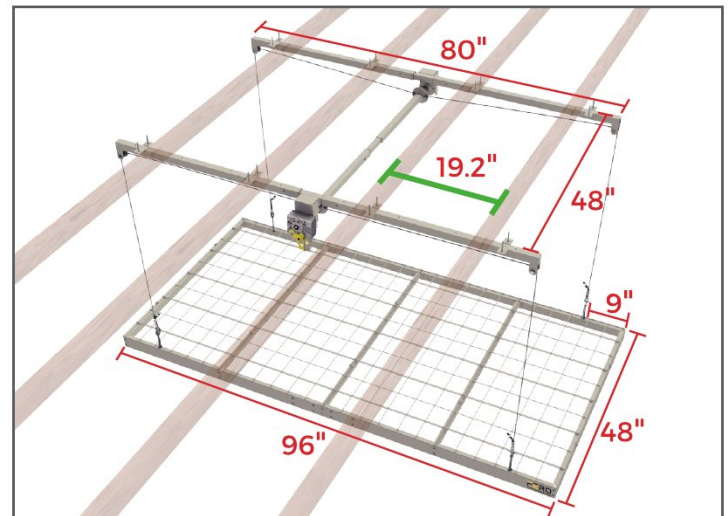
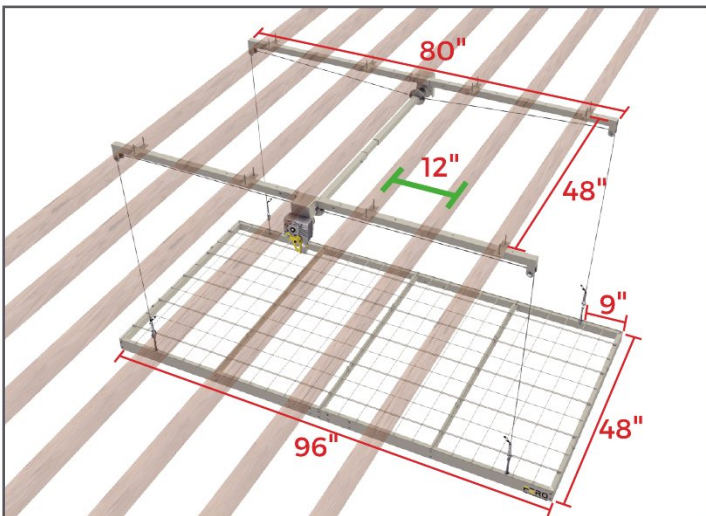
For joists running front-to-back: Refer to Pages 23-37 (Blue Pages)



PLANNING: SIDEWAYS JOISTS INSTALLATION LAYOUT

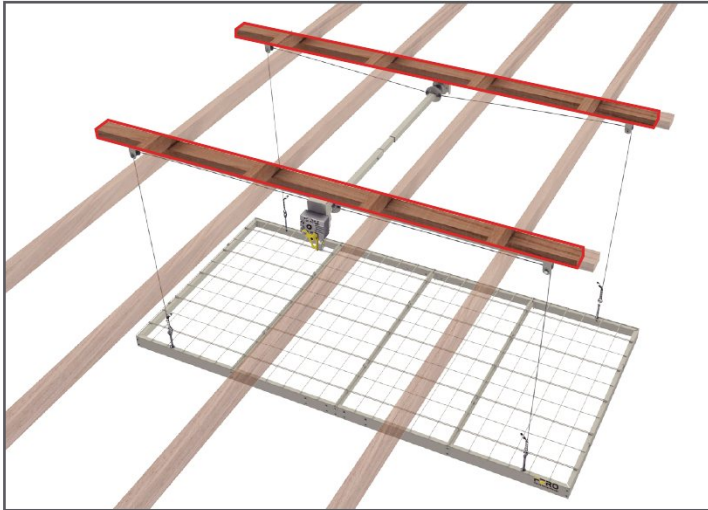


A: Layout and dimensions for joist spans of 24" B: Layout and dimensions for joist spans of 16"

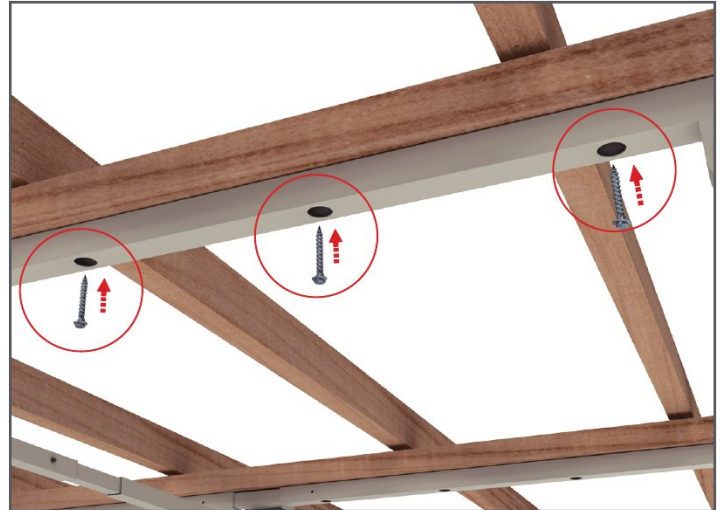


C: Layout and dimensions for joist spans of 12" D: Layout and dimensions for joist spans of 19.2"

PLANNING: USING SUPPORTING WOOD FOR NON-STANDARD JOISTS



A: Add supporting wood under the ceiling joists.



B: Secure the ceiling brackets **A** onto the supporting wood using Hex Head Lag Screws **O**.

PLANNING: CHECK CLEARANCE BEFORE INSTALLING ABOVE GARAGE DOOR

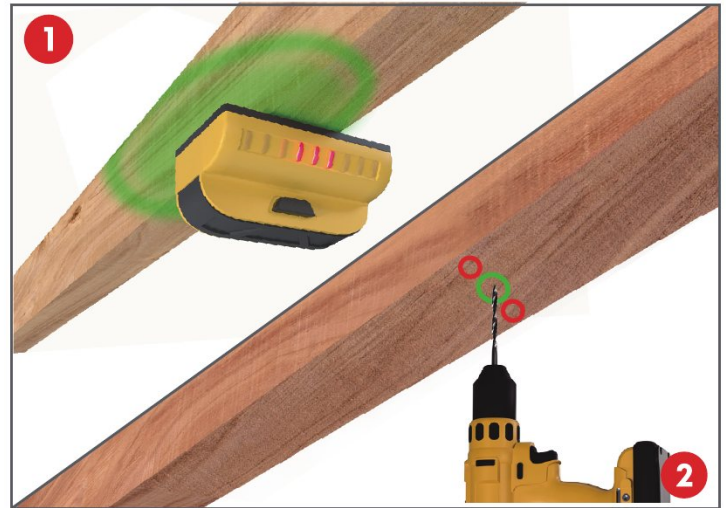


A: Ensure sufficient space above the garage door before installation. Verify that the Ceiling Storage Lift has enough lifting clearance to operate without interference from the door or surrounding structures.

INSTALLING: ASSEMBLE AND INSTALL THE CEILING BRACKETS



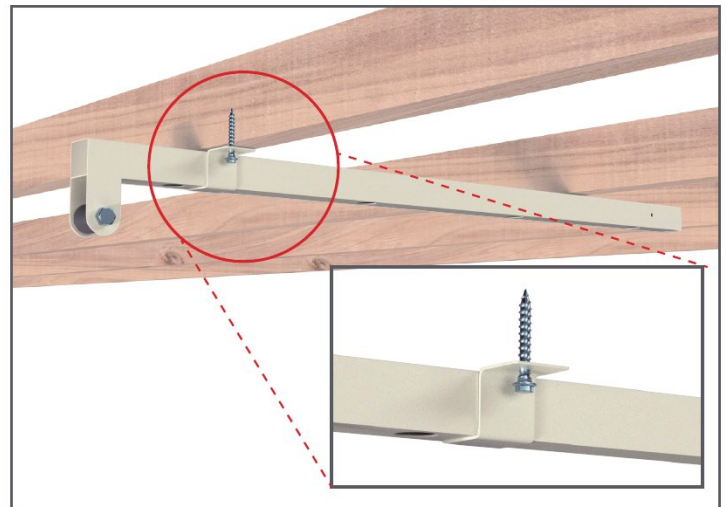
A: This instruction is designed to guide you to install the Ceiling Brackets on the gearbox **D** side first. Both sides follow the same steps.



B: Use a stud finder to identify the location of the ceiling joists. Pre-drill at the very center of the ceiling joist using Drill Bit **Q**.



C: Mount the U-Clamp **M** using 1 Hex Head Lag Screw **O**. **Do not fully tighten the Hex Head Lag Screw at this stage.**

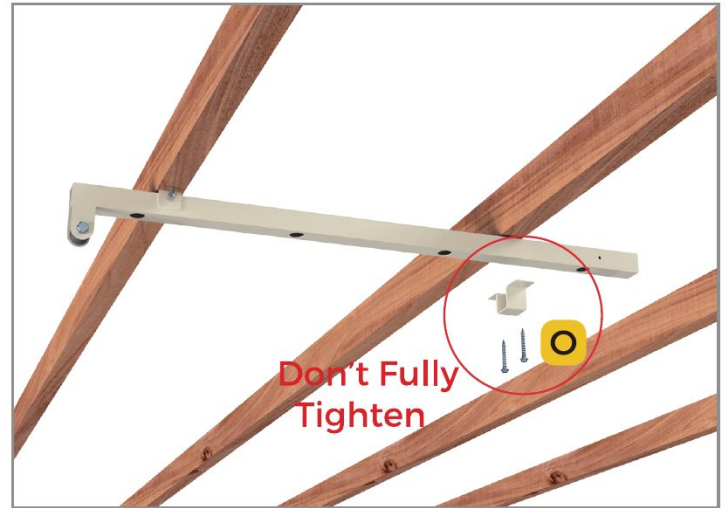


D: Insert the first half of the Ceiling Bracket **A** into the U-Clamp **M**.

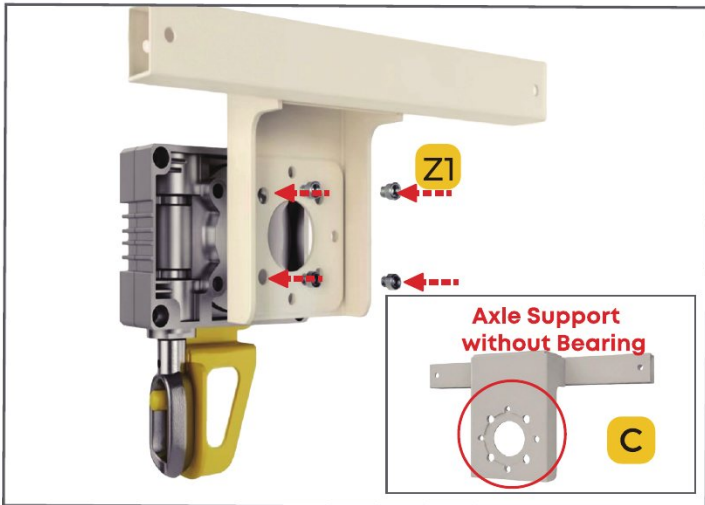
INSTALLING: ASSEMBLE AND INSTALL THE CEILING BRACKETS



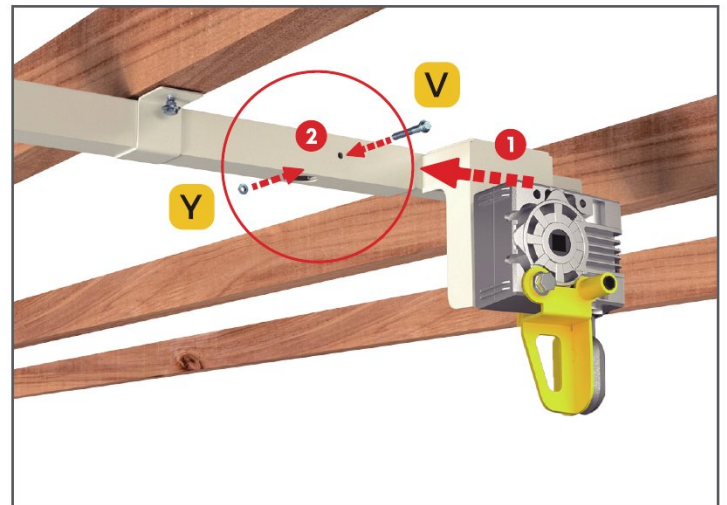
A: Rotate it slightly to adjust the angle for proper alignment.



B: Mount the second U Clamp **M** to the next ceiling joist using 2 Hex Head Lag Screws **O**. Do not fully tighten the Hex Head Lag Screw at this stage.

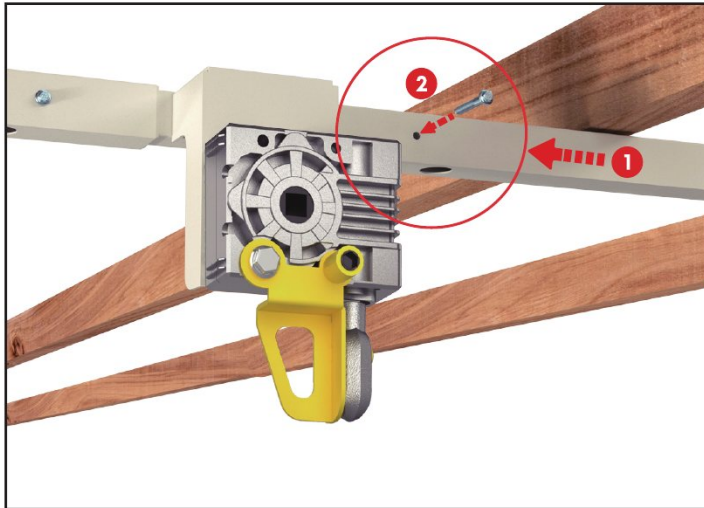


C: Attach the Axle Support without Bearing **C** to the Gearbox **D** using M8*14 Hex Screws **Z1**.



D: Insert the assembled Axle Support and secure it using an M6*45 Hex Screw **V** and Hex Nut **Y**.

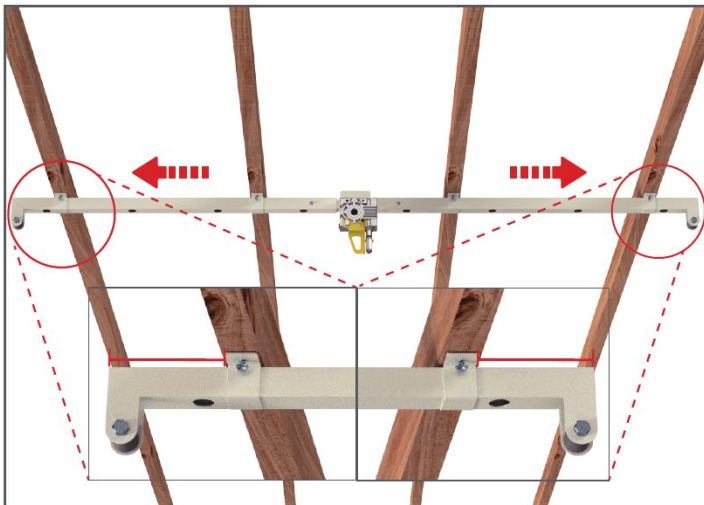
INSTALLING: ASSEMBLE AND INSTALL THE CEILING BRACKETS



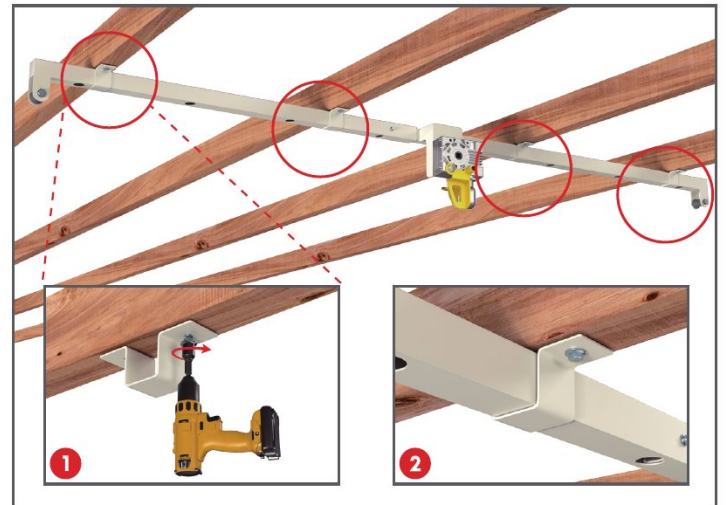
A: Attach the second Ceiling Bracket **A** and secure it with an M6*45 Hex Screw **V** and Hex Nut **Y**.



