

# TRAVERSE LATERAL TRAINER OWNER'S MANUAL







# TRAVERSE LATERAL TRAINER OWNERS 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.

For documents in additional languages please visit www.truefitness.com/resources/document-library/

#### **IMPORTANTE:**

Todos los productos mostrados son prototipos. La realidad el producto suministrado puede diferir.

Especificaciones de productos, características y software están sujetas a cambios sin previo aviso.

Para la más actualizada de este manual del propietario, por favor visite www.truefitness.com

Para los documentos en otros idiomas, por favor visite www.truefitness.com/resources/document-library/

#### **IMPORTANT:**

Tous les produits présentés sont prototype. Le produit réel livré peut varier.

Spécifications du produit, caractéristiques et logiciels sont sujettes à modification sans préavis.

Pour la plus à jour le manuel du propriétaire s'il vous plaît visitez www.truefitness.com.

Pour documents dans des langues supplémentaires, veuillez www.truefitness.com/resources/document-library/ de visite

### 重要提示:

显示所有产品的原型。实际交付的产品可能有所不同产品规格,功能和软件如有更改,恕不另行通知

**迄今**为止对于大多数的使用说明书,请访问www.truefitness.com

对于其他语言的文档,请访问www.truefitness.com/resources/document-library/

#### هام:

جميع المنتجات المعروضة هي النموذج. قد تختلف المنتج الفعلي تسليمها. مواصفات المنتج، والميزات والبرامج قابلة للتغيير دون إشعار. www.truefitness.com. لمعظم ما يصل حتى الآن دليل المالك يرجى زيارة www.truefitness.com/resources/document-library/

#### **WICHTIG:**

Alle hier gezeigten Produkte sind Prototypen. Das tatsächliche Produkt ausgeliefert wird, kann variieren.

Produkt-Spezifikationen, Funktionen und Software können sich ohne vorherige Ankündigung ändern.

In den meisten Fällen bis zu Bedienungsanleitung Bisher besuchen Sie bitte www.truefitness.com.

Für Dokumente in weiteren Sprachen finden Sie unter www.truefitness.com/resources/document-library/

#### **BELANGRIJK:**

Alle getoonde producten zijn prototype. Daadwerkelijke product geleverd kan verschillen.

Product specificaties, eigenschappen & software zijn onderhevig aan verandering zonder kennisgeving.

Voor de meest actuele handleiding van de eigenaar kunt u terecht www.truefitness.com.

Voor documenten in andere talen kunt u terecht op www.truefitness.com/resources/document-library/

#### ВАЖНО:

Все товары указаны прототипа. Фактический продукт, поставляемый могут отличаться.

Технические характеристики, особенности и программного обеспечения могут быть изменены без предварительного уведомления.

Для получения самой последней на сегодняшний день руководство по эксплуатации пожалуйста, посетите www.truefitness.com

.Для документов на другие языки, пожалуйста, посетите www.truefitness.com/resources/document-library/

# TRAVERSE LATERAL TRAINER 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!

# TRAVERSE LATERAL TRAINER OWNERS MANUAL

# TABLE OF CONTENTS:

Chapter 1: Safety Instructions	Chapter 4B: Emerge Operation
Safety Instructions 1	Emerge Overview 45
Space Requirements3	Console Navigation 47
Grounding Instructions 4	Advanced Console Functions 49
Power Requirements5	
Warning Decals6	Chapter 5: Care & Maintenance
Compliances 6	Care & Maintenance 53
Proper Training Position6	Cleaning the Equipment 53
	Other Scheduled Preventive Maintenance 54
<b>Chapter 2: Assembly Instructions</b>	Long Term Storage54
Pre-Assembly Checklist8	
Elliptical Assembly Steps10	Chapter 6: Customer Service
Exploded Diagram 21	Contacting Service 55
	Contacting Sales 55
Chapter 3: Product Overview	Reporting Freight Claims or Parts Damage56
Traverse Overview 23	
	Chapter 7: Additional Information
Chapter 4: Programming & Operation	Troubleshooting Guide 57
Heart Rate Monitoring 25	Specification Sheet 60
Heart Rate Control 26	Warranty Registration 62
Program Descriptions 27	, ,
Chapter 4A: Escalate Operation	
Escalate 9 Overview 29	
Console Navigation 31	
Advanced Console Functions 37	

# IMPORTANT SAFETY INSTRUCTIONS SAVE THESE SAFETY INSTRUCTIONS

This lateral trainer 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 LATERAL TRAINER.



WARNING: Heart rate monitoring systems may be inaccurate. Over exercise 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 lateral trainer malfunctions. Your lateral trainer 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.
- 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 lateral trainer is in operation - Keep feet, hands, and fingers away from moving parts.

# A CAUTION:

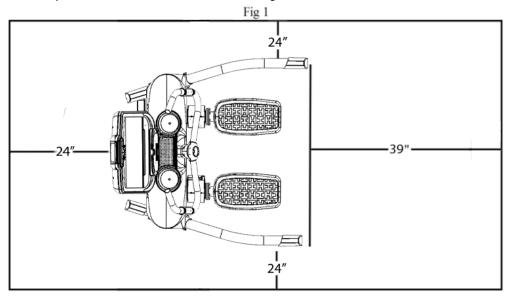
- Health related injuries may result from incorrect or excessive use of exercise equipment.
- Do not use typing or web surfing features at excessive speeds. Always stabilize yourself by holding a stationary handle when using typing or web surfing features. (Varies by console option)
- Do not use the 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 lateral trainer.
- 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 lateral trainer 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 lateral trainer.
- 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 lateral trainer.
- Do not allow animals on or near the equipment while in operation.

# **▲** CAUTION (CONTINUED):

- 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 350 lbs. (159 kg).
- Avoid exiting lateral trainer 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 t lateral trainer 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 lateral trainer while it is in motion.
- Allow only one person at a time on the lateral trainer 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.

# **SPACE REQUIREMENTS:**

• TRUE's recommendation is to leave a 39" (0.9m) safety zone at rear of lateral trainer. The sides of the unit should be at least 24" (0.6m) away from the wall or obstructions. (See Fig 1)



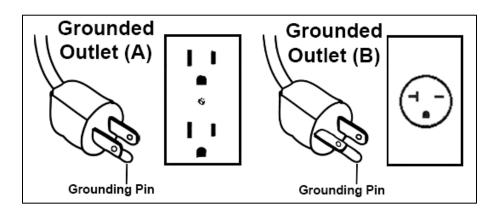
## **GROUNDING INSTRUCTIONS:**

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 adapter 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



# 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 equipmentgrounding 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 equipmentgrounding 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.

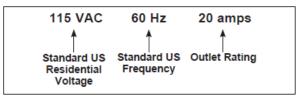


Figure 1

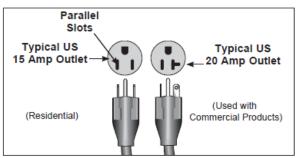


Figure 2

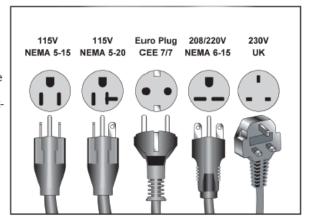


Figure 3

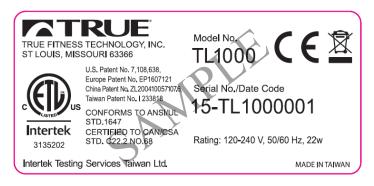
# **WARNING DECALS:**



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 or contact customer service at 800-883-8783.



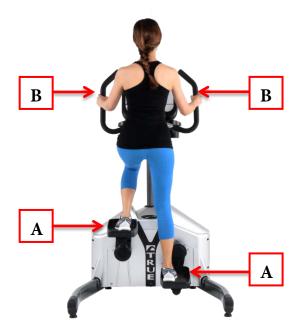


# **COMPLIANCES:**

This equipment complies with all applicable codes and regulations. For a complete list of compliances, please visit www.truefitness.com.

# PROPER TRAINING POSITION:

- Users should keep both feet on the pedals (A) at all times during the workout.
- During a workout the user's hand should grasp the handlebars (**B**).
- Users should remain standing throughout their workout.

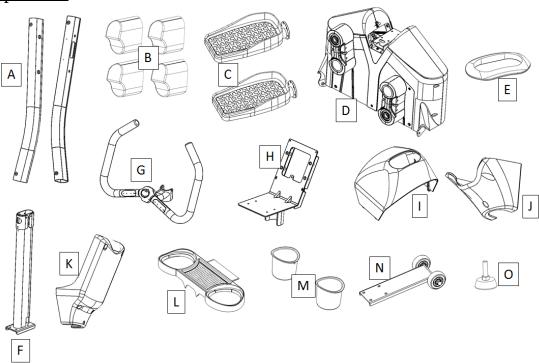


# **IMPORTANT SAFETY INSTRUCTIONS**

- 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 lateral trainer 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 the lateral trainer.
- Care should be used when mounting or dismounting the lateral trainer.
- Do not exceed maximum user weight of 350 lbs.
- Keep the top side of the moving surfaces clean and dry.
- Keep children and animals away.
- Use caution when moving and assembling the machine.
- All exercise equipment is potentially hazardous. If attention is not paid to the conditions of equipment usage, death, or serious injury could occur.
- Save these instructions.

