



\* Assembly Guide & Warranty Card Included

# CS400 ELLIPTICAL OWNER'S MANUAL



## IMPORTANT:

All Products shown are prototype. Actual product delivered may vary.  
Product specifications, features & software are subject to change without notice.  
For the most up to date owner's manual please visit [www.truefitness.com](http://www.truefitness.com).

Revision 100413

# CS400 ELLIPTICAL OWNERS MANUAL

Frank Trulaske, founder and CEO of TRUE, has had the same simple philosophy of delivering superior products, service and support for over 30 years. Today, TRUE is the global leader in premium cardio equipment for the commercial and residential markets. Our goal is to be the leader in technology, innovation, performance, safety and style. TRUE has received many awards for its commercial and retail product over the years and remains the benchmark for the industry. Fitness facilities and consumers invest in TRUE products for their durable commercial platforms used in all its cardio products, both commercial and residential alike.

The proud manufacturing tradition of quality and the culture of innovation at TRUE have given rise to a full line of truly extraordinary treadmills, indoor cycles and elliptical cross-trainers. As a result, people all over the world are benefiting from the TRUE experience. Innovation across the full product line has made TRUE successful and is a trademark of the TRUE heritage. TRUE's patented Heart Rate Control® technology is just one of the remarkable ways we deliver simple and superior performance every user can enjoy, and most importantly, use to achieve personal health and fitness goals.

TRUE strives to perfect biomechanically correct and orthopedically comfortable, functional products. Whether it be the mesh seat in the recumbent bike, the Soft Step® in the elliptical cross-trainers or the Soft System® in our treadmills, we deliver the best.

At the heart of our success is the relentless and systematic life testing of both our products and their components. We have dedicated employees who understand our philosophy is to deliver the best products in the world.

Our goal is not to sell the most cardio products in the world, but to deliver the world's best premium equipment for our customers' health and fitness solutions.

To own a TRUE machine is to be part of an exclusive fitness community that delivers results – your results.

Thank you for becoming a part of the TRUE experience.

## TRANSCEND ALL OTHERS!

# CS400 ELLIPTICAL OWNERS MANUAL

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# CHAPTER 1: SAFETY INSTRUCTIONS

## IMPORTANT SAFETY INSTRUCTIONS SAVE THESE SAFETY INSTRUCTIONS

This elliptical is intended for a commercial or institutional setting. This owner's manual should be accessible to all personal trainers, staff members, and members.



WARNING: All EXERCISERS MUST READ ALL INSTRUCTIONS BEFORE USING THE ELLIPTICAL.



WARNING: Heart rate monitoring systems may be inaccurate for some individuals. Over-exercising may result in serious injury or death. If you feel faint, stop exercising immediately.



WARNING: Equipment should be immediately taken out of use if it fails to work properly or when a warning is presented electronically.

TRUE STRONGLY recommends seeing a physician for a complete medical exam before undertaking an exercise program, particularly if the user has a family history of high blood pressure or heart disease, is over the age of 45, smokes, has high cholesterol, is obese or has not exercised regularly in the past year. Additionally, TRUE recommends consulting a fitness professional on the correct use of this product. If at any time while exercising the user experiences faintness, dizziness, pain or shortness of breath, he or she must stop immediately.



WARNING: To reduce the risk of electrical shock, always unplug this TRUE product before cleaning or attempting any maintenance activity. Do not handle the plug with wet hands.



WARNING: To reduce the risk of burns, fire, electric shock or injury, it is imperative to connect each product to a properly grounded 110V electrical outlet. A risk of electrical shock may result from improper connection of the equipment's grounding conductor. Check with a qualified electrician if you are unsure about proper grounding techniques. Do not modify the plug provided with this product. If it will not fit an electrical outlet, have a proper outlet installed by a qualified electrician. Your TRUE Fitness product must be properly grounded to reduce risk of shock if the elliptical malfunctions. Your elliptical may be equipped with an electrical cord, which includes an equipment grounding conductor and a grounding plug. The plug must be inserted into an outlet that has been properly installed and grounded in accordance with all local codes and ordinances. A temporary adapter cannot be used to connect this plug to a two-pole receptacle in North America. If a properly grounded 15 amp outlet is not available, a qualified electrician must install one.



WARNING: Do not move the equipment by lifting the console. Do not use the console as a handlebar during a workout.



WARNING: This product contains chemicals known to the state of California to cause cancer and birth defects or other reproductive harm.



WARNING: Keep equipment stable on flat ground.



WARNING: Replace warning labels that may be worn, damaged or missing



WARNING: Replace any non-working or damaged components; remove the unit from service until repair is performed.



WARNING: To reduce the risk of burns, fire and electric shock or injury to persons, follow these instructions:

- This appliance should never be left unattended when plugged in.
- Do not use any type of extension cord with this product.
- Unplug it from the outlet when not in use and before any servicing.

# CHAPTER 1: SAFETY INSTRUCTIONS

- Do not operate the equipment while being covered with a blanket, plastic, or anything that insulates or stops airflow.



WARNING: Risk of personal injury-crushing hazard when elliptical is in operation - Keep feet, hands, and fingers away from moving parts.

## CAUTION:

- Health related injuries may result from incorrect or excessive use of exercise equipment.
- Do not use typing or web surfing features at excessive speeds. Always stabilize yourself by holding a stationary handle when using typing or web surfing features. (Varies by console option)
- Do not use the contact heart rate grips as a handlebar during a workout.
- Any changes or modifications to this equipment could void the product warranty.
- To avoid injury stand on the side rails before starting the elliptical.
- To disconnect, turn power OFF at the ON/OFF switch if applicable, then remove plug from electrical outlet.
- Never operate a TRUE product if it has a damaged power cord or electrical plug, or if it has been dropped, damaged, or even partially immersed in water. Contact TRUE Customer Service.
- Your commercial elliptical is self-generated and does not require the use of an electrical outlet with the LED console. Optional TFT or touch screen consoles require 110V AC input and 9V DC 1.5Amp output for console operation only.
- The batteries within self-generated equipment contain materials that are considered hazardous to the environment. Federal law requires proper disposal of these batteries.
- Use a TRUE AC power cord or AC/DC adapter only
- Note the plug configuration for the power adapter may vary by country.
- Position this product so the power cord plug is accessible to the user.
- Keep the power cord away from heated surfaces. Do not pull the equipment by the power cord or use the cord as a handle. Do not run the power cord along the side or under the treadmill.
- If the electrical supply cord is damaged it must be replaced by the manufacturer, an authorized service agent, or a similarly qualified person to avoid a hazard.
- Do not use this product in areas where aerosol spray products are being used or where oxygen is being administered. Such substances create the danger of combustion and explosion.
- Always follow the console instructions for proper operation. Close supervision is necessary when used near children under the age of 15, or disabled persons.
- Do not use this product outdoors, near water, while wet, or in areas of high humidity including extreme temperature changes
- Never operate a TRUE product with the air openings blocked. Keep air openings free of lint, hair or any obstructing material.
- Never insert objects into any openings in this product. If an object should drop inside, turn off the power, unplug the power cord from the outlet and carefully retrieve it. If the item cannot be reached, contact TRUE Customer Service.
- Never place liquids of any type directly on the unit except in the accessory tray or bottle holders. Containers with lids are recommended.
- Wear shoes with rubber or high traction soles. Do not use shoes with heels, leather soles, cleats or spikes. Make sure no stones are embedded in the soles. Do not use this product in bare feet. Keep all loose clothing, shoelaces and towels away from moving parts.
- Do not reach into or underneath the unit, or tip it on its side during operation.
- Use correct ergonomic positioning while operating the elliptical.

# CHAPTER 1: SAFETY INSTRUCTIONS

## ⚠ CAUTION (CONTINUED):

- Do not allow animals on or near the equipment while in operation.
- Use the side rails or upper exercise arms whenever additional stability is required. In case of emergency, the side rails should be grabbed and the user should place his/her feet on the side platforms. The side rails should be used to grasp the heart rate sensors or to rest the hand on while operating the activity zone keys.
- Do not exceed maximum user weight of 400 lbs. (181kg).
- Avoid exiting elliptical while the foot skate is still in motion
- Do not use if you have a cold or fever.
- When using this exercise machine, basic precautions should always be followed.
- Use this elliptical only for its intended use as described in this manual.
- Do not use attachments not recommended by the manufacturer.
- Allow only trained personnel to service this equipment.
- Avoid the possibility of bystanders being struck or caught between moving parts by making sure that they are out of reach of the elliptical while it is in motion.
- Allow only one person at a time on the elliptical while it's operating.
- It is the sole responsibility of the owner/operator to ensure regular and scheduled maintenance is performed.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children shall not play with the appliance.
- Cleaning and user maintenance shall not be made by children without supervision.
- Avoid placing hands on the upper side rail covers while elliptical is in operation. (See Fig 2)

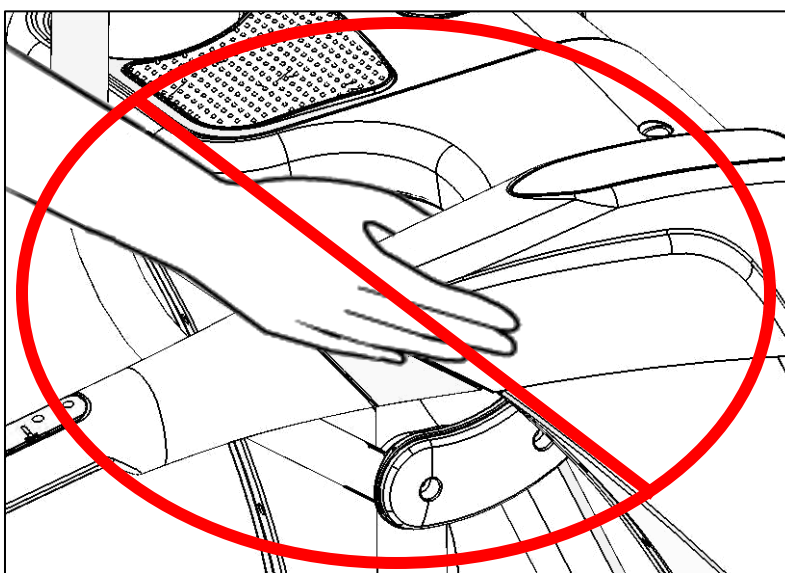


Fig 2

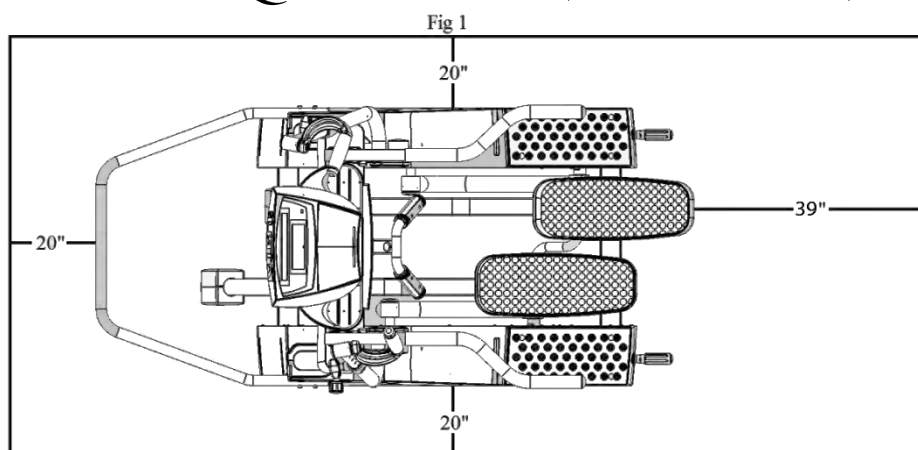
## SPACE REQUIREMENTS:

- TRUE's recommendation is to leave a 39" safety zone at rear of elliptical. The sides of the unit should be at least 20" away from the wall or obstructions. (See Fig 1)



# CHAPTER 1: SAFETY INSTRUCTIONS

## SPACE REQUIREMENTS (CONTINUED):



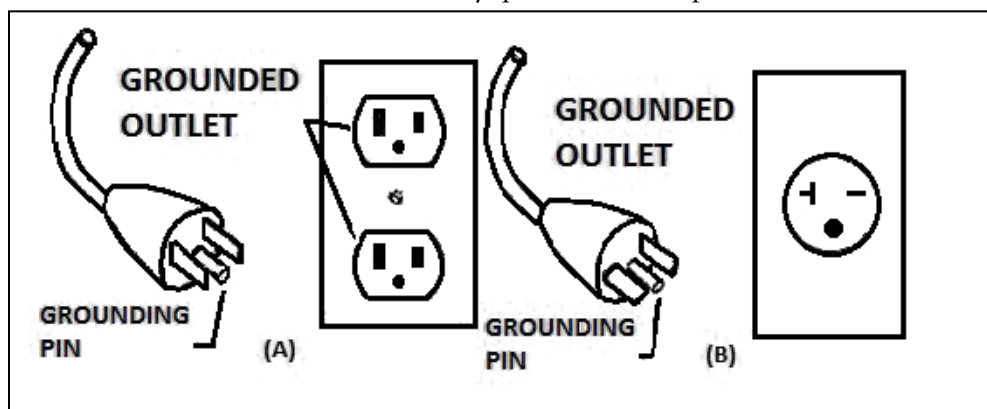
## GROUNDING INSTRUCTIONS:

This product must be grounded, if it should malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.



### DANGER:

- Improper connection of the equipment-grounding conductor can result in a risk of electric shock.
- Check with a qualified electrician or serviceman if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product. If it will not fit the outlet, have a proper outlet installed by a qualified electrician
- Do not remove the motor cover or you may risk injury due to electric shock
- The 120-V model is for use on a nominal 120-V circuit and has a grounding plug that looks like the plug illustrated in figure A. Make sure the product is connected to an outlet having the same configuration as the plug. No adaptor should be used with this product.
- The 230-V model is for use on a circuit having a nominal rating more than 120-V and is factory-equipped with a specific electric cord and has a grounding plug that looks like the plug illustrated in figure B. Make sure that the product is connected to an outlet having the same configuration as the plug in Figure B. No adaptor should be used with this product. If the product must be reconnected for use on a different type of electric circuit, the reconnection should be made by qualified service personnel



# CHAPTER 1: SAFETY INSTRUCTIONS

## POWER REQUIREMENTS FOR **TRUE** PRODUCTS

Information Sheet 2010

**NOTE:** Read and understand all instructions on this sheet and in the Owner's manual before plugging any TRUE power cord into an electrical outlet. This information sheet will help you identify the voltage and cords you need where you live and will outline requirements for:

- Grounded, dedicated lines
- Voltage
- Power cords
- Power adapters
- Extension cords

**!DANGER:** Improper connection of the equipment-grounding conductor can result in risk of electric shock. Check with a qualified electrician or service provider if you are in doubt as to whether the equipment is properly grounded or installed on a dedicated line. Seek a qualified electrician to perform any modifications to the cord or plug. TRUE is not responsible for injuries or damages as a result of cord or plug modification.

**!CAUTION:** Place cords away from heat (such as baseboards). Use care to arrange any cord so it doesn't become an obstacle.

### Extension Cords

Do not use an extension cord to supply power to any TRUE product.

### Grounded, Dedicated Line

TRUE equipment must be grounded. If it should malfunction or break down, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. TRUE cords (except for cycle adapters) have an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances where you live. Do not use a ground plug adapter to adapt the power cord to a non-grounded outlet. Do not use a GFCI outlet or GFCI circuit breaker. A dedicated line will assure that adequate power is available for safe operation over the life of your TRUE Product.

### Voltage

Voltage required for your unit is located on the serial number decal (usually on the front of the unit). Depending on where you live voltage requirements differ.

For example, in the United States some TRUE treadmills require a circuit rated 115 VAC, 60 Hz and 20 amps. See Figure 1. However, a home typically has 15 amp outlets. In this case, contact an electrician to install a 20 amp dedicated line prior to use. See Figure 2.

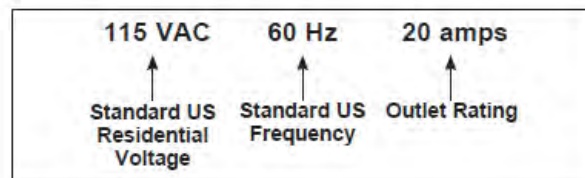


Figure 1

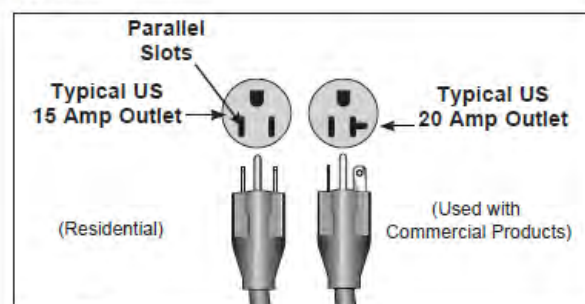


Figure 2

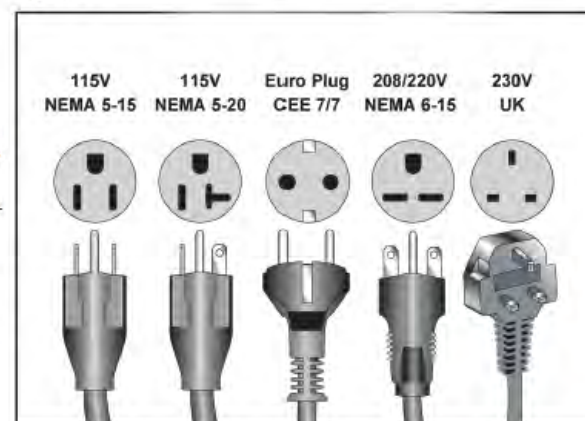



Figure 3

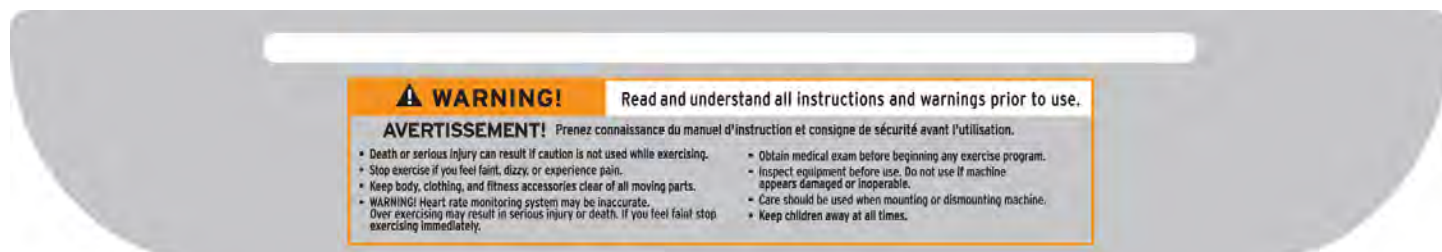


# CHAPTER 1: SAFETY INSTRUCTIONS

## WARNING DECALS:

 **WARNING:** Replace warning labels that may be worn, damaged or missing

\*To replace any worn or missing warning decals contact TRUE FITNESS by one of the following: [www.truefitness.com](http://www.truefitness.com) or contact customer service at 800-883-8783.



## COMPLIANCES:

This equipment complies with all applicable codes and regulations. For a complete list of compliances, please visit [www.truefitness.com](http://www.truefitness.com)

# CHAPTER 2: ASSEMBLY INSTRUCTIONS

## IMPORTANT SAFETY INSTRUCTIONS

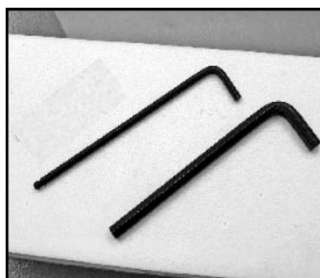
- **Read and understand all instructions and warnings prior to use.**
- Obtain a medical exam before beginning any exercise program. If at any time during exercise you feel faint, dizzy, or experience pain, stop and consult your physician.
- Obtain proper instruction prior to use.
- Inspect the elliptical for incorrect, worn, or loose components and do not use until corrected, replaced, or tightened prior to use.
- Do not wear loose or dangling clothing while using elliptical.
- Care should be used when mounting or dismounting elliptical.
- Disconnect all power (if applicable) before servicing elliptical.
- Do not exceed maximum user weight of 400 lbs.
- Keep children and animals away.
- Do not operate an electrically powered elliptical in damp or wet locations.
- All exercise equipment is potentially hazardous. If attention is not paid to the conditions of equipment usage, death, or serious injury could occur.
- Keep the top side of the moving surface clean and dry.