B: Mount the second ceiling bracket **A** using 2 U Clamps **M** and 4 Hex Head Lag Screws **O**. After that, secure the first ceiling bracket with 1 Hex Head Lag Screw **O**. **Do not fully tighten the Hex Head Lag Screws at this stage.**



C: Adjust the Ceiling Brackets **A** so that it protrudes equally from both ends of the joists, ensuring equal extension.

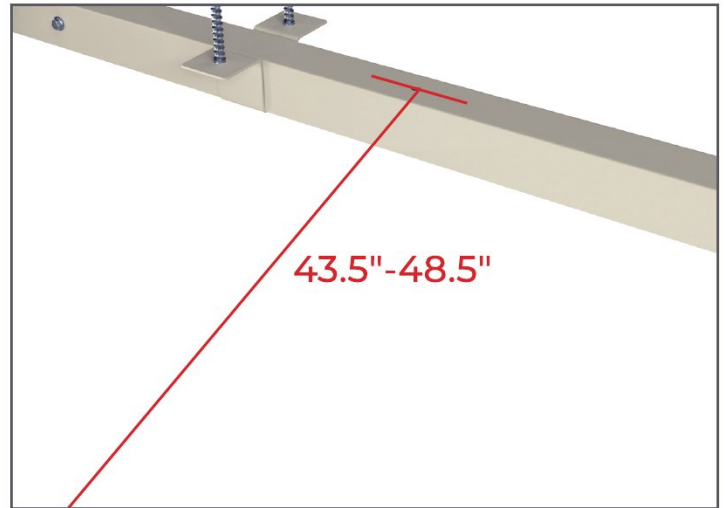


D: Securely tighten 8 Hex Head Lag Screws **O**.

INSTALLING: ASSEMBLE AND INSTALL THE CEILING BRACKETS

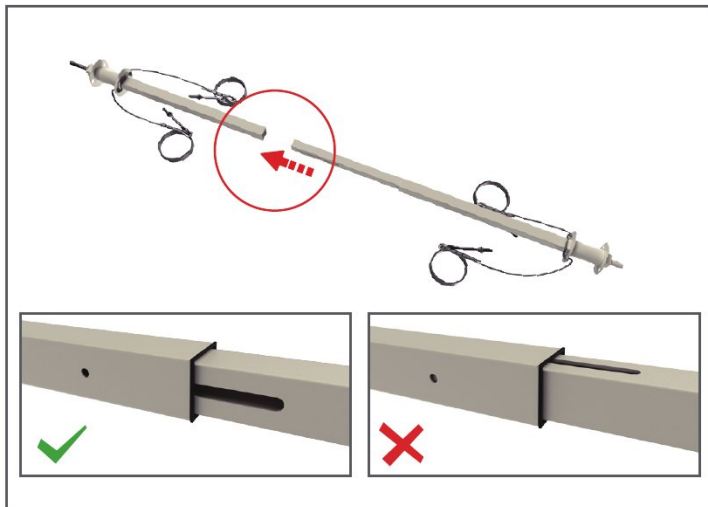


A: Repeat the process for the remaining two Ceiling Brackets **A**.

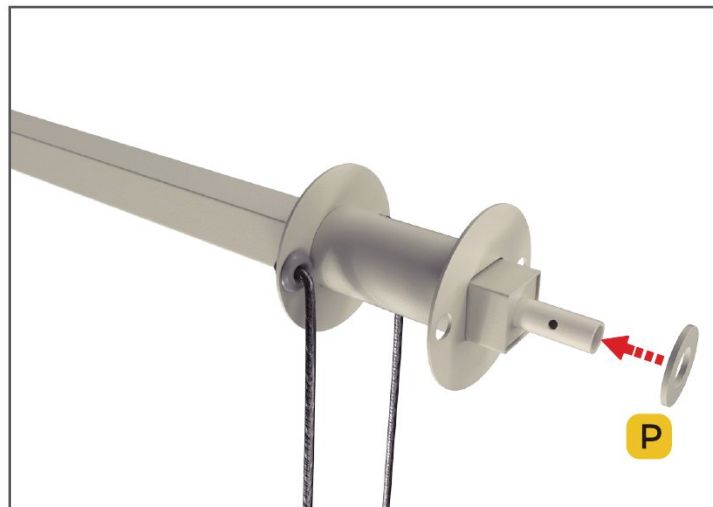


Ensure the center-to-center distance between the mounting holes of the two ceiling brackets is 43.5–48.5 inches (1105–1232 mm), and keep them parallel to each other. Repeat the above steps to install the other two ceiling brackets **A**.

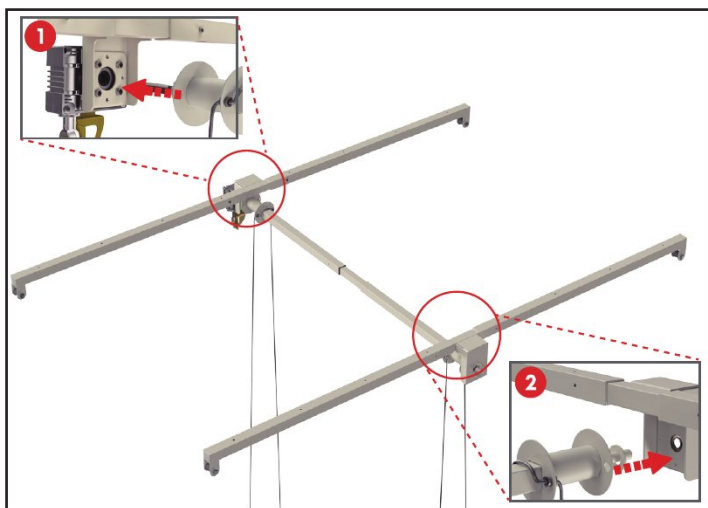
INSTALLING: ASSEMBLE THE AXLE ROD



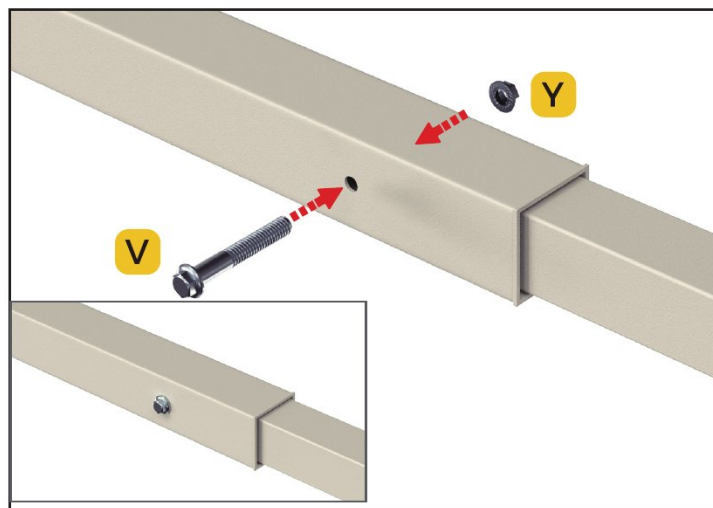
A: Attach the Axle Rod with a Connector **E** and the Axle Rod without a Connector **F**.



B: Place 1 Plastic Fender Washer **P** onto the Axle Rod with the Connector **E**.

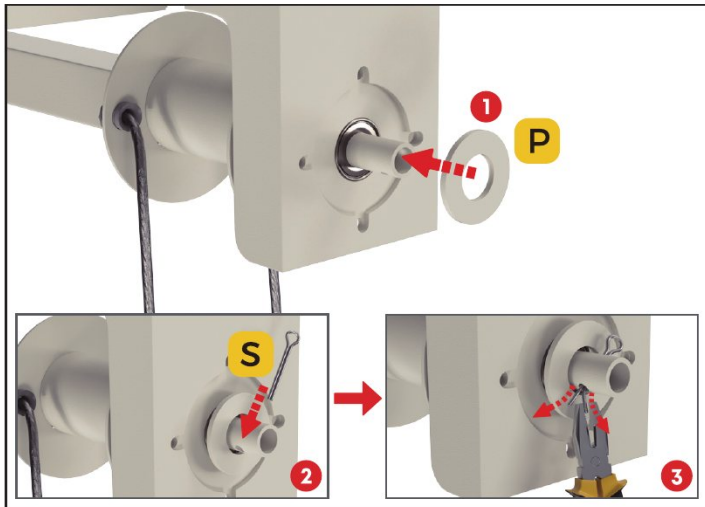


C: Insert the assembled Axle Rod fully into the Axle Support with Bearing **B** and the Axle Support without Bearing **C**. **Ensure it is fully inserted.**

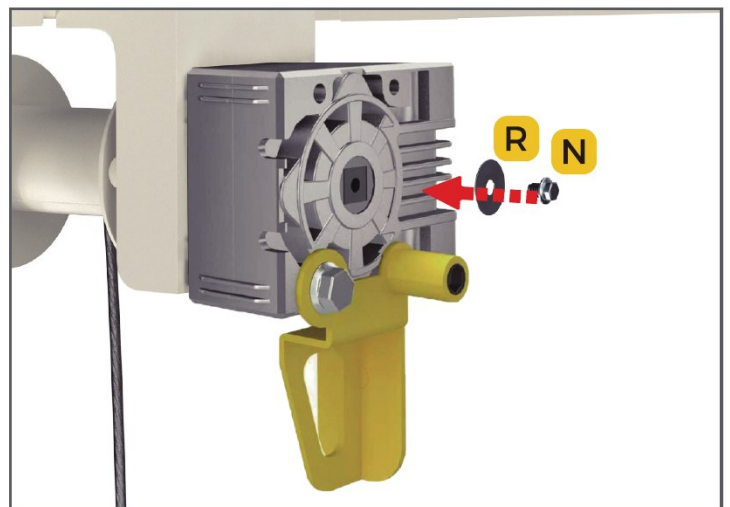


D: Secure the assembled Axle Rod using 1 M6*45 Hex Screw **V** and 1 Hex Nut **Y**.

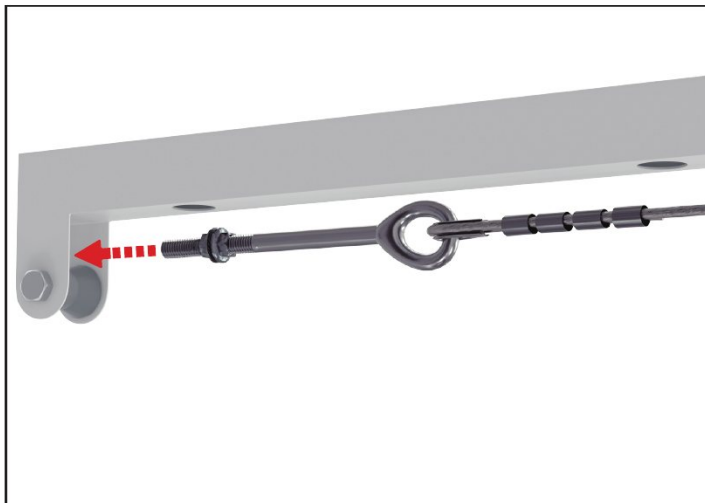
INSTALLING: ASSEMBLE THE AXLE ROD



A: Place 1 Plastic Fender Washer **P** onto the Axle Rod. Then, insert the Cotter Pin **S** through the Axle Rod and bend its end to secure it in place.



B: Install the Metal Fender Washer **R** and 1 M6*16 Hex Screw **N** to secure the Axle Rod.

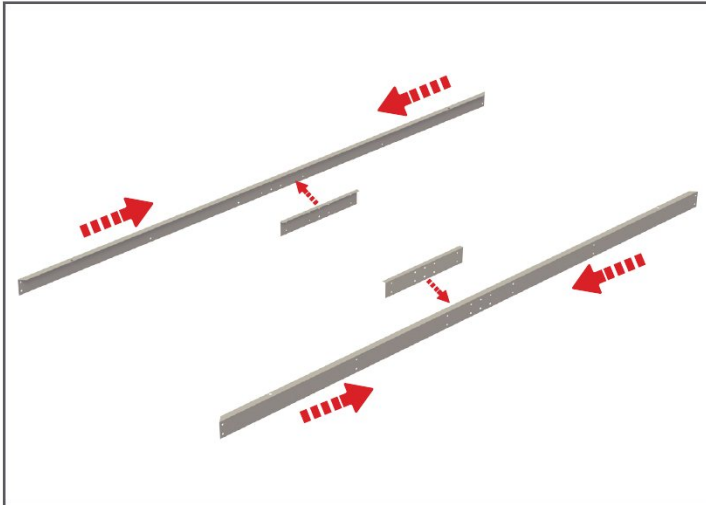


C: Route the ends of the cable assemblies through the ceiling brackets **A** and over the pulleys.

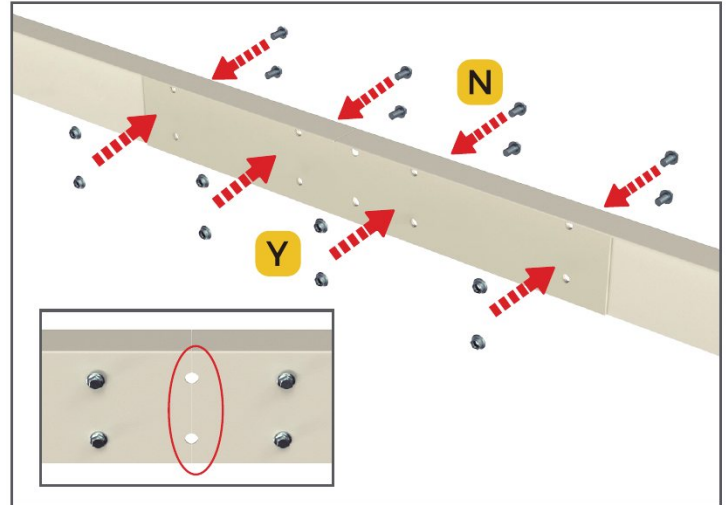


D: Ensure the cable assemblies are not tangled and are resting properly on the pulleys.