# PRE-ASSEMBLY CHECK LIST:

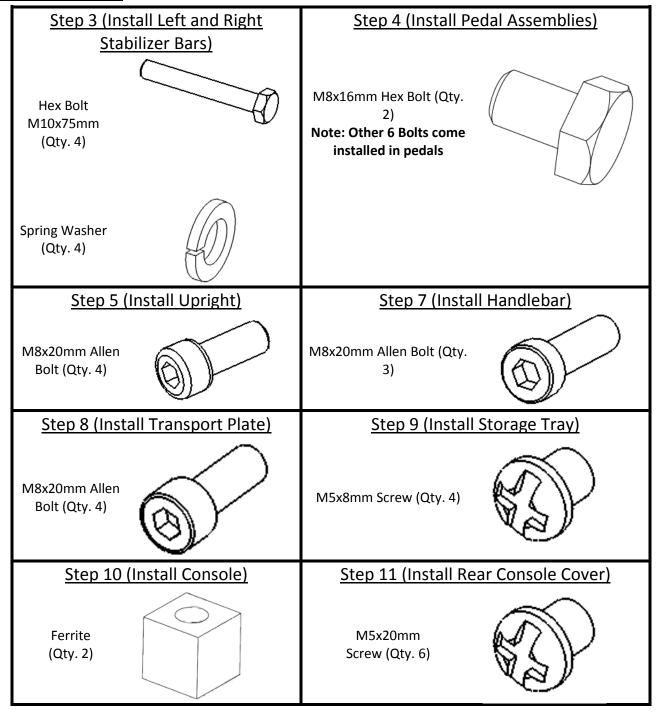
# Frame Components:



<u>Item</u>	<u>Description</u>	Qty
A	Left and Right Stabilizer Legs	2
В	End Caps Front and Rear	4
С	Pedal Assembly	2
D	Main Frame	1
Е	Rubber Dome Cover Gasket	1
F	Upright Post	1
G	Handlebar Grips Assembly	1
Н	Console Mount	1
I	Plastic Dome Cover	1
J	Front Handlebar Plastic	1
K	Rear Console Cover	1
L	Cup Holder Plastic	1
M	L and R Cup Holders	2
N	Transport Plate Assembly	1
O	Stabilizer Feet	4

# PRE-ASSEMBLY CHECK LIST (CONTINUED):

## Provided Hardware:

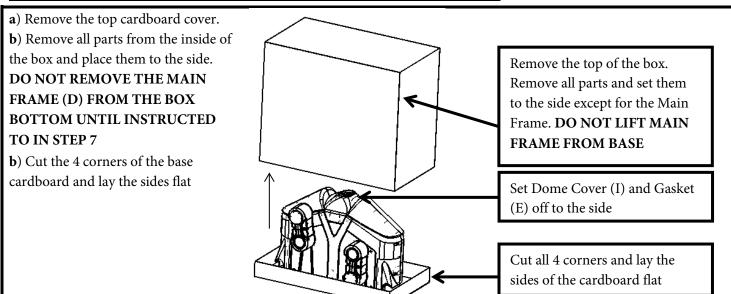


## **Tool Requirements:**

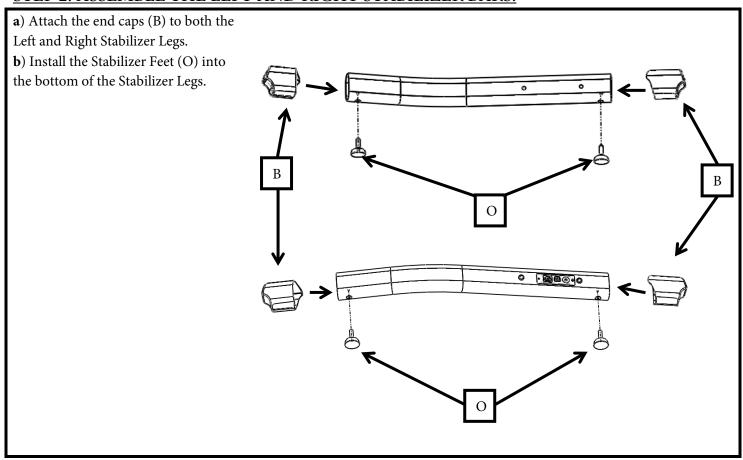
- Allen Wrenches 3mm, 4mm, 5mm, 6mm (included with Hardware Packet)
- T spanner wrench (included with hardware packet)
- Phillips screwdriver (not included)
- 13mm wrench (not included)

# LATERAL TRAINER ASSEMBLY STEPS:

## STEP 1: REMOVE TOP OF LATERAL TRAINER PACKAGING:



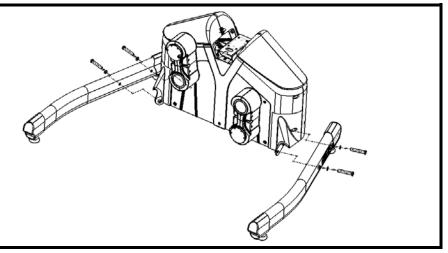
#### STEP 2: ASSEMBLE THE LEFT AND RIGHT STABILIZER BARS:



# LATERAL TRAINER ASSEMBLY STEPS (CONTINUED):

## STEP 3: ASSEMBLE STABILIZER LEGS TO THE MACHINE BASE:

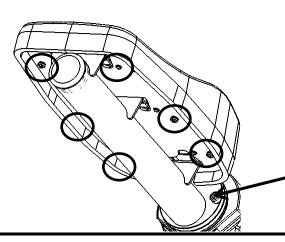
a) While the Main Frame is still sitting in the packaging, insert the Stabilizer Leg bolts and washers into the Stabilizer Legs and firmly tighten to the Main Frame.



## STEP 4: ASSEMBLE THE PEDALS TO THE MACHINE BASE:

**a**) Remove the 6 screws from the bottom of each Pedal Assembly and remove the pedal from the pedal mount.

**NOTE:** 3 bolts are in the pedal assembly and the 4<sup>th</sup> bolt is in the hardware pack for each pedal.

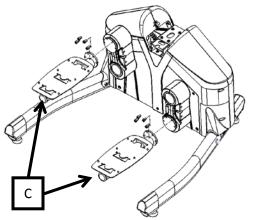


\*3 of the 4 mounting screws are in this plate already. The 4<sup>th</sup> screw is in the hardware pack

**b**) Align the bolt holes on the pedal mount (C) with the bolt holes on the yoke of the crank arm and install 4 bolts. Firmly tighten all bolts so that there is no space between the parts.

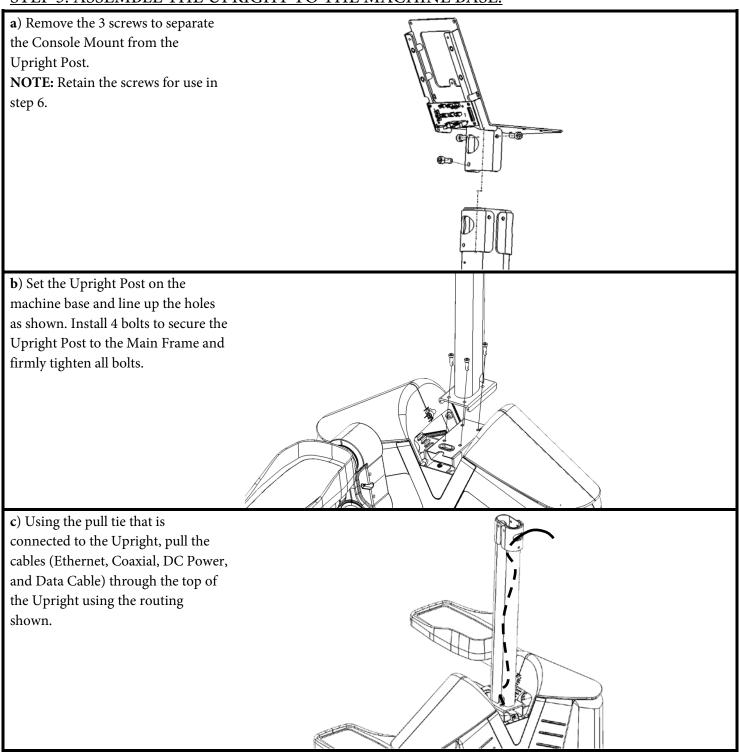
VISUALLY INSPECT BOTH
PEDALS TO MAKE SURE THAT
THERE IS NO GAP BETWEEN
PEDAL AND CRANK. FAILURE
TO DO THIS CAN RESULT IN
BOLT FAILURE

c) Re-assemble pedals onto the pedal mounts using the screws from step "a".