\*Should you need technical assistance in assembly of your TRUE Fitness product, contact TRUE Fitness Technical Support at 1-800-883-8783.

### PRE-ASSEMBLY CHECK LIST:

#### Tools Required:

6mm hex key (Included)  
10mm hex key (Included)  
#2 Phillips screwdriver



#### Hardware:

Hardware is packaged in numbered plastic bags that correspond to the step with which they are used. Not all steps require hardware.

## CHAPTER 2: ASSEMBLY INSTRUCTIONS

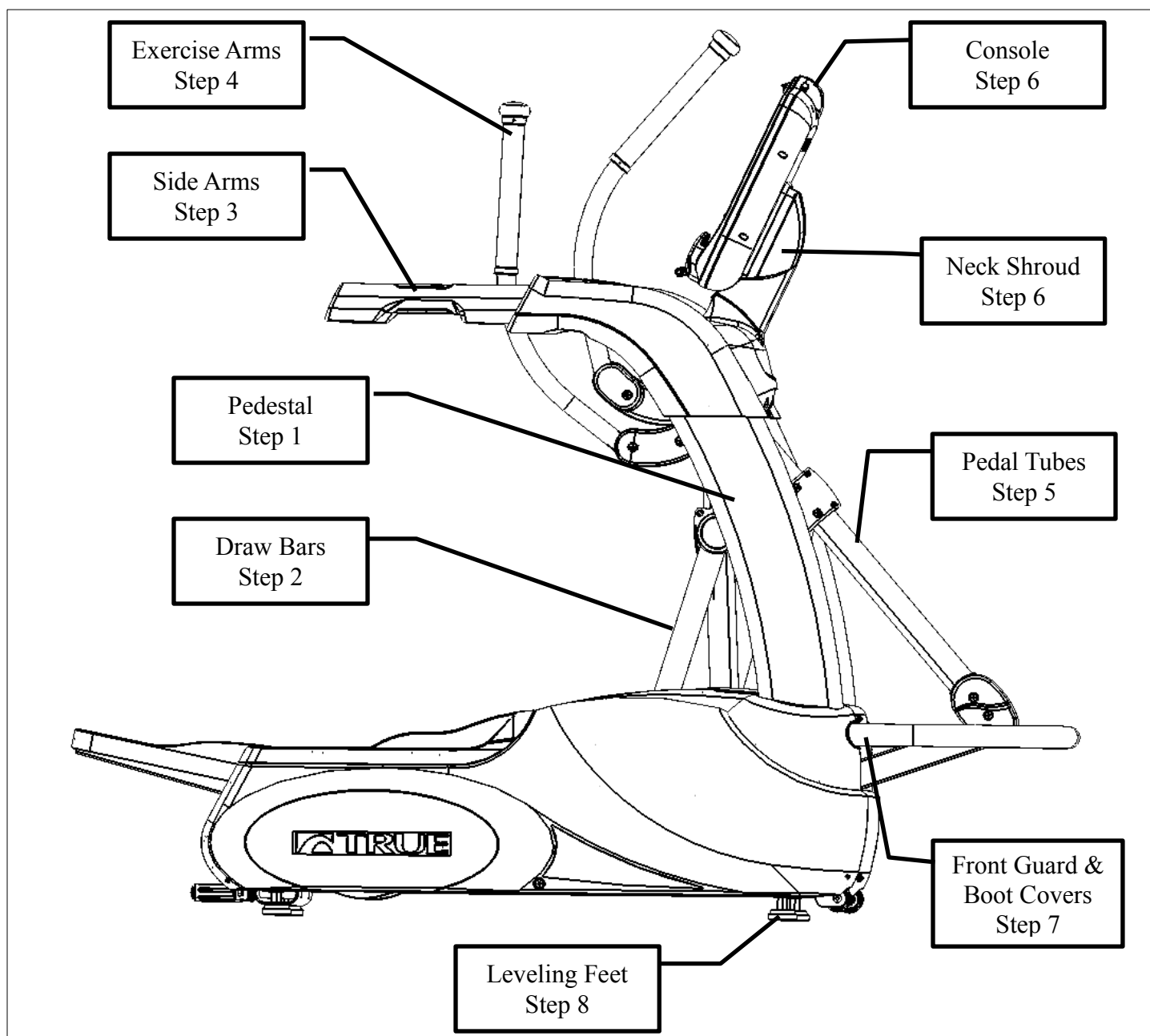
### ELLIPTICAL ASSEMBLY STEPS:

#### ⚠ CAUTION:

- It is recommended that two people unpack and assemble elliptical.
- Remove bands from packaging and pull top from pallet.
- Remove all parts from packaging. Leave machine on pallet.
- For each step use hardware in the corresponding bag.

#### Sub-Assembly Identification:

Use the image below as a reference for where the provided sub-assemblies will be located in the complete elliptical assembly:

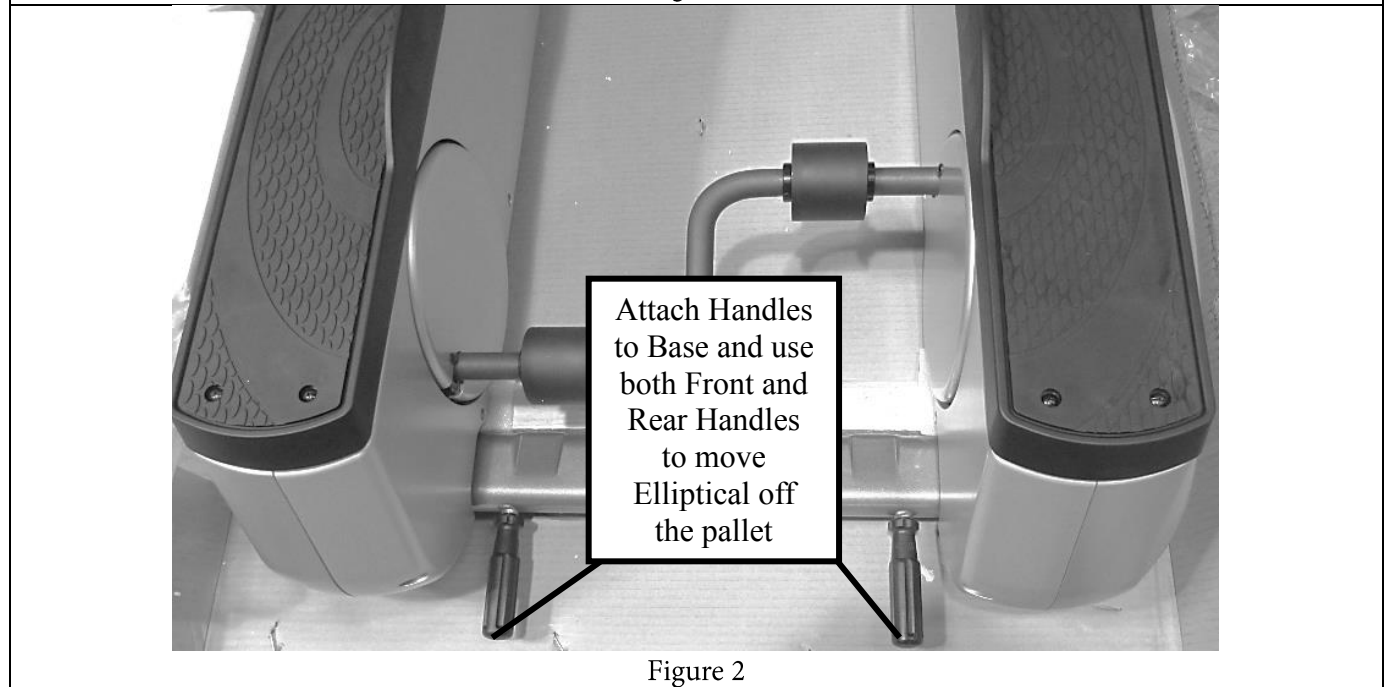
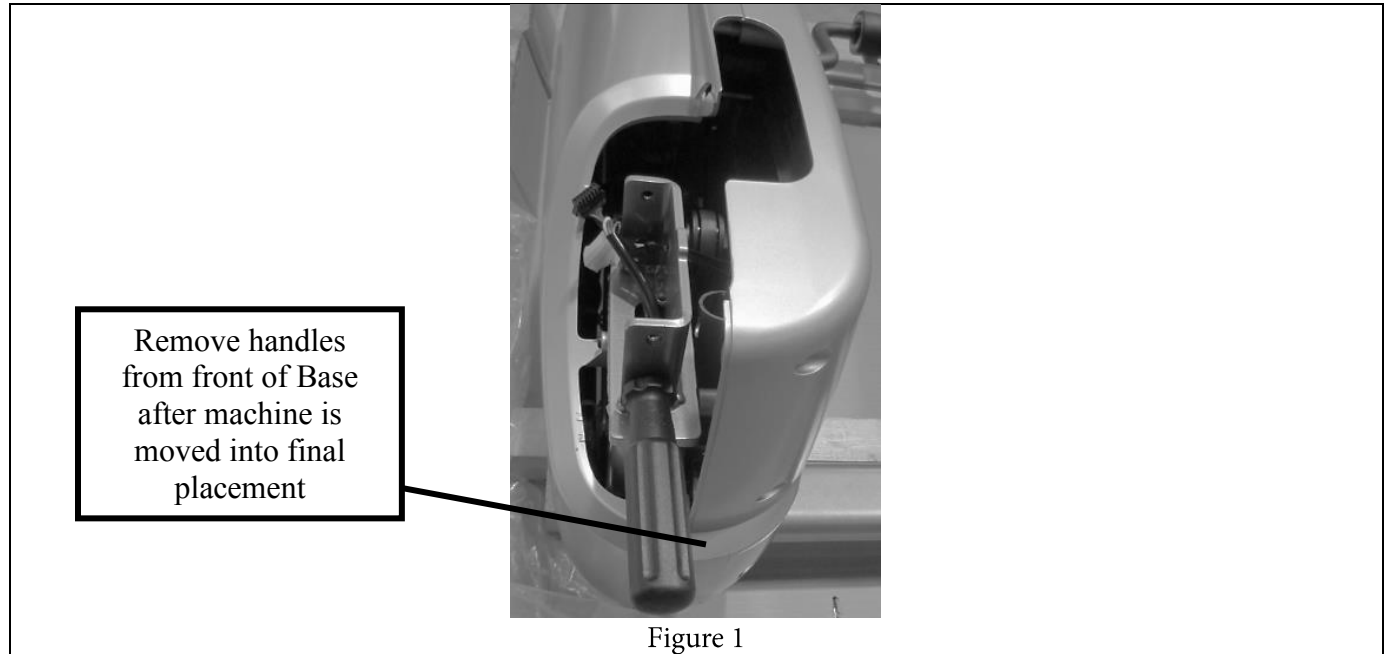


# CHAPTER 2: ASSEMBLY INSTRUCTIONS

## ELLIPTICAL ASSEMBLY STEPS (CONTINUED):

### Pre-Assembly Step 1: Install Transport Handle Bars:

- a) **Important:** With machine still on pallet, attach handle bars to front and rear of machine. Handle bars will provide assistance in moving machine. Figures 1 & 2
- b) **Carefully** remove Elliptical from pallet.
- c) **Important:** After final machine placement has been completed, remove transport handle bars from machine and store handle bars with owner's manual.



## CHAPTER 2: ASSEMBLY INSTRUCTIONS

### ELLIPTICAL ASSEMBLY STEPS (CONTINUED):

#### Pre-Assembly STEP 2: Measure Doorways:

- a) Measure all doorways, hallways and stairwells to make sure that the 33 inch wide frame will fit.
- b) If it will not fit, move all parts to the final location and assemble machine in that location. If the machine needs to be placed on its side, keep the left side Styrofoam attached to the Base to help avoid damaging the plastic covers.

Figure 4



### PLEASE NOTE WHEN MOVING THE ELLIPTICAL:

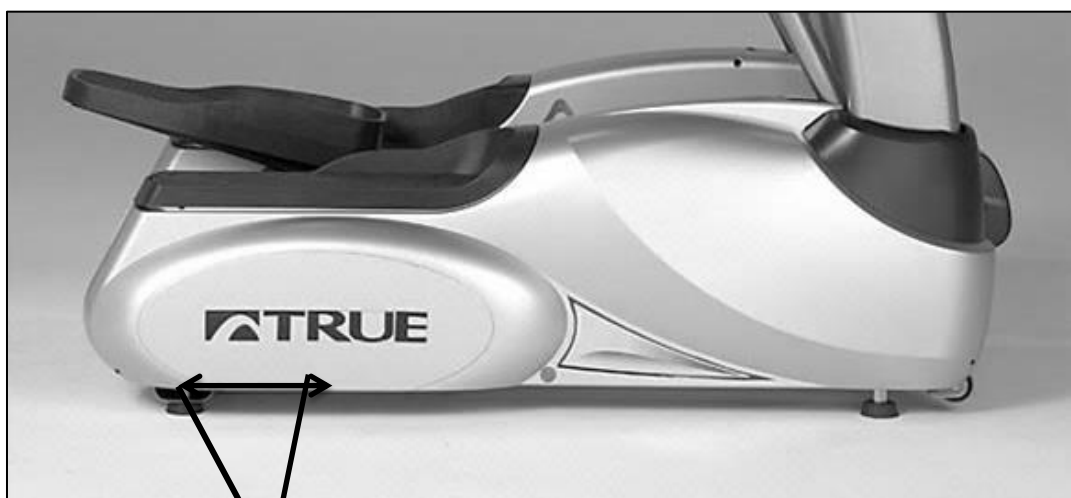


Figure 3

Do not insert fork from fork truck in this location. There are exposed parts that can be damaged.



Elliptical base can be set on its LEFT side, but **ONLY** with the attached Styrofoam underneath it.

Figure 4



# CHAPTER 2: ASSEMBLY INSTRUCTIONS

## ELLIPTICAL ASSEMBLY STEPS (CONTINUED):

### STEP 1: Assemble Pedestal to Base:

- Remove Front Handles before assembling Pedestal. Figure 5
- Use 2 people to slide the Pedestal straight down onto the Base and be careful to not pinch the wires on the right side of the base. Figure 6
- Open up Bag 1. Use 2 M12x12mm bolts and 8 M8x12mm bolts to attach Pedestal to Base. Figure 7.  
**Note:** Tightening side bolts first while holding Pedestal vertical may assist in aligning other bolts
- Connect wires. Figure 8

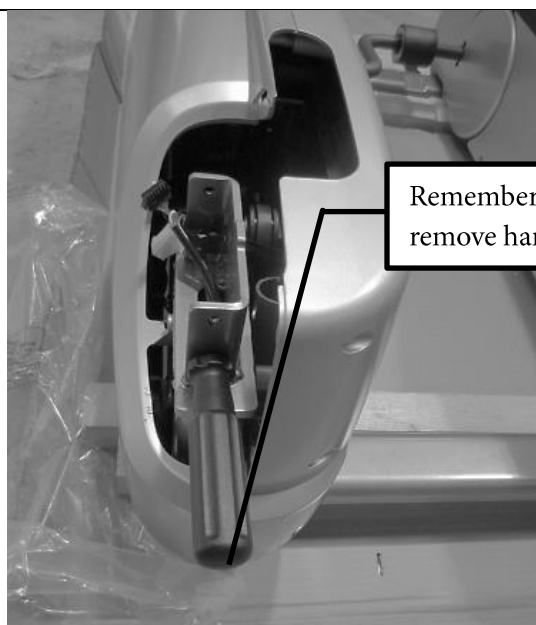


Figure 5

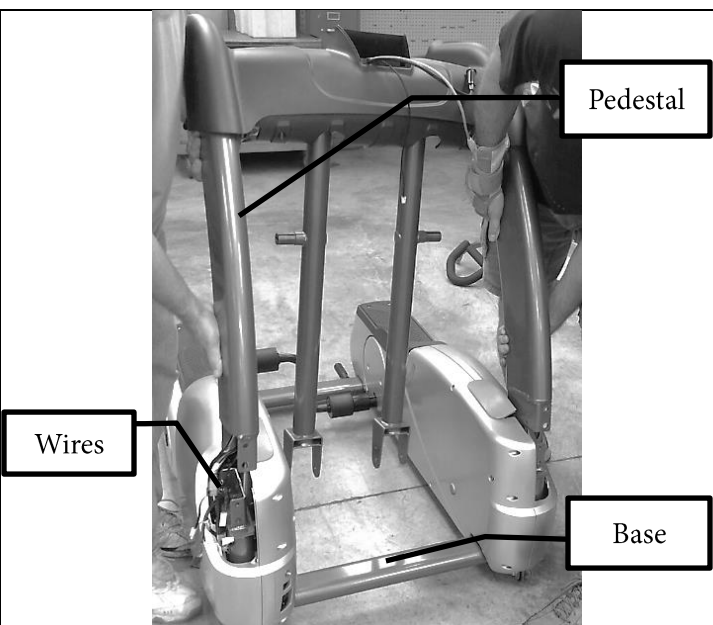


Figure 6

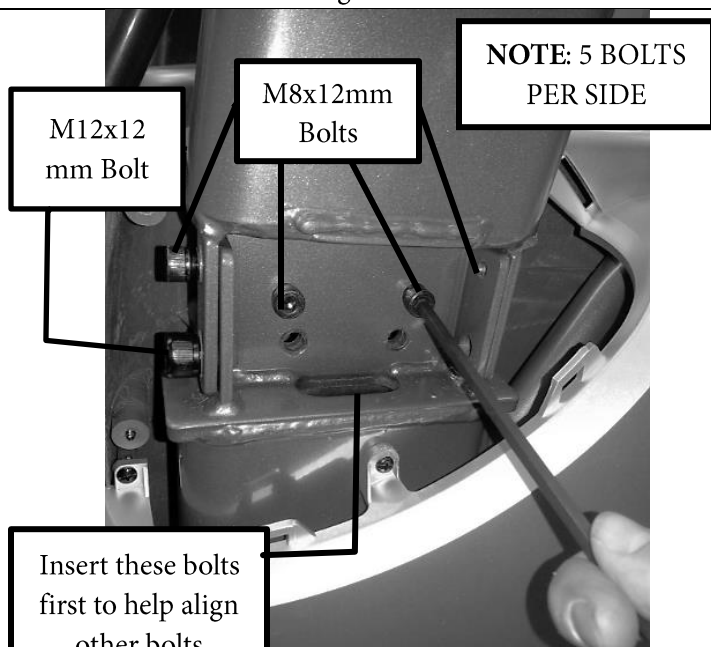


Figure 7

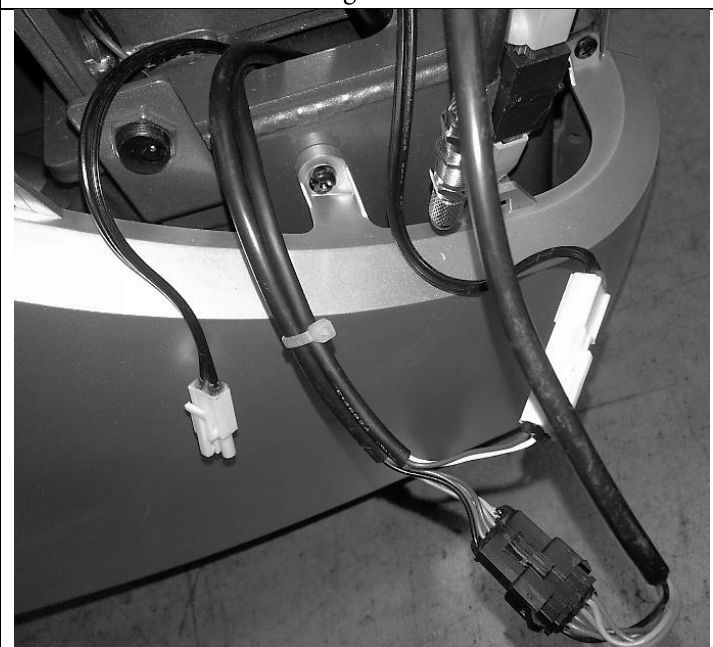


Figure 8

## CHAPTER 2: ASSEMBLY INSTRUCTIONS

### ELLIPTICAL ASSEMBLY STEPS (CONTINUED):

#### STEP 2: Attach Draw bar:

- a) Slide the top of the draw bars onto the exposed shaft. Figure 9
- b) Use the bolt and washer from bag 2 to secure the push rod to the shaft.
- c) Attach the bottom of the draw bars to rear crank with M8 x 12mm bolts. Figure 10
- d) Attach inside and outside Draw Bar Covers with remaining bolts. Figure 11