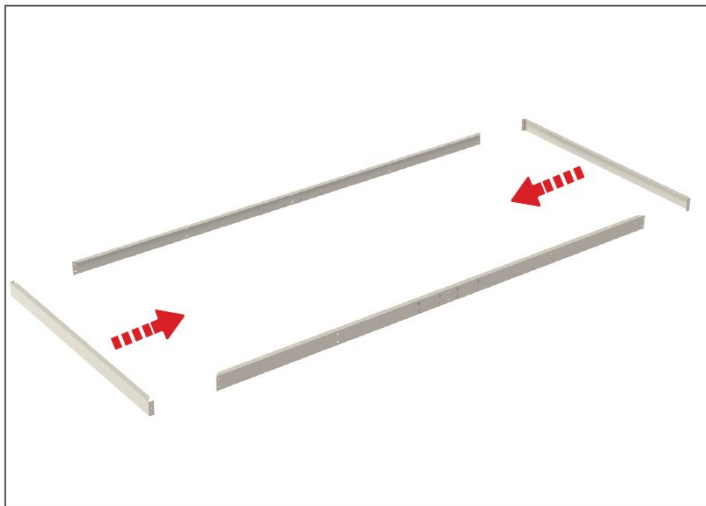
INSTALLING: ASSEMBLE THE PLATFORM



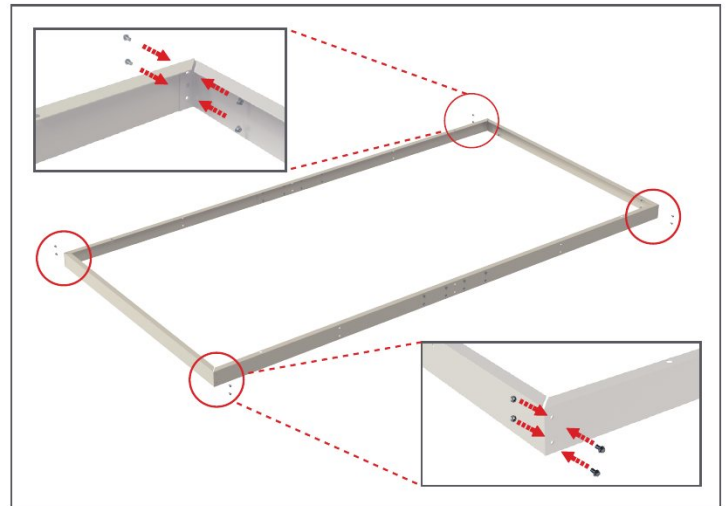
A: Connect the 2 Long Side Beams **G** with 1 Long Side Beam Connector **H**.



B: Secure the 2 Long Side Beams **G** and 1 Long Side Beam Connector **H** using 8 M6*16 Hex Screws **N** and 8 Hex Nuts **Y**.
Note: Do not install screws and nuts in the two center holes.

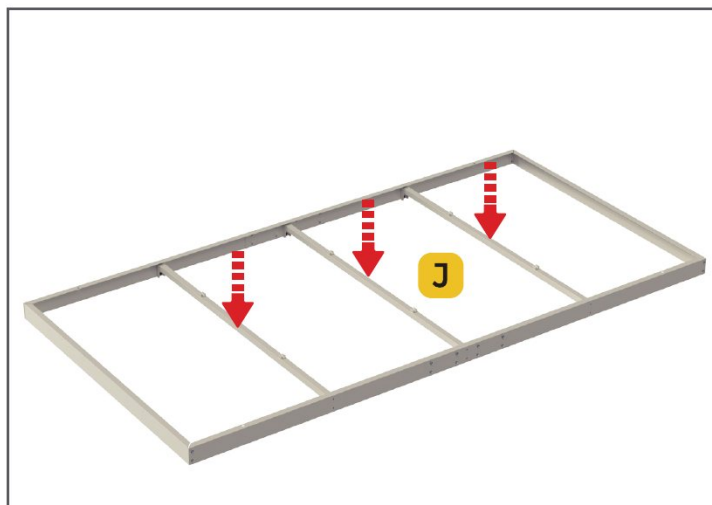


C: Connect the 2 Short Side Beams **I** to the Long Side Beams **G**.

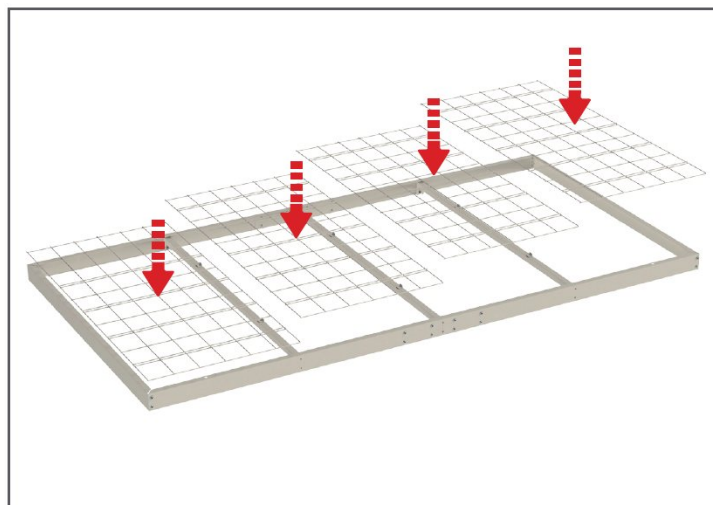


D: Secure the Short Side Beams **I** to the Long Side Beams **G** using 8 M6*16 Hex Screws **N** and 8 Hex Nuts **Y**.

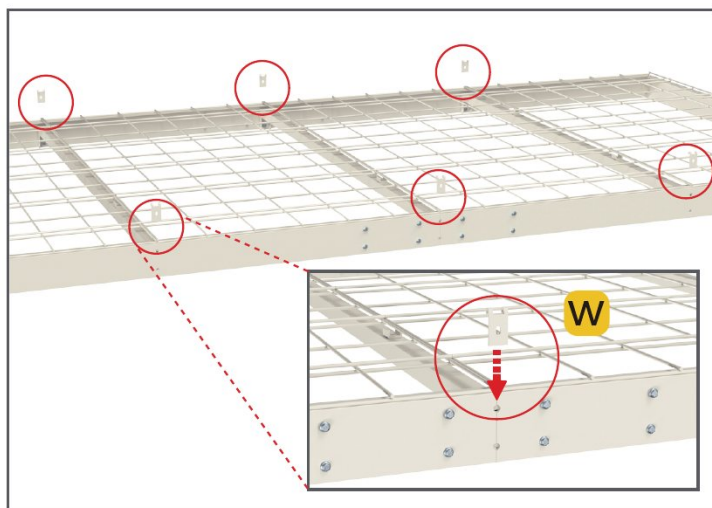
INSTALLING: ASSEMBLE THE PLATFORM



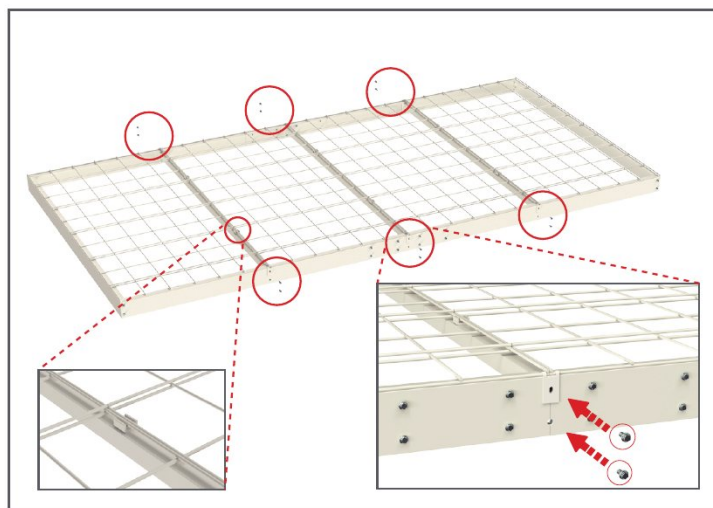
A: Place the Center Support Beam **J** in the designated position. **Do not install the screws and nuts at this stage.**



B: Place the 4 Wire Grids **K** evenly on the platform.

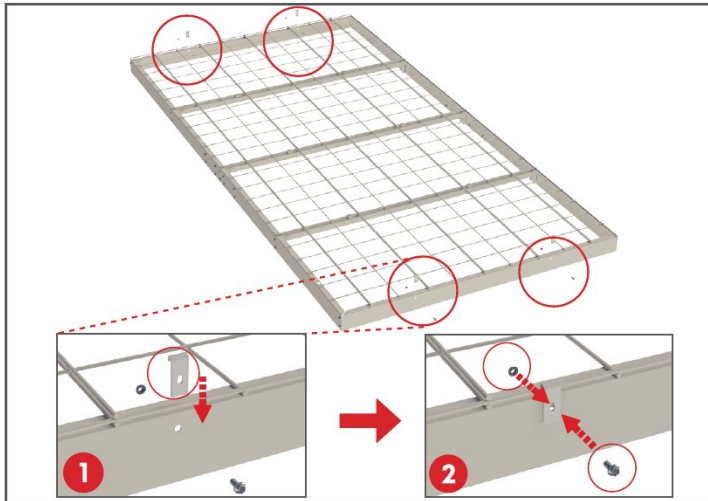


C: Place the 6 Large Double J-bolts **W** at the joint corners of the Wire Grids **K**.

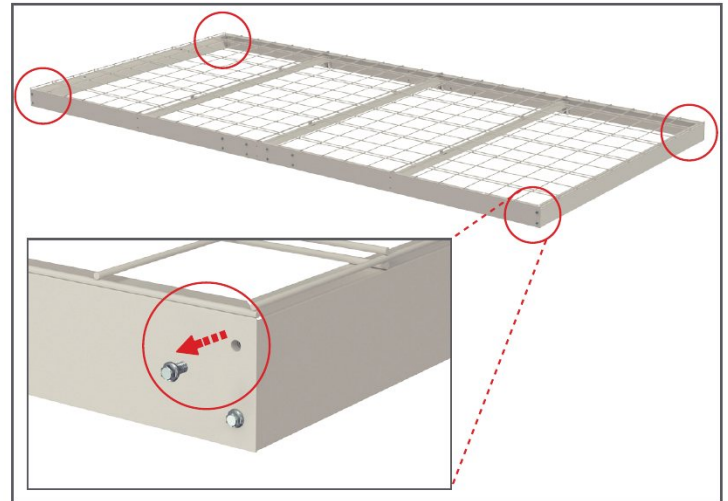


D: Secure the Center Support Beams **J** to the Long Side Beams **G** using 12 M6*16 Hex Screws **N** through the Large Double J-bolts **W**.

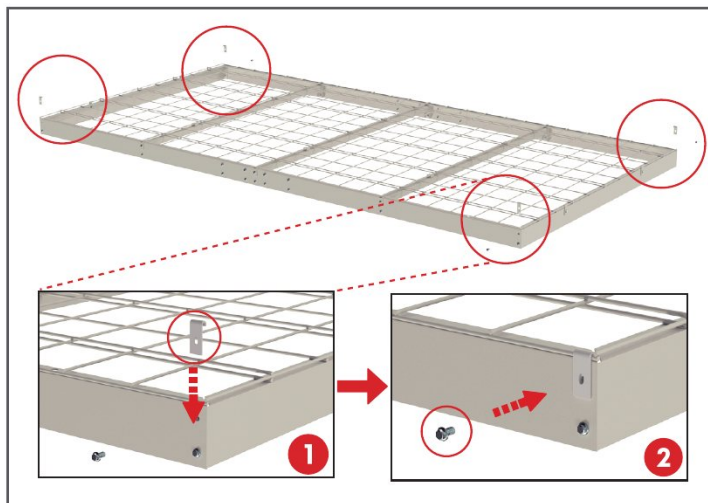
INSTALLING: ASSEMBLE THE PLATFORM



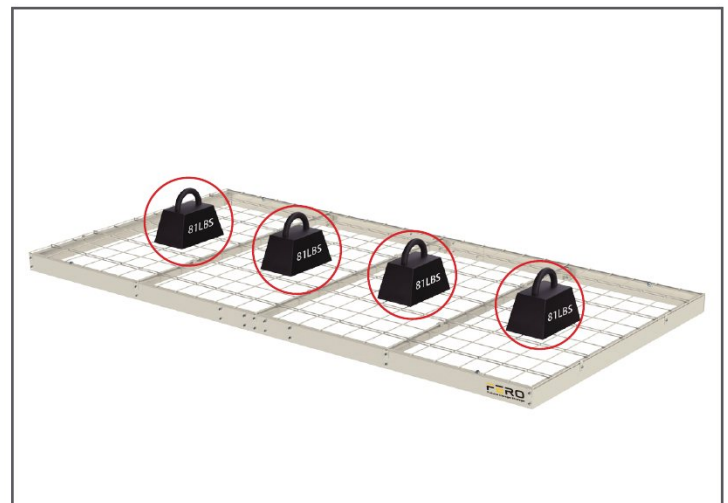
A: Secure the 4 Small Single J-bolts **X** to the Short Side Beams **I** using 4 M6*16 Hex Screws **N** and 4 Hex Nuts **Y**.



B: Remove the 4 M6*16 Hex Screws **N** installed at the upper corners of the platform.

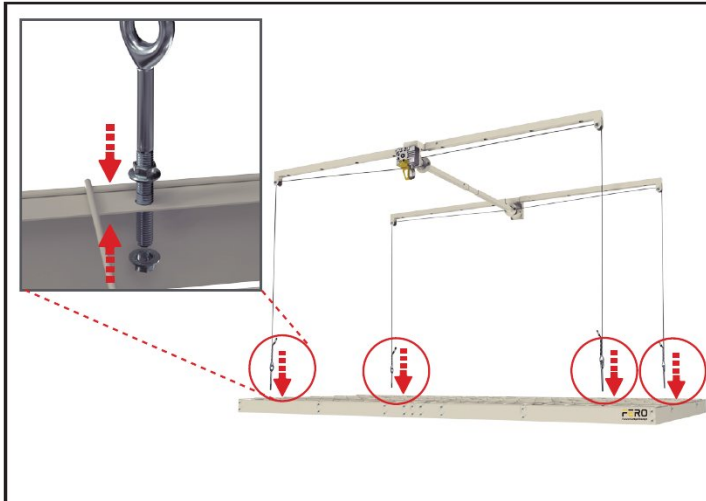


C: Secure the 4 Small Single J-bolts **X** to the Long Side Beams **G** using 4 M6*16 Hex Screws **N** and 4 Hex Nuts **Y**.

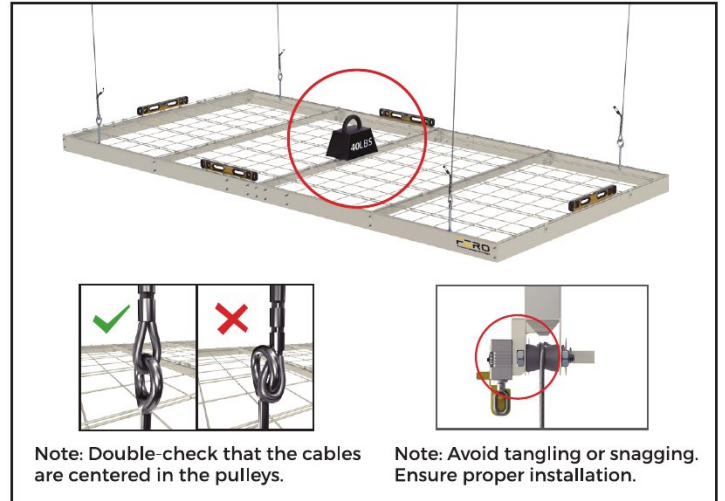


Note: Each wire grid **K** has a weight capacity of 81LBS.