# LATERAL TRAINER ASSEMBLY STEPS (CONTINUED):

STEP 5: ASSEMBLE THE UPRIGHT TO THE MACHINE BASE:

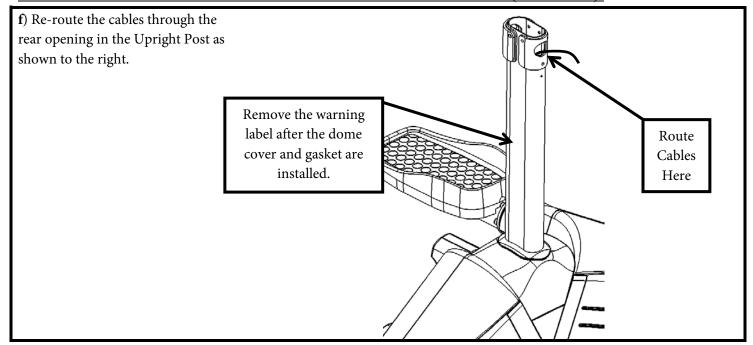


# LATERAL TRAINER ASSEMBLY STEPS (CONTINUED):

# STEP 5: ASSEMBLE THE UPRIGHT TO THE MACHINE BASE (continued):

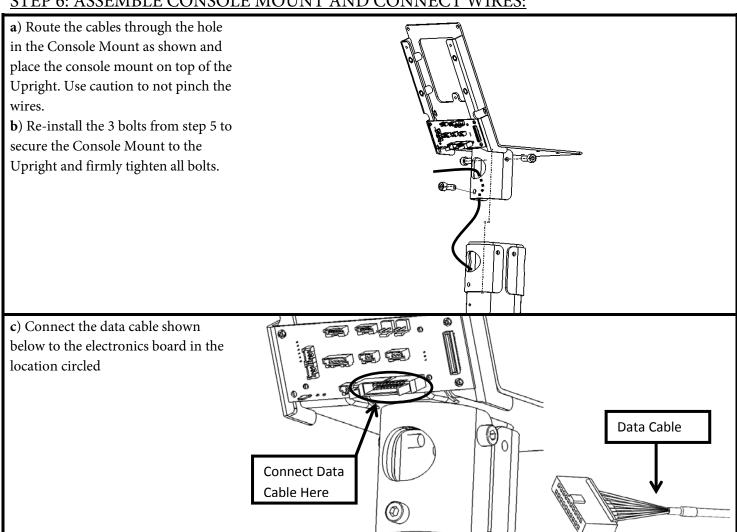
d) Slide the Plastic Dome Cover over the top of the Upright and pull the wires through the opening. Slide the Plastic Dome Cover down and latch it into the Machine Base e) Slide the Rubber Dome Cover Gasket over the top of the Upright and pull the wires through the opening. Slide this Rubber Dome Cover down until it fits firmly into The side of the Rubber the Plastic Dome Cover. Dome Cover circled **NOTE:** The Rubber Dome Cover is below should be in the not symmetric and should be back of the machine installed in the direction shown.

## STEP 5: ASSEMBLE THE UPRIGHT TO THE MACHINE BASE (continued):



# LATERAL TRAINER ASSEMBLY STEPS (CONTINUED):

## STEP 6: ASSEMBLE CONSOLE MOUNT AND CONNECT WIRES:



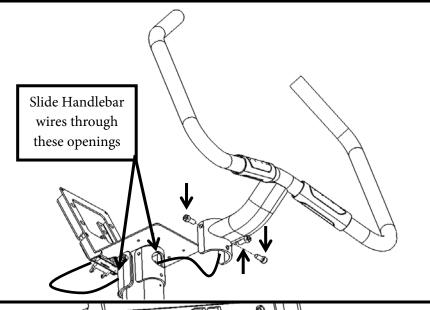
## STEP 6: ASSEMBLE CONSOLE MOUNT AND CONNECT WIRES (continued):

d) Connect the Telemetry Heart Rate cable to the electronics board and route it through the opening in the console mount. Connect the other end of the cable to the Telemetry Heart Rate sensor.

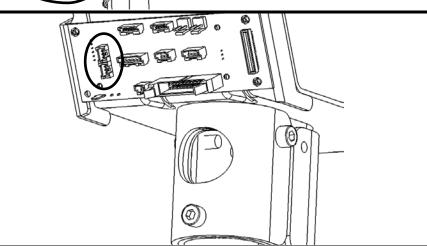
# LATERAL TRAINER ASSEMBLY STEPS (CONTINUED):

## STEP 7: ASSEMBLE THE HANDLEBARS TO THE UPRIGHT, CONNECT CABLES:

- **a**) Hold the Handlebar Grip Assembly next to the top of the upright and route cables through both openings in the upright.
- **b**) Being careful not to pinch the wires, slide the Handlebar Grip Assembly onto the Upright.
- c) Once the Handlebar Grip Assembly is in place, install 3 bolts and firmly tighten each one.



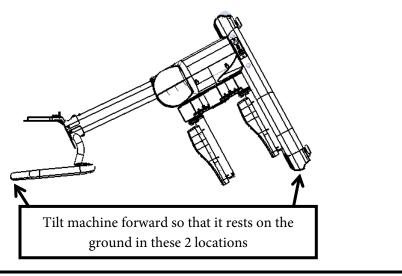
**d**) Connect the Heart Rate cables to the electronics board in the location circled. The electronics board is also labeled with the connection names.



## STEP 8: ASSEMBLE THE TRANSPORT PLATE ASSEMBLY TO THE MACHINE BASE:

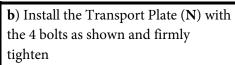
**a**) Using 2 people, tilt the entire machine forward so that it rests on the handlebars and the stabilizer plastics

NOTE: Place foam packaging material under the pedal to prevent unit/floor damage.

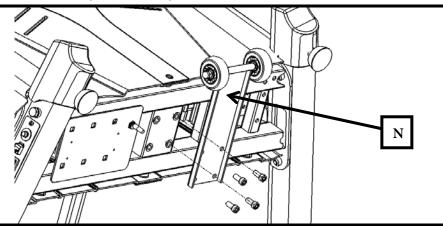


# LATERAL TRAINER ASSEMBLY STEPS (CONTINUED):

## STEP 8: ASSEMBLE THE TRANSPORT PLATE (continued):



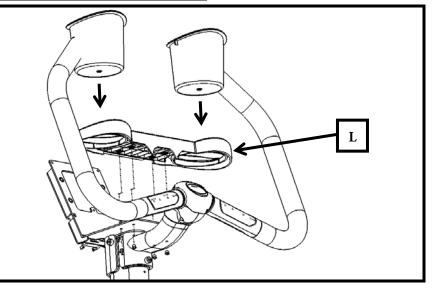
**c**) Using 2 people, stand the machine back up



## STEP 9: ASSEMBLE THE STORAGE TRAY AND CUP HOLDERS:

- **a**) Place the Storage Tray (L) on the Console Mount and line up all 4 holes on the bottom of the Storage Tray.
- **b**) Use the 4 M5x8mm screws to tighten down the Storage Tray to the Console Mount
- c) Place the Left and Right Cup Holders into the openings in the Storage Tray (L).

**NOTE:** The Left and Right Cup Holders are labeled on the bottom



# LATERAL TRAINER ASSEMBLY STEPS (CONTINUED):

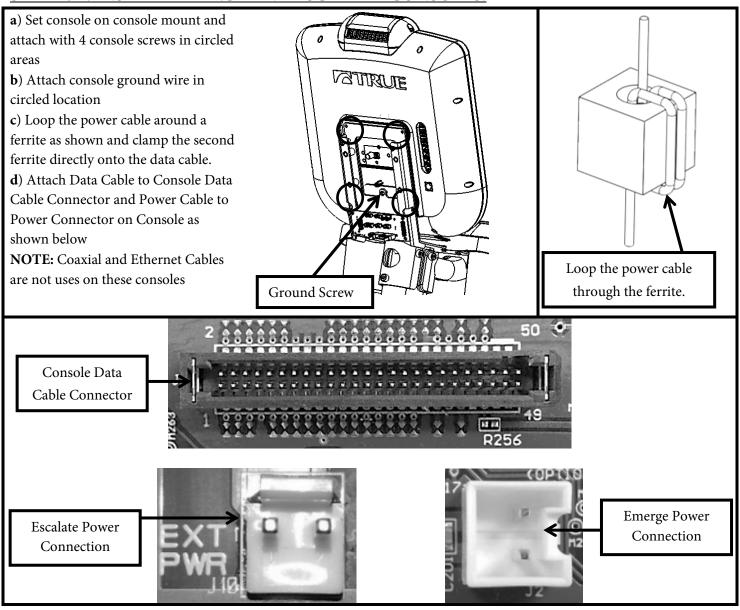
## STEP 10: INSTALL THE CONSOLE:

## **Important Display Specification:**

Verify on customer product order what type of display will be installed on the machine Listed below are the three display options for this machine.

<u>Emerge</u>	Escalate	Transcend
2 Window LED	<u>9"TFT</u>	16"Touchscreen
Step 10A	Step 10A	Step 10B

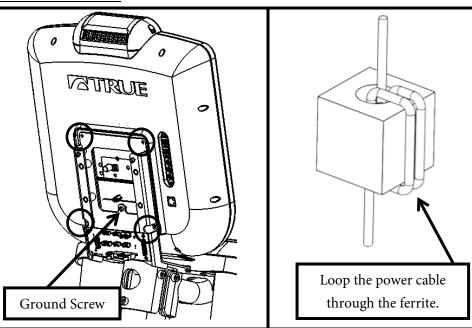
#### STEP 10A: INSTALL EMERGE AND ESCALATE CONSOLES:



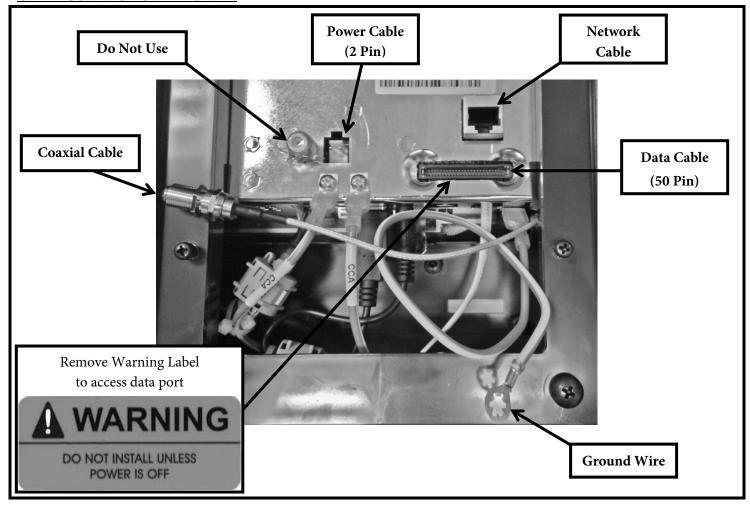
# LATERAL TRAINER ASSEMBLY STEPS (CONTINUED):

## STEP 10B: INSTALL TRANSCEND CONSOLE:

- **a**) Connect the 50 pin Data Cable to the console (see cable connection diagram below for location).
- **b**) Set console on console mount and attach with 4 console screws in circled areas
- **c**) Loop the power cable around a ferrite as shown and clamp the second ferrite directly onto the data cable.
- **d**) Attach console ground wire in circled location
- **e**) Attach the Ethernet Cable, Coaxial, and Power Cable (see cable connection diagram below for locations).