**NOTE: Draw bars and covers are labeled left and right**



Figure 9



Figure 10



Figure 11

## CHAPTER 2: ASSEMBLY INSTRUCTIONS

### ELLIPTICAL ASSEMBLY STEPS (CONTINUED):

#### STEP 3: Attach Side Arms:

- a) Connect Cardio Arm Heart Rate Cable. Figure 11
- b) **CAREFULLY** Slide Side Arm into Pedestal and tuck the Heart Rate Cable into the plastic housing.  
**\*Make sure to not pinch the Heart Rate Cable wires.**
- c) Open Bag 3. Use 4 M8x12mm bolts to tighten the Side Arms into the underside of the Pedestal. Figure 13

Connect Wires  
between the Pedestal  
and the Side Arms

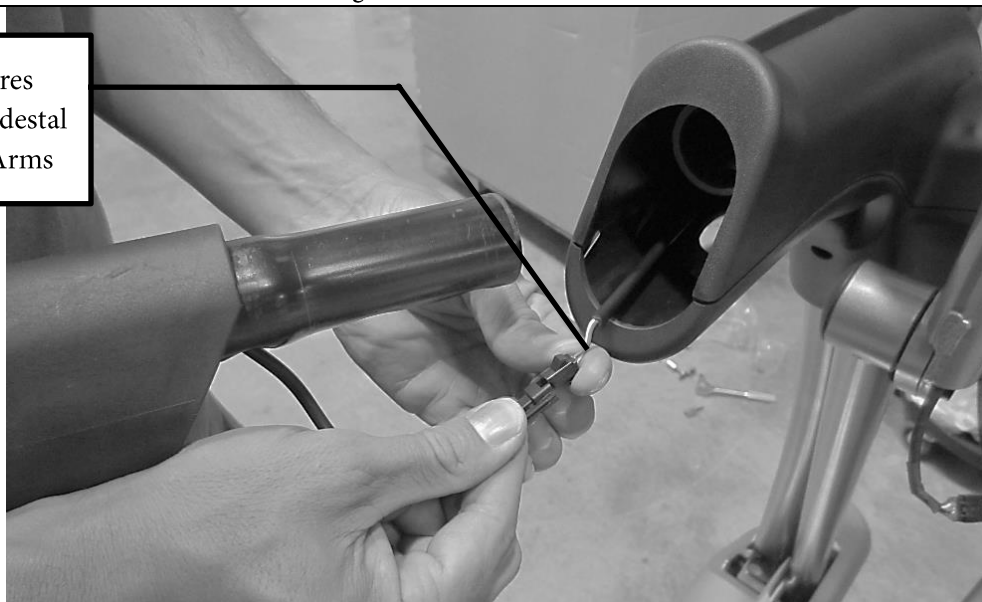


Figure 12

Use 6mm Hex Key to  
tighten Side Arms to  
the Pedestal



Figure 13

## CHAPTER 2: ASSEMBLY INSTRUCTIONS

### ELLIPTICAL ASSEMBLY STEPS (CONTINUED):

#### STEP 4: Attach Upper Body Cardio Arms:

- a) Note upper arms are labeled “L” for Left and “R” for Right.
- b) Open Bag 4. Install each upper arm with 4 M8x20mm bolts and 4 M8 washers using a 6mm hex key. Figure 14
- c) Attach the Cardio Arm Covers using M5x8mm screws. Figure 15

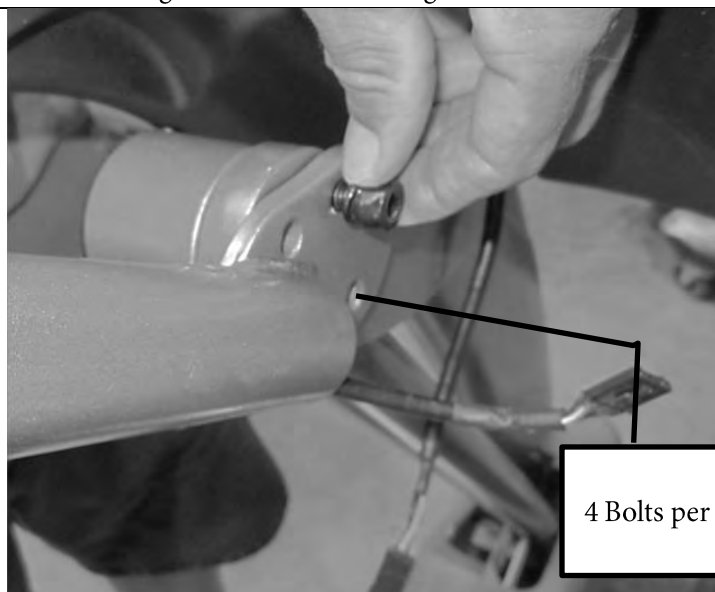


Figure 14



Figure 15

## CHAPTER 2: ASSEMBLY INSTRUCTIONS

### ELLIPTICAL ASSEMBLY STEPS (CONTINUED):

#### STEP 5: Attach Pedal Tubes:

- a) Open Bag 5 and use 2 M10x80mm bolts and 2 M10 Nuts to attach Pedal Tubes. Make sure that pedal tubes are centered between the rollers of the Crankshaft before tightening the bolts. Figure 16
- b) Attach the Front Pedal Tube Covers using 8 M5x12mm screws. Figure 17

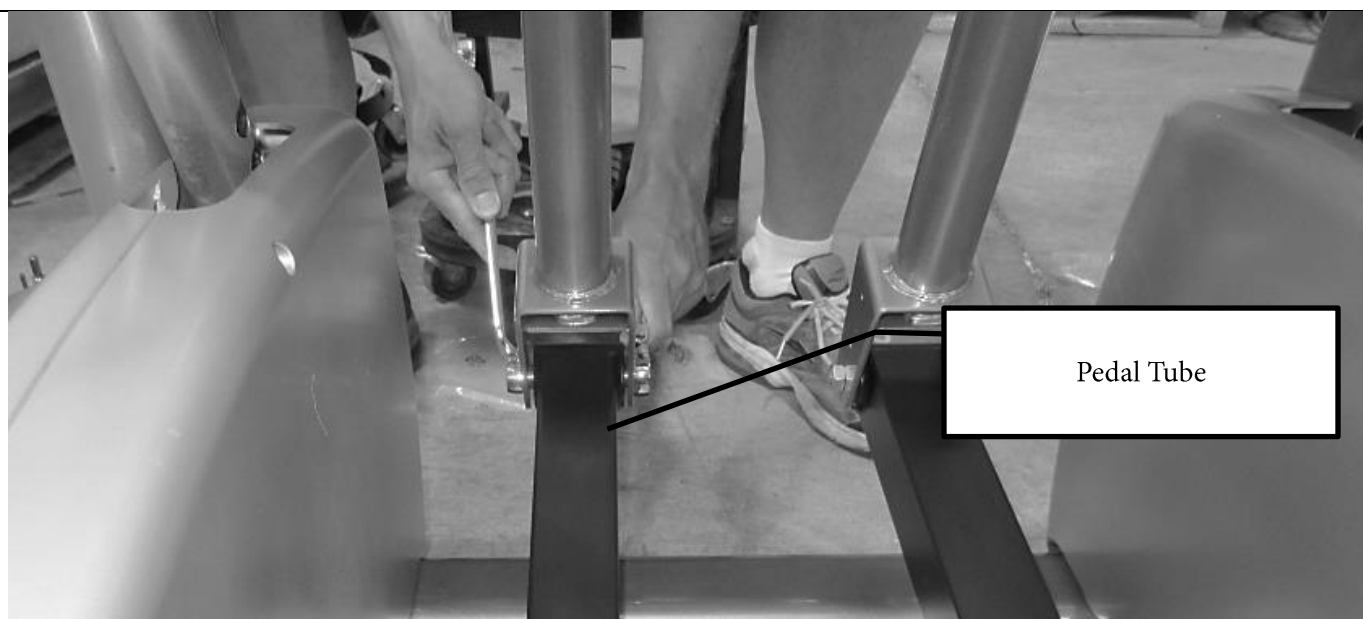


Figure 16

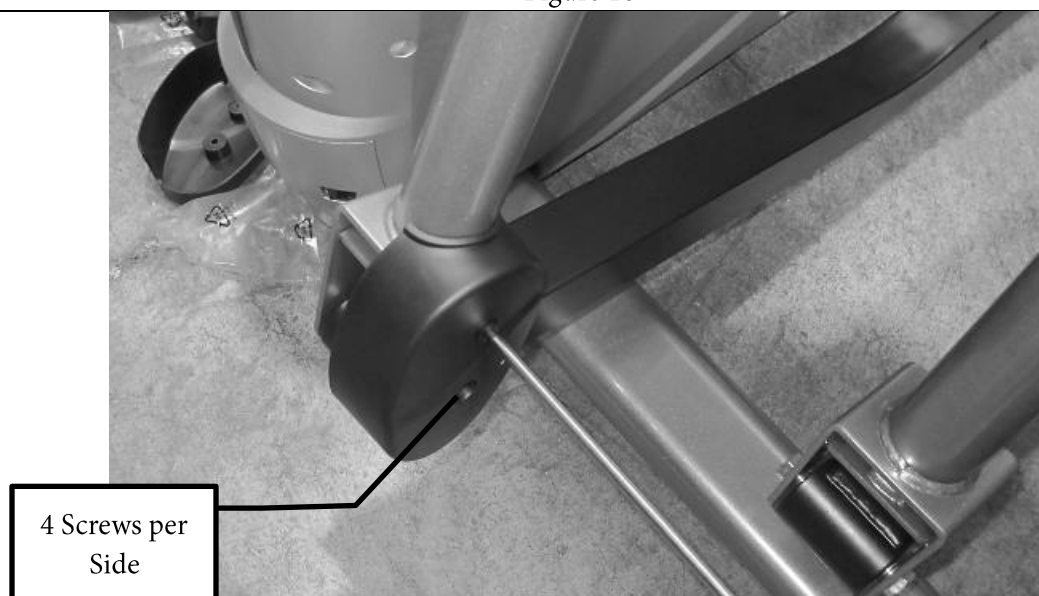


Figure 17



## CHAPTER 2: ASSEMBLY INSTRUCTIONS

### ELLIPTICAL ASSEMBLY STEPS (CONTINUED):

#### STEP 6: Attach Console Mast:

- a) Slide Console cables through Console Mast and attach Mast using 2 M8x12mm bolts and 2 M8x20mm bolts (Bag 6). Figure 18 & 19



Figure 18

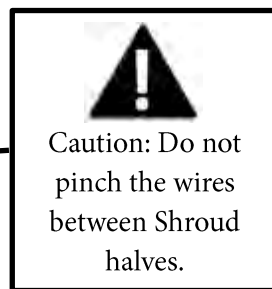


Figure 19

## CHAPTER 2: ASSEMBLY INSTRUCTIONS

### ELLIPTICAL ASSEMBLY STEPS (CONTINUED):

#### STEP 6 (continued): Front Neck Panel:

- b) Attach Front Neck Panel to the Front Mast using 2 Phillips head bolts. Figure 20



Figure 20

#### STEP 6 (continued): Attach Console:

- c) Attach Console to the Console Mast with 4 M5x10mm bolts. Bolts are located in the back of the console. Figure 21

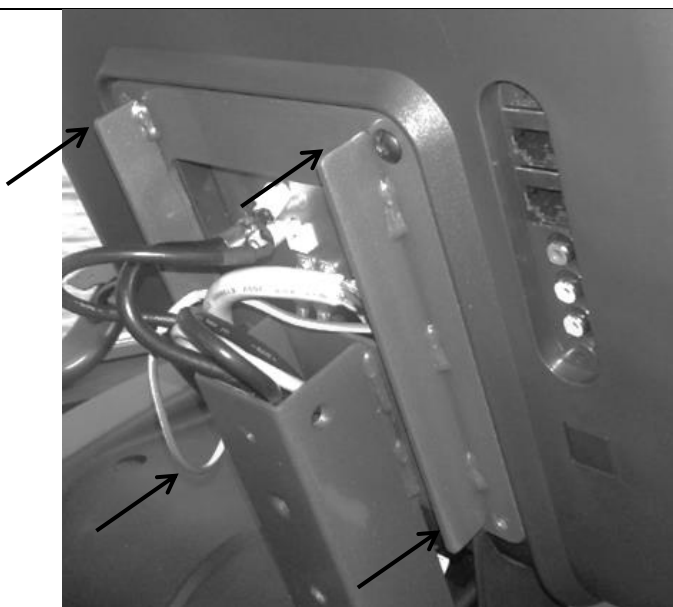


Figure 21

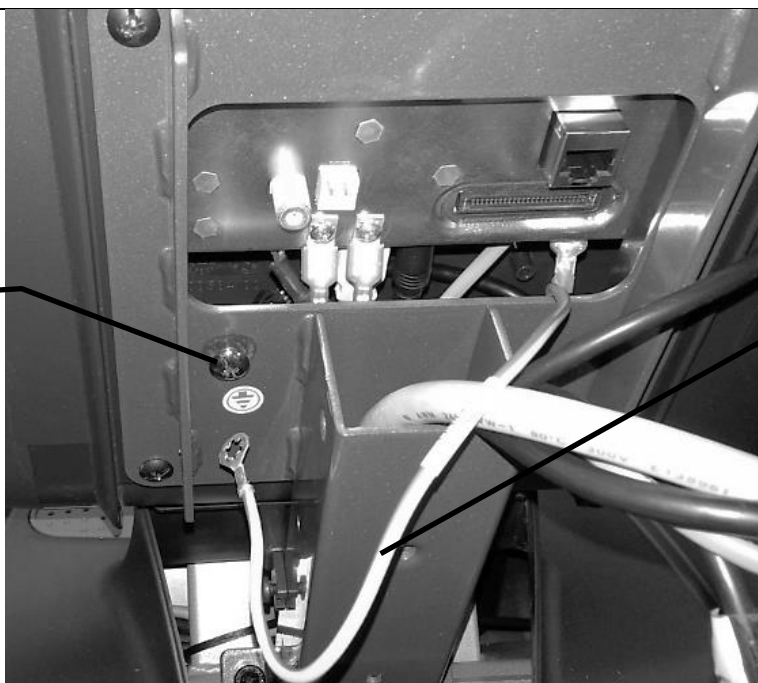
## CHAPTER 2: ASSEMBLY INSTRUCTIONS

### ELLIPTICAL ASSEMBLY STEPS (CONTINUED):

#### STEP 6 (continued): Console Ground Wire

- d) Remove ground screw from the Console Mast. Figure 22
- e) Attach the console ground wire to the Console Mast. Figure 23

Ground Screw



Console  
Ground Wire

Figure 22



Figure 23

# CHAPTER 2: ASSEMBLY INSTRUCTIONS

## ELLIPTICAL ASSEMBLY STEPS (CONTINUED):

### STEP 6 (continued): Console Connections:

- Review connection for 10" Touchscreen & 15" TFT Console options. Figure 24
- Verify connection. Figure 25
- Review connections for 9" TFT & Orange LED Console options. Figure 26

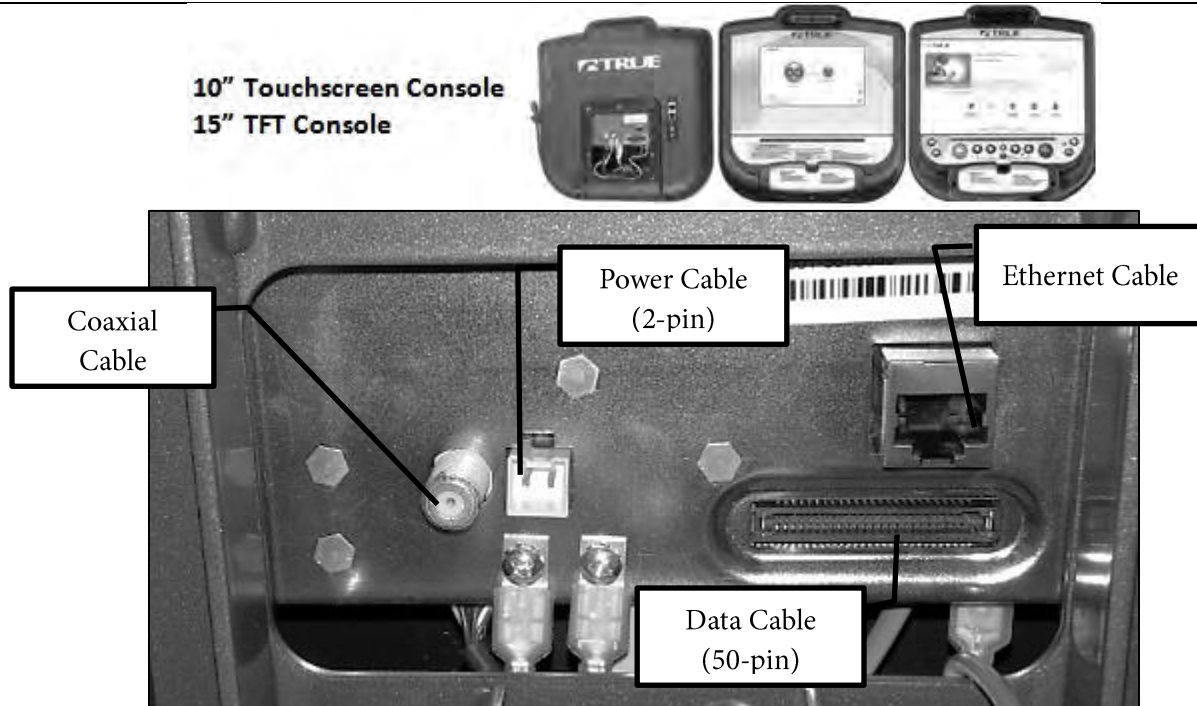


Figure 25

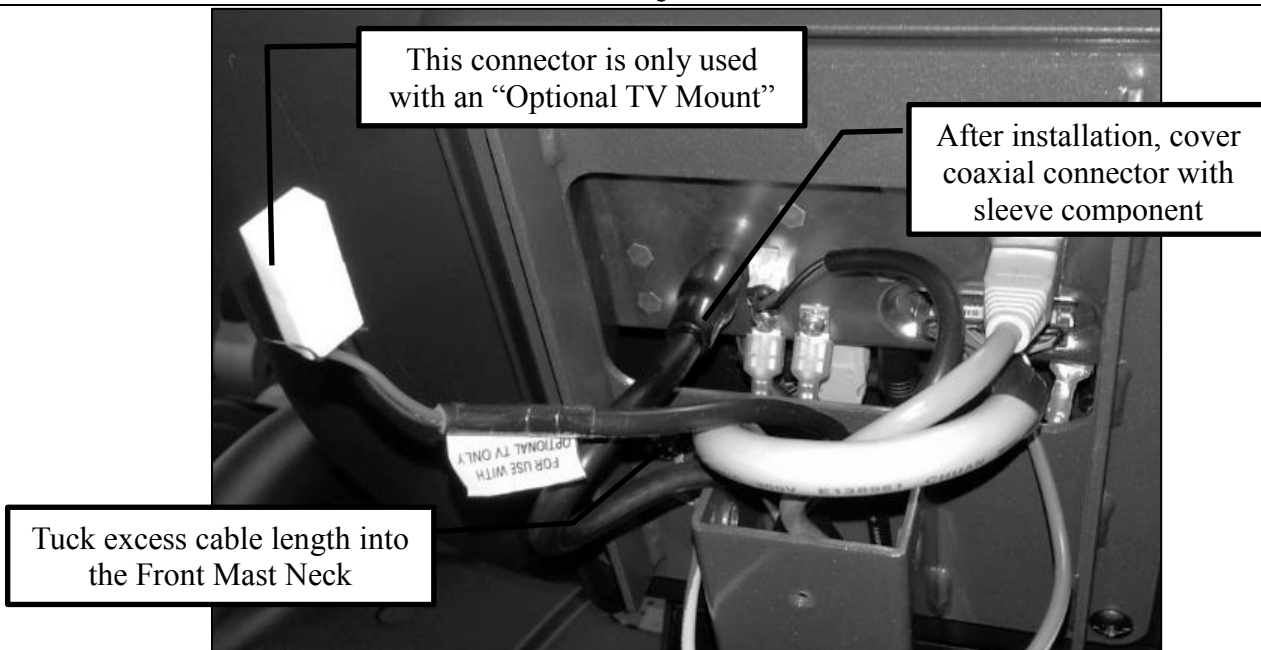


Figure 26

**NOTE:** Ethernet & Coaxial cable connections are not available on the Orange LED or 9" TFT Consoles  
The Ethernet Port on the 15" TFT Console is non-functioning  
**All Ground Wires Must be connected**