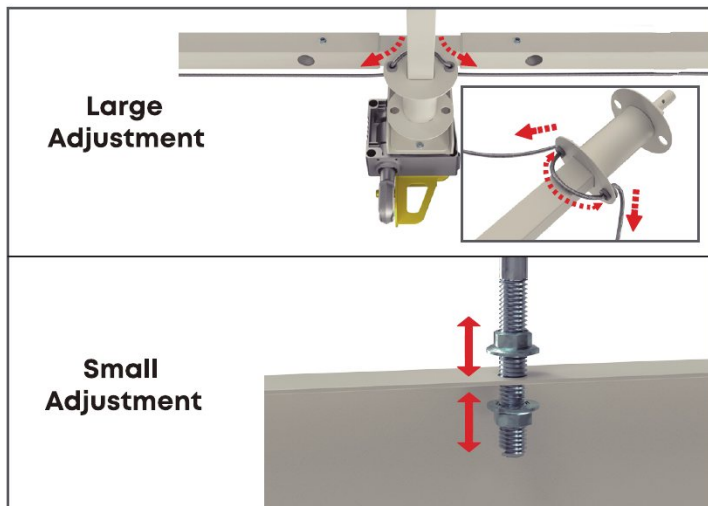
OPERATING: LEVELING THE PLATFORM



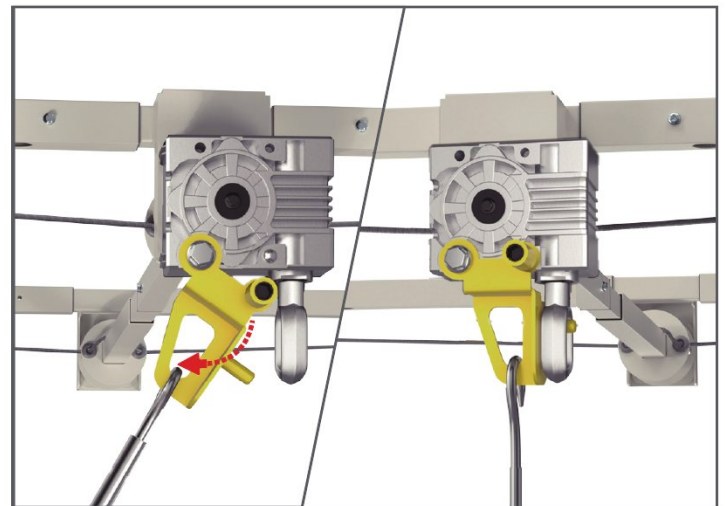
A: Remove 1 nut from the end of each Eye-Bolt. Attach the platform to the Eye-Bolt and secure it with the removed nuts.



B: Ensure the cable rests properly on the pulley, and the Eye-Bolt aligns correctly with the cable assembly. Then, place a load of approximately 40 lbs. at the center of the platform and use a level to check if the platform is balanced.

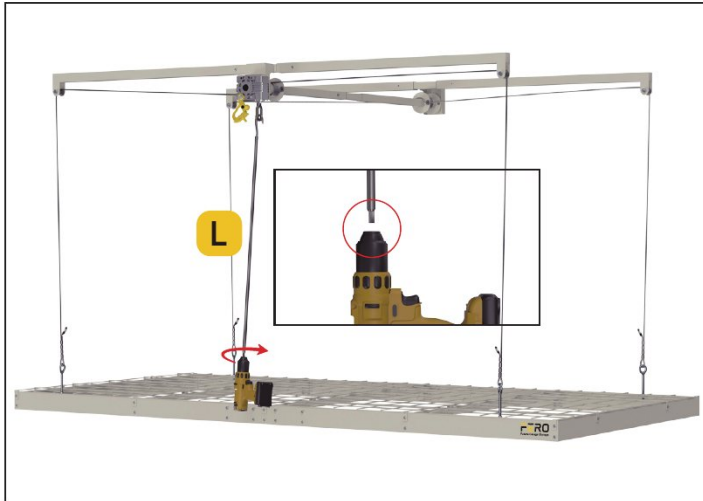


C: If the platform is not leveled, adjust it by pulling the cable through the Axle Rod. For minor adjustments, move both nuts up or down. Once leveled, tighten the nuts on the Eye-Bolt using the L shaped Hex Socket **T**.

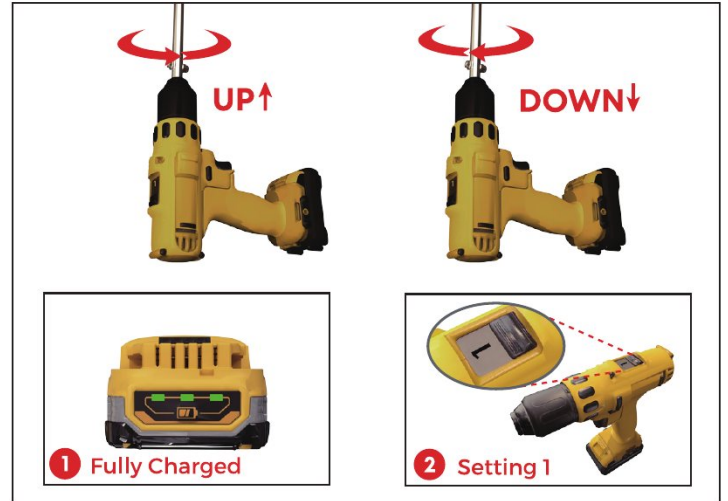


D: Use the Drill Rod **L** to operate the safety lock by inserting it through the hole. **Ensure the safety lock is kept closed when not in use.**

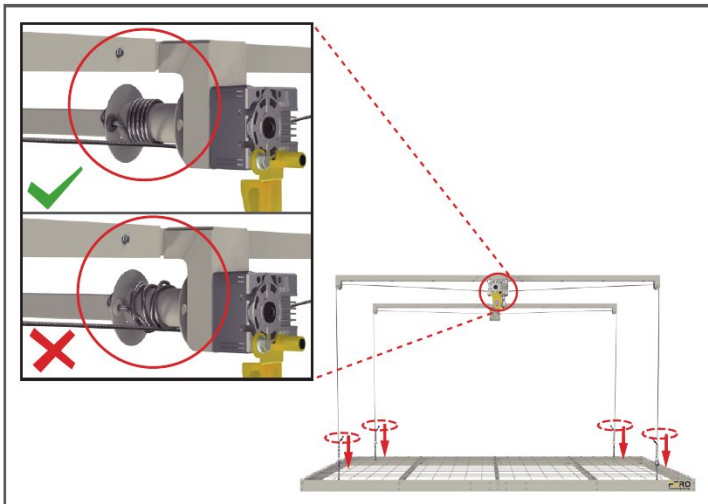
OPERATING: RAISE OR LOWER THE PLATFORM



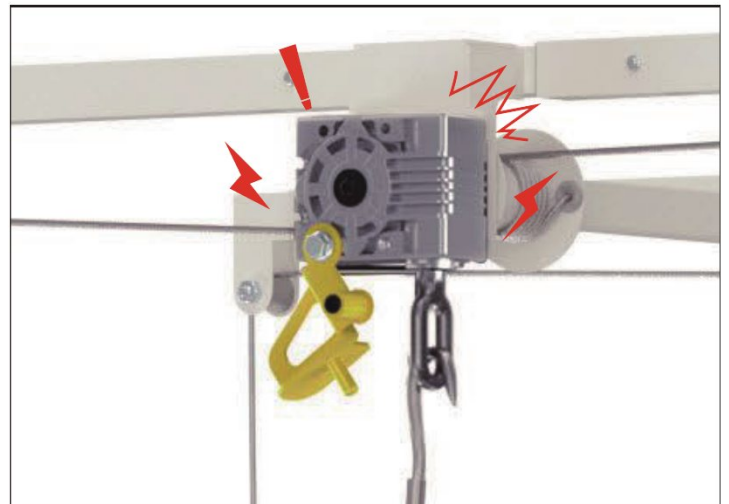
A: Connect the Drill Rod **L** to a Drill, then insert the end of the Drill Rod **L** through the loop on the Gearbox **D** to raise or lower the platform.



B: Turn the Drill Rod **L** counterclockwise to raise the platform and clockwise to lower it. Operating in the reverse direction may cause cable wear. Ensure the drill operates with setting 1 (slow speed) and fully charged before operation.



C: If your ceiling height is low and the platform touches the ground when the cable assemblies are fully slackened, two people are required to pull the cables downward until the platform is raised off the ground. Ensure the cables remain straight and do not overlap or tangle during the process.



WARNING: If the gearbox exhibits abnormal noise or excessive wear, please contact the manufacturer.

IMPORTANT SAFETY NOTICES



WARNING! Before raising or lowering the platform, ensure the area within 6 ft x 10 ft is free from people, pets, and obstructions. When loading the platform, distribute weight evenly. Ensure the safety lock is kept closed when not in use.



WARNING! Never stand under the platform while raising or lowering it. Ensure the platform remains level and does not tilt more than 5 degrees during use. Do not park vehicles or walk beneath the platform for at least 2 hours after installation. Always confirm that the unit is securely installed before use.

Important Notes:

This product must be installed according to FERO's written and video instructions. All hardware and fasteners must be checked and tightened every six months. Improper installation or failure to follow instructions may void the warranty and increase the risk of accidents.

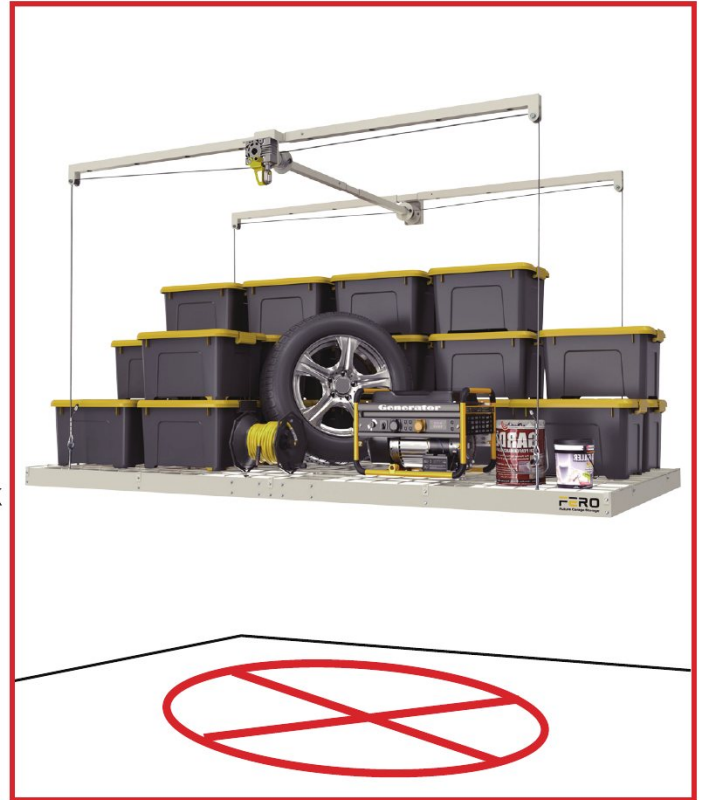


Thank you for choosing FERO storage and organizational solutions. Our products are designed to inspire and help you reclaim control of your space. We are committed to enhancing your storage experience. Choose FERO, and trust in our legacy of excellence and professionalism in the world of storage.

At FERO, we are dedicated to enhancing your storage experience with a legacy of excellence and professionalism.

For inquiries or assistance, please contact us at: SUPPORT@FEROSTORAGE.COM

Our support team is available 24/7 to help with any concerns.



WARNING! Do not park or walk underneath the unit for at least 2 hours after installation to confirm it is securely installed. Never play on or around the product. Every 250 cycles of use, or whenever a significant increase in operating torque is observed, remove the gearbox and open the gearbox housing. Reapply the grease from the inner wall of the gearbox evenly onto the worm gear and worm shaft to ensure proper lubrication.



FERO Ceiling Storage Lift Limited Warranty

1. Warranty Period:

The FERO Ceiling Storage Lift includes a 2-year limited warranty from the date of purchase or up to 1,000 uses, whichever comes first.

2. Scope of Warranty:

The limited warranty provided by FERO covers defects in materials or workmanship and applies only to new FERO products. This warranty is non-transferable and available to the original purchaser only. Products must be purchased directly from FERO or authorized retailers.

3. Exclusions from Warranty:

The warranty does not cover the following:

- Normal wear and tear, such as scratches, scuffs, or fading.
- Damage caused by improper installation, misuse, negligence, inadequate maintenance, or unauthorized modifications.
- Products with removed or damaged labels or exterior coverings.
- Issues arising from failure to follow operating instructions or improper use.
- Problems caused by accessories or parts not affiliated with FERO.

4. How to File a Warranty Claim:

To file a claim:

- Contact us via email at SUPPORT@FEROSTORAGE.COM and provide proof of purchase (e.g., sales receipt).
- Include a detailed description of the defect along with relevant photos.
- Once the defect is confirmed, FERO will arrange for repair or replacement.

5. Implied Warranties and Limitation of Liability:

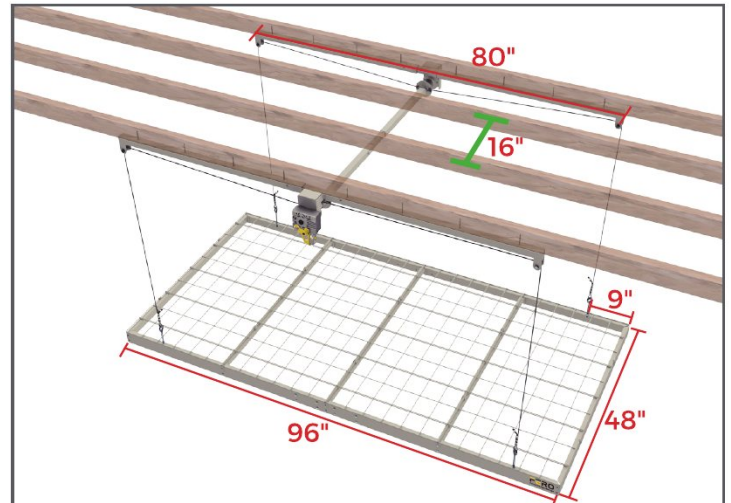
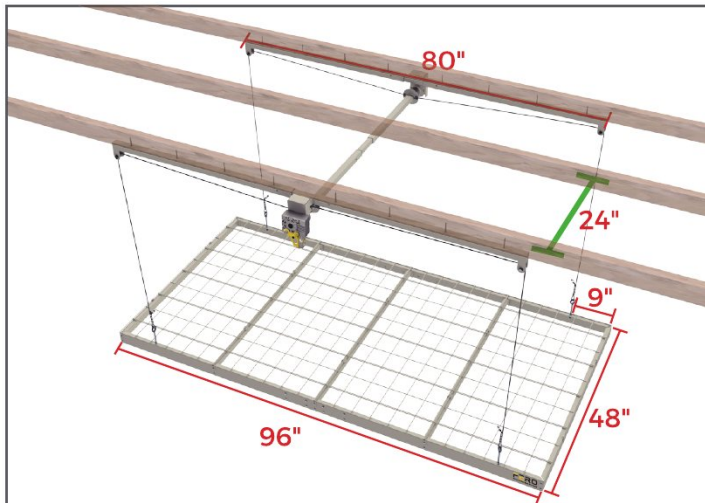
All implied warranties, including merchantability and fitness for a particular purpose, are limited to the 2-year warranty period.

FERO is not liable for incidental, special, or consequential damages, including loss of profits, resulting from the use or misuse of the product.