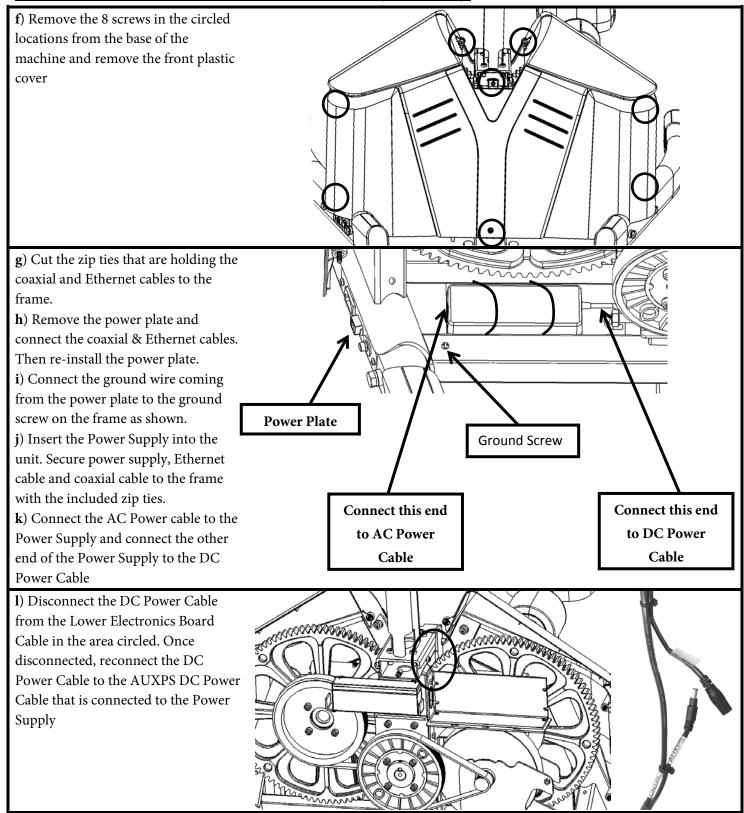


## **CABLE CONNECTION DIAGRAM:**



# LATERAL TRAINER ASSEMBLY STEPS (CONTINUED):

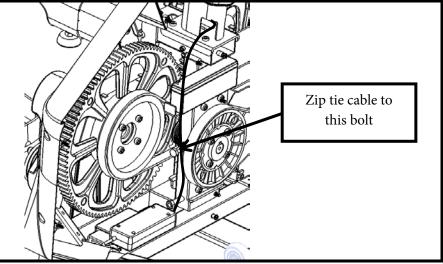
STEP 10B: INSTALL TRANSCEND CONSOLE (continued):



# LATERAL TRAINER ASSEMBLY STEPS (CONTINUED):

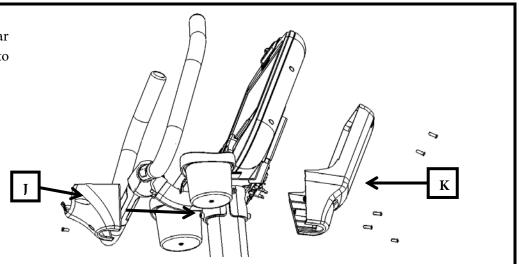
## STEP 10B: INSTALL TRANSCEND CONSOLE (continued):

- **m**) Route the AUXPS DC power cable as shown and secure with a zip tie.
- **n**) Re-assemble the plastic cover to the front of the machine using the 8 screws that were removed.



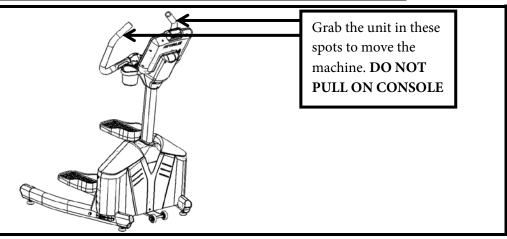
## STEP 11: INSTALL THE CONSOLE AND HANDLEBAR PLASTICS:

- a) Slide the Front Handlebar Plastic
- (J) into position below the Handlebar Grips Assembly. Install the 1 screw to hold the Front Handlebar Plastic in place.
- **b**) Slide the Rear Console Cover (**K**) into place behind the console.
- **NOTE:** Use caution so you do not pinch any wires
- c) Use 5 screws to tighten the Rear Console Cover to the back of the console

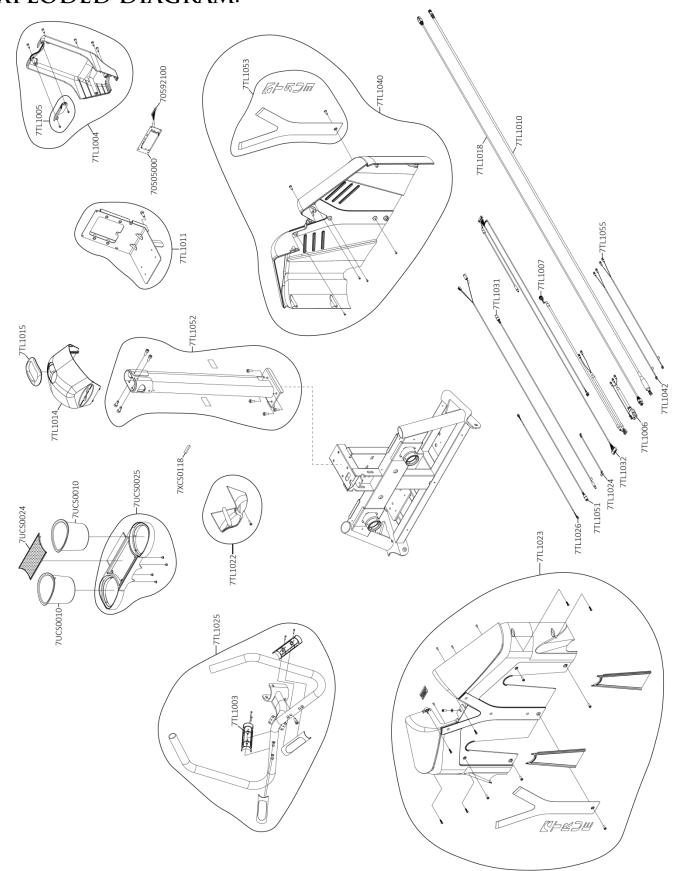


# STEP 12: MOVE MACHINE TO FINAL LOCATION AND SET LEVELING FEET:

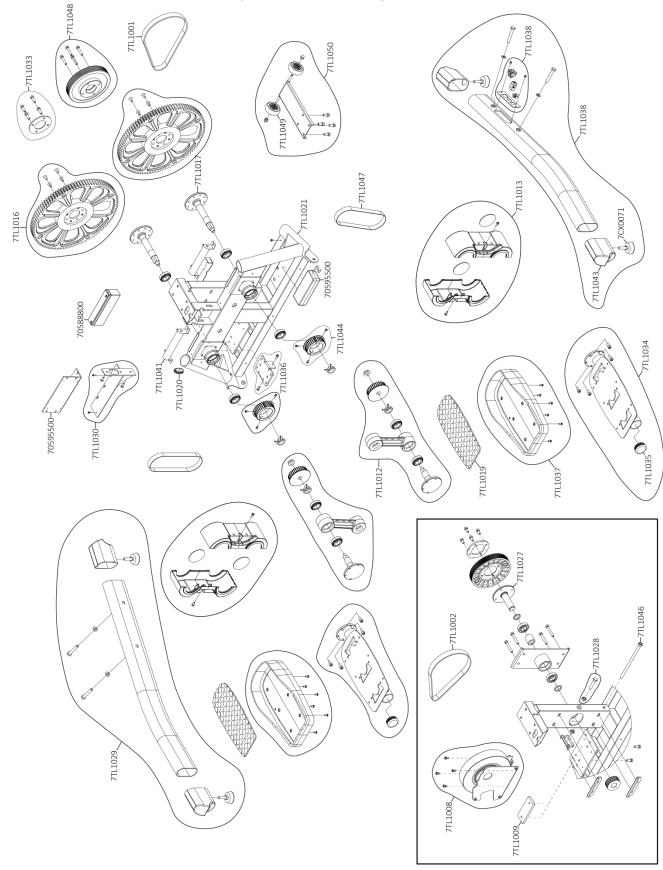
- a) Tilt the machine forward by holding onto the Hand Grips in the locations shown to the right and move the machine on the Transport Wheels.
- **b)** Once the machine is in the final desination, adjust the leveling feet until the unit is stable.