## CHAPTER 2: ASSEMBLY INSTRUCTIONS

### ELLIPTICAL ASSEMBLY STEPS (CONTINUED):

#### STEP 6 (continued): Console Connections:

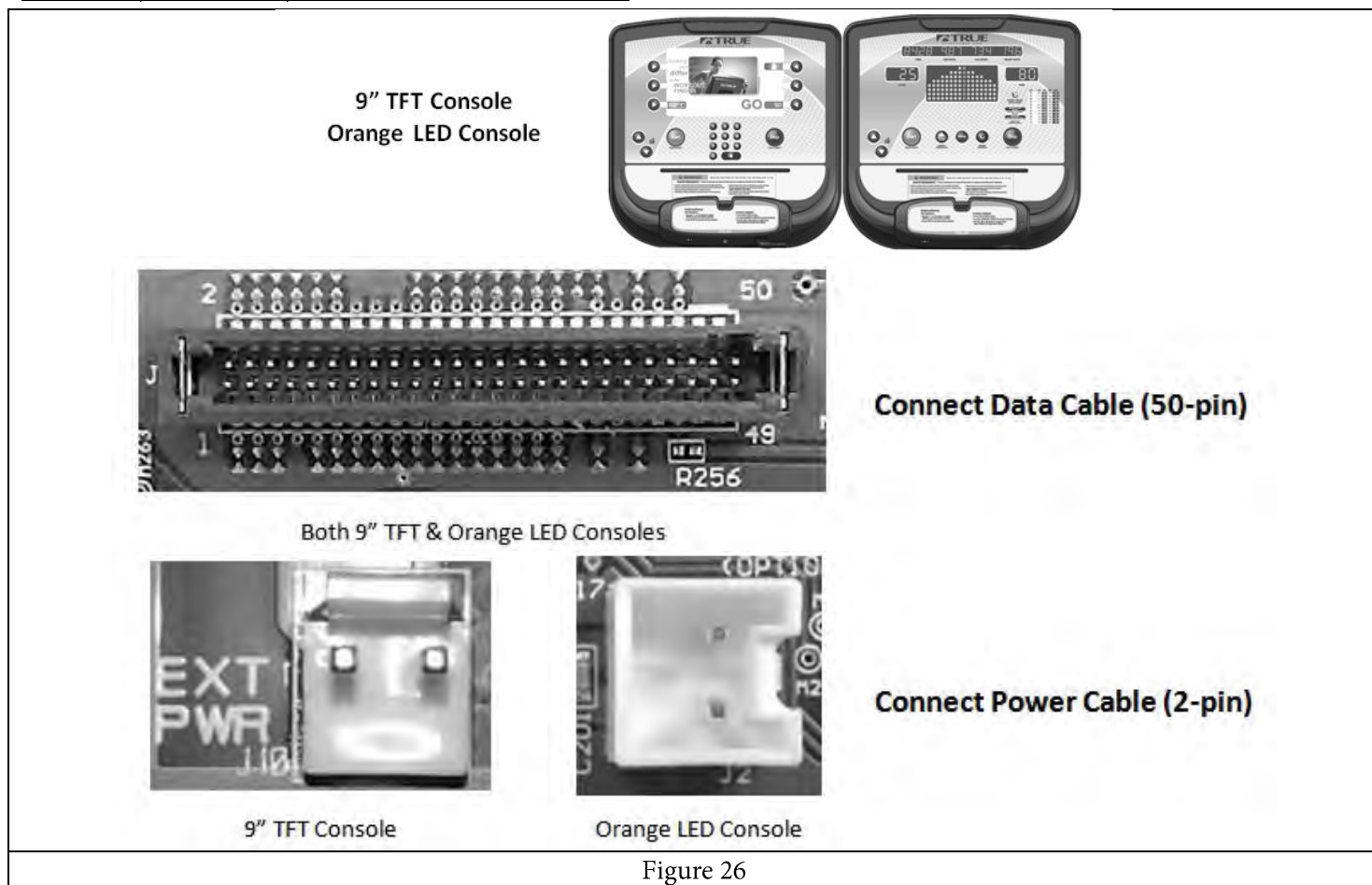


Figure 26

**NOTE:** Ethernet & Coaxial cable connections are not available on the Orange LED or 9" TFT Consoles  
**All Ground Wires Must be connected**



## CHAPTER 2: ASSEMBLY INSTRUCTIONS

### ELLIPTICAL ASSEMBLY STEPS (CONTINUED):

#### STEP 6 (Continued): Neck Shroud:

- i) Attach the Rear Console Cover using 2 M5x12mm screws. Figure 27



Figure 27

## CHAPTER 2: ASSEMBLY INSTRUCTIONS

### ELLIPTICAL ASSEMBLY STEPS (CONTINUED):

#### STEP 7: Attach Front Guard and Boot Covers:

- a) Slide front guard between the front covers and the frame. Figure 27
- b) Using 4 M8x20mm bolts, attach the guard to the frame. Figure 28
- c) Carefully latch boot covers onto the slots of the frame opening. Attach with 4 machine screws. Figure 29



Figure 27



Figure 28



Figure 29

## CHAPTER 2: ASSEMBLY INSTRUCTIONS

### ELLIPTICAL ASSEMBLY STEPS (CONTINUED):

#### STEP 8: Floor Levelers:

- a) If necessary, adjust four levelers on bottom of machine to accommodate uneven flooring.

#### STEP 9: Remove Transport Handle Bars:

- b) Once Elliptical is moved into its final location, remove the two Handle Bars on the back of the machine and store with owner's manual for future use. Figure 30

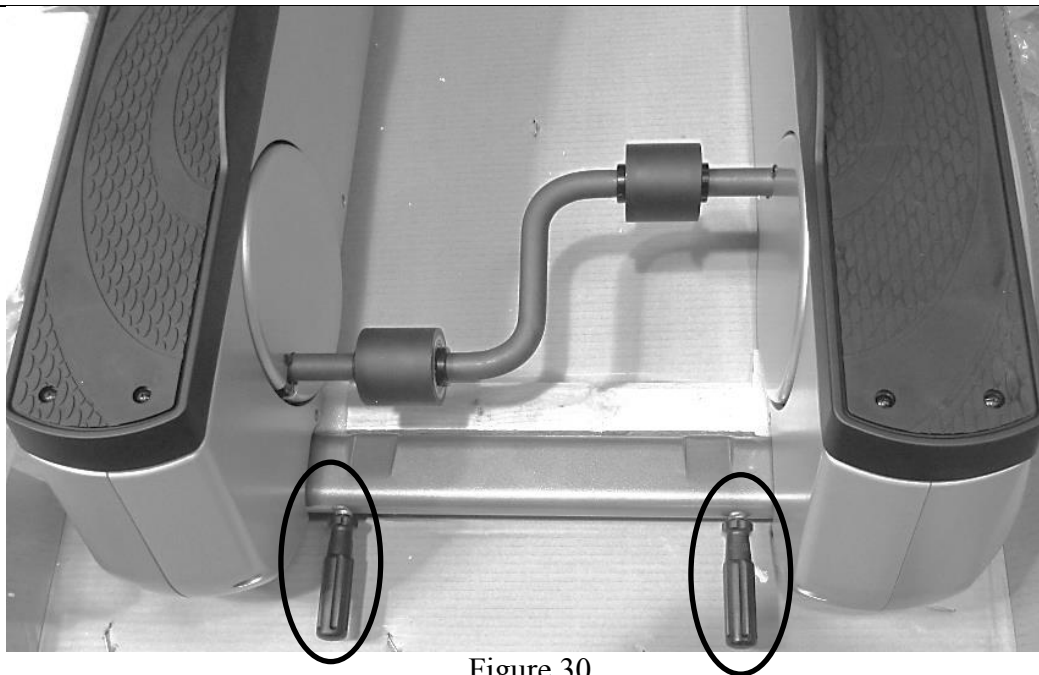


Figure 30

#### STEP 10: Remove Protective Film from Decals:

- a) Once Elliptical is moved into its final location, remove the protective film from the decals and from the “True” on the lower shroud.

## CHAPTER 2: ASSEMBLY INSTRUCTIONS

### ELLIPTICAL ASSEMBLY STEPS (CONTINUED):

Power Supply Install – Touchscreen Consoles and 15” TFT Consoles ONLY:

#### STEP I: Open Right Shroud:

- Locate access plastics. Figure A
- Remove access plastics. Figure B



Figure A



Figure B

## CHAPTER 2: ASSEMBLY INSTRUCTIONS

### ELLIPTICAL ASSEMBLY STEPS (CONTINUED):

#### STEP II: Remove Wire Tie:

- Remove Wire Tie. Figure C

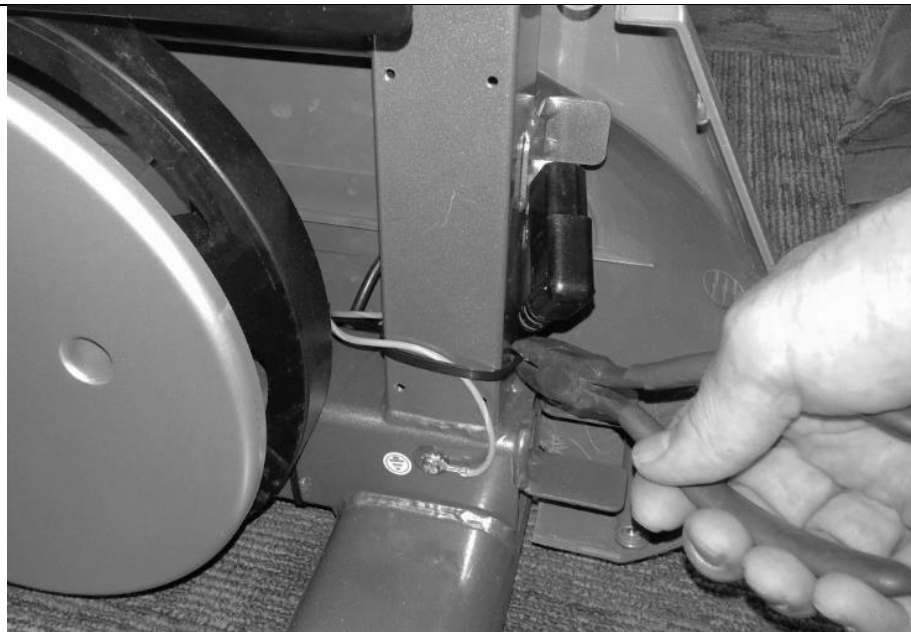


Figure C

#### STEP III: Disconnect Lower-Board Power Cable:

- Disconnect lower-board latching power cable. Figure D

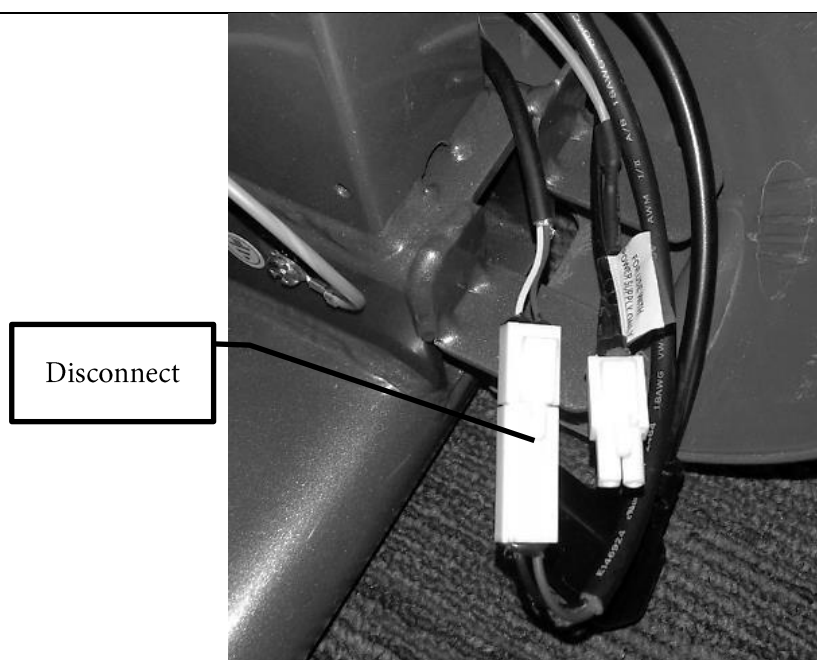


Figure D



## CHAPTER 2: ASSEMBLY INSTRUCTIONS

### ELLIPTICAL ASSEMBLY STEPS (CONTINUED):

#### STEP IV: Reconnect Power Supply Latching Connector:

- Reconnect power supply latching connector. Figure E

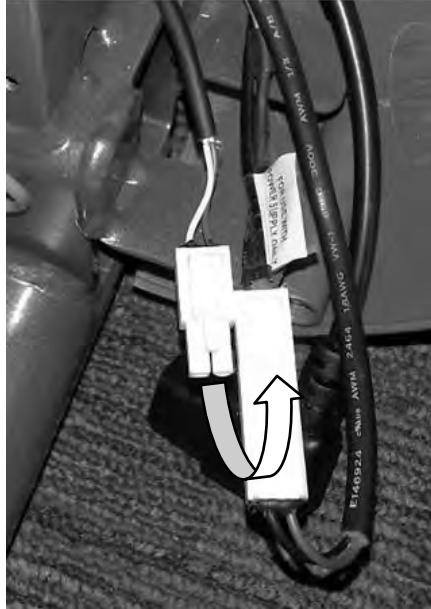


Figure E

#### STEP V: Connect the Power Supply:

- Connect the Power Supply input & output connections. Figure F



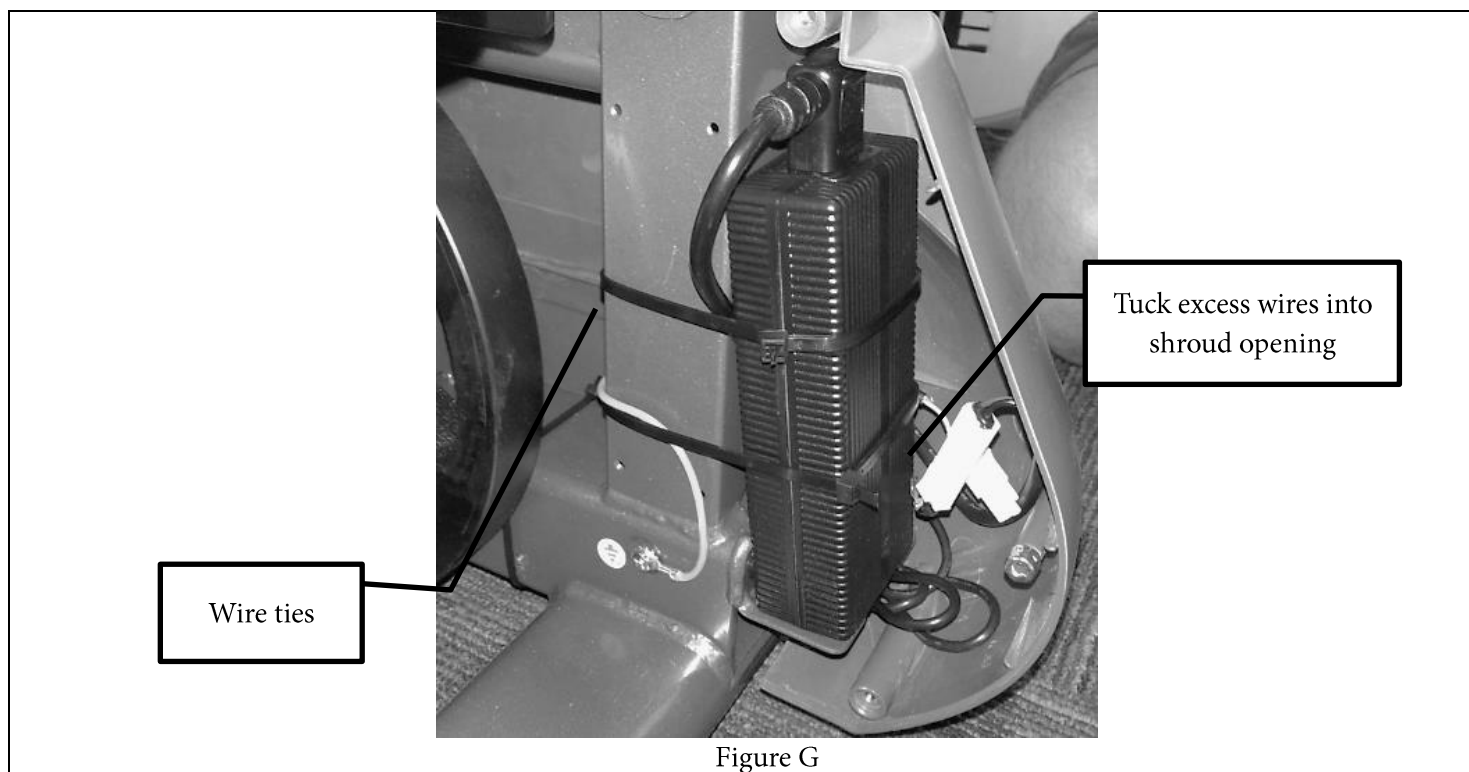
Figure F

## CHAPTER 2: ASSEMBLY INSTRUCTIONS

### ELLIPTICAL ASSEMBLY STEPS (CONTINUED):

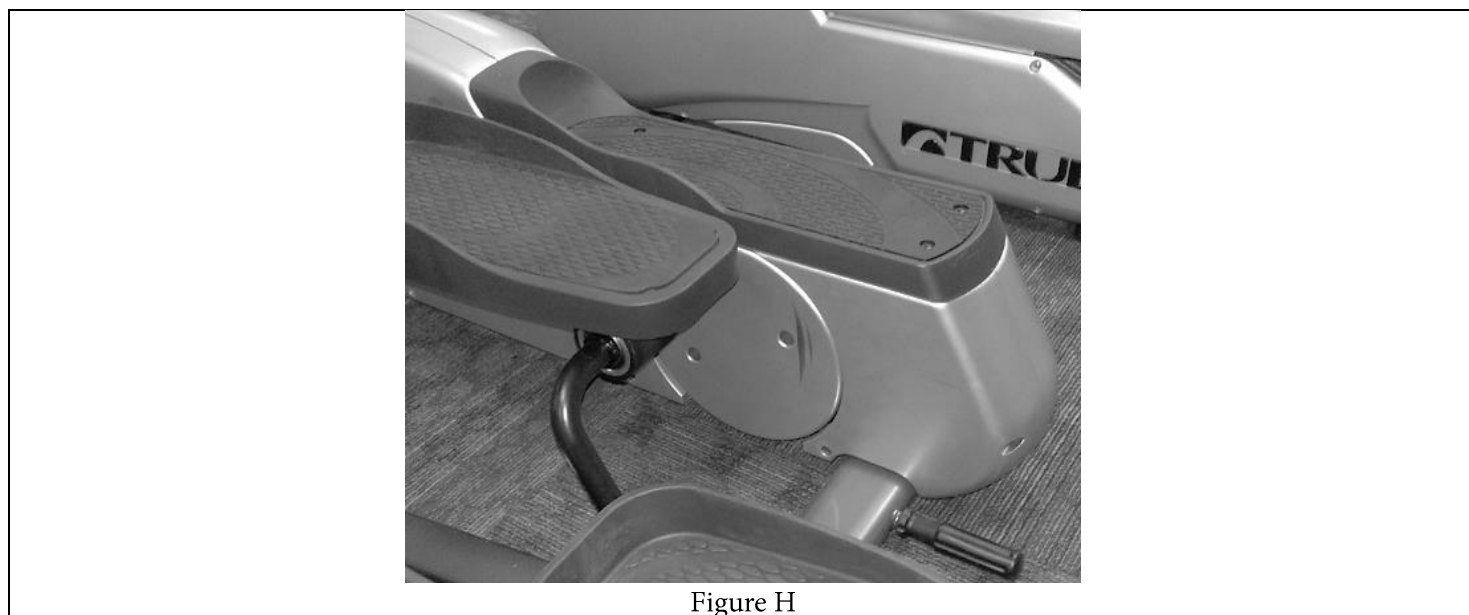
#### STEP VI: Mount the Power Supply:

- Mount Power Supply on bracket and attach with wire ties. Figure G
- Tuck excess wires inside shroud opening



#### STEP VII: Close Right Shroud:

- Re-install access plastics. Figure H



## CHAPTER 3: PRODUCT OVERVIEW

### ELLIPTICAL OVERVIEW:



# CHAPTER 3: PRODUCT OVERVIEW

## ELLIPTICAL OVERVIEW (CONTINUED):

### Console Assembly:

The console allows the user to set up a workout program and control the elliptical during a workout (For console overview and operation instructions refer to the owner's manual for the selected console option).