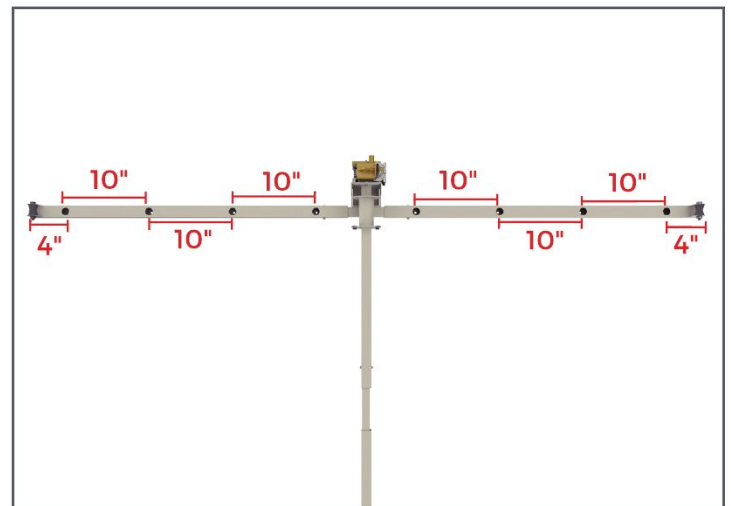
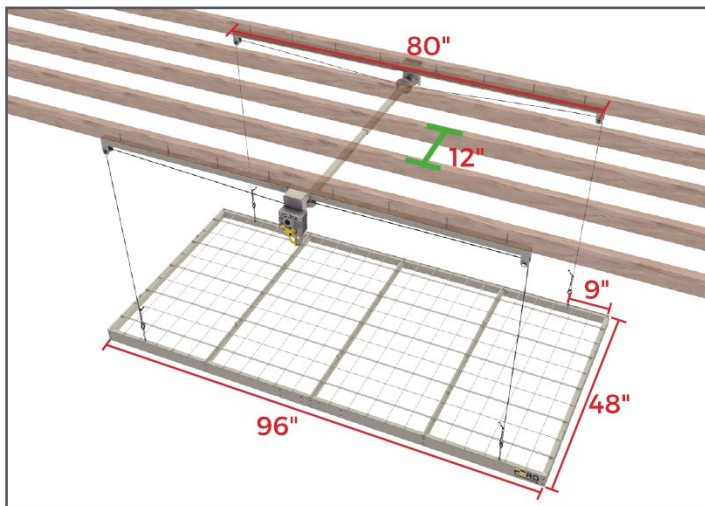
6. Governing Law:

This warranty is governed by the laws of the state in which you reside and may include additional rights under state law.

PLANNING: FRONT-TO-BACK JOISTS INSTALLATION LAYOUT

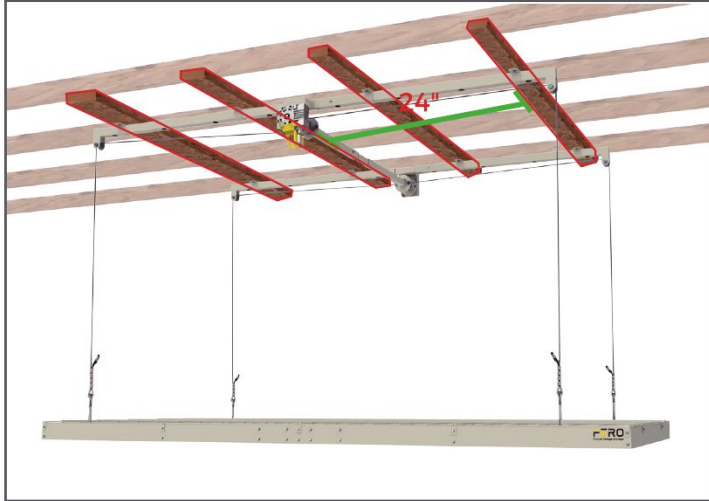


A: Layout and dimensions for joist spans of 24" B: Layout and dimensions for joist spans of 16"



C: Layout and dimensions for joist spans of 12" D: The Measurement of the distance between each hole on the ceiling brackets.

PLANNING: USING SUPPORTING WOOD FOR NON-STANDARD JOISTS



A: Add supporting wood under the ceiling joists.



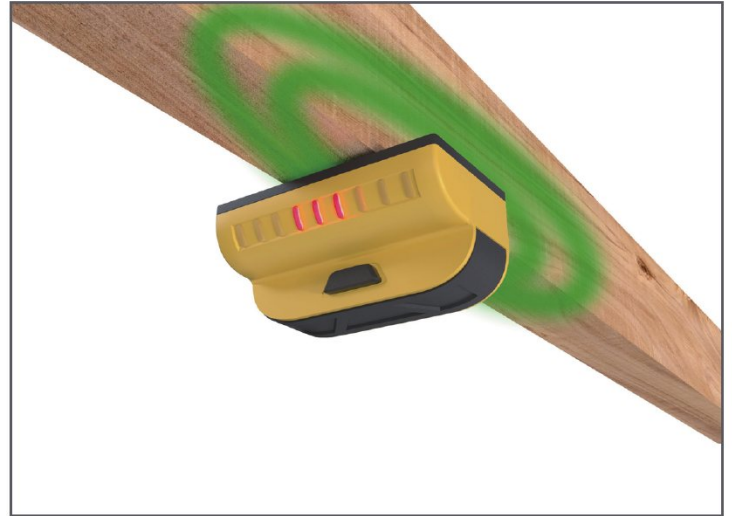
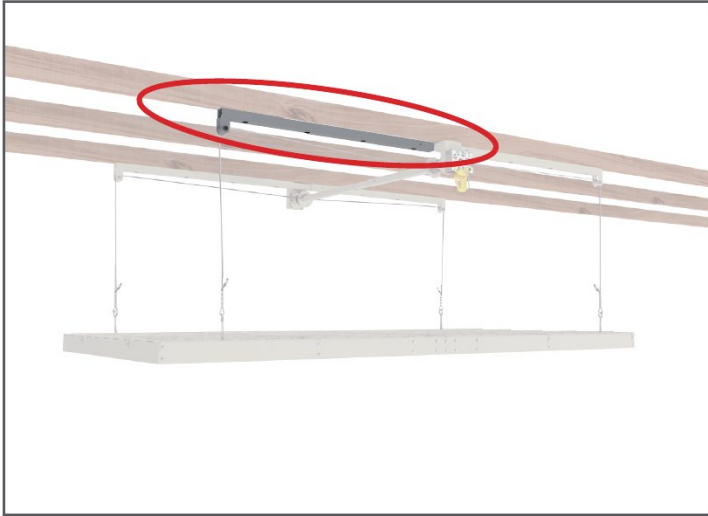
B: Secure the ceiling brackets onto the supporting wood using U-Clamps **M** and Hex Head Lag Screws **O**.

PLANNING: CHECK CLEARANCE BEFORE INSTALLING ABOVE GARAGE DOOR



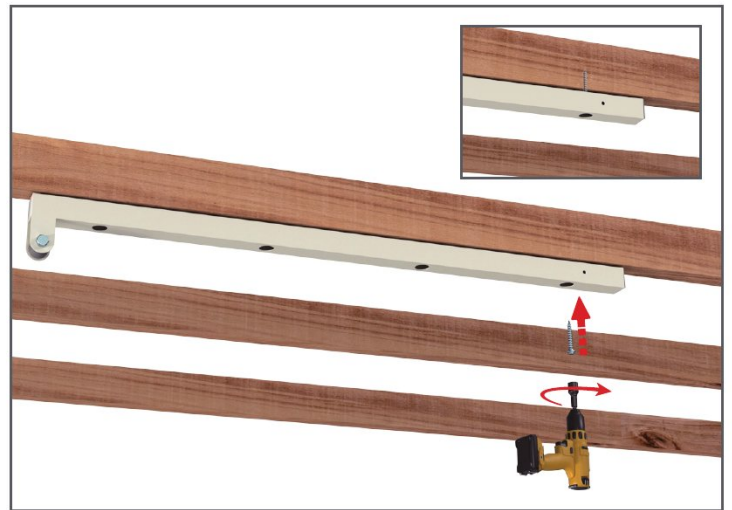
A: Ensure sufficient space above the garage door before installation. Verify that the Ceiling Storage Lift has enough lifting clearance to operate without interference from the door or surrounding structures.

INSTALLING: ASSEMBLE AND INSTALL THE CEILING BRACKETS



A: This instruction is designed to guide you to install the Ceiling Brackets **A** on the gearbox **D** side first. Both sides follow the same steps.

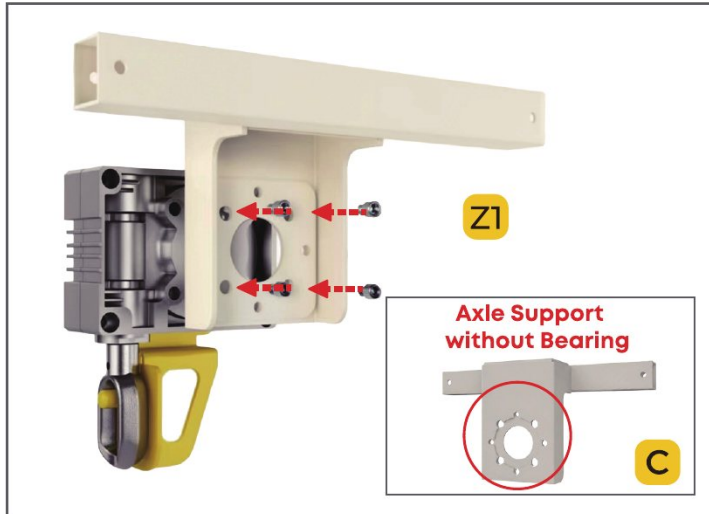
B: Use a stud finder to locate the position of the ceiling joists.



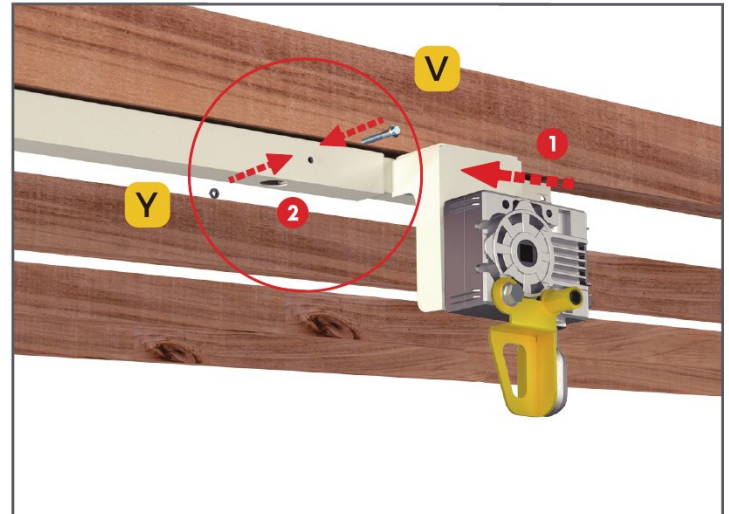
C: Pre-drill at the very center of the joists with Drill Bit **Q** before inserting the Lag Screws.

D: Secure the Ceiling Brackets **A** with 1 Hex Head Lag Screws **O**.

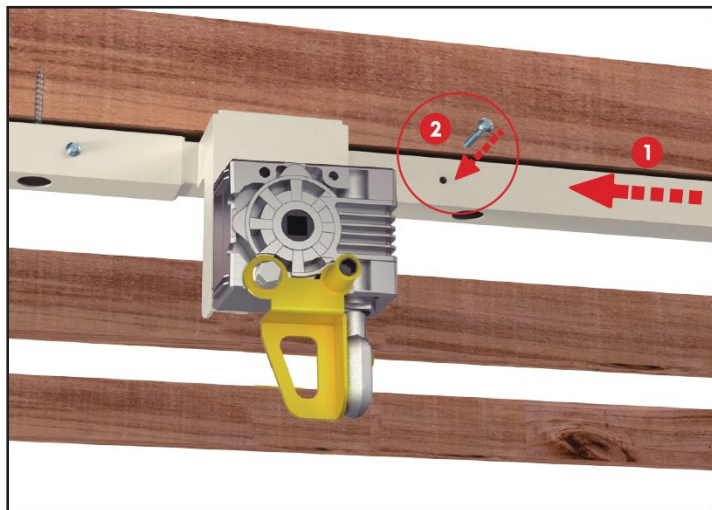
INSTALLING: ASSEMBLE AND INSTALL THE CEILING BRACKETS



A: Attach the Axle Support without Bearing **C** to the Gearbox **D** using 4 M8*14 Hex Screws **Z1**.

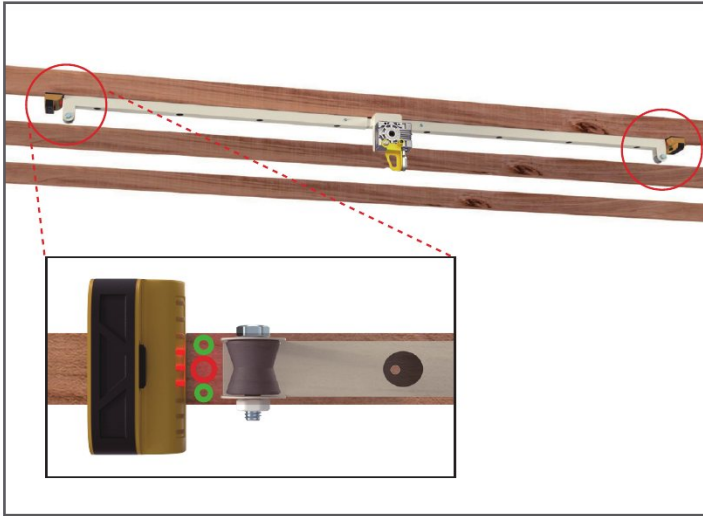


B: Insert the assembled Axle Support and secure it using 1 M6*45 Hex Screw **V** and 1 Hex Nut **Y**.

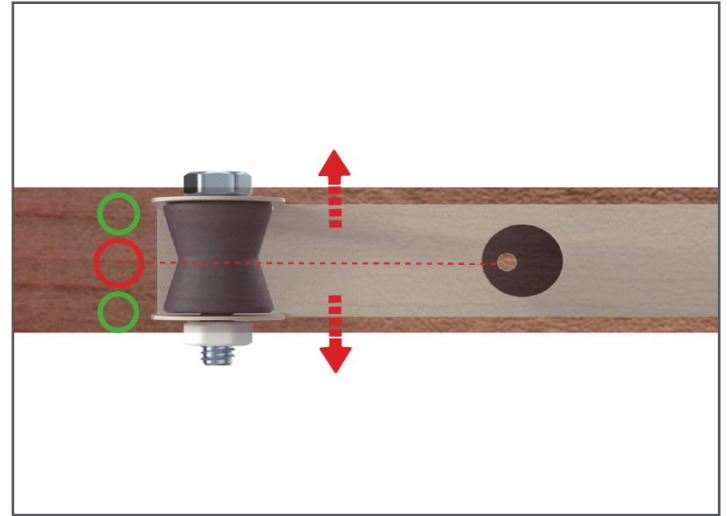


C: Insert the second **A** Ceiling Bracket into the assembled Axle Support and secure it with 1 M6*45 Hex Screw **V** and 1 Hex Nut **Y**.