# **EXPLODED DIAGRAM:**



# EXPLODED DIAGRAM (CONTINUED):



# CHAPTER 3: PRODUCT OVERVIEW

# TRAVERSE OVERVIEW:



# CHAPTER 3: PRODUCT OVERVIEW

# TRAVERSE OVERVIEW (CONTINUED):

# **Console Assembly:**

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

### Contact Heart Rate Pads:

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

## Foot Pads:

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

## **Leveling Feet:**

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

## **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 unit.

## **Battery Charge Port:**

A port used to charge the unit's internal battery. To expose the port remove the right rear shroud covers as shown in the figure to the right.

# **HEART RATE MONITORING:**

This lateral trainer can monitor a user's heart rate using either a Polar® compatible 5 kHz 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 lateral trainer 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 lateral trainer 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 5 kHz transmitter strap, the lateral trainer 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 lateral trainer reads and registers as the user's heart rate. The accuracy of a reading may be affected when outside interference is present. Current compatible 5kHz Polar\*chest straps include; T31, T34, T31C and H1.

## 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.

# **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 lateral trainer'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 lateral trainer 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 lateral trainer 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 lateral trainer to reach their target heart rate.

## Warm Up:

At the beginning of an HRC workout, the lateral trainer 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 lateral trainer 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 lateral trainer 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 lateral trainer alternates between work and rest intervals.

## Cool-Down:

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

# 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	COMPOSITION OF THE PROPERTY OF	PZ TR. E
**	YES	YES
*	YES	

## Quick Start: \*\*

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

## 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.

## 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.

## Quad Burner: \*

This intense resistance workout is designed to burn calories!

# PROGRAM DESCRIPTIONS (CONTINUED):

### Fitness Test: \*

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

## Cardio 360°:\*

A quick-starting, 10-minute workout that coaches the user throuch changing motions and body positons. Not a typical, boring cardio workout!

### Manual METs:\*

This workout allows the user to select their target METS (Metabolic equivalent of task). During the workout, the unit will adjust the workout intensity level to match the watts entered by the user.

## Manual Watts:\*

This workout allows the user to select their target watts. During the workout, the unit will adjust the workout intensity level to match the watts entered by the user.

# 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 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.

# CHAPTER 4A: ESCALATE9 OPERATION

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



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

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

## **TFT Display:**

Used to monitor or control a workout and feature navigation.

## **Selection Buttons:**

Used to navigate menus and make selections via the TFT 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, charge mobile devices, 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.

# 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 4A: 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<sup>™</sup> Quick Start

Starts a 20 minute Cardio 360<sup>™</sup> 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 4A: 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**).

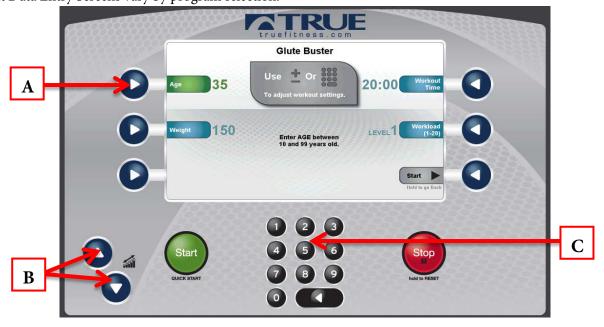
\*Press and hold the Next Selection Button to return to the previous screen.



# 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.

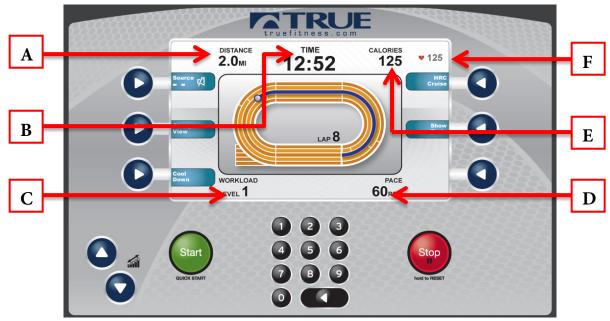


## CHAPTER 4A: ESCALATE9 OPERATION

# **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.

## **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 workload adjustments (when the user is utilizing heart rate monitoring).

## **CONSOLE NAVIGATION (CONTINUED):**

#### D) Source:

Toggles between available audio sources which include; a Bluetooth audio device,  $TV^*$  and FM radio\*. When an audio source is selected the user is given control over volume ( $\mathbf{A}$ ), and channel adjustments ( $\mathbf{B}$ ). To pair a Bluetooth audio device select the console name ( $\mathbf{C}$ ) from the list of available sources on your device.

\*Requires that the console be equipped with an optional Broadcast Vision receiver.



#### 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.



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## CHAPTER 4A: ESCALATE9 OPERATION

## **CONSOLE NAVIGATION (CONTINUED):**

### **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)



## **ADVANCED CONSOLE FUNCTIONS:**

#### **Entering Service Mode:**

Entering Service Mode can be completed by pressing and holding the upper left selection button (**A**) for 3-5 seconds or until the "Workout Finder" icon (**B**) blinks. When the "Workout Finder" icon blinks, release and hold the "Workout Finder" selection button (**C**) until the service screen displays.



#### Service Menu:

The first screen displayed after entering service mode is the Service Menu. From this menu technicians can access all of the service mode features by selecting different categories. To select a category use the scroll selection buttons (**A**) to highlight a category (**B**). Once a category has been selected, press the enter selection button (**C**) to Confirm the selection.



## ADVANCED CONSOLE FUNCTIONS (CONTINUED):

#### **Summary Screen:**

The Summary Screen provides an overview of the unit's current settings (values cannot be changed in this screen).



#### A) Product Model:

The model number that the console is currently configured to.

#### **B)** Software Version:

The current version of software that is installed on the console.

#### C) Units:

Displays the units the console is currently using as default (U.S. or Metric).

#### **D)** Max Watts:

Displays the maximum power the unit is capable of producing.

#### E) Max User Weight:

The amount of user weight that the unit can support.

## ADVANCED CONSOLE FUNCTIONS (CONTINUED):

#### **Utilities Menu:**

The utilities menu contains multiple screens that allow the user to change various console settings. Settings are broken down in to three categories. To adjust settings, highlight a category (A) by using the scroll selection buttons (B) and pressing the enter selection button (C) to confirm the selection.



#### <u>Utilities Menu - Product Setup:</u>

The product setup screen allows for adjustments to be made to the model configuration, TRUE's recommendation is to only use the Setup Wizard to adjust these attributes. After pressing the Setup Wizard Selection Button (A), simply follow the on screen instructions to complete the setup procedure

### **▲** WARNING:

Misconfiguration of the console may cause damage to the unit and void the manufacturer warranty. If necessary, please contact TRUE Fitness Technical Support at 800-883-8783 for assistance.



## ADVANCED CONSOLE FUNCTIONS (CONTINUED):

#### <u>Utilities Menu - Software Update:</u>

TRUE may periodically release software updates to ensure users enjoy the best workout experience available. Due to the complex nature of this procedure, it is recommended that any software update be completed by a TRUE certified service professional.

#### <u>Utilities Menu - B-Vision Setup:</u>

When equipped with the optional Broadcast Vision receiver, the Escalate<sup>9</sup> console is capable of playing audio wirelessly from video sources that are equipped with a Broadcast Vision compatible wireless transmitter. To configure this feature, follow the steps below.

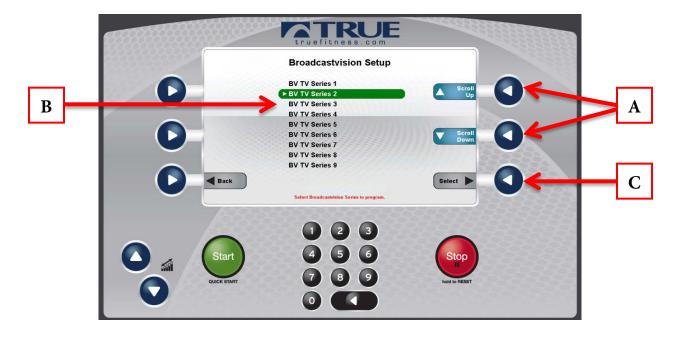
\* Before beginning these steps, ensure that the audio source is connected to the wireless transmitter and both the source and the transmitter are powered on.

1. Use the Scroll Selection Buttons (A) to highlight the desired transmitter series from the list (BV TV SERIES 1-9) (B).

Standard Broadcast Vision Transmitters	BV TV SERIES 2
Mye® and Fantaay® Transmitters	BV TV SERIES 4
Cardio Theater® LCS Transmitters	BV TV SERIES 8
Cardio Theater® xTV Transmitters	BV TV SERIES 9
European Broadcast Vision Transmitters	BV TV SERIES 3

**NOTE**: The Escalate<sup>9</sup> console is designed to work with Broadcast Vision transmitters. There may be compatibility issues if a non-Broadcast Vision transmitter is used.

2. Press the Select Selection Button(C) to confirm the BV TV SERIES selection.



## CHAPTER 4A: ESCALATE9 OPERATION

## ADVANCED CONSOLE FUNCTIONS (CONTINUED):

### <u>Utilities Menu - B-Vision Setup (continued):</u>

- 3. Plug headphones into the headphone jack on the console and wear them for the remaining steps.
- 4. Use the Channel Selection Buttons (**D**) to scroll through the available channels.
- 5. When audio is clearly heard on a channel, push the Save Selection Button (E) to save the channel.