### Upper Exercise Arms:

Moving handles on the elliptical that provide resistance to the upper body during a workout.

### Contact Heart Rate Pads:

Allows the user to check their heart rate without wearing a wireless chest strap.

### Side Steps:

The stationary steps on either side of the elliptical, which allow the user to safely straddle the footpads during startup, to isolate upper body, or in the event of an emergency.

### Transport Handles Access:

Threaded sockets in the frame of the elliptical that will accept the transportation handles.

### Foot Pads:

Moving pedals on the elliptical that provide resistance to the lower body during a workout.

### Leveling Feet:

An adjustable system used to aid in the leveling the elliptical.

### Coaxial Port:

Delivers television signal to the unit.

### Ethernet Port:

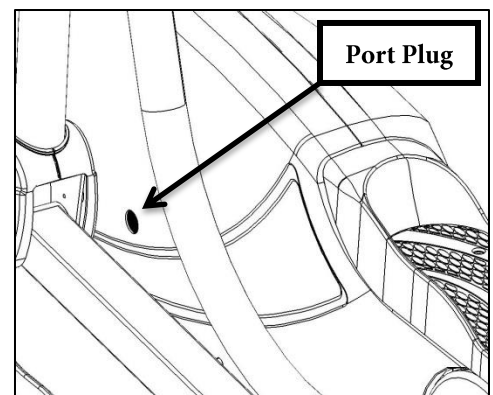
Used to provide a network connection for compatible console options.

### Power Cord:

Delivers power from the wall outlet to the elliptical.

### Battery Charge Port:

A port used to charge the unit's internal battery. To expose the port remove the rubber port plug on the inner right shroud as shown in figure to the right.



# CHAPTER 4: PROGRAMING & OPERATION

## HEART RATE MONITORING:

This elliptical can monitor a user's heart rate using either a Polar® compatible chest strap or the metal grips on the hand rails (called contact heart rate or CHR pads). A chest strap transmits the user's heart rate to the elliptical via radio, and the CHR pads connect to a special computer circuit to extract the user's heart rate.

### Chest Strap Heart Rate Monitoring:

Although this elliptical functions fine without using the heart rate monitoring feature, this kind of monitoring gives valuable feedback on the user's effort level. Chest strap monitoring also allows users to use Heart Rate Control, the most advanced exercise control system available. When users wear a Polar® compatible transmitter strap, the elliptical will display the user's heart rate as a digital beats-per-minute (bpm) readout.

The transmitter strap should be worn directly against the user's skin, about 1-2 inches below the pectoral muscles/breast line. Women should be careful to place the transmitter below their bra line.

Initially the transmission signal for heart rate may be erratic or non-existent. Some moisture is necessary between the strap and the user's skin for proper transmission. Sweat from exercise works best, but ordinary tap water may be used prior to the workout if desired.



### A Note on Chest Strap Heart Rate Monitoring:

The chest strap produces a radio signal that the elliptical reads and registers as the user's heart rate. The accuracy of a reading may be affected when outside interference is present.

### Contact Heart Rate (CHR):

The CHR system will let the user monitor their heart rate without wearing a chest strap. When using the CHR system users should gently grasp the CHR pads with both hands. Within 30 seconds, the user's heart rate should be displayed as a digital bpm readout (during the first 30 seconds the system is analyzing and locking in the user's heart rate). Users should exercise with smooth body motions and breathe regularly. It is best to avoid talking while using the CHR system, as talking will cause unrepresentative heart rate spikes of 5 to 10 bpm. To ensure an accurate reading, the user's hands should be clean, free of both dirt and hand lotions.

### A Note on CHR Accuracy:

CHR monitoring may be less accurate than chest strap monitoring since the heart rate signals are much stronger at the chest.

## HEART RATE CONTROL (HRC):

### Introduction:

You are now the owner of the most sophisticated Heart Rate Control equipment available. TRUE HRC is unique and patented. It accommodates users from rehabilitation to world class athletes, and all those in between. TRUE HRC allows users to do a completely adjustment free heart rate controlled workout. By training at a specific target heart rate, users can exercise at a more efficient cardiovascular level.

## CHAPTER 4: PROGRAMING & OPERATION

### HEART RATE CONTROL (CONTINUED):

The TRUE HRC system is unique because users must enter the key parameters of the workout; target heart rate, weight, age, and time, prior to beginning the HRC workout. As users approach their target heart rate, the elliptical's computer takes full control over the workout and changes the workout intensity automatically to keep users near their target heart rate. This allows for a completely "hands free" workout.

#### Target Heart Rate:

TRUE's heart rate control (HRC) workouts let the elliptical monitor relative exercise intensity by way of the user's heart rate, then automatically adjust the workout intensity to keep the user at their target heart rate and thus their desired exercise intensity. Heart rate is a good measure of the body's exercise stress level. It reflects differences in physical condition, fatigue, the comfort of the workout environment, even diet and emotional state. Users should compare their heart rate with how they feel to ensure safety and comfort.

#### Consult a physician to determine target heart rate:

Using heart rate to control a workout takes the guesswork out of the workout settings. Consult a physician before using heart rate controlled workouts for advice on selecting a target heart rate range. Also, it is important to use the elliptical for several workouts in the manual mode while monitoring heart rate. Users should compare their heart rate with how they feel to ensure safety and comfort. After users have spent some time learning how their heart responds to different workout intensity levels, they will have a better understanding of how to use the elliptical to reach their target heart rate.

#### Warm Up:

At the beginning of an HRC workout, the elliptical is in full Manual Control mode. Users should gradually increase the workout intensity to slowly raise their heart rate to within 10 beats per minute (bpm) of their target heart rate. The elliptical will operate as if in manual mode during the warm up stage. Users control the workout intensity. It is important that the user starts at a low level of perceived exertion and gradually increase the workout intensity over several minutes until they approach their target heart rate. This allows the body to adapt to the workout. Increasing the workout intensity gradually will allow the user to enter the heart rate control stage without overshooting their target, keeping their heart rate within a few bpm of their target.

\*Warming up too fast may cause the user to overshoot their target. If this occurs it may take several minutes before the computer software can control their heart rate. Users may overshoot and undershoot for several minutes until control is achieved.

#### Heart Rate Control Stage:

The elliptical takes full control of the workout intensity, keeping the user's heart rate within a few bpm of their target. When using the Interval HRC Workout, the elliptical alternates between work and rest intervals.

#### Cool-Down:



At the end of the workout time or distance, the elliptical reduces the workout intensity by half and goes back into Manual Control mode, where users directly control their cool-down.



## CHAPTER 4: PROGRAMING & OPERATION

### PROGRAM DESCRIPTIONS:

Available programs vary depending on the console option selected. Please refer to the chart below for assistance in determining which programs are available on this unit.

Console Options	★★	★
 Transcend <sup>10</sup>	YES	YES
 Escalate <sup>9</sup>	YES	

#### Quick Start: ★★

A workout in which the user controls all settings. The workout continues until it is ended by the user.

#### Cardio 360™ Quick Start: ★★

Get right into a pre-set 20-minute workout designed to shape and tone every major muscle group.

#### Manual: ★★

Users set up their own workout to a TIME or DISTANCE limit.

#### Hill Intervals: ★★

Hill Intervals are in 2-minute segments with increased WORKLOAD to simulate hills.

#### Rolling Hills: ★★

A series of gradual increasing and decreasing WORKLOAD changes that simulate rolling hills. Users can adjust their LEVEL at any time during the workout to increase or decrease intensity of the hills.

#### Single Hill: ★★

WORKLOAD increases to a maximum at the mid-point of the workout, then decreases to the finish to simulate one big hill.

# CHAPTER 4: PROGRAMING & OPERATION

## PROGRAM DESCRIPTIONS (CONTINUED):

### Random Hills: \*\*

A WORKLOAD profile that changes to simulate random hills. Adjust the LEVEL at any time during the workout to increase or decrease the intensity of the hills.

### Glute Buster: \*\*

Changing WORKLOAD focuses on intense glute muscle use. For an added challenge, users can reverse the stride motion periodically.

### Calorie Goal: \*\*

This workout allows users to choose the number of calories they wish to burn within a specified workout time. The WORKLOAD will adjust automatically to attain this goal.

### Cardio Challenge: \*\*

WORKLOAD and suggested PACE (RPM) increase to a maximum at the mid-point of the workout, then decrease to the finish.

### Walk & Run Intervals: \*\*

This workout uses PACE SETTER to suggest walking then running intervals in 1-minute segments. WORKLOAD can be adjusted throughout workout.

### Pace Intervals: \*\*

This workout suggests PACE (RPM) intervals in 1-minute segments. The PACE SETTER shows the target pace along with the user's actual pace (RPM) throughout the workout.

### Pace Ramp: \*\*

This workout suggests PACE (RPM) increases to a maximum at the mid-point of the workout, then decreases to the finish. The PACE SETTER shows the user's target pace throughout the workout.

### Leg Shaper: \*\*

A workout that suggests PACE changes to work the leg muscles with added intensity. Reverse stride occasionally for an added challenge.

### Distance Workouts: \*\*

Choose any one of our 4 common distance workouts - 5k, 10k, 2 mile or 4 mile.

### Saved Workouts: \*\*

Access to previously saved workouts.

# CHAPTER 4: PROGRAMING & OPERATION

## PROGRAM DESCRIPTIONS (CONTINUED):

### Custom Pace: \*

Easy to change setup screens allow users to customize any PACE SETTER (RPM) profile to add variation to their cardio session.

### Custom Hill: \*

Easy to change WORKLOAD interval workouts that simulate hills. User friendly setup screens allow users to create any hill profile.

### Custom Ultra: \*\*

If users are having trouble finding a workout that fits their specific needs, try setting up the Custom Ultra! This completely customizable workout setup allows WORKLOAD and PACE SETTER interval control as well as the ability to control interval time.

### HRC Cruise Control: \*\*

While in any program, Cruise Control will allow the user to set current heart rate as target heart rate by pressing a single button. The Cruise Control program takes control of WORKLOAD to maintain the users target Heart Rate. If Beats Per Minute exceeds the target by more than 12 BPM the workout will end and Cool Down will begin.

### HRC Target: \*\*

Users choose their target heart rate. The workout begins in MANUAL control - gradually increase WORKLOAD until heart rate is within 10 bpm of their target. At this point, the machine takes control of WORKLOAD to maintain the user's heart rate within a few beats of their target.

### HRC Weight Loss: \*\*

Based on age, this is a heart rate controlled workout at 65% of the user's maximum heart rate. This creates efficient fat burning without overtraining. The workout begins in MANUAL control - gradually increase WORKLOAD until heart rate is within 10 bpm of the user's target. At this point the machine takes control of WORKLOAD to maintain the user's heart rate within a few beats of their target.

### HRC Aerobic: \*\*

Based on age, this is a heart rate controlled workout at 80% of the user's maximum heart rate. This keeps them in the optimum aerobic training range to improve cardio fitness. The workout begins in MANUAL control – users should gradually increase WORKLOAD until their heart rate is within 10 bpm of their target. At this point the machine takes control of WORKLOAD to maintain the user's heart rate within a few beats of their target.

### HRC Intervals: \*\*

Intervals of WORK and REST determined by target heart rate. The workout begins in MANUAL control –users should gradually increase WORKLOAD until their heart rate is within 10 bpm of their target. At this point, the machine takes control of WORKLOAD to maintain the user's heart rate within a few beats of their target. The rest segment will reduce to 65% intensity of work segment.

# CHAPTER 4: PROGRAMING & OPERATION

## PROGRAM DESCRIPTIONS (CONTINUED):

### Custom HRC Intervals: \*

Users can set up their own heart rate intervals. Specify WORK and REST targets and let the machine make all the adjustments. The workout begins in MANUAL control - gradually increase WORKLOAD until heart rate is within 10 bpm of the user's target. At this point the machine takes control of WORKLOAD to maintain the user's heart rate within a few beats of their target.

### HRC Distance Workouts: \*

4 popular fixed distance workouts that puts the machine in control of maintaining target heart rate. Choose between a 5K, 10K, 2 mile or 4 mile workout. The workout begins in MANUAL control - gradually increase WORKLOAD until heart rate is within 10 bpm of the user's target. At this point the machine takes control of WORKLOAD to maintain the user's heart rate within a few beats of their target.

### Fitness Test: \*\*

A fitness test used to estimate the user's VO2 max.

### Cardio 360™: \*\*

If users are looking for variety to make their cardio workout fly, try this random cycle of Cardio360 exercises for a great total-body workout.

### Cardio 360™ Video: \*

Workout with an onscreen coach in real time. Cardio360 Video immerses users in a 20-minute full-body routine while allowing them to modify intensity.

### Cardio 360™ Arm Sculptor: \*\*

Users challenge their upper body and core to this 10-minute, 3-motion program, following along at their own intensity.

### Cardio 360™ Leg Shaper: \*\*

Tightens and tones user's legs and glutes, and allows changing resistance on the fly.

### Cardio 360™ Custom: \*\*

Users can modify and maximize their workout to its fullest potential. Cardio360 Custom lets users build a personalized routine, choosing their favorite Cardio360™ motions and lengths of time. Then save their set-up for next time.

# CHAPTER 4: PROGRAMING & OPERATION

## VIRTUAL ACTIVE VIDEOS: \*

\*Content is provided by Virtual Active™ and is subject to change without notice.

### Indoor Cycling Group World Tour Northern Italy:

Northern Italy is a cyclist's dream, where stunning views meet tough terrain. The rugged cliffs along Italy's largest lake, Lago di Garda are just a short ride away from the idyllic small town of Pregasina, and the rural mountain passes of Gampenjoch are as beautiful as they are treacherous. Enjoy one advanced hill climb, and one endurance-focused ride with mixed terrain.

#### ***Destinations Include:***

- Sentiero Ponale, Lago di Garda, Veneto
- Pregasina, Lago di Garda, Veneto
- Località Viote, Lago di Garda, Trento
- Ötztal Alps, Bolzano-Bozen
- Penser Joch, Bolzano, South Tyrol
- Gampenjoch, Bolzano, South Tyrol



### Chicago Run:

Explore the tall buildings and wide public parks of this Midwestern metropolis. From the sculpture gardens of Millennium Park, to the shores of Lake Michigan, to the shops that line the Magnificent Mile, the Windy City boasts spectacular sights. The guided workout is speed-focused, and includes two challenging sprints.

#### ***Destinations Include:***

- Grant Park
- The Magnificent Mile
- Lake Michigan
- Chicago River Walk



### Germany Run:

Run the Rhineland, from the thick forests of Thuringia to the Gothic spires of Nuremburg. This lively mix of urban and natural courses includes a jaunt past the waterfalls that decorate the Wimbachklamm gorge and a visit to Munich's bustling plaza, Marienplatz, in the heart of Bavaria. The guided workout alternates speed challenges and recovery intervals.

#### ***Destinations Include:***

- Thuringian Forest, Thuringia
- Berchtesgaden National Park, Bavaria
- Berchtesgadener Land, Bavaria
- Munich, Bavaria
- Nuremburg, Bavaria



# CHAPTER 4: PROGRAMING & OPERATION

## VIRTUAL ACTIVE VIDEOS (CONTINUED):

### American Southwest 2 Run:

Return to the crimson cliffs of the Southwest. Scale Angel's Landing in Zion National Park in Utah, surf "The Wave" in Arizona, and go all-in, with a sprint down the fabulous Las Vegas Strip in Nevada. The guided workout begins with a quick build and maintains a strong pace throughout.

#### ***Destinations Include:***

- Zion National Park, Utah
- Vermilion Cliffs National Monument, Utah
- Vermilion Cliffs National Monument, Arizona
- Las Vegas, Nevada



### Wild California Run:

Explore California's Sierra Nevada mountain range, home to the awe-inspiring domes and waterfalls of Yosemite National Park, and General Sherman, the world's largest tree. The guided workout starts with a challenging climb to the top of Morro Rock, before relaxing into a moderately difficult finish.

#### ***Destinations Include:***

- Sequoia National Park, California
- Yosemite National Park, California
- Sequoia National Forest, California



### Trinity Mountains Hike:

The northwestern corner of California is home to the Shasta-Trinity Mountains, a rugged region of remote beaches, and thunderous herds of Roosevelt elk. Marvel at the magnificent giant sequoias on the Boy Scout Tree Trail and climb to the eerie edge of Devil's Punch Bowl. The guided workout is front-loaded with climbs and back-loaded with speed.

#### ***Destinations Include:***

- Siskiyou Wilderness
- Jedidiah Smith Redwoods State Park
- Castle Crags State Park
- Prairie Creek Redwoods State Park
- Prairie Creek Redwoods State Park
- Shasta-Trinity National Forest





# CHAPTER 4A: TRANSCEND OPERATION

## TRANSCEND OVERVIEW:



# CHAPTER 4A: TRANSCEND OPERATION

## CONSOLE OVERVIEW (CONTINUED):

### Touchscreen Display:

A capacitive touchscreen used for workout control and feature navigation.

### 30 Pin iPod® Connector:

Standard 30 pin iPod connector used to connect an iPod to the console.

### Headphone Jack:

Standard 3.5mm audio jack used to connect headphones to the console during media playback.

### USB Jack:

Allows users to export workout data to an external USB drive or update the console software.

### Reading Rack:

This ledge on the console can be used to hold a book, magazine, e-reader, or tablet computer during a workout.

### Cooling Fan:

Integrated fan that delivers a cooling flow of air during a workout.

### Warning Decal:

Important safety information for users to review prior to using the equipment.