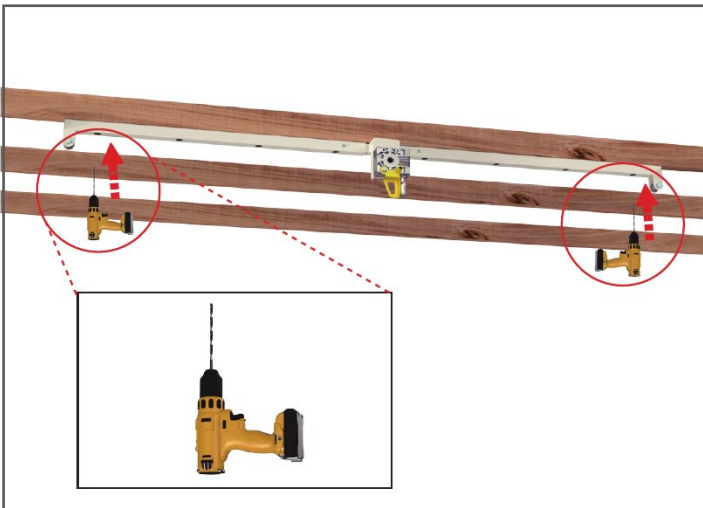
INSTALLING: ASSEMBLE AND INSTALL THE CEILING BRACKETS



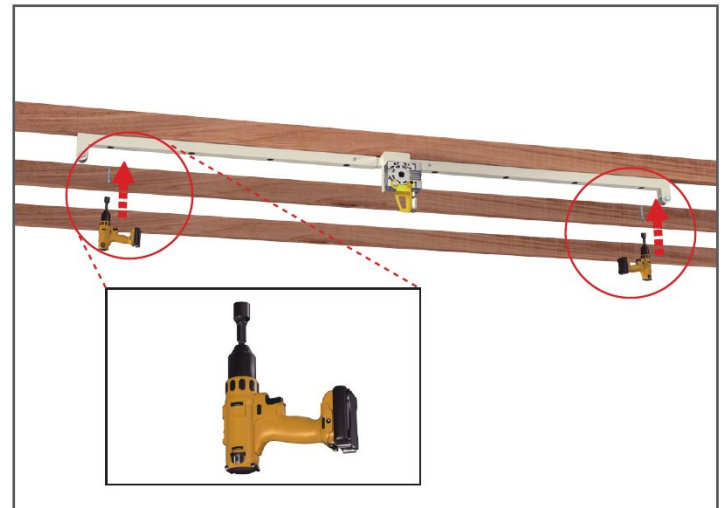
A: Use a stud finder to locate the ceiling joists at both ends of the ceiling brackets. Pre-drill at the very center of the ceiling joist using the Drill Bit **Q**.



B: Slightly rotate the bracket to adjust the angle, aligning the hole near the end with the pre-drilled center hole horizontally.

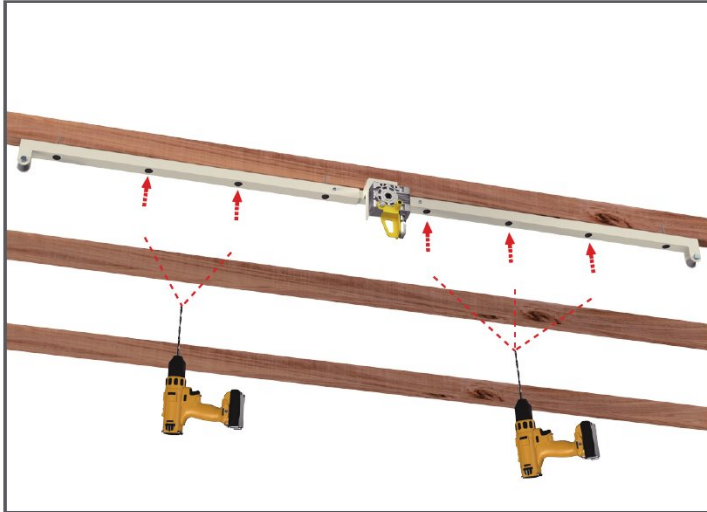


C: Use the Drill Bit **Q** to drill holes at the bottom ends of the Ceiling Brackets **A**, extending into the joist.

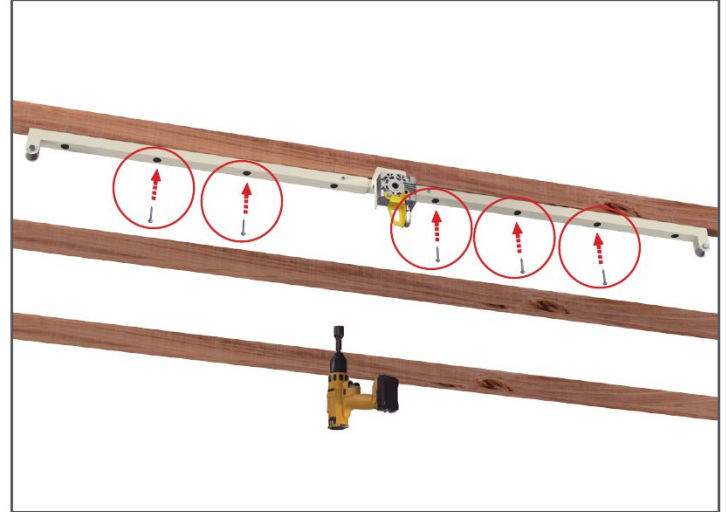


D: Secure the Ceiling Bracket to the ceiling joists using 2 Hex Head Lag Screws **O**.

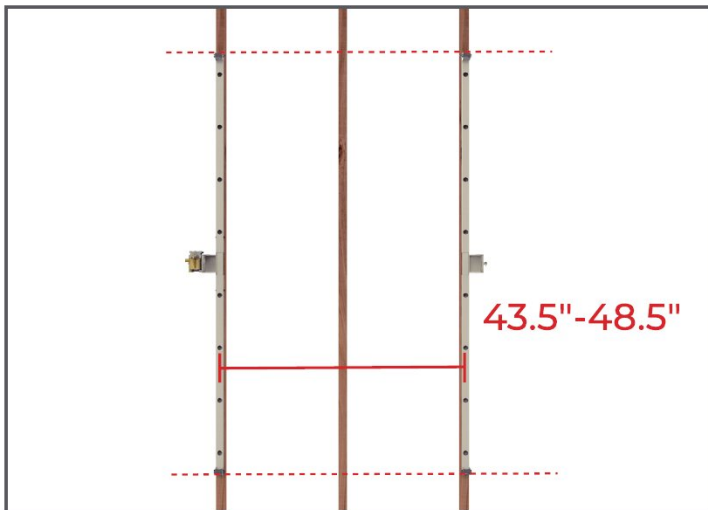
INSTALLING: ASSEMBLE AND INSTALL THE CEILING BRACKETS



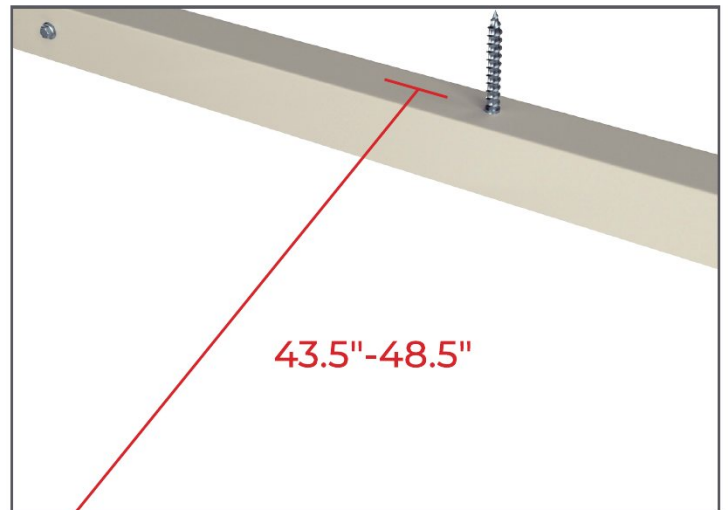
A: Use the drill bit **Q** to drill holes at the remaining five positions on the bottom of the ceiling bracket.



B: Secure the ceiling bracket to the ceiling joists using five Hex Head Lag Screws **O**.

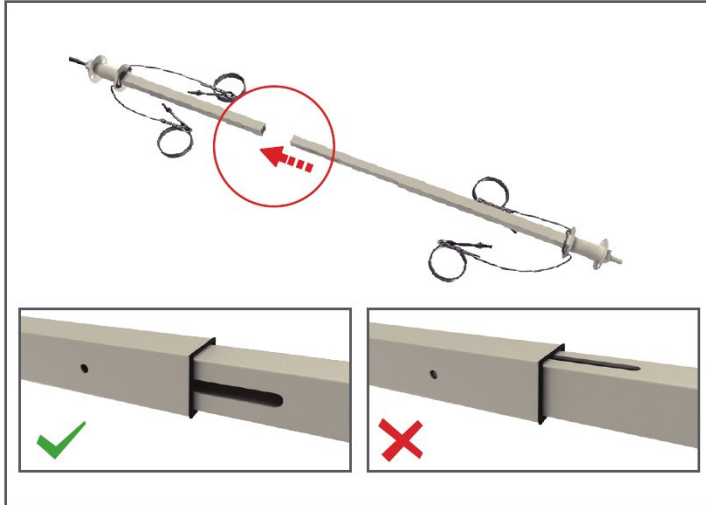


C: The two **A** ceiling brackets should be aligned and kept level with each other. When installing the support arm, it is best to keep it centered on the beam.

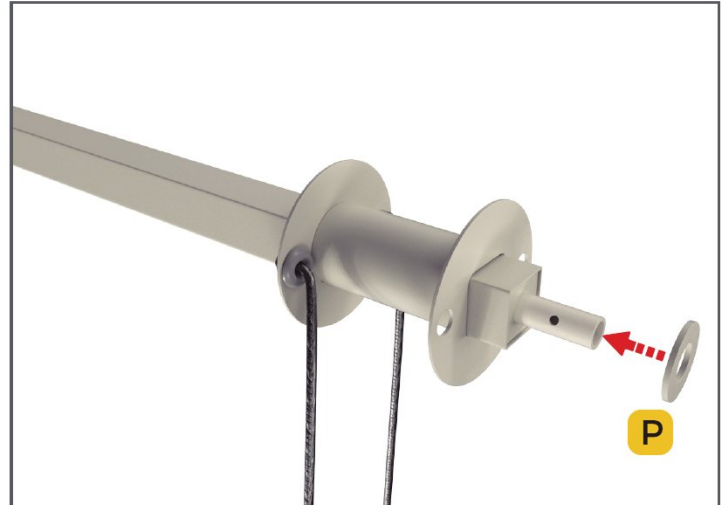


Ensure the center-to-center distance between the mounting holes of the two ceiling brackets is 43.5–48.5 inches (1105–1232 mm), and keep them parallel to each other. Repeat the above steps to install the other two ceiling brackets **A**.

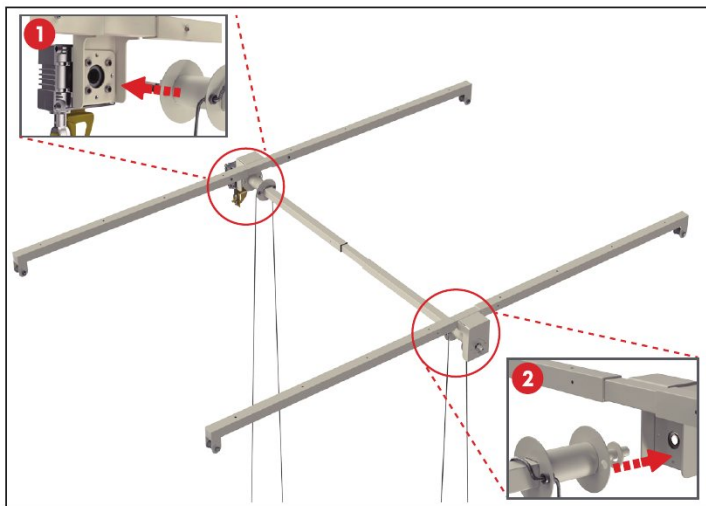
INSTALLING: ASSEMBLE THE AXLE ROD



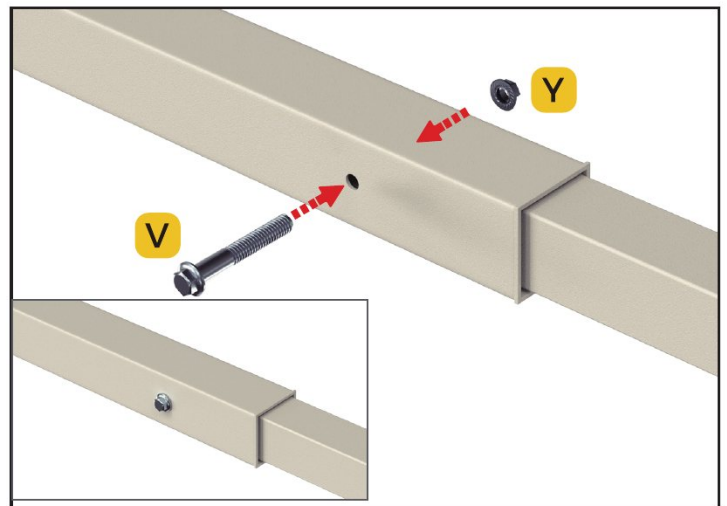
A: Attach the Axle Rod with a Connector **E** and the Axle Rod without a Connector **F**.



B: Place 1 Plastic Fender Washer **P** onto the Axle Rod with the Connector **E**.

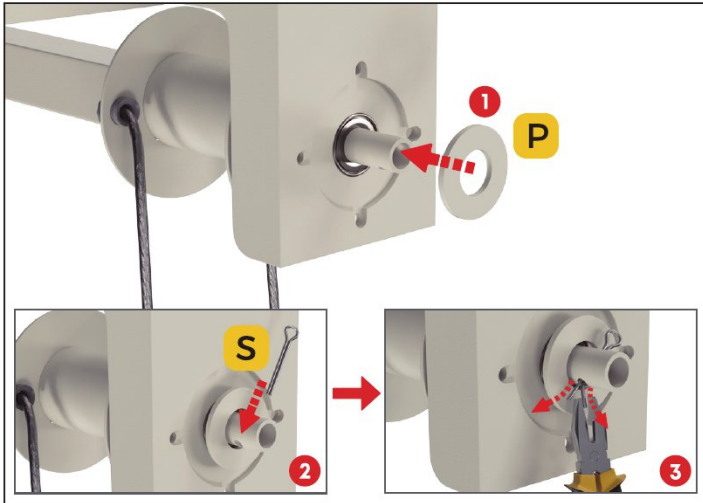


C: Insert the assembled Axle Rod fully into the Axle Support with Bearing **B** and the Axle Support without Bearing **C**. **Ensure it is fully inserted.**

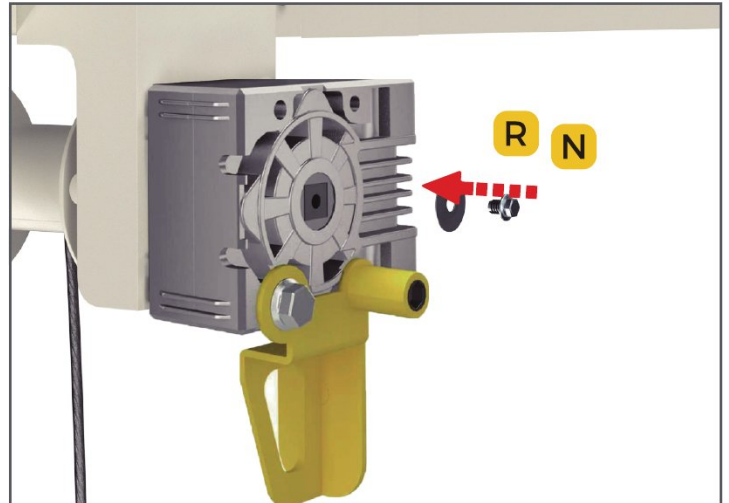


D: Secure the assembled Axle Rod using 1 M6*45 Hex Screw **V** and 1 Hex Nut **Y**.