**NOTE**: The order in which the channels are saved determines the order that they are displayed in standard user mode.

- 6. Repeat steps 4 and 5 for each additional audio source.
- 7. If a channel needs to be removed, use the Channel Selection Buttons (**D**) to scroll to the channel and press the Unsave Selection button (**F**)
- 8. Once all desired channels are saved, press the Exit Selection Button (**G**) to exit the BV-Setup.
- \* During the channel setup, the + and Workload Keys (H) can be used to adjust the volume level.



## ADVANCED CONSOLE FUNCTIONS (CONTINUED):

#### Options Menu:

The options menu contains 12 Settings with various options available for each. To navigate the options menu, use the scroll selection buttons ( $\mathbf{A}$ ) to highlight the option to be changed ( $\mathbf{B}$ ) and use the Workload keys ( $\mathbf{C}$ ) to adjust the options. Once the changes are complete, press the back selection button ( $\mathbf{D}$ ) and the changes will be automatically saved.



### <u>Language:</u>

Select a default Language for the unit. All settings and workout data will be displayed in that language.

#### Units:

Choose how the workout data is displayed by default.

#### Save Workout:

Turns the saved workout feature on or off.

### **Heart Rate Priority:**

Determines the order in which the unit reads heart rate data.

#### Cooldown:

Adjusts the length of the cooldown time at the end of a workout.

### Sleep Mode Time:

The amount of time the unit can be idle before entering sleep mode. By choosing the "Off" setting, the unit will remain powered.

## CHAPTER 4A: ESCALATE9 OPERATION

## ADVANCED CONSOLE FUNCTIONS (CONTINUED):

### Options Menu (continued):

#### **Max Workout Time:**

This setting will limit the amount of time that all workouts can last. By choosing the "Off" setting, the time will be unlimited (this setting does not apply to manual workouts or distance workouts).

#### Finder Timeout:

Choose how long the Workout Finder remains on the screen without any user interaction. By choosing off, the Workout finder will stay open until closed by a user.

#### **Setup Timeout:**

Choose how long the workout data entry screen will remain on the display without any user interaction. By choosing the "off" setting, the data entry screen will be displayed until closed by a user

#### **Summary Timeout:**

Determines the amount of time the Workout Summary Screen will remain on the display. By choosing the "Off" setting, the summary will be displayed until ended by a user.

#### Pause Time:

This setting will limit the amount of time that a workout can be paused before it automatically ends. By choosing the "Off" option, the unit will remain paused until the user resumes or ends the workout.

#### **Factory Defaults:**

Resets all settings in the options menu to factory defaults.

### **Diagnostics Menu:**

The diagnostics menu contains tools used to help diagnose errors and performance issues. The tools are broken down into three categories. To use a tool, highlight a category (A) by using the scroll selection buttons (B) and pressing the enter selection button (C) to confirm the selection.



## ADVANCED CONSOLE FUNCTIONS (CONTINUED):

### Diagnostics Menu - Calibration/Test & Production Test:

These menus are currently not used.

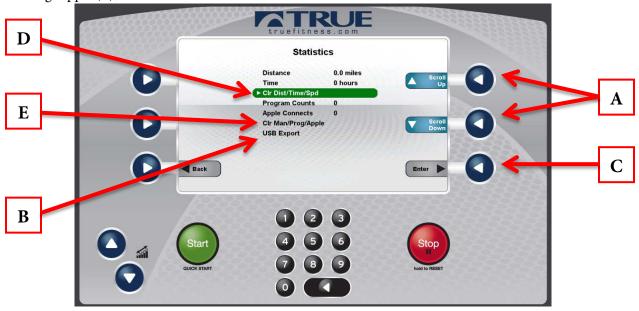
#### Diagnostics Menu - Error Log:

Error codes are an important part of troubleshooting any issues with the unit. Any time an error occurs it is entered into the error log for review by a service professional. This console is capable of storing the ten most recent errors. The error log can be cleared by pressing the enter selection button (A), but it is not recommended.



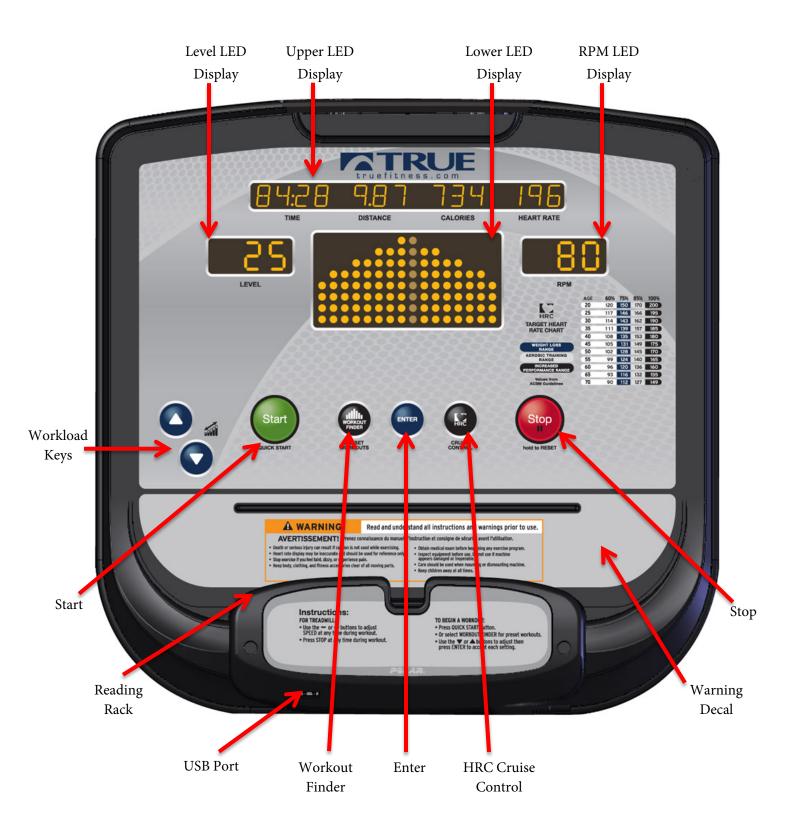
#### **Statistics:**

An overview that includes distance, time, manual program count, preset program count, and apple device connections. These statistics can be exported to a connected USB drive by using the scroll selection buttons (**A**) to highlight the USB Export option (**B**) and pressing the enter selection button (**C**). The data can be cleared by selecting Clr Dist/Time/Spd (**D**) or Clr Man/Prog/Apple (**E**), but it is not recommended.



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## **EMERGE OVERVIEW:**



## **EMERGE OVERVIEW (CONTINUED):**

#### 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.

#### Workout Finder:

Pressing this button scrolls through available workouts. When the desired workout is displayed, the user must press Enter to input their data and start to begin the workout.

#### Enter:

Press this key to confirm a selection in a preset workout.

#### **HRC Cruise Control:**

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

#### 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.

### RPM and Level LED Displays:

These displays show the current Workload Level and RPM of the unit.

### **Lower LED Display:**

Displays the workout profile of the current program.

### <u>Upper LED Display:</u>

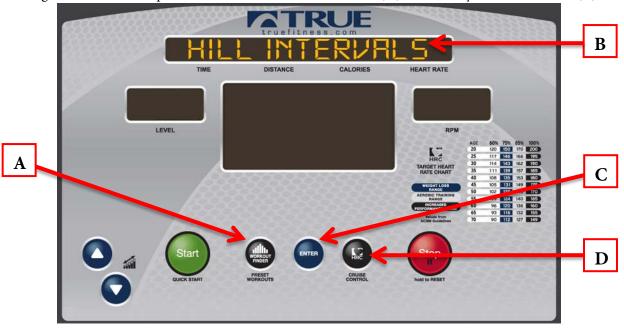
Shows the current workout data; Time, Distance, Calories and Heart Rate.

### **CONSOLE NAVIGATION:**

#### **Selecting a Preset Workout:**

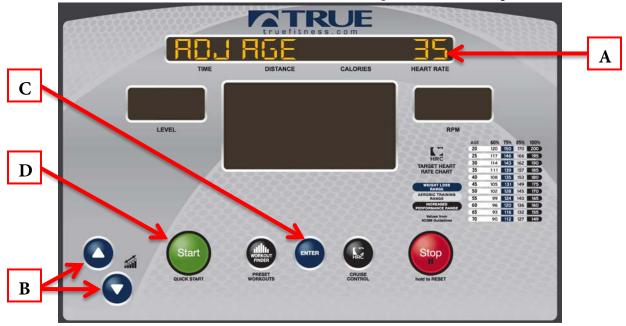
To begin a preset workout, press the Workout Finder button (**A**) until the desired program is shown in the Upper LED Display (**B**) and then press the Enter button (**C**).

\*To begin a Target HRC Workout, press the HRC Cruise Control button (**D**) followed by the Enter button (**C**)



## Workout Data Entry:

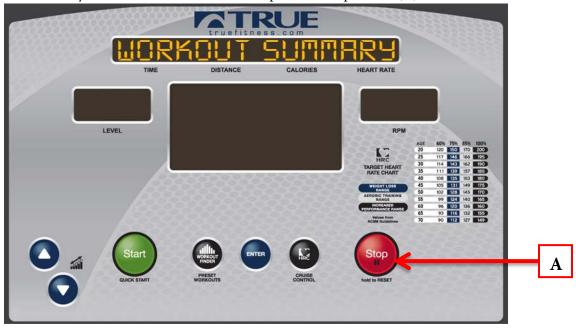
Before beginning a preset workout, the console will ask the user for information in order to give more accurate workout data. To adjust the Data Value (**A**), use the Up and Down Workload Keys (**B**). Once the desired value is displayed, press Enter (**C**) to move to the next Data Value. Once all data has been entered press Start (**D**) to begin the workout.



## **CONSOLE NAVIGATION (CONTINUED):**

#### **Workout Summary:**

Workouts can be ended by the user pressing the Stop button (**A**) or by completing the time or distance in a preset workout. Once a workout has ended the console will display a workout Summary which will give the user an overview of their workout which includes; Time, Average Heart Rate, Max Heart Rate, Average RPM, Max RPM, Distance and Calories. To Clear the Summary and return to the home screen press the Stop button (**A**).



## **Exporting Workout Data to a USB Drive:**

The Emerge Console gives users the ability to export their workout data to a USB drive. When this option is enabled the screen below will appear before the Workout Summary. To export the data, insert a USB drive into the console's USB port and press the Up Workload Key (**A**). To skip exporting the data, press the Down Incline Key (**B**) and the Workout Summary will be displayed without being exported.



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## **ADVANCED CONSOLE FUNCTIONS:**

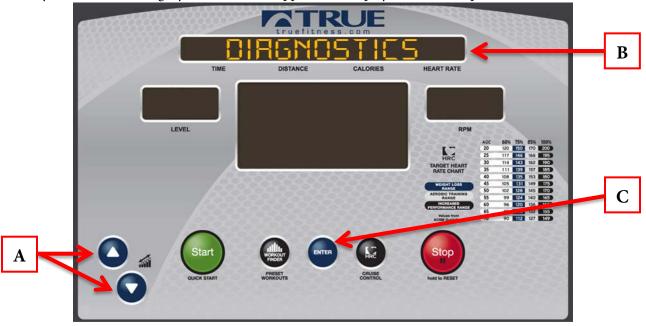
#### **Entering Maintenance Mode:**

Press and Hold the + Workload Button (**A**) until the unit beeps (about 3 seconds). Then release the + Workload Key and Immediately press and hold the Enter Button (**B**) until the unit beeps again (about 3 seconds). Then release the Enter button and when the Upper LED Display (**C**) reads "*Maintenance Mode*", press the Enter Button (**B**) to enter maintenance mode.



## Maintenance Mode Navigation:

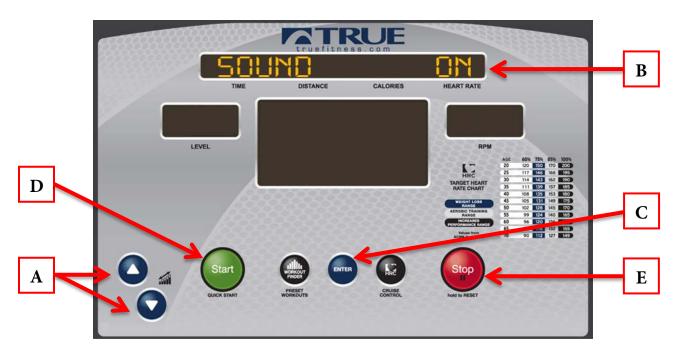
The Maintenance Mode is divided into two categories; Diagnostics and Configuration. To select a category use the + and - Workload Keys (**A**) until the category is listed in the Upper LED Display (**B**) and then press the Enter button (**C**).



## ADVANCED CONSOLE FUNCTIONS (CONTINUED):

#### Maintenance Mode Navigation (continued):

Within a category users can scroll through available options using the + and - Workload Keys (**A**). Once the desired setting is shown in the Upper LED Display (**B**), press the Enter Button (**C**) to confirm the selection. After confirming the selection, the + and – Workload Keys (**A**) are used to change the options within the setting. After changing any setting the Start Button (**D**) MUST be pressed to save the changes (if the start button is not pressed to save the changes, the setting will revert to the default value). The Stop Button (**E**) is used as a back button in Maintenance Mode and will take the user back one screen each time it is pressed. To exit the maintenance mode press the Stop Button (**E**) repeatedly until "Maintenance Mode" is displayed on the Upper LED Display (**B**) and then press and hold the Stop Button to reset the console or simply stop pedaling and allow the unit to completely power down.



# ADVANCED CONSOLE FUNCTIONS (CONTINUED):

### Diagnostics Menu:

The diagnostics menu contains various settings as well as tools used to help diagnose errors and performance issues.

<u>Title</u>	<u>Description</u>
Total time:	Displays an accumulative count of the total number of hours the unit has been used.
Sound:	Toggles the sound on or off.
Default Weight:	Allows users to change the default weight that appears when beginning a program.
Show Watts:	Toggles the watts display on or off.
Max Time:	Limits the amount of time that all workouts can last (does not apply to quickstart, manual or distance workouts).
Power:	Enables the use of an optional power supply.
Pause Time:	This setting will limit the amount of time that a workout can be paused before it automatically ends. By choosing the "Off" option, the unit will remain paused until the user resumes or ends the workout.
Cooldown:	Adjusts the length of the cooldown time at the end of a workout.
USB Save:	Enables or disables workout data exporting via the console's USB port.
Units:	Changes between American Standard and Metric units.
Average Speed:	Will calculate the average speed used using the total hours and total miles collected in the other options.
Total Distance:	The total distance in miles that the unit has traveled.

# ADVANCED CONSOLE FUNCTIONS (CONTINUED):

### **Configuration Menu:**

The configuration menu is used to make changes to the console & unit setup. This menu is also used for troubleshooting.



### **▲** WARNING:

Misconfiguration of the console may cause damage to the unit and void the manufacturer warranty. If necessary, please contact TRUE Fitness Technical Support at 800-883-8783 for assistance.

<u>Title</u>	<u>Description</u>
Model:	Used to make changes to the model on which the console is installed.
Display test	Test Screens that Illuminate the LED's in the console display to ensure proper function.
Key Test:	Shows a description for any buttons that are pressed. In the event of a stuck key, the key that is being engaged will display.
Telemetry - Use a wireless heart rate strap or simulator to test if the unit is rewireless heart rate data. If there is a reading displayed without the use of a heat or simulator, there is outside interference from another source.	
HR Test:	<b>Contact</b> - Ensures the unit is receiving the data by displaying the user's heart rate when the contact heart rate pads are gripped.
Cooldown:	Adjusts the length of the cooldown time at the end of a workout.
Total Distance:	The total distance in miles that the unit has traveled.
Total Time:	Displays an accumulative count of the total number of hours the unit has been used.
Max Watts:	Displays the maximum power the unit is capable of producing.
EPROM Test:	Displays the current version of software installed on the console.

### CHAPTER 5: CARE & MAINTENANCE

## **CARE & MAINTENANCE:**

It is important to perform the minor maintenance tasks described in this section. Failure to maintain the lateral trainer 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 lateral trainer 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 lateral trainer until proper service has been performed or damaged parts have been replaced.

#### **Important:**

If you determine that the lateral trainer needs service, make sure that the lateral trainer 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 lateral trainer needs service.

To order parts or to contact a TRUE Authorized Service representative, please visit www.truefitness.com.

## CLEANING THE EQUIPMENT:

#### After Each Use:

Use GymWipes<sup>™</sup> 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 lateral trainer or any cover vents.

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



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 lateral trainer. Allow the lateral trainer 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 be performed by a qualified service technician. Please contact your dealer or visit www.truefitness.com to contact a local TRUE 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.

## **A**CAUTION:

Use only TRUE Fitness certified service providers.

#### **LONG TERM STORAGE:**

When the lateral trainer 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 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 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

#### **CONTACTING SALES:**

Interested in TRUE Products? Please contact us with any sales or product inquires 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

### 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 <u>refuse</u> 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 <u>must</u> 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 damaged 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 <u>immediately</u>. 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.

## TROUBLESHOOTING GUIDE:

This troubleshooting guide is intended to assist in diagnostics only and is not all inclusive. Technical specifications, error codes and programming are subject to change without notice. TRUE accepts no liability for any damage or loss suffered by persons whom rely wholly or in part on any description or statement contained within this manual. Please visit www.truefitness.com to obtain the most recent version of all manuals and contact the TRUE Service Department at 800-883-8783 for assistance with troubleshooting and diagnostics.

Malfunction	Possible Cause	Corrective Action	
	1 66	Verify the On/Off switch is at the ON position	
	Unit is turned off	(If applicable)	
	Damaged power cord	Replace power cord	
	Power cord not fully seated in socket	Inspect power connection at the unit and outlet	
No Power	No power at wall outlet	Use a voltmeter to verify power at wall outlet	
No rower	Optional ERP board damaged	Contact TRUE Fitness Customer Service Department	
		(If applicable)	
	Battery is discharged	Charge the battery overnight with optional power supply	
	Motor control board damaged	Contact TRUE Fitness Customer Service Department	
	Damaged power cord	Replace power cord	
	Power cord not fully seated in socket	Inspect power connection at the unit and outlet	
Unit resets or	Insufficient power	Verify output voltage from 20A outlet with a voltmeter	
	Error code is displayed on console	Contact TRUE Fitness Customer Service Department	
pauses randomly	Speed sensor out of alignment	Contact TRUE Fitness Customer Service Department	
	Pinched or loose main	Contact TRUE Fitness Customer Service Department	
	communication cable	Contact TROL Timess Gustomer Service Department	
Resistance			
hesitates or slips	Loose belt tension	Contact TRUE Fitness Customer Service Department	
when pedaling			
	Uneven floor	Adjust equipment with leveling feet.	
Rubbing or	Loose hardware	See Chapter 5: inspections	
knocking sound	Loose Pedal	See Chapter 5: inspections	
from unit when in	Bearings may be damaged	Contact TRUE Fitness Customer Service Department	
operation	Brake assembly may be damaged	Contact TRUE Fitness Customer Service Department	
	Drive belt may be misaligned	Contact TRUE Fitness Customer Service Department	
		Contact video provider	
	Low or bad video signal	NTCS dBmV 0 through15.6	
	Low or bad video signal		
No TV displayed	Low or bad video signal  Loose F type connecter (coaxial cable)	NTCS dBmV 0 through15.6	
No TV displayed or low quality	Loose F type connecter (coaxial	NTCS dBmV 0 through15.6 ATCS/QAM dBmV-10 through 15.5	
= •	Loose F type connecter (coaxial cable)	NTCS dBmV 0 through 15.6 ATCS/QAM dBmV-10 through 15.5 inspect all connections	
= •	Loose F type connecter (coaxial cable)	NTCS dBmV 0 through 15.6 ATCS/QAM dBmV-10 through 15.5 inspect all connections Obtain set top box from video provider	
- •	Loose F type connecter (coaxial cable)  Encrypted video	NTCS dBmV 0 through 15.6 ATCS/QAM dBmV-10 through 15.5 inspect all connections Obtain set top box from video provider Verify video type with provider; analog (NTCS), digital	

# TROUBLESHOOTING GUIDE (CONTINUED):

	Transmitter belt contacts are not	Re-adjust the transmitter belt so that it is in full contact
	making good contact with the skin	with the skin
	Contacts on the transmitter belt are not moist	Moisten the contacts on the transmitter belt
	Transmitter belt is not within 3 feet	Adjust your position on the belt so that you are within 3
	(1 meter) of the heart rate receiver	foot (1 meter) of the console
	Transmitter belt is not the correct frequency or is encoded	Polar equip or compatible receiver use 4.8kHz un-encoded receiver
	The battery inside the transmitter belt is depleted	replace the transmitter belt with a compatible transmitter belt
Heart rate is displaying erratically or not	Another user wearing a compatible transmitter strap is within 3 foot (1 meter) of the unit	Move the units so that there is more space in-between units
displaying	Environmental interference from high voltage power lines	
	Environmental interference from	
	computers	Move the unit to another position within the room or move
	Environmental interference from	the cause of the interference until heart rate reading are
	motor driven appliances	stable. If the probable source of interference is plugged into
	Environmental interference from	the same outlet move the suspect source to another outlet.
	cell or cordless phone	
	Environmental interference from	
	Wi-Fi router	

Fault Code	Category	Description	Cause	Corrective Action
		Corrupted brainboard configuration - fails integrity check	Corrupt software	Power cycle
				Re-configure console
Fault CN00: Corrupted	Console		Firmware and software versions are not compatible	Re-install
Console Configuration	Consoic			software/firmware
				Contact dealer or
				TRUE service
Fault CN01: Internal Fault	Console	Math error - software	Console configured	Power cycle
			incorrectly	Re-configure console
			Corrupt Software	Re-install
				software/firmware
				Contact dealer or
				TRUE service

# TROUBLESHOOTING GUIDE (CONTINUED):

	Console	The product configuration data has	Console configured	Power cycle
Fault CN02: Invalid			incorrectly	Re-configure console
Console Configuration	Console	failed validation checks (incline ranges make no sense, etc.)	Loose cable	Contact dealer or TRUE service
Fault CN03: Stuck Key	Console	Membrane Key stuck down/closed	Membrane key is damaged	Contact dealer or TRUE service
Fault CN04: Lower Board Comm Fault (Treadmill Only)	Console	Brainboard fails to receive timely communication responses from lower board - Fault after 3 retries	Unit is configured as a treadmill	Re-configure console
				Power cycle
Fault CN05: No Lower	Console	No lower board connected to console - detection wires not	Loose cable	Check cable connections
Control		connected.	Console configured incorrectly	Reconfigure console
		Console is configured for a product different than that to which it is connected.	Console configured incorrectly	Power cycle
Fault CN06: Config	Console			Re-configure console
Mismatch	Console		Loose cable	Check cable connections
Fault CN07: Calibration Timeout	Console	Incline Calibration was not able to complete within allowed time.	Unit is configured as a treadmill	Re-configure console
Fault CN08: Calibration Failed - Lower Limit Not Reached	Console	During incline calibration, the incline stalled before reaching what should be the lower limit.	Unit is configured as a treadmill	Re-configure console
Fault CN09: Insert Safety Key	Console	Emergency Circuit opened	Unit is configured as a treadmill	Re-configure console
Fault CN10: E-Stop Fault	Console	A test of the emergency circuit has failed	Unit is configured as a treadmill.	Re-configure console
Fault CN24: BB Comm		SBC cannot communicate with	Console	Power cycle
Fault CN24. BB Comm	Console	Brainboard Brainboard		Contact dealer or TRUE service
Fault CN25: Firmware	Console	Firmware on brainboard not compatible with SBC software	Corrupt software	Power cycle
				Reconfigure Console
			Firmware and software versions are not compatible	Re-install
Mismatch				software/firmware
				Contact dealer or
				TRUE service





TECHNICAL SPECIFICATIONS	Power Source	Self-generated with Emerge and Escalate 9 consoles, External power source with other consoles
	Resistance Type	Generator magnetic
	Resistance Method	Electro-magnetic
	Resistance Levels	30
	Total Resistance (Watts)	450 Watts
	Frame Construction	Welded Heavy Gauge Steel
	Handlebar Design	Multi-Position with Moisture Resistant Sleeves
	Drive System	Dual Stage Drive System
	Contact Heart Rate Monitoring	Yes
	Wireless Heart Rate Monitoring	Polar Compatible
AVAILABLE CONSOLES		Emerge, Orange LED
SAFETY	Low Step up Height	Yes
REGULATORY APPROVALS		ETL 1647, CSA, CE, EN 957, FCC
EXTRAS	Accessories	Water Bottle Holder, Accessory Tray, Over Molded Reading Rack/Tablet Holder
PHYSICAL SPECIFICATIONS	Footprint	41" x 41" (105cm x 105cm)
	Machine Weight	225 lbs / 102kg
	Shipping Weight	235lbs / 106kg
	Maximum User Weight	350 lbs / 159kg
	Step-Up Height	8.25" (21cm)
	Portability	2 Front Transport Wheels
	Flywheel Weight	26.4 lbs / 12kg
WARRANTY	Warranty Classification	Commercial (all dues paying facilities, regardless of usage)
	Frame	3 Years
	Parts	3 Years
	Labor	3 Years

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#### COMMERCIAL LIMITED WARRANTY TL1000 Traverse Lateral Trainer

### Save Time and Register Online! Activate Multiple Warranties at truefitness.com/support/warranty-service-registration

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
<u>Parts</u>	
Transcend Touchscreen	3 Years
Electrical	3 Years
Wear Items	3 Years
Cosmetics	6 Months
Labor	
Parts	3 Years
Cosmetics	6 Months
Device Connectivity	
Headphone Jack &	90 Days Parts,
USB Port	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 lateral trainer electrical parts and wear items are warranted for defects in material and workmanship for three years with three years labor warranty. The Transcend touchscreen console 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 lateral trainer 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.

**Device Connectivity:** Device Connectivity elements; headphone jack 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 three 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

truefitness.com / 800.426.6570 / 1.636.272.7100



#### COMMERCIAL LIMITED WARRANTY TL1000 Traverse Lateral Trainer

#### Save Time and Register Online! Activate Multiple Warranties at truefitness.com/support/warranty-service-registration

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

- 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.

#### LATERAL TRAINER SERIAL NUMBERS:

The TL1000 lateral trainer 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:	
	CONSOLE SERIAL NUMBER:
	BASE SERIAL NUMBER:

#### **SAMPLE SERIAL NUMBER STICKER:**



Keep this page for your records

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### COMMERCIAL LIMITED WARRANTY TL1000 Traverse Lateral Trainer

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 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)

Commercial Warranty Registration	3. Please indicate your type of facility:
PLEASE PROVIDE BOTH SERIAL NUMBERS BELOW. REQUIRED FOR WARRANTY REGISTRATION:	a. Apartment/Condo b. Corporate Fitness Center c. Municipality d. Health Club/Gym/Spa f. Military Base f. Other
CONSOLE SERIAL NUMBER:	4. What other types of equipment does your company currently own?
	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
BASE SERIAL NUMBER:	5. How many people use your facility on a daily basis?
	3. Flow many people use your facility of a daily basis:  a. <25 b. 25-75
	c. 76-150 d. 150+
	6. Do you plan to purchase more fitness equipment
Model Type: TL1000 Commerical Taverse Lateral trainer	in the next 6-12 months? Yes No
	165 140
Date of Purchase	7. If you answered "yes" to question 6, what type do you
Your Company Name	plan to purchase?
Contact First Name	a. Treadmill b. Elliptical
	c. Stationary Bike d. Free Weights f. Other
Contact Last Name	e. dyiiii. Otilei
Address	8. Would you recommend TRUE to other club owners?
	Yes No
CityStateZIP	9. You are a valued TRUE customer and your suggestions
Email Address	allow us to continually improve your experience. Is there
PhoneFax	anything else you would like us to know? Please explain:
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	

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