# CHAPTER 4A: TRANSCEND OPERATION

## TOUCHSCREEN INTRODUCTION:

The Transcend Console utilizes a fully integrated capacitive touch screen display and a multi-screen interface to provide a state of the art and user friendly workout.






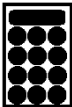






Capacitive touchscreen technology relies on the conductive properties of the human body to detect when and where on a display the user is touching. Because of this, capacitive touchscreens are highly responsive and can be activated with very light touches of the user's finger.

## TOUCHSCREEN NAVIGATION:

TRUE recommends that users familiarize themselves with the different screens to ensure that they are safely taking advantage of all of the features that this equipment has to offer.

### Icon Character Map

This console uses several icons to provide users with a simplified and visually appealing workout experience. The character map below is a quick reference of commonly used icons.

	Workload		Pace
	Cool Down		Toolbox
	Fan Icon		Keypad
	Screen Toggle		Home
	iPod®		Virtual Active®
	TV		NetPulse®

# CHAPTER 4A: TRANSCEND OPERATION

## TOUCHSCREEN NAVIGATION (CONTINUED):

### Home Screen:

The Home Screen is displayed on the console when there is no workout in progress. From this screen the user is able to select from various options to begin a workout or view media.



### A) Quick Start:

Starts a Quick Start workout in which the user controls all settings. The workout continues until it is ended by the user.

### B) Quick Start Cardio 360™:

Starts a 20 minute Cardio 360™ workout in which the user controls the workout intensity.

### C) Safety Instructions:

Displays a list of safety instructions for users to review prior to beginning a workout.

### D) Workout Finder:

Displays preset workouts categorized by goal focus categories.

### E) Language Options:

Allows users to choose between 12 language options.

### F) iPod®:

Displays the iPod interface without starting a workout.

### G) TV:

Displays TV interface without starting a workout.

### H) Screen Lock:

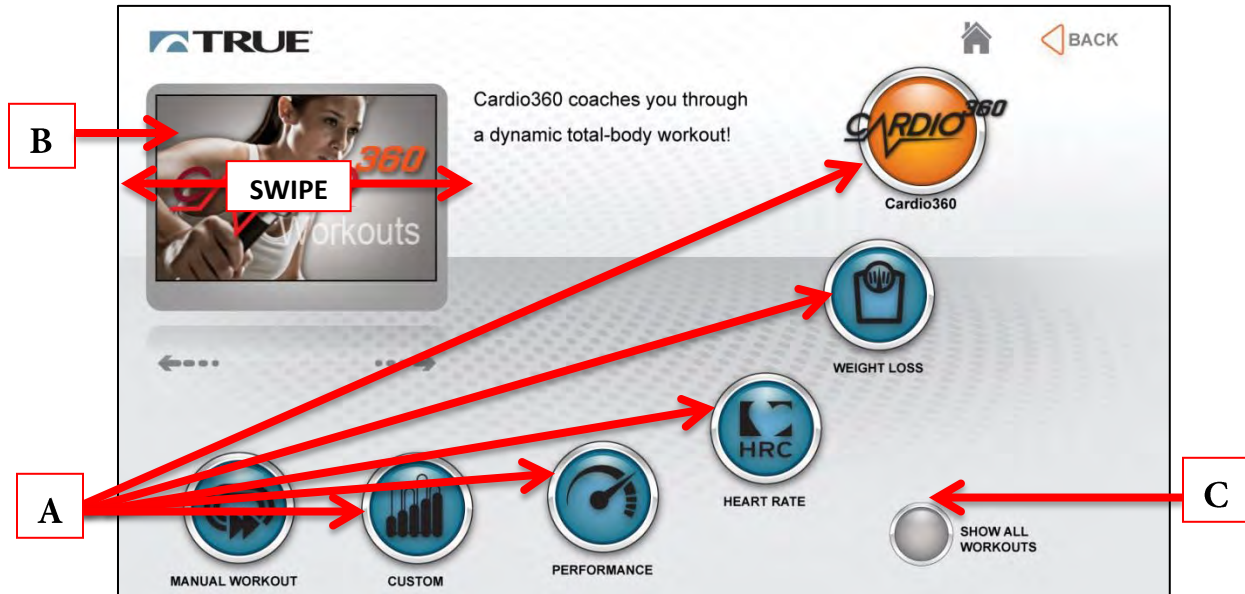
When the screen lock is held for 3 seconds, the touchscreen display will lock for 20 seconds to allow for cleaning.

# CHAPTER 4A: TRANSCEND OPERATION

## TOUCHSCREEN NAVIGATION (CONTINUED):

### Selecting a Preset Workout:

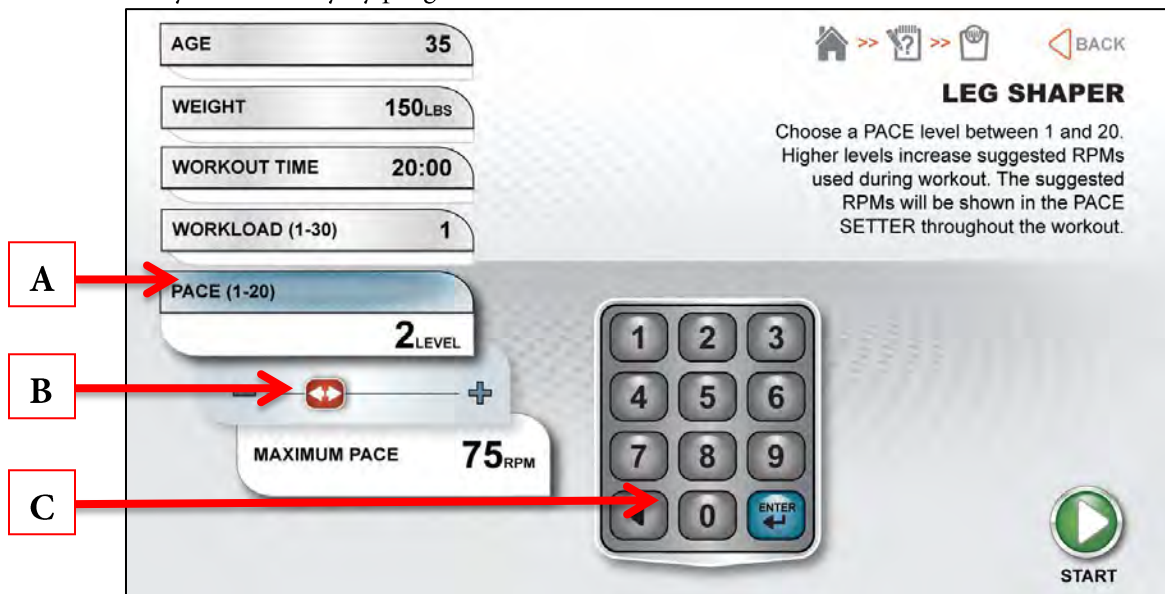
Preset workouts are accessed by touching the Workout Finder Button on the home screen. Workouts are organized into 5 categories. To view the workouts in a category simply touch a Category Selection button (A) or swipe through categories in the category preview window (B). Workouts can also be viewed in an uncategorized list by touching Show All Workouts button (C).



### Workout Data Entry Screens:

Workout data entry screens allow the user to input their personal information or workout goals prior to beginning a preset workout. To set a value, touch the heading (A) of the value and adjust the slider (B) to the desired setting or manually enter a value using the keypad (C).

\*Workout Data Entry Screens vary by program selection.



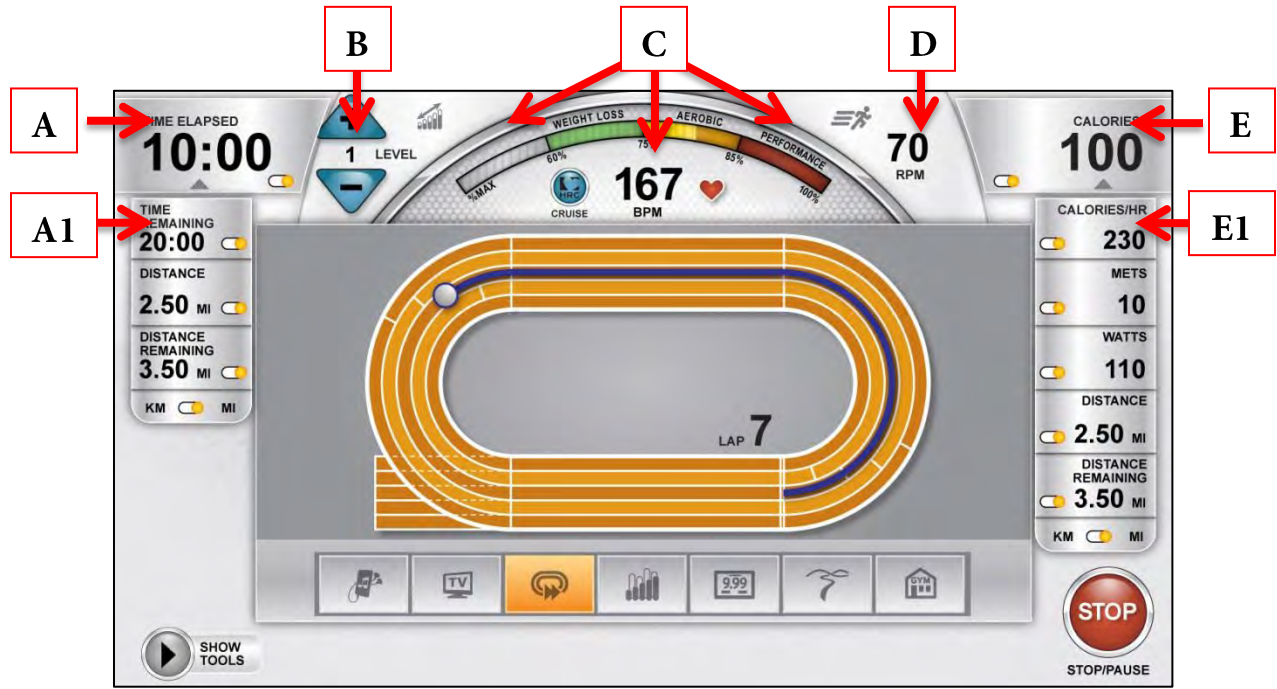


# CHAPTER 4A: TRANSCEND OPERATION

## TOUCHSCREEN NAVIGATION (CONTINUED):

### Workout Data Screens:

During any workout a Workout Data Screen will be displayed to give the user a comprehensive visual overview of their current workout data.



### A) Custom Data Display #1:

This display will toggle between multiple data points. To select which data points are displayed press the arrow below the Data Display to open the Selection Toolbox (A1)

### B) Workload Level:

Displays the current Workload level.

### C) Heart Rate Information:

When the user is wearing a heart rate chest strap or utilizing the contact heart rate system, their heart rate will be displayed in beats per minute (bpm) and in the graphic meter. The graphic meter is based on age and will gauge the user's approximate heart rate within 3 target levels; Weight Loss, Aerobic or Performance.

### D) Pace/RPM:

Displays the current pace of a workout.

### E) Custom Data Display #2:

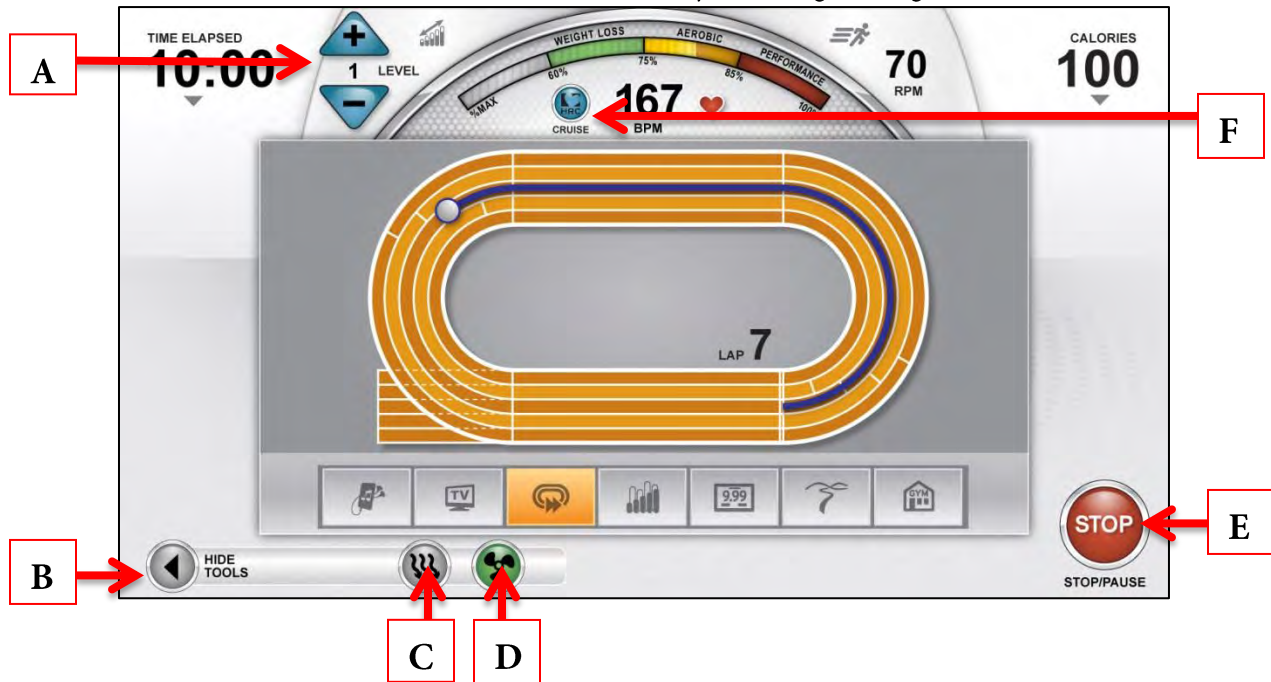
This display will toggle between multiple data points. To select which data points are displayed press the arrow below the Data Display to open the Selection Toolbox (E1)

# CHAPTER 4A: TRANSCEND OPERATION

## TOUCHSCREEN NAVIGATION (CONTINUED):

### Workout Data Screen Controls:

The Workout Data Screens contain controls that allow users to adjust settings during their workout.



### A) Workload Control:

Allows the user to manually increase or decrease the workload during a workout.

### C) Cool Down:

This button is displayed by touching the Show/Hide Tools button (B) and allows the user to end their current workout with a two minute low intensity cool down period. When Cool Down is activated the unit is in manual mode and the user directly controls all settings.

### D) Fan On/Off:

This button is displayed by touching the Show/Hide Tools button (B) and turns the cooling fan on or off.

### E) Stop:

Stops or pauses the current workout.

### F) HRC Cruise Control:

Engages Heart Rate Control to allow the equipment to maintain the user's current heart rate through automatic adjustments to the workout intensity (when the user is utilizing heart rate monitoring).

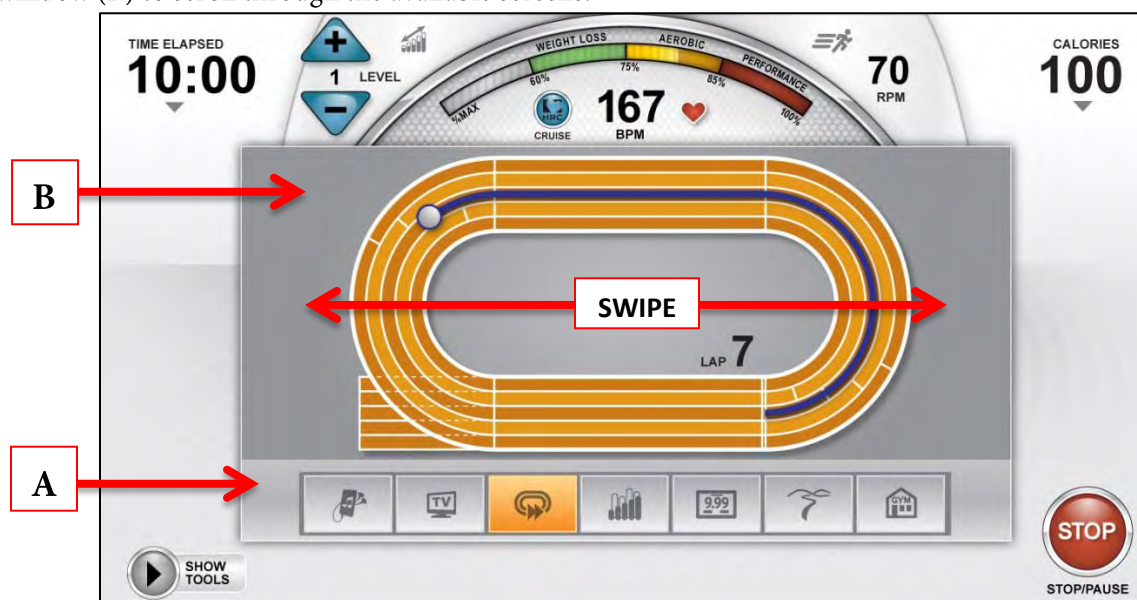


# CHAPTER 4A: TRANSCEND OPERATION

## TOUCHSCREEN NAVIGATION (CONTINUED):

### Switching Between Workout Data Screens:

There are several Workout Data Screens available to choose from. To switch between screens the user can touch the button selector (A) for the specific Workout Data Screen they wish to view or simply swipe their finger across the main display window (B) to scroll through the available screens.



### Workout Summary Screen:

At the end of a workout the Summary Screen will display an overview of the workout data. The workout data can be exported to another device by inserting a USB drive into the console's USB port and touching the Save button (A). By default the Workout Summary Screen will be displayed for one minute. If the user requires more time to view the summary or to save the workout to a USB device, they can touch the timer (B) to extend the time that the summary remains on the screen.



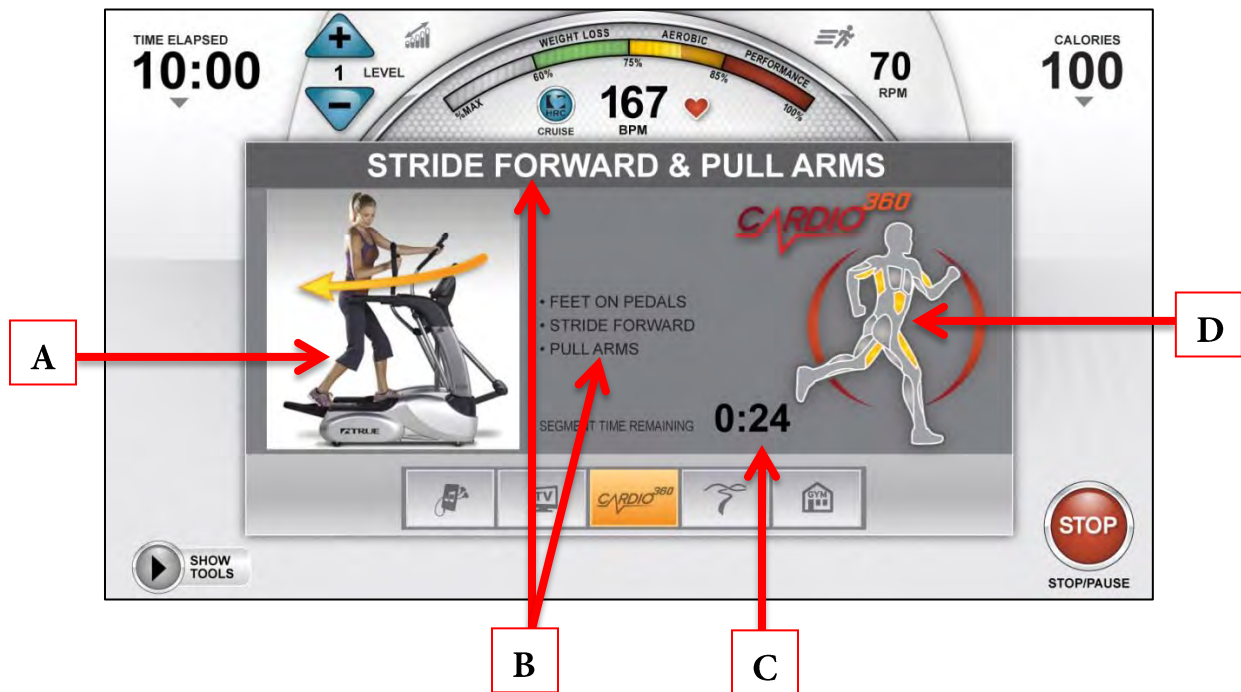
# CHAPTER 4A: TRANSCEND OPERATION

## TOUCHSCREEN NAVIGATION (CONTINUED):

### Cardio 360™:

TRUE's unique Cardio 360™ is like having a personal trainer built in to the elliptical, walking users through a full-body workout. In just minutes, users will work their upper-body, lower-body and core. Plus, with the variety that Cardio 360™ brings, it will take the bore out of working out. The program walks users through the various movements they need to do to achieve the complete workout, so all they need to do is commit to stepping on the machine.