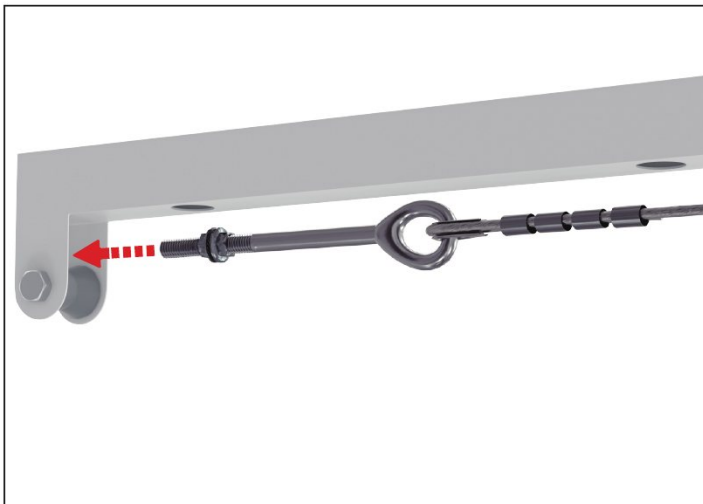
INSTALLING: ASSEMBLE THE AXLE ROD



A: Place 1 Plastic Fender Washer **P** onto the Axle Rod. Then, insert the Cotter Pin **S** through the Axle Rod and bend its end to secure it in place.



B: Install the Metal Fender Washer **R** and 1 M6*16 Hex Screw **N** to secure the Axle Rod.

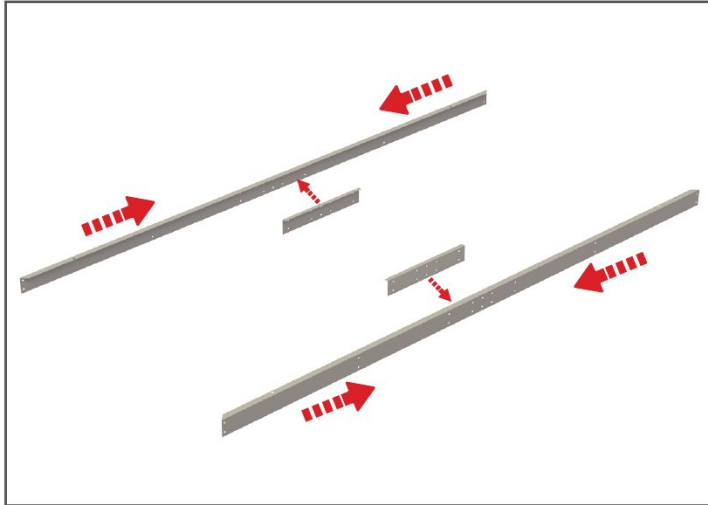


C: Route the ends of the cable assemblies through the ceiling brackets **A** and over the pulleys.

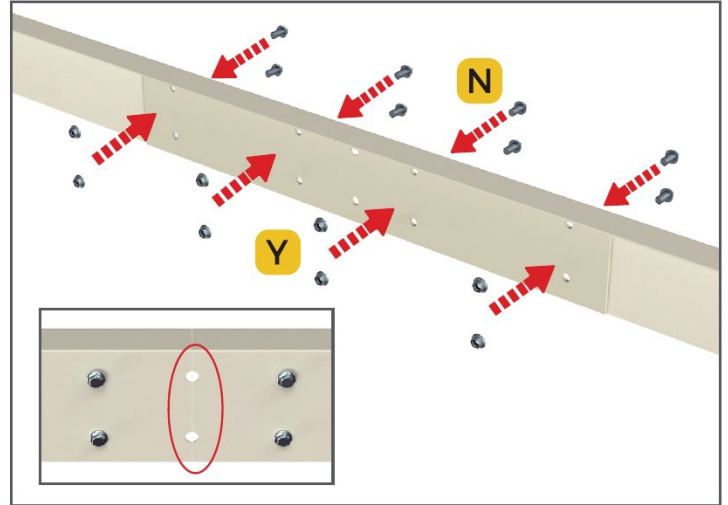


D: Ensure the cable assemblies are not tangled and are resting properly on the pulleys.

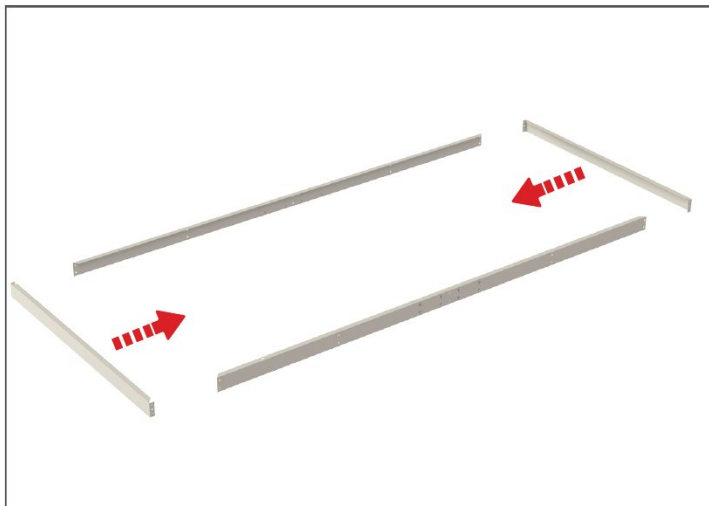
INSTALLING: ASSEMBLE THE PLATFORM



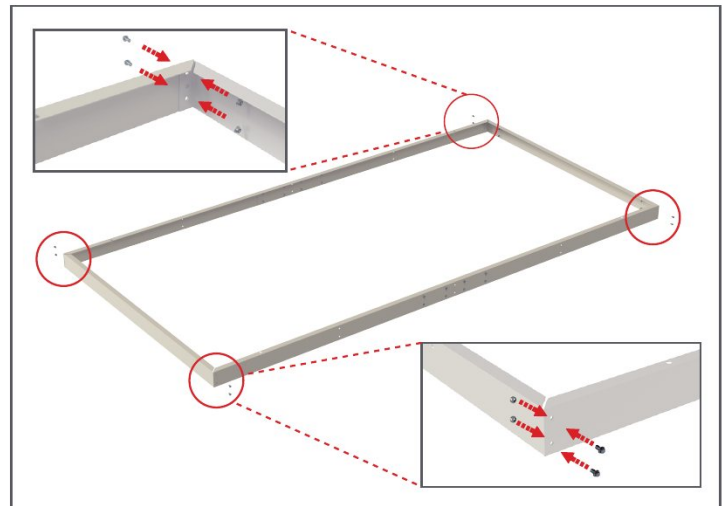
A: Connect the 2 Long Side Beams **G** with 1 Long Side Beam Connector **H**.



B: Secure the 2 Long Side Beams **G** and 1 Long Side Beam Connector **H** using 8 M6*16 Hex Screws **N** and 8 Hex Nuts **Y**.
Note: Do not install screws and nuts in the two center holes.

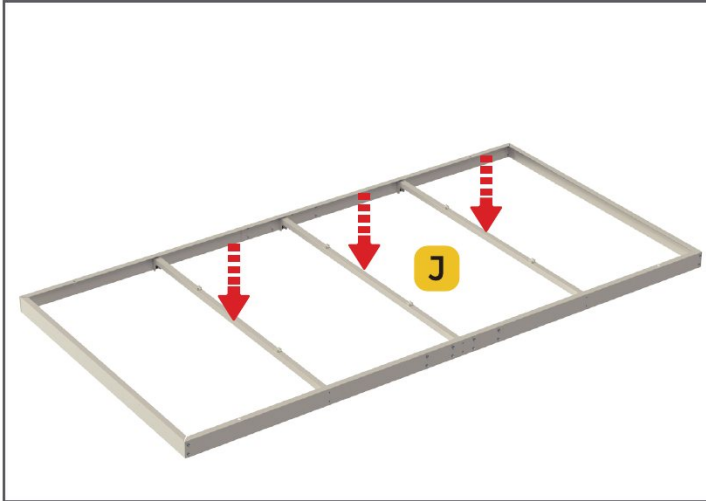


C: Connect the 2 Short Side Beams **I** to the Long Side Beams **G**.

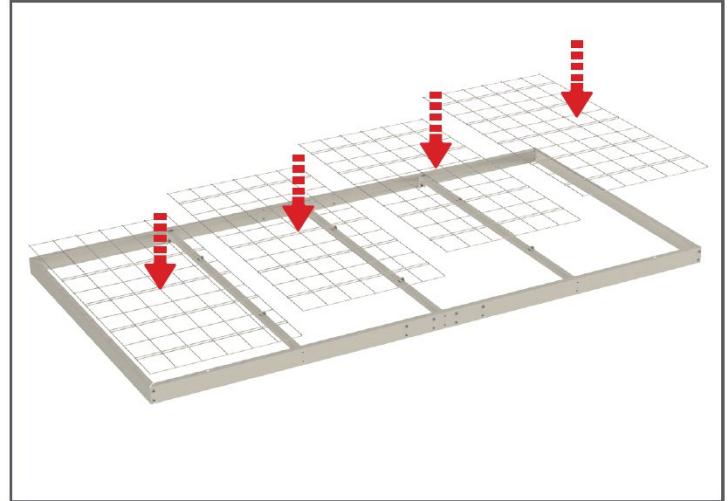


D: Secure the Short Side Beams **I** to the Long Side Beams **G** using 8 M6*16 Hex Screws **N** and 8 Hex Nuts **Y**.

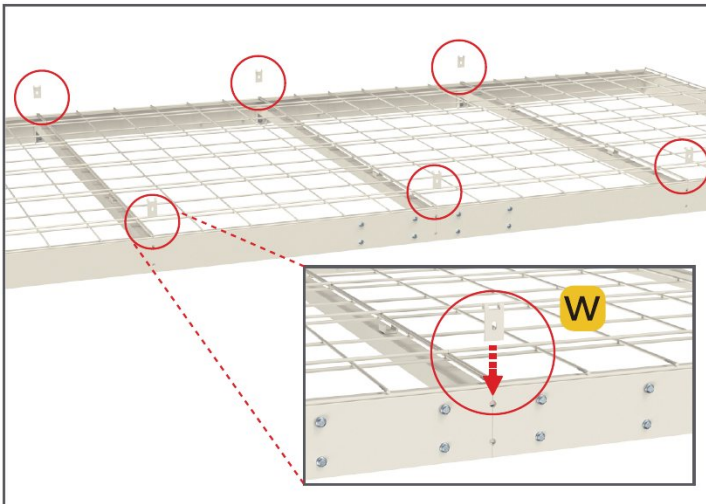
INSTALLING: ASSEMBLE THE PLATFORM



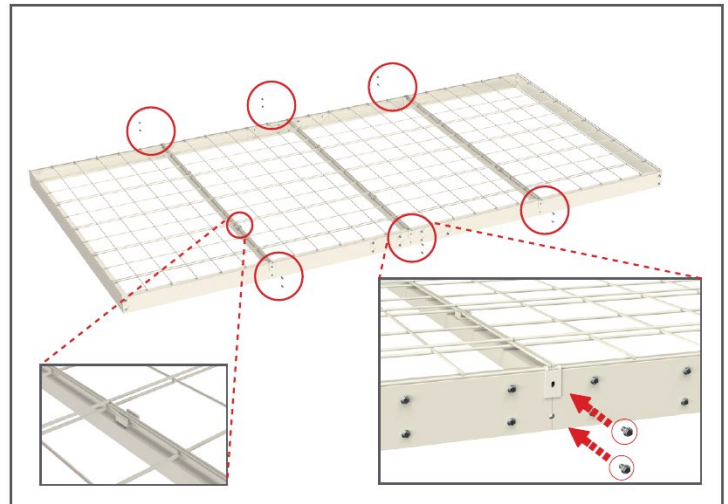
A: Place the Center Support Beam **J** in the designated position. **Do not install the screws and nuts at this stage.**



B: Place the 4 Wire Grids **K** evenly on the platform.

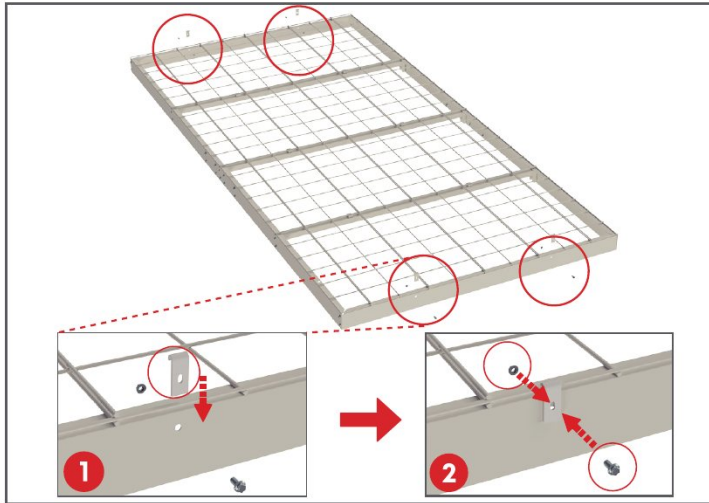


C: Place the 6 Large Double J-bolts **W** at the joint corners of the Wire Grids **K**.

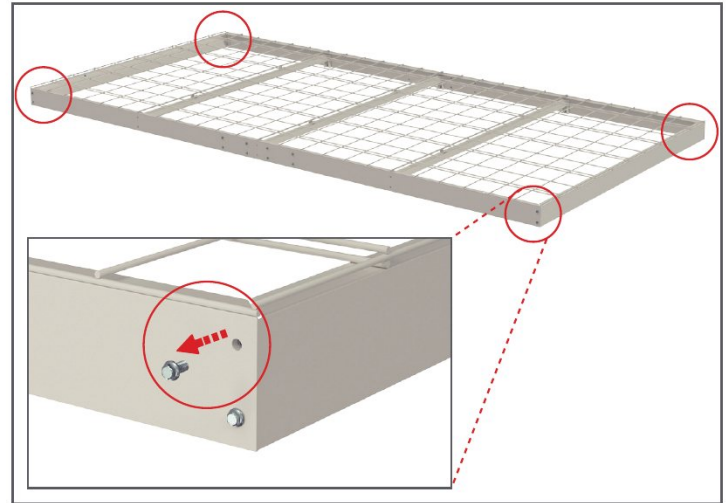


D: Secure the Center Support Beams **J** to the Long Side Beams **G** using 12 M6*16 Hex Screws **N** through the Large Double J-bolts **W**.

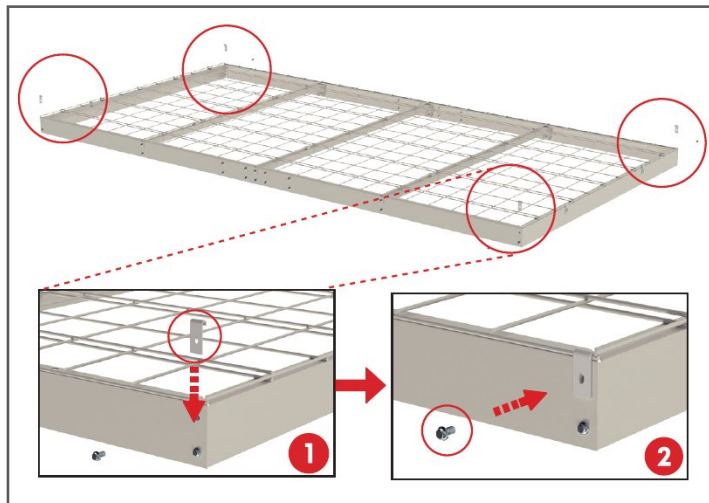
INSTALLING: ASSEMBLE THE PLATFORM



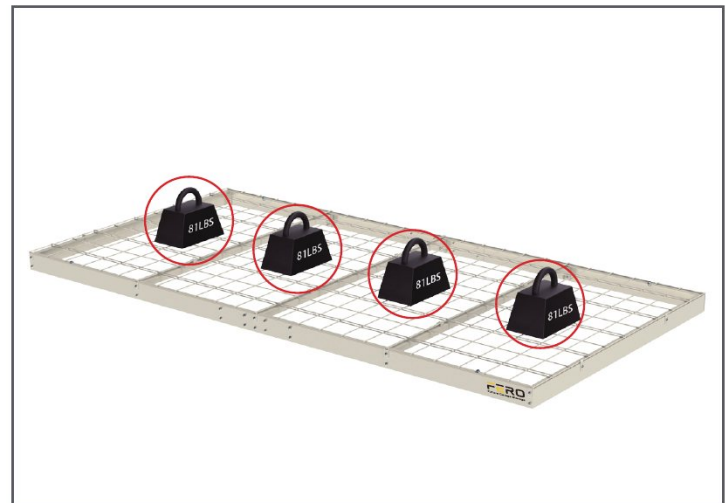
A: Secure the 4 Small Single J-bolts **X** to the Short Side Beams **I** using 4 M6*16 Hex Screws **N** and 4 Hex Nuts **Y**.



B: Remove the 4 M6*16 Hex Screws **N** installed at the upper corners of the platform.

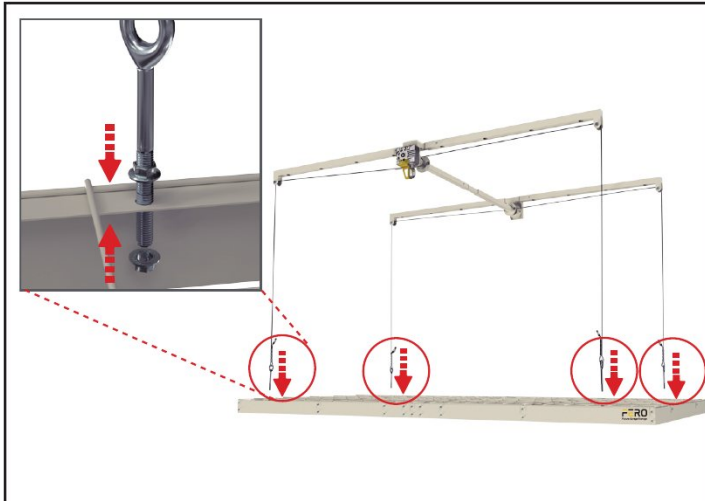


C: Secure the 4 Small Single J-bolts **X** to the Long Side Beams **C** using 4 M6*16 Hex Screws **N** and 4 Hex Nuts **Y**.

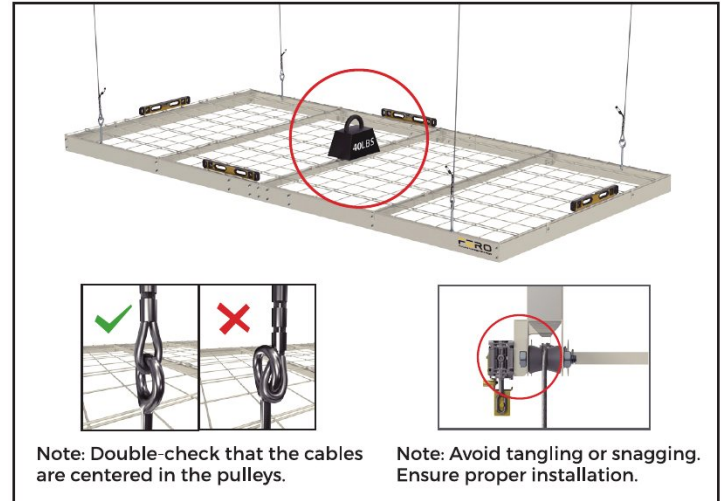


Note: Each wire grid **K** has a weight capacity of 81LBS.

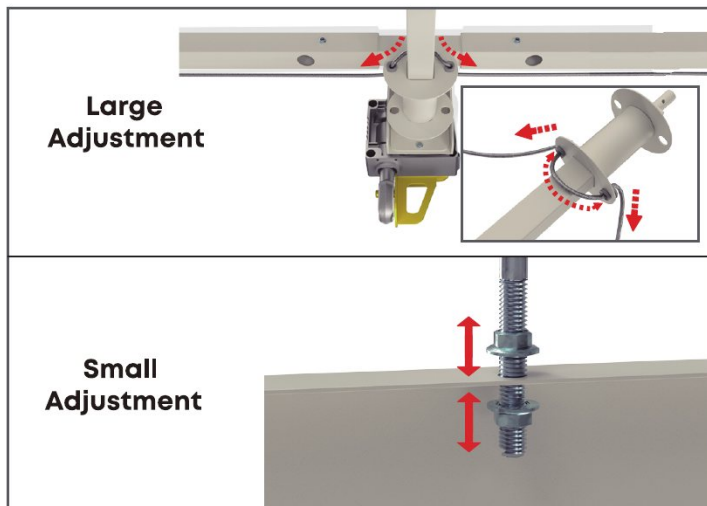
OPERATING: LEVELING THE PLATFORM



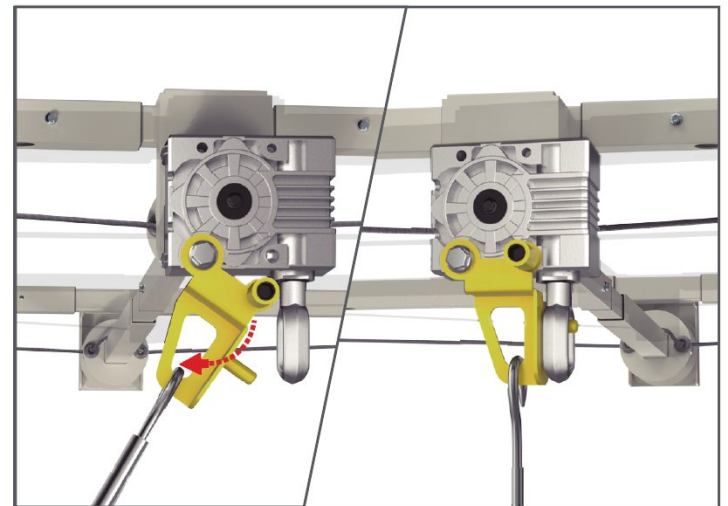
A: Remove 1 nut from the end of each Eye-Bolt. Attach the platform to the Eye-Bolt and secure it with the removed nuts.



B: Ensure the cable rests properly on the pulley, and the Eye-Bolt aligns correctly with the cable assembly. Then, place a load of approximately 40 lbs. at the center of the platform and use a level to check if the platform is balanced.

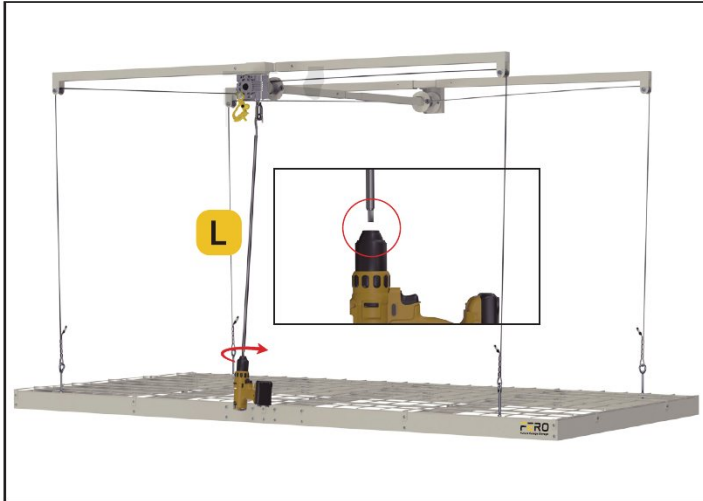


C: If the platform is not leveled, adjust it by pulling the cable through the Axle Rod. For minor adjustments, move both nuts up or down. Once leveled, tighten the nuts on the Eye-Bolt using the L shaped Hex Socket **T**.

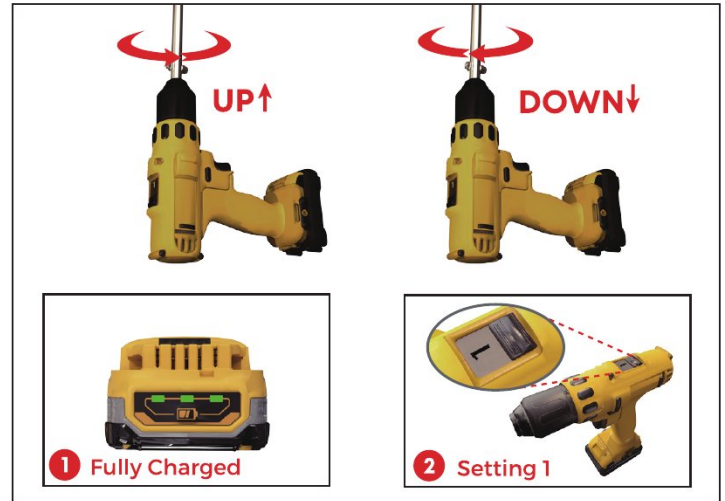


D: Use the Drill Rod **L** to operate the safety lock by inserting it through the hole. **Ensure the safety lock is kept closed when not in use.**

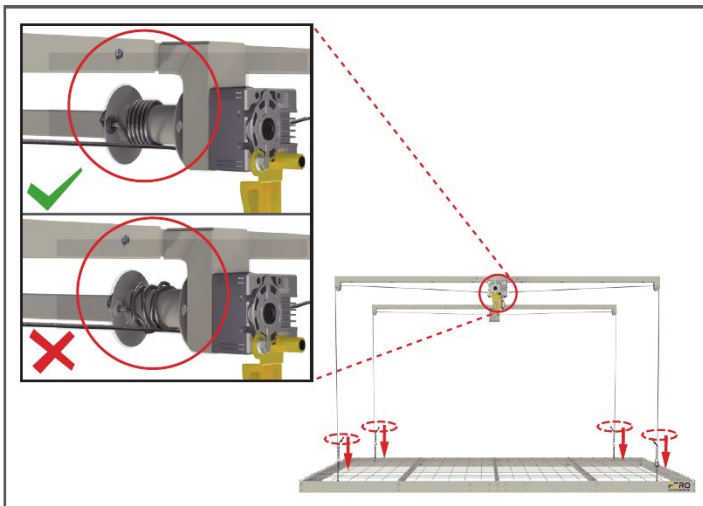
OPERATING: RAISE OR LOWER THE PLATFORM



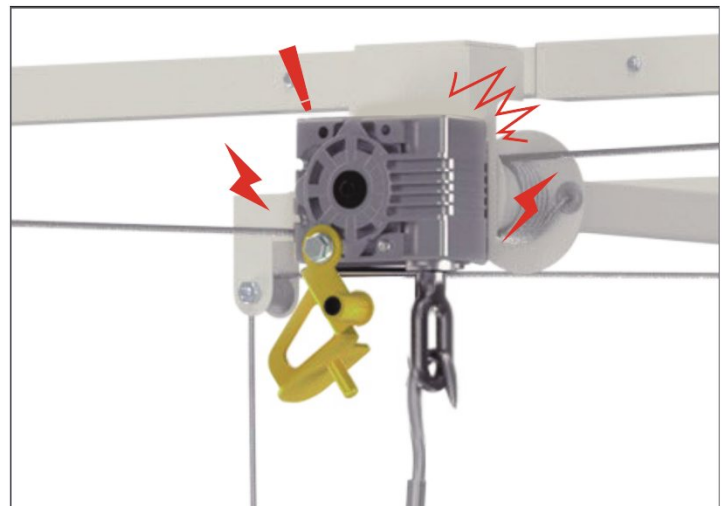
A: Connect the Drill Rod **L** to a Drill, then insert the end of the Drill Rod **L** through the loop on the Gearbox **D** to raise or lower the platform.



B: Turn the Drill Rod **L** counterclockwise to raise the platform and clockwise to lower it. Operating in the reverse direction may cause cable wear. Ensure the drill operates with setting 1(slow speed) and fully charged before operation.



C: If your ceiling height is low and the platform touches the ground when the cable assemblies are fully slackened, two people are required to pull the cables downward until the platform is raised off the ground. Ensure the cables remain straight and do not overlap or tangle during the process.



WARNING: If the gearbox exhibits abnormal noise or excessive wear, please contact the manufacturer.

IMPORTANT SAFETY NOTICES



WARNING! Before raising or lowering the platform, ensure the area within 6 ft x 10 ft is free from people, pets, and obstructions. When loading the platform, distribute weight evenly. Ensure the safety lock is kept closed when not in use.



WARNING! Never stand under the platform while raising or lowering it. Ensure the platform remains level and does not tilt more than 5 degrees during use. Do not park vehicles or walk beneath the platform for at least 2 hours after installation. Always confirm that the unit is securely installed before use.

Important Notes:

This product must be installed according to FERO's written and video instructions. All hardware and fasteners must be checked and tightened every six months. Improper installation or failure to follow instructions may void the warranty and increase the risk of accidents.



WARNING! Do not park or walk underneath the unit for at least 2 hours after installation to confirm it is securely installed. Never play on or around the product. Every 250 cycles of use, or whenever a significant increase in operating torque is observed, remove the gearbox and open the gearbox housing. Reapply the grease from the inner wall of the gearbox evenly onto the worm gear and worm shaft to ensure proper lubrication.

Thank you for choosing FERO storage and organizational solutions. Our products are designed to inspire and help you reclaim control of your space. We are committed to enhancing your storage experience. Choose FERO, and trust in our legacy of excellence and professionalism in the world of storage.

At FERO, we are dedicated to enhancing your storage experience with a legacy of excellence and professionalism.

For inquiries or assistance, please contact us at: SUPPORT@FEROSTORAGE.COM
Our support team is available 24/7 to help with any concerns.

FERO Ceiling Storage Lift Limited Warranty

1. Warranty Period:

The FERO Ceiling Storage Lift includes a 2-year limited warranty from the date of purchase or up to 1,000 uses, whichever comes first.

2. Scope of Warranty:

The limited warranty provided by FERO covers defects in materials or workmanship and applies only to new FERO products. This warranty is non-transferable and available to the original purchaser only. Products must be purchased directly from FERO or authorized retailers.

3. Exclusions from Warranty:

The warranty does not cover the following:

- Normal wear and tear, such as scratches, scuffs, or fading.
- Damage caused by improper installation, misuse, negligence, inadequate maintenance, or unauthorized modifications.
- Products with removed or damaged labels or exterior coverings.
- Issues arising from failure to follow operating instructions or improper use.
- Problems caused by accessories or parts not affiliated with FERO.

4. How to File a Warranty Claim:

To file a claim:

- Contact us via email at SUPPORT@FEROSTORAGE.COM and provide proof of purchase (e.g., sales receipt).
- Include a detailed description of the defect along with relevant photos.
- Once the defect is confirmed, FERO will arrange for repair or replacement.

5. Implied Warranties and Limitation of Liability:

All implied warranties, including merchantability and fitness for a particular purpose, are limited to the 2-year warranty period.

FERO is not liable for incidental, special, or consequential damages, including loss of profits, resulting from the use or misuse of the product.

6. Governing Law:

This warranty is governed by the laws of the state in which you reside and may include additional rights under state law.