During a Cardio 360™ program the Cardio 360™ Workout Data Screen will be displayed to guide users through the program.



### A) Example Window:

Gives users a visual example of the current workout segment.

### B) Workout Directions:

Tells the user what actions to take during a workout segment.

### C) Segment Time Remaining:

Displays the time remaining in the current workout segment.

### D) Target Display:

Highlights the muscle groups being targeted during the current workout segment.

# CHAPTER 4A: TRANSCEND OPERATION

## IPOD® INTEGRATION:

The Transcend console has an advanced iPod® Integration feature which allows a user to connect their iPod® to the console via the 20 pin connector located on the front of the console. Once connected, the user can control the functions of their iPod® through the user friendly touchscreen interface.



### A) Volume Controls:

Increases, Decreases or Mutes the audio volume from the iPod®.

### B) Navigation Buttons:

Allows the user to Play, Pause or Skip media and navigate the iPod® menu.

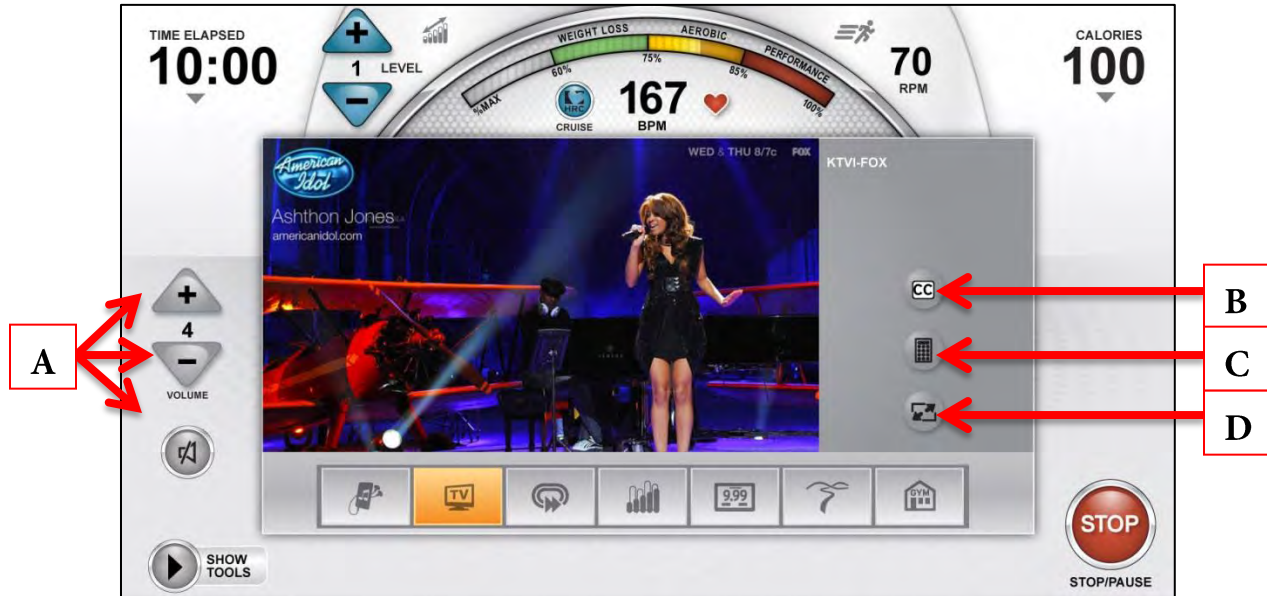
### C) Menu Button:

When pressed, the menu button will return to the previous iPod® menu

# CHAPTER 4A: TRANSCEND OPERATION

## TV CONTROLS:

This console has an integrated HDTV Tuner which allows the user to watch live programming in crisp, clear high Definition. The TV controls are built in to a Workout Data Screen to allow the user to monitor their workout while enjoying their favorite shows.



### A) Volume Controls:

Increases, Decreases or Mutes the audio volume from the TV program.

### B) Closed Captioning

Toggles the closed captioning on or off.

\*This button will only be visible when the program displayed supports closed captioning.

### C) Channel Keypad

Displays the channels that are currently available for viewing.

### D) Screen Toggle:

Allows the user to switch back and forth between full screen and regular mode.



# CHAPTER 4A: TRANSCEND OPERATION

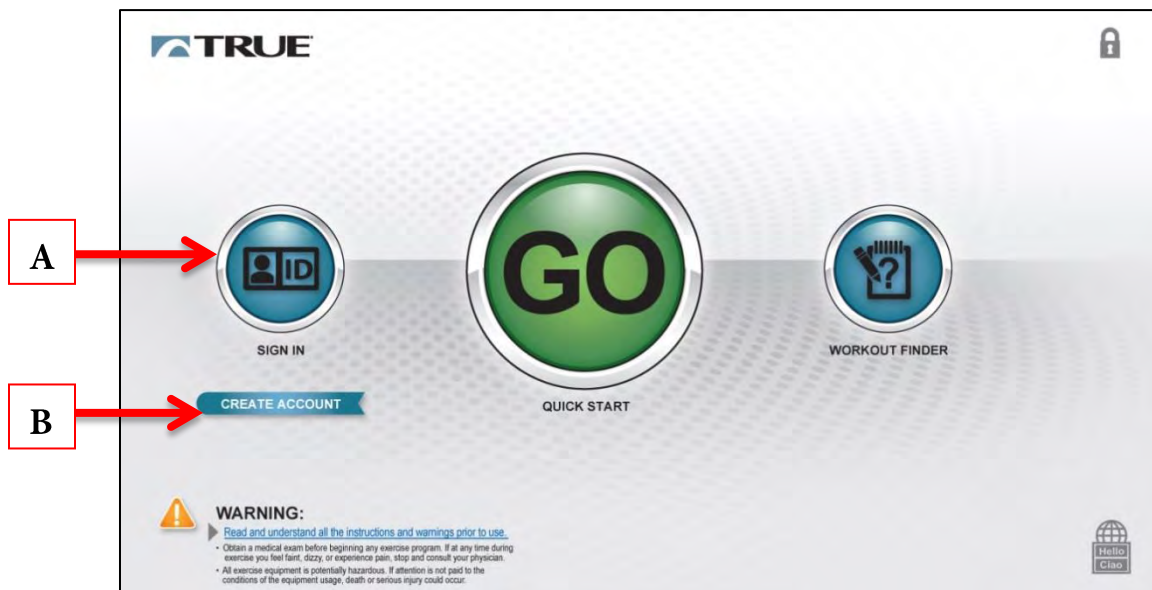
## VIRTUAL ACTIVE®:

Virtual Active® provides users with a scenic, first-person video to enhance a workout. The Workout Data Screen controls and displays are still available when using this feature in standard mode. The video can be stopped at any time during the program by touching the Stop Button (A). To display the video in full screen mode, simply touch the Screen Toggle Button (B).



## NETPULSE®:

Netpulse® is a digital fitness solution that enables personalized goal setting, activity-based social feeds, workout tracking, data management, and on demand content. Netpulse® works with 3rd party tracking apps and devices, along with a mobile app and web portal for capturing all of the user's data. Users that wish to utilize Netpulse® content should press the Sign in Button (A) on the home screen and enter their ID. If the user does not have a Netpulse® ID, they can create one by pressing the Create Account button (B) and following the onscreen instructions.



# CHAPTER 4B: ESCALATE<sup>9</sup> OPERATION

## ESCALATE<sup>9</sup> OVERVIEW:



## CHAPTER 4B: ESCALATE<sup>9</sup> OPERATION

### ESCALATE<sup>9</sup> OVERVIEW (CONTINUED):

#### LCD Display:

Used to monitor or control a work out and feature navigation.

#### Selection Buttons:

Used to navigate menus and make selections via the LCD Display.

#### Workload Keys:

Manually increases or decreases the workout intensity.

#### Start:

Allows the user to begin a Quick Start workout or preset workout.

#### Reading Rack:

A ledge on the console can be used to hold a book, magazine, e-reader, or tablet computer during a workout.

#### USB Port:

Allows users to export workout data to an external USB drive or update the console software.

#### Numeric Keypad:

A small panel of keys on the console that allow the user to quickly enter numeric data.

#### Headphone Jack:

Standard 3.5mm audio jack used to connect headphones to the console during media playback.

#### 30 Pin iPod<sup>®</sup> Connector:

Standard 30 pin iPod connector used to connect an iPod to the console.

#### Warning Decal:

Important safety information for users to review prior to using the equipment.

#### Stop:

Stops/Pauses a workout. Press and hold this key for five seconds to reset the unit.



## CHAPTER 4B: ESCALATE<sup>9</sup> OPERATION

### CONSOLE NAVIGATION:

#### Home Screen:

The Home Screen is displayed on the console when there is no workout in progress. From this screen the user is able to select from various options to begin a workout.



#### A) Cardio 360™ Quick Start

Starts a 20 minute Cardio 360™ workout in which the user controls the workout intensity.

#### B) Workout Finder

Displays preset workouts categorized by goal focus categories.

#### C) Quick Start

Starts a Quick Start workout in which the user controls all settings until the workout is ended by pressing Stop or Cool Down.

#### D) Language Options

Allows users to choose between 12 language options.

## CHAPTER 4B: ESCALATE<sup>9</sup> OPERATION

### CONSOLE NAVIGATION (CONTINUED):

#### Selecting a Preset Workout:

Preset workouts are accessed by selecting Workout Finder from the home screen. To view the workouts in a category, select the category (A) by using the Scroll Selection Buttons (B) and then press the Next Selection Button (C).

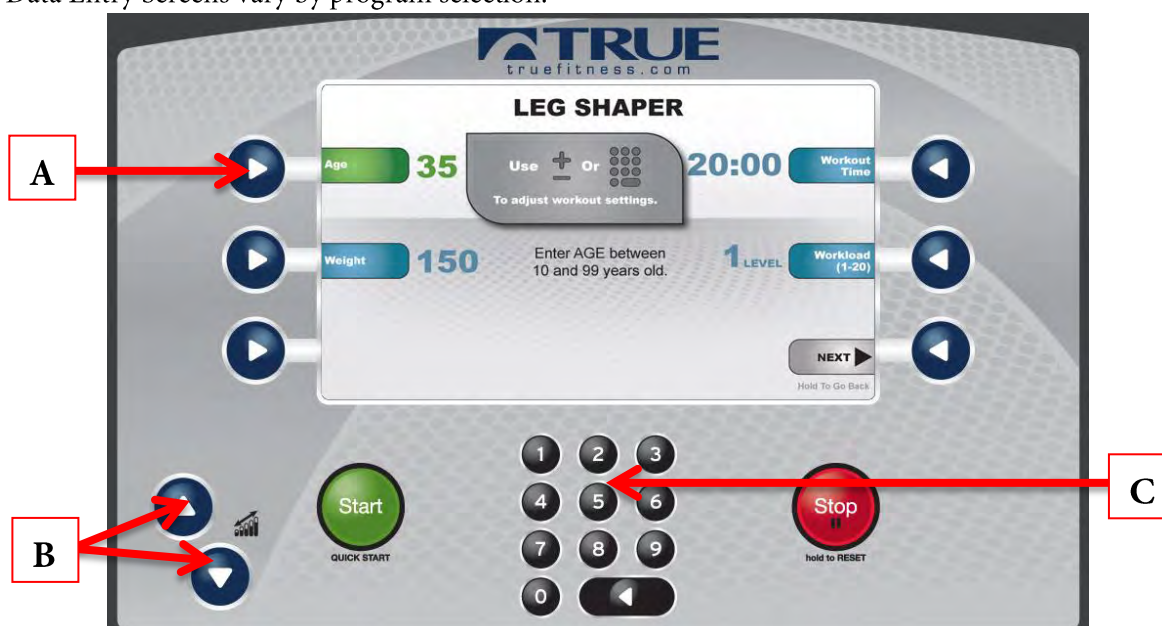
\*Press and hold the Next Selection Button to return to the previous screen.



#### Workout Data Entry Screens:

These screens allow users to input their personal information or workout goals prior to beginning a workout. To set a value, press the Selection Button for the value you wish to change (A) and use the Workload Keys (B) to adjust the value to the desired setting. Users may also manually enter a value using the Numeric Keypad (C).

\*Workout Data Entry Screens vary by program selection.

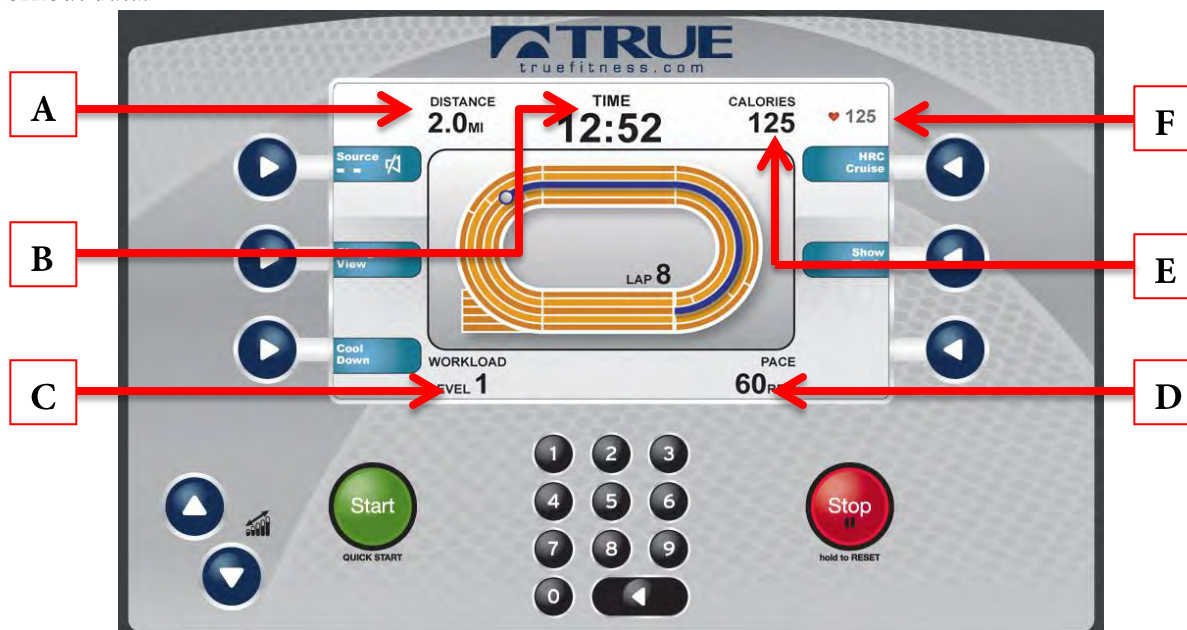


## CHAPTER 4B: ESCALATE<sup>9</sup> OPERATION

### CONSOLE NAVIGATION (CONTINUED):

#### Workout Data Screens:

During any workout a Workout Data Screen will be displayed to give the user a comprehensive visual overview of their current workout data.



#### A) Custom Data Display #1:

By Default, this display will show the distance for the current workout. Users can also choose custom data points to be seen in this display.

\*See Workout Data Screen Controls; E) Show Tools section below.

#### B) Time:

Displays the time elapsed for the current workout.

#### C) Workload:

Shows the current workload level.

#### D) Pace:

Displays the current pace of a workout.

#### E) Custom Data Display #2:

By Default, this display will show the calorie count for the current workout. Users can also choose custom data points to be seen in this display.

\*See Workout Data Screen Controls; E) Show Tools section below.

#### F) Heart Rate:

Shows the user's heart rate in a digital beats per minute (bpm) readout.

## CHAPTER 4B: ESCALATE<sup>9</sup> OPERATION

### CONSOLE NAVIGATION (CONTINUED):

#### Workout Data Screen Controls:

The Workout Data Screens contain various controls that allow users to adjust workout settings and to customize their overall workout experience. These controls are accessed by pressing the Selection Button for the control they wish to use.



#### A) Change View:

Switches between the available Workout Data Screens.

#### B) Cool Down:

Pressing this button allows the user to end their current workout with a two minute low intensity cool down period. When Cool Down is activated the unit is in manual mode and the user directly controls all settings.

#### C) HRC Cruise:

Engages Heart Rate Control to allow the equipment to maintain the user's current heart rate through automatic speed and incline adjustments (when the user is utilizing heart rate monitoring).



## CHAPTER 4B: ESCALATE<sup>9</sup> OPERATION

### CONSOLE NAVIGATION (CONTINUED):

#### D) Source:

Toggles between available audio sources which include; iPod® (when connected via the 30 pin iPod® connector), TV (if your console is equipped with a Broadcast Vision receiver), and FM radio. When an audio source is selected the user is given control over volume (A), and channel adjustments (B).



#### E) Show Tools:

Pressing the Show Tools Selection Button (A) will display various options. Pressing the Change Data Selection Button (C) will toggle the data points in Custom Data Display 1 (1) between distance and watts. The data points in Custom Data Display 2 (2) will toggle between calories and METs. Pressing the Scroll Data Selection button (B) will allow the Custom Data Displays to automatically toggle between data points. Pressing the Unit Selection Button (D) will change the units displayed between English and Metric.



## CHAPTER 4B: ESCALATE<sup>9</sup> OPERATION

### Cardio 360™:

TRUE's unique Cardio 360™ is like having a personal trainer built in to the elliptical, walking users through a full-body workout. In just minutes, users will work their upper-body, lower-body and core. Plus, with the variety that Cardio 360™ brings, it will take the bore out of working out. The program walks users through the various movements they need to do to achieve the complete workout, so all they need to do is commit to stepping on the machine.

During a Cardio 360™ program the Cardio360™ Workout Data Screen will be displayed to guide users through the program.



### A) Target Display:

Highlights the muscle groups being targeted during the current workout segment.

### B) Workout Directions:

Tells the user what actions to take during a workout segment.

### C) Target Display:

Highlights the muscle groups being targeted during the current workout segment.

### D) Segment Time Remaining:

Displays the time remaining in the current workout segment.

## CHAPTER 4B: ESCALATE<sup>9</sup> OPERATION

### Workout Summary Screen:

At the end of a workout the Summary Screen will display an overview of the workout data. The workout data can be exported to another device by inserting a USB drive into the console's USB port and pressing the Save Selection Button (A) or to return to the home screen press the Home Selection Button (B)





## CHAPTER 5: CARE & MAINTENANCE

### CARE & MAINTENANCE:

It is important to perform the minor maintenance tasks described in this section. Failure to maintain the elliptical as described here could void the TRUE Fitness Warranty. To reduce the risk of electrical shock, always unplug the unit from its power source before cleaning or performing any maintenance tasks.

#### Inspection:

TRUE Fitness is not responsible for performing or scheduling regular maintenance or inspections.

Users should inspect the elliptical daily. Look and listen for slipping belts, loose fasteners, unusual noises, worn or frayed power cords, and any other indications that the equipment may be in need of service. If any of these are noticed, obtain service. Do not attempt to use the elliptical until proper service has been performed or damaged parts have been replaced.

#### Important:

If you determine that the elliptical needs service, make sure that the elliptical cannot be used inadvertently. Turn the unit off, and then unplug the power cord from its power source. Make sure other users know that the elliptical needs service.

To order parts or to contact a TRUE Authorized Service representative, please visit [www.truefitness.com](http://www.truefitness.com).

### CLEANING THE EQUIPMENT:

#### After Each Use:

Use GymWipes™ Antibacterial wipes or spray a solution of 30 parts water to 1 part mild detergent to dampen a soft cloth and wipe all exposed surfaces.

Use a LCD/screen cleaner or spray a solution of 1 part 91% isopropyl alcohol and 1 part water to dampen a soft cloth and wipe the surface of the console. This helps remove fingerprints, dust, and dirt

#### Weekly:

Vacuum any dust or dirt that might have accumulated under or around the elliptical or any cover vents.

\*Clogged air vents can prevent adequate cooling, causing a shortened life.

### CAUTION:

Do not use any acidic cleaners. Doing so will weaken the paint or powder coatings and may void the TRUE Fitness Warranty. Never pour water or spray liquids on any part of the elliptical. Allow the elliptical to dry completely before using. Frequently vacuum the floor underneath the unit to prevent the accumulation of dust and dirt, which can affect the smooth operation of the unit.

## CHAPTER 5: CARE & MAINTENANCE

### OTHER SCHEDULED PREVENTIVE MAINTENANCE:

TRUE recommends that quarterly scheduled maintenance to be performed by a qualified service technician. Please contact your dealer or visit [www.truefitness.com](http://www.truefitness.com) to contact a True local authorized service technician.

#### Scheduled Preventive Maintenance:

- Check error log in console.
- Remove shroud covers and vacuum any debris out of the speed sensor, control electronics and moving parts.
- Move unit and vacuum underneath.
- Check belt tension and tracking.
- Inspect all fasteners.
- Inspect all electrical connections.
- Inspect all components for abnormal or premature wear.

#### CAUTION:

Use only TRUE Fitness certified service providers.

### LONG TERM STORAGE:

When the elliptical is not in use for any length of time, turn it off. Make sure that the power cord is unplugged from the power source and is positioned so that it will not become damaged or interfere with people or other equipment.

#### Storing the Chest Strap:

Store the chest strap in a place where it remains free of dust and dirt such as, in a closet or drawer. Be sure to protect the chest strap from extremes in temperature. Do not store it in a place that may be exposed to temperatures below 32° F (0° C). To clean the chest strap, use a sponge or soft cloth dampened in mild soap and water. Dry the surface thoroughly with a clean towel.

## CHAPTER 6: CUSTOMER SERVICE

### CONTACTING SERVICE:

TRUE Fitness recommends that you gather the serial number, model number, and a brief description of the reason for the request. After information has been gathered you may choose to contact your selling dealer or local service company to set an appointment. (If you are not familiar with who is in your area, you may visit our website at [www.truefitness.com](http://www.truefitness.com) and use our dealer locator to obtain the contact information for the closest dealer).

You may also contact TRUE Fitness' customer support team by calling 800.883.8783 or e-mailing us at [service@truefitness.com](mailto:service@truefitness.com) Monday – Friday during normal business hours.

#### TRUE FITNESS SERVICE DEPARTMENT

865 HOFF ROAD

ST. LOUIS, MO 63366

1.800.883.8783

HOURS OF OPERATION: 8:30 A.M. - 5:00 P.M. CST

E-MAIL: [service@truefitness.com](mailto:service@truefitness.com)

### CONTACTING SALES:

Interested in TRUE Product? Please contact us with any sales or product inquiries so that we may direct you to the appropriate sales representative to answer your questions.

#### TRUE FITNESS HOME OFFICE

865 HOFF ROAD

ST. LOUIS, MO 63366

1.800.426.6570

HOURS OF OPERATION: 8:30 A.M. - 5:00 P.M. CST

E-MAIL: [sales@truefitness.com](mailto:sales@truefitness.com)

## CHAPTER 6: CUSTOMER SERVICE

### REPORTING FREIGHT OR PARTS DAMAGE:

Unfortunately sometimes materials can be damaged during shipment, if materials are damaged during shipment, Please follow the guidelines below to determine the appropriate process for you to follow in case of damages.

#### Severe Damage:

Obvious damage to external packaging / internal product. Please **refuse** the shipment and it will be returned to TRUE Fitness by the carrier. Contact the TRUE Fitness customer support team by calling 800.883.8783 or sales support team by calling 800.426.6570 Monday-Friday during normal business hours to notify us that the shipment has been refused. Once we have received the damaged shipment, a replacement shipment will be sent to you. Only refuse the damaged piece if the shipment is multiple boxes.

#### Slight Damage:

The box may have minimal damages and you are not sure if the actual product is damaged or not. You **must** sign the bill of lading as damaged when accepting the shipment. Once you have opened the box and you have determined something is indeed damaged please gather the serial number, model number, description and photos of damages. Please make sure the photos include the damage product as well as the damaged box the product arrived in. Contact the TRUE Fitness customer support team by calling 800.883.8783 or sales support team by calling 800.426.6570 Monday-Friday during normal business hours.

#### Concealed Damage:

You may receive a shipment that looks intact and discover once the box has been opened that there are hidden damages. Please notify the carrier **immediately**. We will not be able to file a claim if the carrier is not notified in a timely manner. Once you have called the carrier you will need to gather the serial number, model number, description and photos of damages. Contact the TRUE Fitness customer support team by calling 800.883.8783 or sales support team by calling 800.426.6570 Monday-Friday during normal business hours.

## CHAPTER 7: ADDITIONAL INFORMATION

### TROUBLESHOOTING:

The following are common questions that are asked. For all other inquiries we would ask that you call your local dealer/service provider in your area for support.

#### Q. What does it mean when my panel displays no lights?

A. Check the following:

- Verify you are receiving power to your outlet by using an alternative device.
- It could mean that your unit is not plugged in.
- You will need to check the toggle switch on the front base of the unit to make sure it is in the ON position.
- You can check to see if your circuit breaker switch on your unit has been tripped. If so, you can reset it and the lights should reappear on your display. If it will not reset, you will need to call your local dealer or service provider to set up a service call.

#### Q. The upper display shows an error code or has odd characters.

A. If your display has any error messages on it TRUE Fitness recommends that you contact your local dealer or service provider to arrange a service call. The error codes are there for your protection and we do not recommend that you continue using the unit without consulting a professional.

#### Q. Is there any maintenance that I need to do to my elliptical?

A. TRUE Fitness encourages our customers to set themselves up with a preventative maintenance contract. These can be provided through your dealer or local service provider.

#### Q. How do I arrange for a service or preventative maintenance appointment?

A. TRUE Fitness recommends that you gather the serial number, model number, and a brief description of the reason for the request before contacting anyone. Once that information has been gathered you may contact your selling dealer or local service company to set an appointment. (If you are not familiar with who is in your area, you may visit our website at [www.truefitness.com](http://www.truefitness.com) and use our dealer locator to obtain the contact information for the closest dealer in your area.)

If you would like you may also contact TRUE Fitness' customer support team by calling 800.883.8783 or e-mailing us at [service@truefitness.com](mailto:service@truefitness.com) Monday – Friday during normal business hours with any further questions or comments.

## CHAPTER 7: ADDITIONAL INFORMATION

**TRUE** COMMERCIAL



### Premium Fitness Equipment Since 1981

The all-new CS400 Elliptical from TRUE combines the durability and performance expected all over the world from a TRUE product, in a new, sleek and sexy design that is sure to have your users looking twice. The small and compact footprint of the CS400 allows you to place this elliptical machine in tight spaces where a traditional front- or rear-drive elliptical might not work. Plus, your users will love the unique Cardio 360 programming that acts like their own personal trainer in the machine, walking them through a 20-minute total-body workout that no other elliptical on the market can deliver. See what's new with TRUE.



CS400



# CHAPTER 7: ADDITIONAL INFORMATION



C O M M E R C I A L

CS400  
ELLIPTICAL

TECHNICAL SPECIFICATIONS	Power Source	110V, Self-Generating (with Emerge or Escalate®), 220V Option Available (with Transcend10 or Escalate®)
	Cord Length	10' (3.0M)
	Drive System	Core Drive™
	Total Body Workout	Cardio 360™
	Resistance Source	Hybrid Self-Generating Brake
	Maximum Workload	450 Watts
	Frame Construction	Robotically Welded Heavy-Gauge Steel
	Stride Length	21" (53 cm)
	Footpad	Soft Step Cushioned Anti-Fatigue Material
	Exercise Arms	Radius with Moisture Resistant Sleeves
	Handrail Design	Ergonomic Handles with Moisture Resistant Sleeves
	Side Step Design	Non-Slip Rubber with Textured Pattern
	Contact Heart Rate Monitoring	Yes
	Wireless Heart Rate Monitoring	Polar® Compatible
AVAILABLE CONSOLES		Transcend10, Escalate15, Escalate®, Emerge,
Cardio 360™	Upper Body Isolation	Yes
	Lower Body Isolation	Yes
	Total Body	Yes
	Cardio 360™ Workouts	Yes
SAFETY	Side Steps	Standard
	Extended Handrails	Standard
	Activity Guard (removable)	Standard
REGULATORY APPROVALS		ETL UL1647, CSA, CE, EN957, FCC
EXTRAS	Accessories	Water Bottle Holder, Accessory Tray, Over Molded Reading Rack/Tablet Holder
PHYSICAL SPECIFICATIONS	Footprint	62.5" L x 32" W x (159 cm x 81 cm)
	Active Footprint	74" L x 32" W x (188 cm x 81 cm)
	Q-Factor	2" (5 cm)
	Machine Weight	340 lbs. (154 kg)
	Shipping Weight	425 lbs. (193 kg)
	Maximum User Weight	400 lbs. (181 kg)
	Step-Up Height	7.5" (19 cm)
	Portability	2 Front Transport Wheels & Removable Handles
WARRANTY	Warranty Classification	Commercial (non-dues paying facilities with less than 8 hours of usage per day)
	Frame	Lifetime
	Parts	5 Years
	Labor	2 Years

Warranties outside the U.S. and Canada may vary - Please contact your dealer for details. Specifications subject to change without notice.



iPod is a trademark of Apple Inc., registered in the U.S. and other countries.  
"Made for iPod" means that an electronic accessory has been designed to connect specifically to iPod and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards.

truefitness.com | 800.426.6570 | 636.272.7100 ©2013 True Fitness Technology, Inc



# CHAPTER 7: ADDITIONAL INFORMATION



## COMMERCIAL LIMITED WARRANTY CS400 ELLIPTICAL

Save Time and Register Online!

Activate Multiple Warranties at [truefitness.com/support](http://truefitness.com/support)

All TRUE® Fitness products are distributed by TRUE and are warranted to the original registered product purchaser and the parts of the TRUE product (the "Product") listed below, under normal use and service, shall be free of manufacturing defects in workmanship and materials only for the period of time beginning from the original date of purchase set forth below:

Frame*	Lifetime
<b>Parts</b>	
Transcend Touchscreen	3 Years
Electrical	5 Years
Wear Items	5 Years
Cosmetics	6 Months
<b>Labor</b>	
Parts	2 Years
Cosmetics	6 Months
<b>iPod® Connectivity</b>	
Headphone Jack, Connector & USB Port	90 Days Parts, No Labor

NOTE: Warranty valid for USA and Canada only.

NOTE: Failure to register this product will result in no servicing or authorization of parts to be shipped.

NOTE: Buying after-market products from a 3rd party will result in voided warranty.

NOTE: This product is intended for Commercial use which includes non-dues paying facilities where usage does not exceed 8 hours per day. If this product will not be used in this particular setting, please contact TRUE as this warranty is void.

**Frame:** The frame is warranted for defects in material and workmanship for as long as the original purchaser owns the Product. The frame is warranted for labor and freight (for parts shipped from TRUE) for two years from date of purchase. \* This limited warranty on structural frame does not include paint or coatings.

**Parts:** The elliptical electrical parts and wear items are warranted for defects in material and workmanship for five years with two years labor warranty. The 10" touchscreen is warranted for defects in material and workmanship for three years with one year labor warranty. This limited warranty does not cover damage or equipment failure resulting from or caused by improper assembly/installation, failure to follow instructions and warnings in owner's manual, accident,

misuse, abuse, unauthorized modification, or failure to provide reasonable and necessary maintenance. \*TRUE Fitness shall not warrant the performance of the heart rate system on its products, as the heart rate system performance varies, based on user's physiology, age, method of use and other factors. \*This limited warranty shall not apply to software version upgrades.

**Cosmetics:** The elliptical cosmetic parts are warranted for defects in material and workmanship for six months with labor warranty to match the parts warranty period. This limited warranty does not cover damage or equipment failure resulting from or caused by improper assembly/installation, failure to follow instructions and warnings in owner's manual, accident, misuse, abuse, unauthorized modification, or failure to provide reasonable and necessary maintenance. This limited warranty will apply to but may not be limited to plastic covers, shrouds, caps, badges, overlays, paint, coatings, soft step inserts and grips.

**iPod Connectivity:** iPod Connectivity elements; headphone jack, connector and USB Port are warranted for defects in material and workmanship for 90 days with no labor warranty.

**Labor:** Labor is covered for a period of two years from the date of purchase unless otherwise expressed within this limited warranty as long as a TRUE authorized service provider performs the service. Service that requires over 50 miles of travel may be subject to additional charges. Reasonable and necessary maintenance guidelines can be found in the owner's manual.

**Claims Procedure:** TRUE Limited Warranty service may be obtained by contacting the authorized TRUE dealer from whom the Product was purchased. If the dealer from whom the Product was purchased is no longer an authorized TRUE dealer, then TRUE Limited Warranty service may be obtained by contacting TRUE directly at:

TRUE Fitness, Service Department

865 Hoff Road, St. Louis, MO 63366

1.800.883.8783

Hours of operation 8:30am - 5:00 pm CST

The above Limited Warranty is subject to and will be in accordance with the conditions set forth below:

# CHAPTER 7: ADDITIONAL INFORMATION



## COMMERCIAL LIMITED WARRANTY CS400 ELLIPTICAL

Save Time and Register Online!

Activate Multiple Warranties at [truefitness.com/support](http://truefitness.com/support)

1. This Limited Warranty can be processed only if the Warranty Registration Form is completed on-line; or if the attached form is filled in, signed by the original purchaser and mailed to TRUE within 30 days of purchaser's receipt of this Product. The serial number must be intact on the Product for this Limited Warranty to be valid.
  2. This Limited Warranty applies to the product only while the Product remains in the possession of the original purchaser and is not transferable.
  3. This Limited Warranty becomes VALID ONLY if the Product is initially assembled/installed by a TRUE authorized dealer/technician (if anyone other than a TRUE authorized dealer/technician initially assembles and installs the Product, this Limited Warranty will be void unless the written authorization of TRUE is first obtained).
  4. This Limited Warranty does not cover damage or equipment failure resulting from or caused by improper assembly/ installation, failure to follow instructions and warnings in owner's manual, accident, misuse, abuse, unauthorized modification, or failure to provide reasonable and necessary maintenance (as referenced in the owner's manual.)
  5. This Limited Warranty applies only to the cost of repair or replacement of parts and does not include labor (beyond the above warranty period), transportation, service, return and freight charges associated therewith expressly specified herein.
  6. This Limited Warranty shall not apply to: Service calls to correct installation of the equipment or instruction to owners on how to use the equipment; or any labor costs incurred beyond the applicable labor warranty period.
  7. This Limited Warranty is in lieu of all warranties, express or implied, and in lieu of all other obligations or liabilities on the part of TRUE, under no circumstances shall TRUE be liable by virtue of this Limited Warranty or otherwise from damage to any person or property whatsoever for any special, indirect, incidental, secondary or consequential losses, damages or expenses in connection with exercise products.
- Any implied warranty is limited in duration to the time period covered by the Limited Warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion may not apply to you. This Limited Warranty grants you specific legal rights and you may also have other rights, which vary from state to state.

### NOTE TO AUTHORIZED WARRANTY LABOR PROVIDERS:

Warranty labor reimbursement or warranty parts rights may not be transferred to, reassigned to, a third party without the express written consent of TRUE. Even jobbing out warranty labor requires TRUE's written approval.

### CS400 ELLIPTICAL SERIAL NUMBERS:

The CS400 elliptical comes with two serial numbers; one on the base and one on the display console (see diagram below). The serial number on the base is located on the front inside sheet metal on the bottom right hand side. The console serial number is located on the bottom right side of each console. Please write down your serial numbers below and keep for your records.

### CONSOLE SERIAL NUMBER:

### BASE SERIAL NUMBER:



### SAMPLE SERIAL NUMBER STICKER:

 TRUE FITNESS TECHNOLOGY, INC. ST LOUIS, MISSOURI 63366	Model No. <b>XCS400</b>		
 Intertek 3110024	Serial No./Date Code <b>13-XCS400001A</b>		
CONFORMS TO ANSI/UL STD. 1647 CERTIFIED TO CAN/CSA STD. C22.2 NO.68			Rating: 80V, 2A
Intertek Testing Services Taiwan Ltd.			MADE IN TAIWAN

Keep this page for your records

# CHAPTER 7: ADDITIONAL INFORMATION



## COMMERCIAL LIMITED WARRANTY CS400 ELLIPTICAL

Thank you for purchasing a TRUE product. To validate the TRUE product warranty the fast and easy way, please go on-line now to [truefitness.com/support](http://truefitness.com/support) and register your product. The information you provide will never be distributed to any other individuals or agencies for any purpose. If you prefer to mail your warranty card, have the owner of the product complete the information below and return it to TRUE Fitness within 30 days from the date of equipment installation.

To mail your warranty information, please fill in the information below and mail to: Service Dept., TRUE Fitness, 865 Hoff Road, St. Louis, MO 63366 (or save postage and register online at [truefitness.com](http://truefitness.com))



### Commercial Warranty Registration

**PLEASE PROVIDE BOTH SERIAL NUMBERS BELOW.  
REQUIRED FOR WARRANTY REGISTRATION:**

**CONSOLE SERIAL NUMBER:**

**BASE SERIAL NUMBER:**

Model Type: CS400 Commercial Elliptical

Date of Purchase \_\_\_\_\_

Your Company Name \_\_\_\_\_

Contact First Name \_\_\_\_\_

Contact Last Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Email Address \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

1. Where did you first learn about TRUE?

- ☐ a. Dealer      ☐ b. Website  
☐ c. Advertisement      ☐ d. Referral  
☐ e. Current Customer      ☐ f. Other \_\_\_\_\_

2. Why did you purchase a TRUE product?

- ☐ a. Design/Appearance      ☐ b. Dealer Suggestion  
☐ c. Price/Value      ☐ d. Quality Construction  
☐ e. Performance      ☐ f. TRUE Reputation  
☐ g. Other \_\_\_\_\_

3. Please indicate your type of facility:

- ☐ a. Apartment/Condo      ☐ b. Corporate Fitness Center  
☐ c. Municipality      ☐ d. Health Club/Gym/Spa  
☐ e. Hotel/Resort      ☐ f. Military Base  
☐ g. Student Rec Center      ☐ h. Other

4. What other types of equipment does your company currently own?

- ☐ a. Treadmill      Brand \_\_\_\_\_  
☐ b. Bike      Brand \_\_\_\_\_  
☐ c. Elliptical      Brand \_\_\_\_\_  
☐ d. Free Weights/Gym      Brand \_\_\_\_\_

5. How many people use your facility on a daily basis?

- ☐ a. <25      ☐ b. 25-75  
☐ c. 76-150      ☐ d. 150+

6. Do you plan to purchase more fitness equipment in the next 6-12 months?

- ☐ Yes      ☐ No

7. If you answered "yes" to question 6, what type do you plan to purchase?

- ☐ a. Treadmill      ☐ b. Elliptical  
☐ c. Stationary Bike      ☐ d. Free Weights  
☐ e. Gym      ☐ f. Other \_\_\_\_\_

8. Would you recommend TRUE to other club owners?

- ☐ Yes      ☐ No

9. You are a valued TRUE customer and your suggestions allow us to continually improve your experience. Is there anything else you would like us to know? Please explain: