



* Assembly Guide & Warranty Card Included

TE900 TREADMILL OWNER'S MANUAL



TE900 TREADMILL 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/document-library/29/international-manuals

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/document-library/29/international-manuals

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/document-library/29/international-manuals 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/document-library/29/international-manuals

هام:

جميع المنتجات المعروضة هي النموذج. قد تختلف المنتج الفعلي تسليمها.
مواصفات المنتج، والميزات والبرامج قابلة للتغيير دون إشعار.
www.truefitness.com ما يصل حتى الآن دليل المالك يرجى زيارة
www.truefitness.com/document-library/29/international-manuals للمستندات في لغات إضافية، يرجى زيارة

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/document-library/29/international-manuals

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/document-library/29/international-manuals

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/document-library/29/international-manuals

TE900 TREADMILL 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!

TE900 TREADMILL OWNERS MANUAL

TABLE OF CONTENTS:

Chapter 1: Safety Instructions

Safety Instructions.....	1
Space Requirements.....	4
Safety Key Instructions.....	5
Grounding Instructions.....	7
Power Requirements.....	8
Warning Decals.....	9
Compliances.....	9

Chapter 2: Assembly Instructions

Pre-Assembly Checklist.....	11
Assembly Steps.....	13

Chapter 3: Product Overview

Treadmill Overview.....	27
-------------------------	----

Chapter 4: Care & Maintenance

Care & Maintenance.....	29
Cleaning the Equipment.....	29
Running Belt Alignment.....	30
Tensioning the Running Belt.....	31
Treadmill Lubrication.....	31
Leveling the Treadmill.....	32
Other Scheduled Preventive Maintenance.....	32
Long Term Storage.....	32

Chapter 5: Customer Service

Contacting Service.....	33
Contacting Sales.....	33
Reporting Freight Claims or Parts Damage.....	34

Chapter 6: Additional Information

Troubleshooting Guide.....	35
Wiring Diagram.....	41

Chapter 7: Warranty Information




Warranty Information.....	42
---------------------------	----

CHAPTER 1: SAFETY INSTRUCTIONS








IMPORTANT SAFETY INSTRUCTIONS

SAVE THESE SAFETY INSTRUCTIONS

This treadmill is intended for in-home use only; do not use this treadmill in a commercial or institutional setting. Doing so may void the expressed warranty.

-  WARNING: All EXERCISERS MUST READ ALL INSTRUCTIONS BEFORE USING THE TREADMILL.
-  WARNING: Heart rate monitoring systems may be inaccurate for some individuals. Over-exercising may result in serious injury or death. If you feel faint, stop exercising immediately.
-  WARNING: Equipment should be immediately taken out of use if it fails to work properly or when a warning is presented electronically.

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

-  WARNING: To reduce the risk of electrical shock, always unplug this TRUE product before cleaning or attempting any maintenance activity. Do not handle the plug with wet hands.
-  WARNING: To reduce the risk of burns, fire, electric shock or injury, it is imperative to connect each product to a properly grounded 110V electrical outlet. A risk of electrical shock may result from improper connection of the equipment's grounding conductor. Check with a qualified electrician if you are unsure about proper grounding techniques. Do not modify the plug provided with this product. If it will not fit an electrical outlet, have a proper outlet installed by a qualified electrician. Your TRUE Fitness product must be properly grounded to reduce risk of shock if the treadmill malfunctions. Your treadmill is 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.

CHAPTER 1: SAFETY INSTRUCTIONS



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 treadmill is in operation - Keep feet, hands, and fingers away from moving parts.

CAUTION:

- Health related injuries may result from incorrect or excessive use of exercise equipment.
- Do not use typing or web surfing features at excessive speeds. Always stabilize yourself by holding a stationary handle when using typing or web surfing features. (Varies by console option)
- Do not use the contact heart rate grips as a handlebar during a workout.
- Any changes or modifications to this equipment could void the product warranty.
- To 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 for a replacement.
- Use a TRUE AC power cord or AC/DC adapter only.
*Note the plug configuration for the power adapter may vary by country.
- Position this product so the power cord plug is accessible to the user.
- Keep the power cord away from heated surfaces. Do not pull the equipment by the power cord or use the cord as a handle. Do not run the power cord along the side or under the treadmill.
- If the electrical supply cord is damaged it must be replaced by the manufacturer, an authorized service agent, or a similarly qualified person to avoid a hazard.
- Do not use this product in areas where aerosol spray products are being used or where oxygen is being administered. Such substances create the danger of combustion and explosion.
- Always follow the console instructions for proper operation.
- Close supervision is necessary when used near children under the age of 15, or disabled persons.
- Do not use this product outdoors, near water, while wet, or in areas of high humidity including extreme temperature changes
- Never operate a TRUE product with the air openings blocked. Keep air openings free of lint, hair or any obstructing material.
- Never insert objects into any openings in this product. If an object should drop inside, turn off the power, unplug the power cord from the outlet and carefully retrieve it. If the item cannot be reached, contact TRUE Customer Service.
- Never place liquids of any type directly on the unit except in the accessory tray or bottle holders. Containers with lids are recommended.
- Wear shoes with rubber or high traction soles. Do not use shoes with heels, leather soles, cleats or spikes. Make sure no stones are embedded in the soles. Do not use this product in bare feet. Keep all loose clothing, shoelaces and towels away from moving parts.
- Do not reach into or underneath the unit, or tip it on its side during operation.

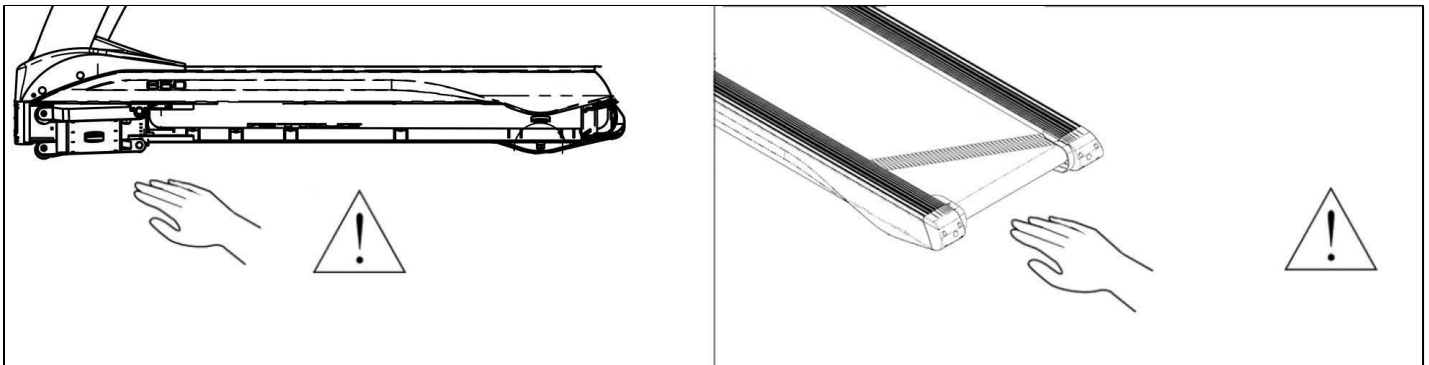
CHAPTER 1: SAFETY INSTRUCTIONS

⚠ CAUTION (CONTINUED):

- Use correct ergonomic positioning while running on treadmill.
- Do not allow animals on or near the equipment while in operation.
- Use the side handrails whenever additional stability is required. In case of emergency, such as tripping, the side handrails should be grabbed and the user should place his/her feet on the side platforms. The front handlebars should be used to grasp the heart rate sensors or to rest the hand on while operating the activity zone keys, but not for stability, emergency, or continuous use.
- Do not exceed maximum user weight of 400 lbs (181 kg).
- Do not use if you have a cold or fever.
- When using this exercise machine, basic precautions should always be followed.
- Use this equipment 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 equipment while it is in motion.
- 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.
- Allow only one person at a time on the equipment while it's operating.
- It is the sole responsibility of the owner/operator to ensure regular and scheduled maintenance is performed.
- To avoid injury stand on the side rails before starting the treadmill.
- Avoid exiting treadmill while leaving the tread belt in motion.
- Never walk or jog backwards on the treadmill.

⚠ CAUTION:

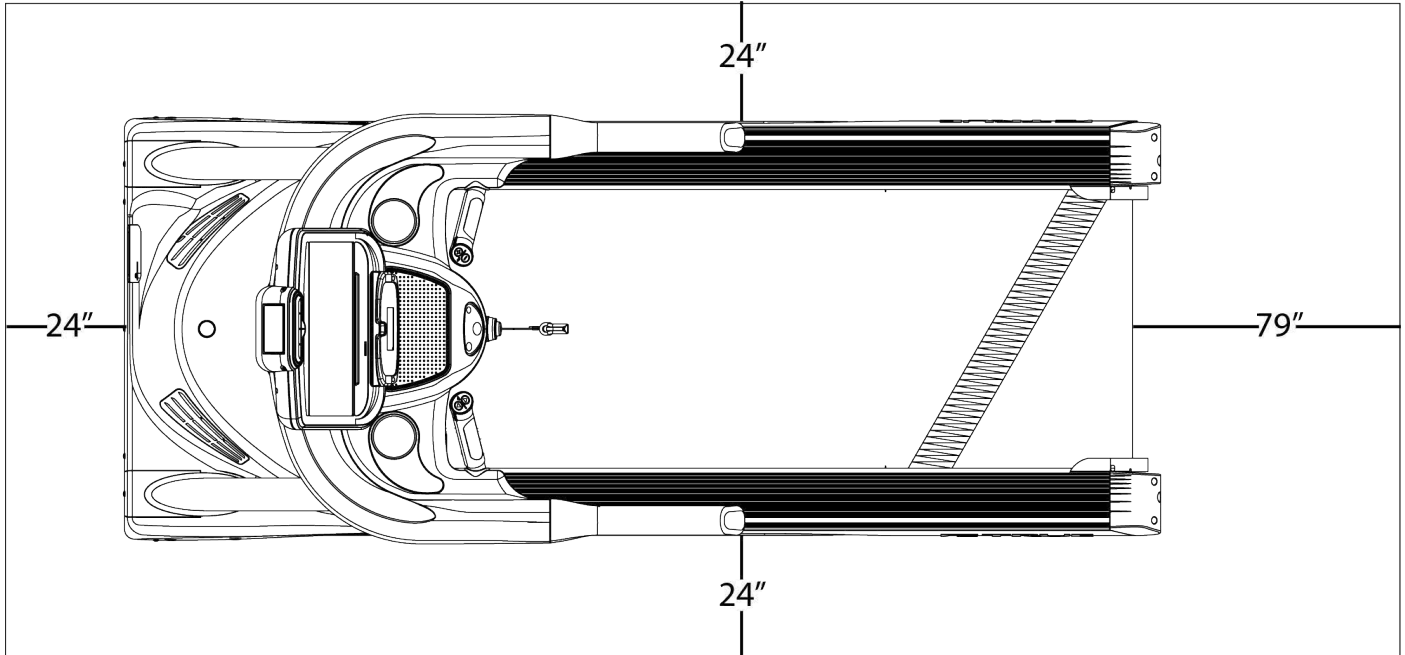
- To avoid serious injury, do not touch the incline rack while the treadmill is in use.
- To avoid serious injury, do not touch the belt while the treadmill is in use.



CHAPTER 1: SAFETY INSTRUCTIONS

SPACE REQUIREMENTS:

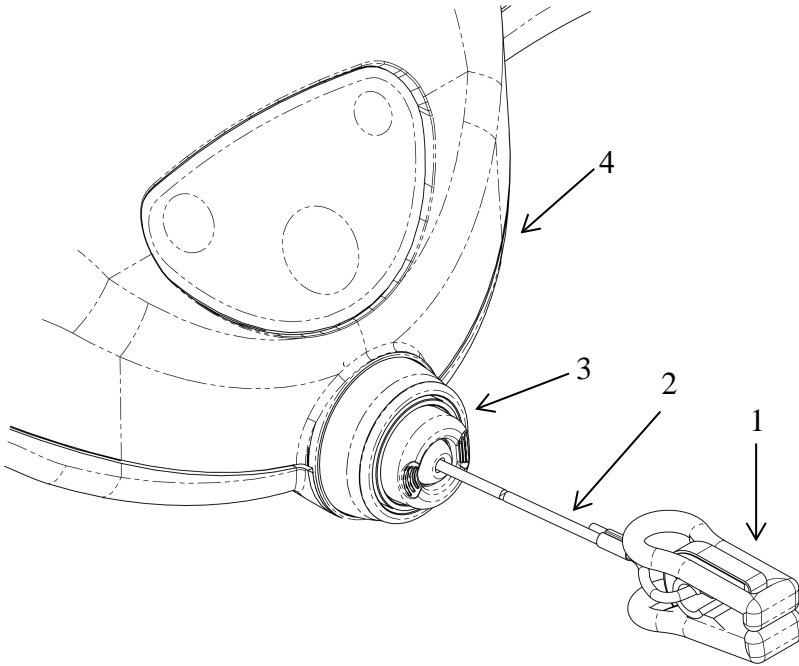
TRUE's recommendation is to leave a minimum of 20" (0.5m) on each side of the treadmill and a 79" (2 m) safety zone at the rear of the treadmill.



CHAPTER 1: SAFETY INSTRUCTIONS

Safety Key (E-Stop) Overview:

Attach the safety clip to your clothing before each workout and when equipment is in use to ensure an immediate halt of all treadmill belt activity if the user is unable to continue.

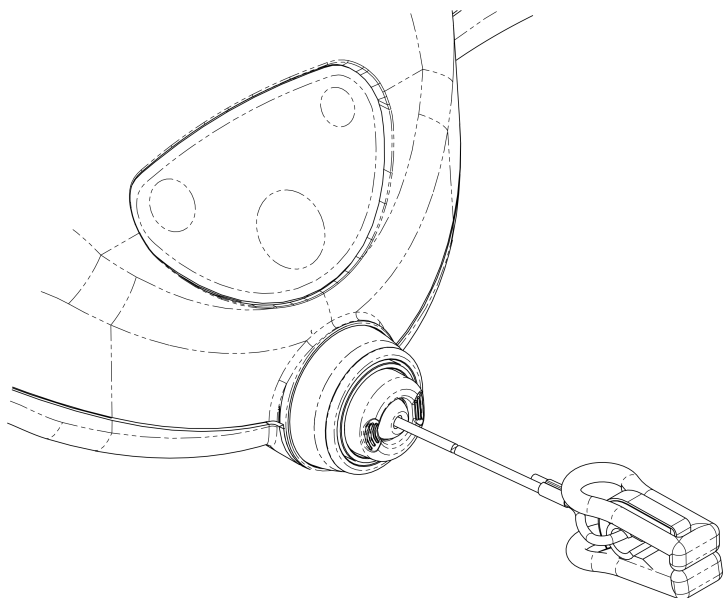


Safety Key Feature	Number
Safety Key Clip	1
Safety Key Pull Cord	2
Safety Stop Engagement Indicator/Safety Stop Reset Button	3
Console Rack	4

CHAPTER 1: SAFETY INSTRUCTIONS

Safety Key (E-Stop) Usage:

Safety Key (E-Stop) Disengaged:

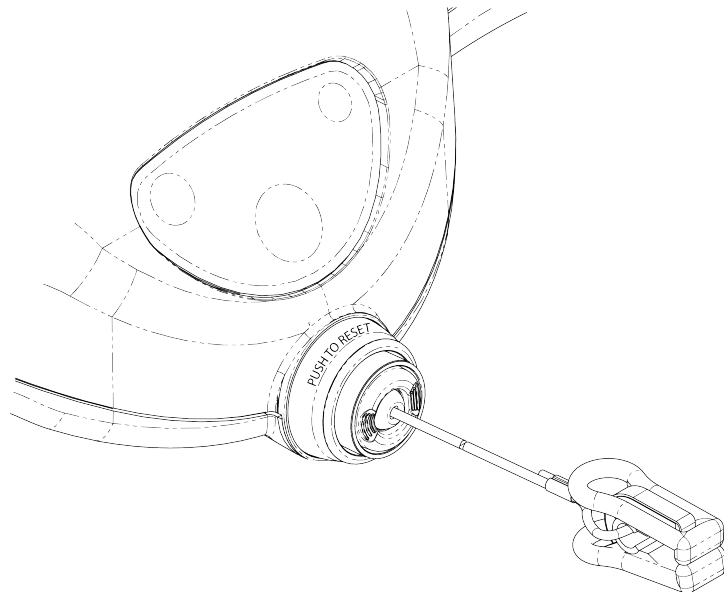


Shown to the left is the disengaged position of the safety key (e-stop).

When the equipment is in use or the user is standing on the belt not in use, the safety key clip must be attached to the user's clothing. This allows the safety stop to be engaged if the safety clip attached to the user pulls the safety key pull cord taught, thus immediately halting all treadmill belt activity.

Note: The safety key pull cord length allows free range of motion for the user within the normal workout parameters identified within this owner's manual.

Safety Key (E-Stop) Engaged:



Shown to the left is the engaged position of the safety key (e-stop). Note the safety stop outer sleeve that covers the safety stop to denote the engaged position.

When the safety stop is engaged, all treadmill belt activity will cease and the following error message will appear on the console advising the safety stop is engaged "INSERT SAFETY KEY."

To remove the console error message and place the safety stop back in the disengaged position, push the safety stop reset button in once.

Note: You will be taken to the workout conclusion screen once the safety stop is switched back to the disengaged position.

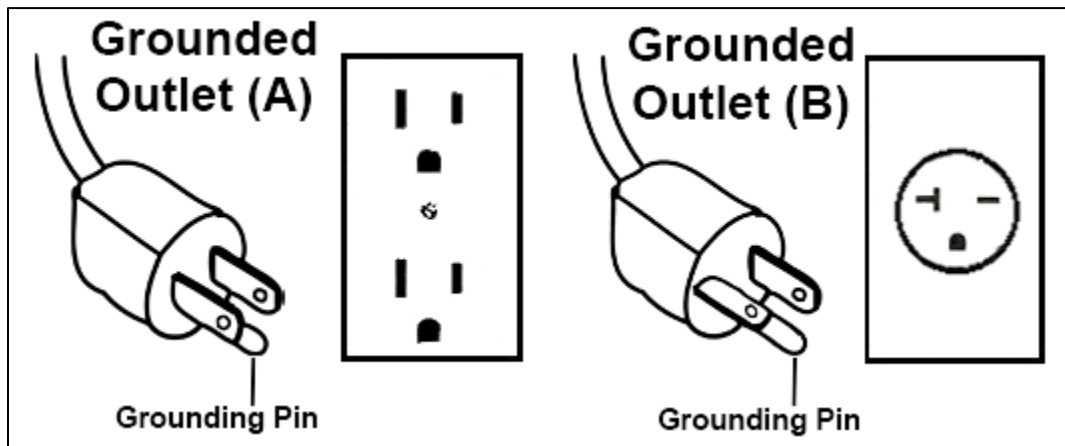
CHAPTER 1: SAFETY INSTRUCTIONS

GROUNDING INSTRUCTIONS:

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

DANGER:

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



CHAPTER 1: SAFETY INSTRUCTIONS

POWER REQUIREMENTS FOR TRUE PRODUCTS

Information Sheet 2010

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

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

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

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

Extension Cords

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

Grounded, Dedicated Line

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

Voltage

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

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

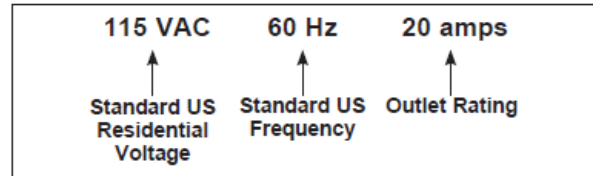


Figure 1

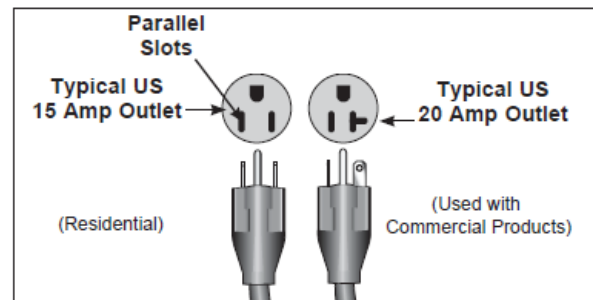


Figure 2

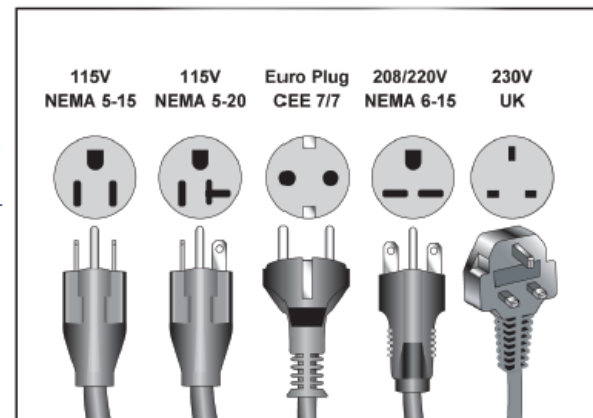


Figure 3

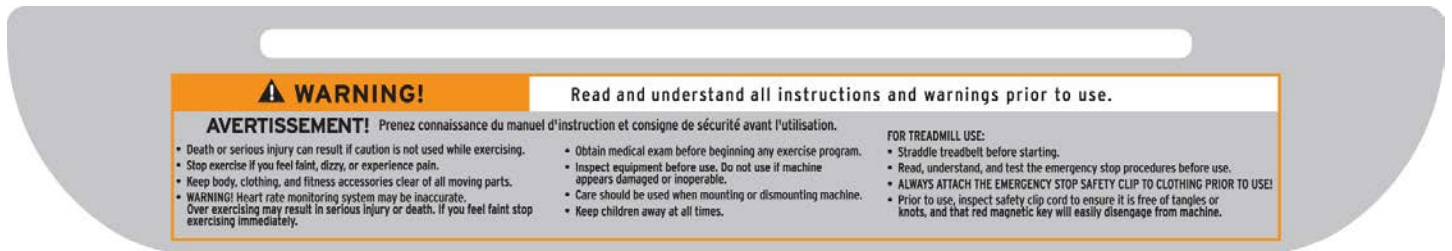
CHAPTER 1: SAFETY INSTRUCTIONS

WARNING DECALS:



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

To replace any worn or missing warning decals contact TRUE FITNESS by visiting www.truefitness.com or contact customer service at 800-883-8783.



TRUE
TRUE FITNESS TECHNOLOGY, INC.
ST LOUIS, MISSOURI 63366

Model No.
TE900-19

Serial No./Date Code
13-TE900001A

Rating: 120 V, 50/60 Hz, 15 A

MADE IN TAIWAN

FC

ETL LISTED US
Intertek
3135202

CONFORMS TO ANSI/UL
STD. 1647
CERTIFIED TO CAN/CSA
STD. C22.2 NO.68

SAMPLE

COMPLIANCES:

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

CHAPTER 2: ASSEMBLY INSTRUCTIONS

IMPORTANT SAFETY INSTRUCTIONS

- **Read and understand all instructions and warnings prior to use.**
- Obtain a medical exam before beginning any exercise program. If at any time during exercise you feel faint, dizzy, or experience pain, stop and consult your physician.
- Obtain proper instruction prior to use.
- This treadmill is intended for in-home use only.
- Inspect the treadmill 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 treadmill.
- Care should be used when mounting or dismounting the treadmill.
- Read, understand, and test the emergency stop procedures before use.
- Disconnect all power before servicing the treadmill.
- Do not exceed maximum user weight of 400 lbs.
- Keep the top side of the moving surface clean and dry.
- Keep children and animals away.
- Use caution when moving and assembling treadmill.
- 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.

Basic Guidelines for Setting Up Your Treadmill:

After removing the treadmill from the packaging, place your treadmill on a clean, level surface. Make sure the electrical cord easily reaches a grounded three-pronged outlet and has enough slack to allow the deck to incline without tightening the cord. Do not allow the treadmill assembly to rest on the cord.

Important Electrical Requirements – 120V:

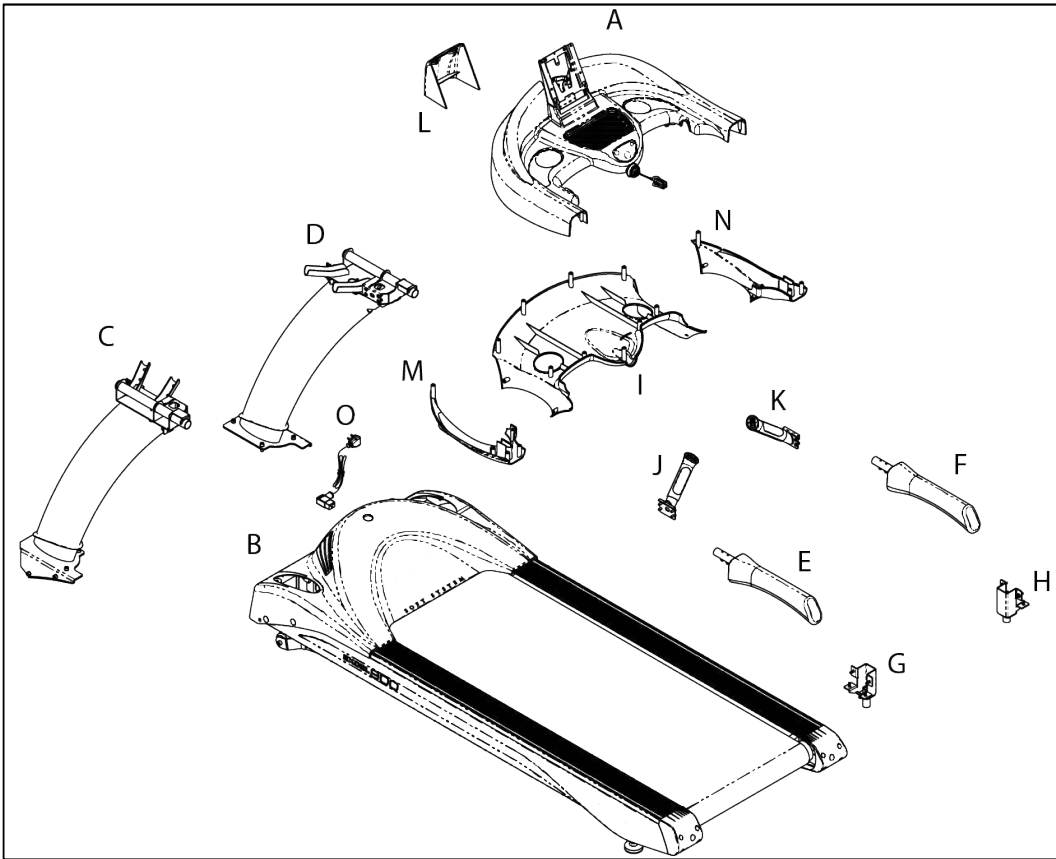
Your TRUE treadmill requires a dedicated 120 volt, alternating current (AC), 20 amp grounded outlet circuit. This means nothing else can be plugged into the same circuit. Most power circuits are rated for this 120V AC 20 amp requirement, but you must ensure the treadmill does not share the circuit with anything else.

Danger: Do not use an extension cord or ungrounded outlet:

The ground helps prevent electrical damage to your treadmill and enhances your safety by helping to prevent shock. Check with a qualified electrician or serviceman if you are in doubt as to whether the treadmill is properly grounded. Do not modify the plug provided with the treadmill if it will not fit the outlet. Have a proper outlet installed by a qualified electrician.

CHAPTER 2: ASSEMBLY INSTRUCTIONS

PRE-ASSEMBLY CHECK LIST:

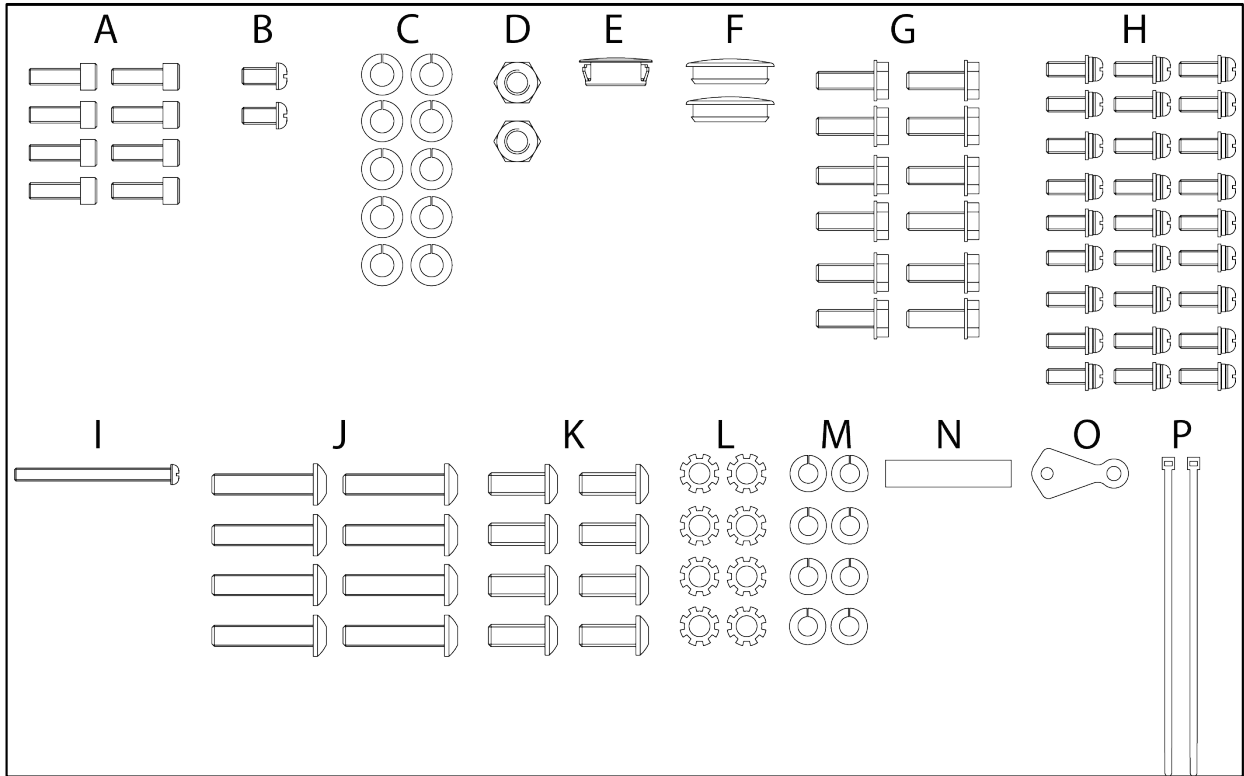


<u>Item</u>	<u>Description</u>	<u>Qty</u>
A	Console Rack	1
B	Frame	1
C	Pedestal - Left	1
D	Pedestal - Right	1
E	Handrail - Left	1
F	Handrail - Right	1
G	Standard Decline Bracket - Left	1
H	Standard Decline Bracket - Right	1
I	Lower Console Rack Cover	1
J	Hand Grip Assembly - Left	1
K	Hand Grip Assembly - Right	1
L	Rear Console Cover	1
M	Lower Shoulder Cover-Left	1
N	Lower Shoulder Cover-Right	1
O	Power Cord	1

CHAPTER 2: ASSEMBLY INSTRUCTIONS

PRE-ASSEMBLY CHECK LIST (CONTINUED):

TE900



Item	Description	Qty
a	Bolt M8 x P1 25 x 25	10
b	Screw M5 x P0.8 x 10	2
c	Lock Washer M8	10
d	Lock Nut M8 x P1.25	2
e	Cap-Motor Cover Screw	1
f	Cap-Motor Cover Screw	2
g	Bolt 1/4"-20 x 3/4"	12
h	Screw M4 x P0.7x12	27

Item	Description	Qty
i	Bolt M5 x P0.8 x 60	1
j	Bolt 5/16"-24 x 1-1/2"	8
k	Bolt 1/4"-20 x 5/8"	8
l	External Tooth Star Washer M8	8
m	Lock Washer 1/4"	8
n	Spacer	1
o	Retainer-Power Cord	1
p	Wire Tie	2

Tools Required (not included):

- Open End Wrenches: 15/16", 7/8", and 1/2"
- Hex Keys: 5/32", 3/16", 4mm, and 8mm
- Screwdrivers: #2 Phillips with 4" long tip, #2 Phillips with 8" long tip, 5/16" slotted approximately 6" long
- 7/16" 6-point socket, short extension and ratchet
- Long-nose pliers, small (optional)
- Wire cutters, small (optional)

CHAPTER 2: ASSEMBLY INSTRUCTIONS

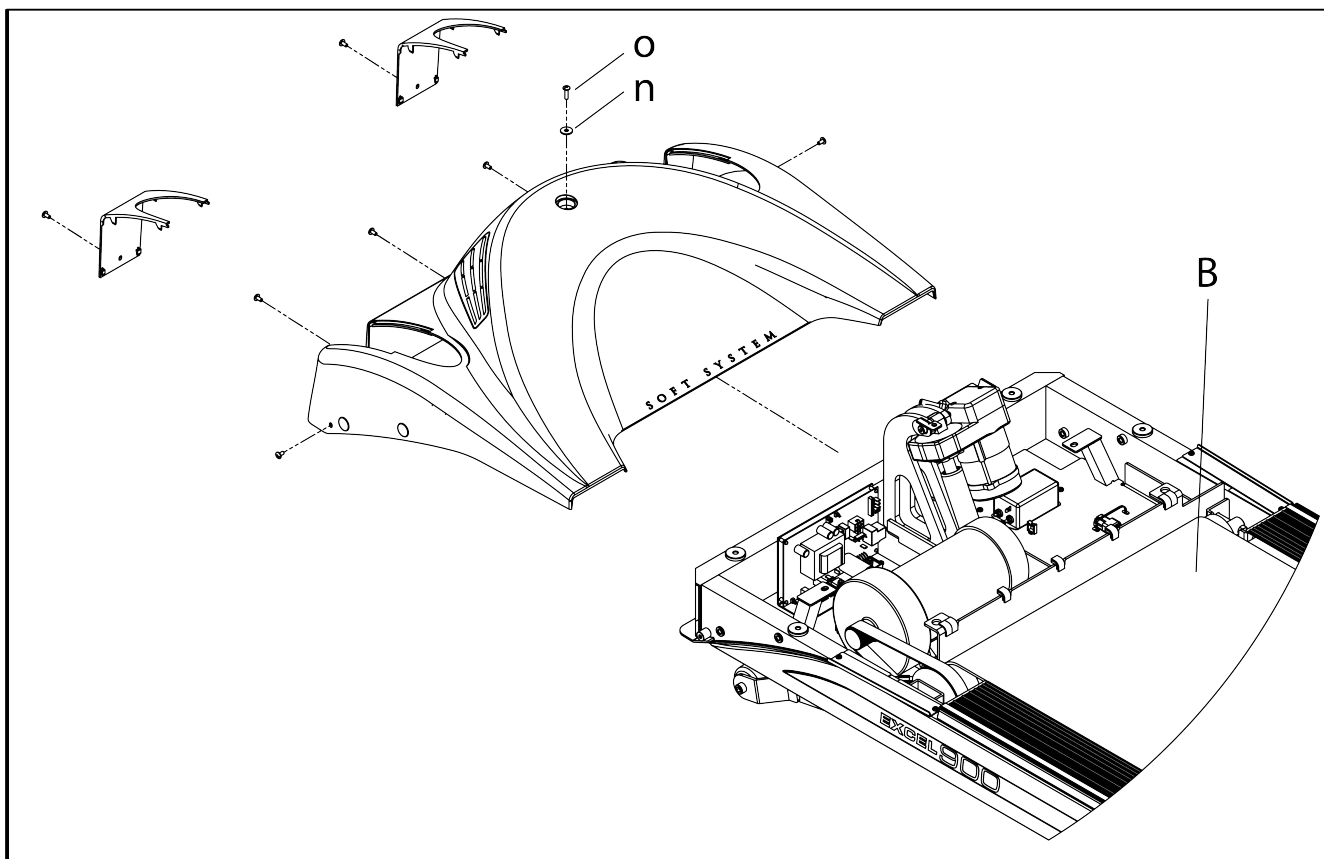
TREADMILL ASSEMBLY STEPS:

⚠ CAUTION:

- Use caution when assembling treadmill. Unpacking and assembling of this treadmill is a two person task.
- Remove all treadmill components from packaging.

Step 1 Remove Motor Cover:

- a) Remove the screw (o) and washer (n) from the motor cover and set to the side.
- b) Remove the motor cover from the treadmill frame (B)



CHAPTER 2: ASSEMBLY INSTRUCTIONS

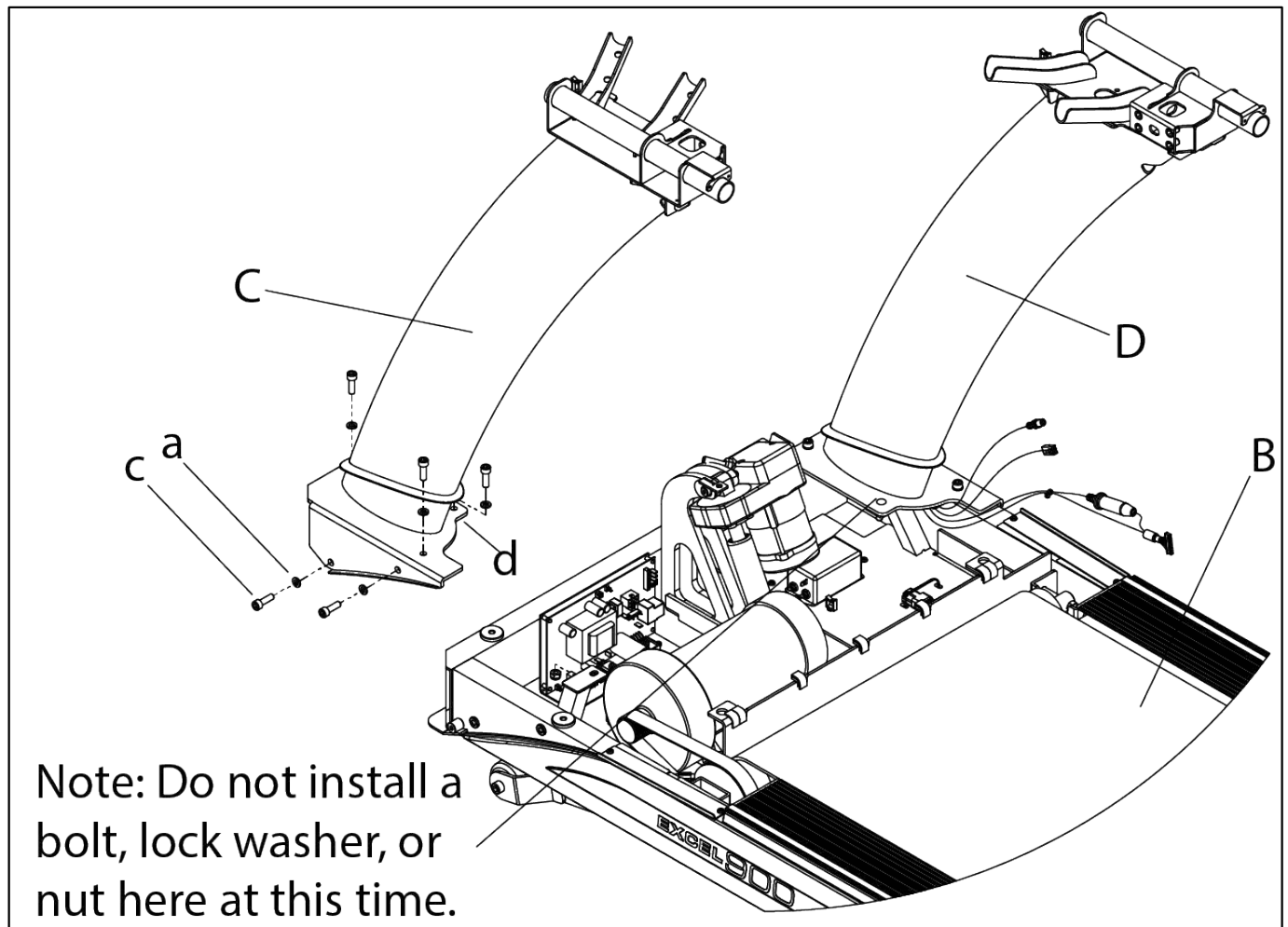
TREADMILL ASSEMBLY STEPS (CONTINUED):

Step 2 Pedestal Installation:

- a) Secure the pedestals to the treadmill frame using nine Bolts M8 x 25 (c), nine M8 lock washers (a), and one M8 lock nut (d) where shown.

Note: Do not fully tighten the hardware used in this step yet.

Note: Ensure the pedestal cables are routed between the treadmill frame and pedestal support brace as shown.



CHAPTER 2: ASSEMBLY INSTRUCTIONS

TREADMILL ASSEMBLY STEPS (CONTINUED):

Step 3 Frame Cable Connections:

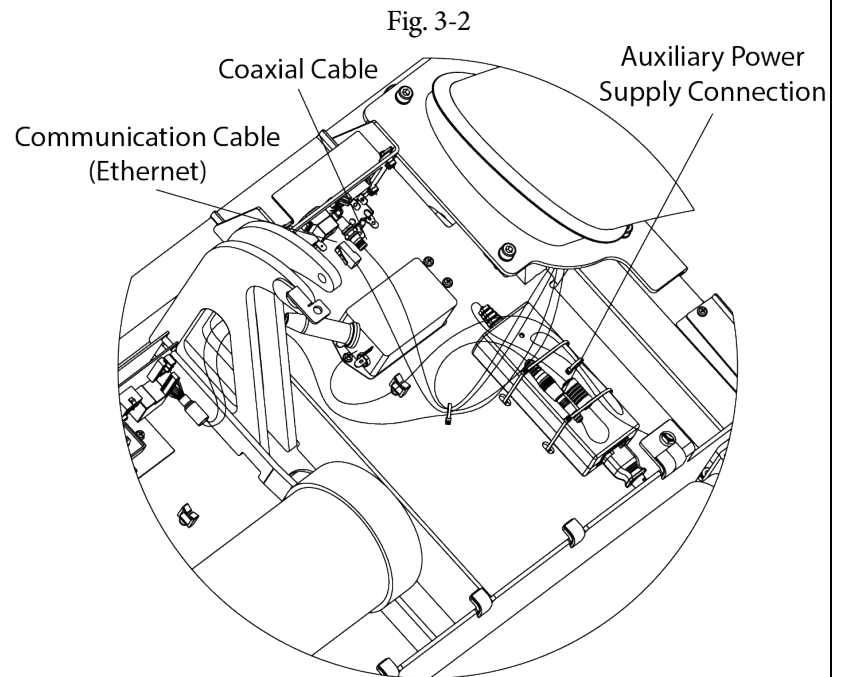
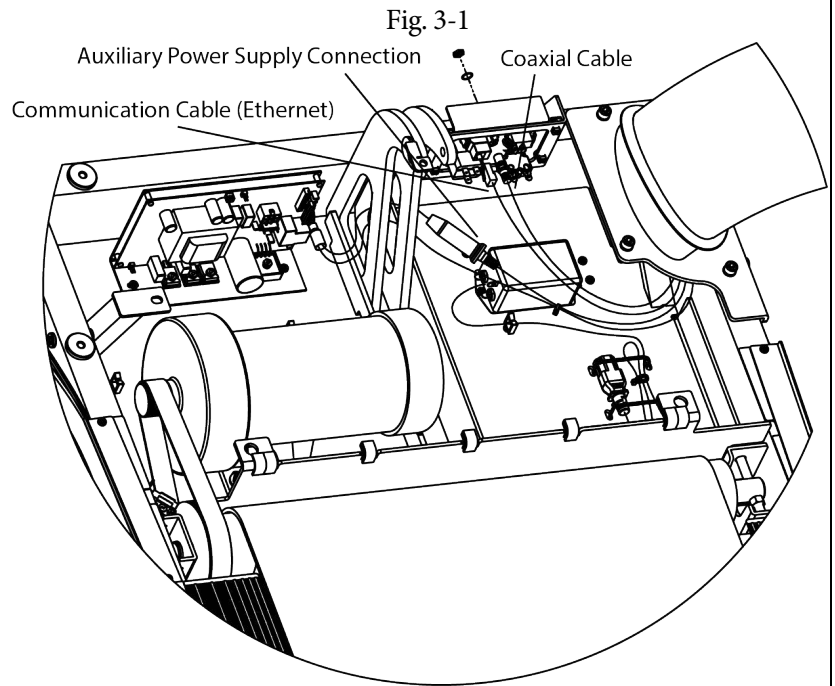
a) Route the cables exiting from the right pedestal to the appropriate connection point as shown. Cables will be marked for easy identification.

b) Remove the nut and washer attached to the coaxial cable as shown.

c) Pass the front of the coaxial cable through the hole in the electrical panel and reinstall the washer and nut on the coaxial cable.

Note: Fig. 3-1 is how the frame cable connections appear coming out of the shipping box. Fig. 3-1 illustrates the frame cable connections for the Emerge (LED) and 9" TFT consoles. Fig. 3-2 illustrates the frame cable connections for the Transcend and 15" TFT consoles. Note the different auxiliary power supply connection points between the two pictures based on the console used.

Note: The assembly instructions for securing the 12V power adapter to the motor pan and the corresponding cable connections can be found on pgs. 33-35 for the Transcend¹⁶ console and pgs. 40-42 for the Escalate¹⁵ console.



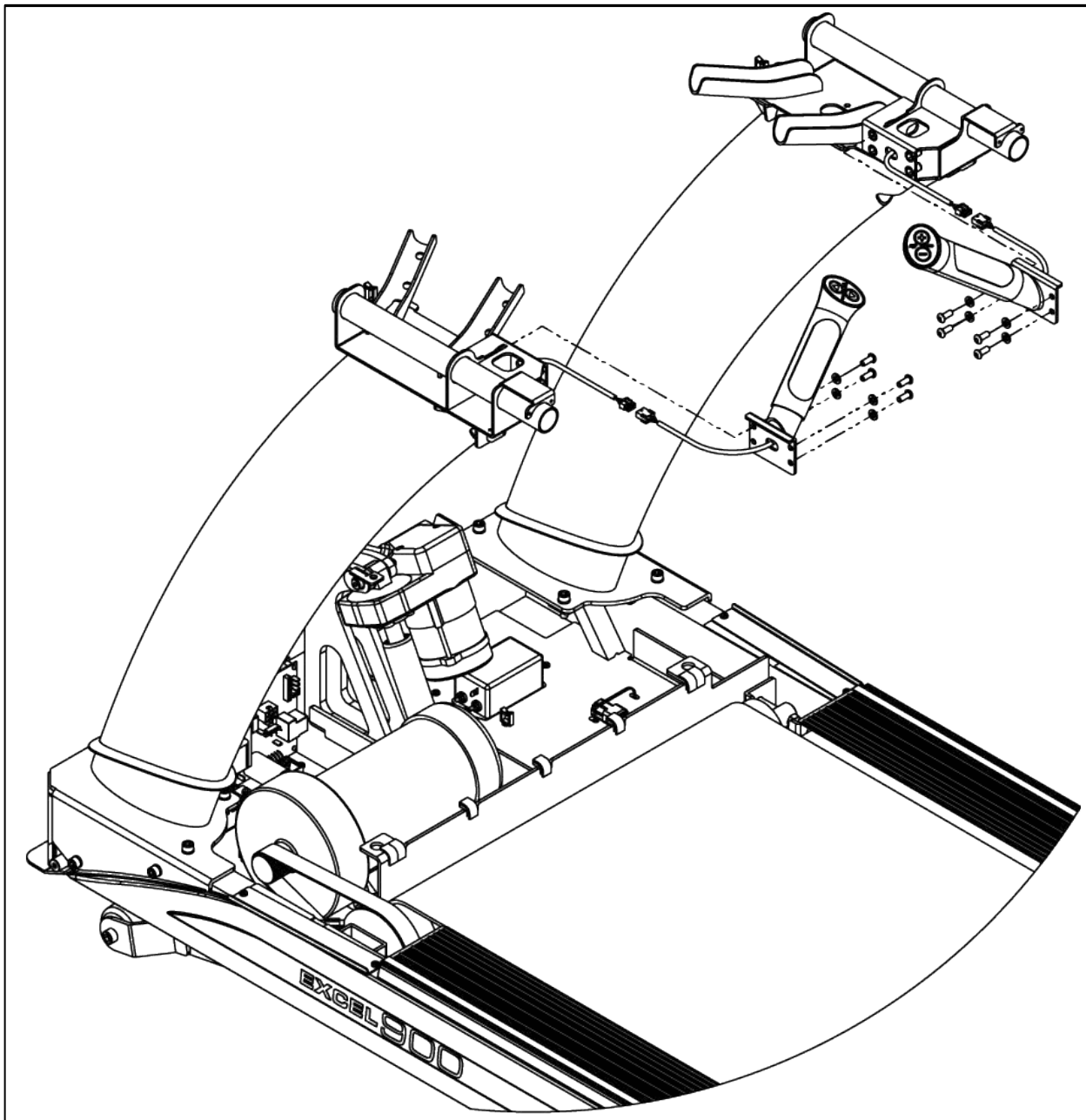
CHAPTER 2: ASSEMBLY INSTRUCTIONS

TREADMILL ASSEMBLY STEPS (CONTINUED):

Step 4 Hand Grip Assemblies:

- a) Connect the wire coming from the bottom of the Contact Heart Rate (CHR) grip assembly to the corresponding wire located in the pedestal arm as shown.
- b) Secure each CHR grip assembly to the pedestal arm with four screws and four lock washers.

Note: Confirm each grip assembly is assembled on the correct pedestal using the left and right orientation stickers on them.



CHAPTER 2: ASSEMBLY INSTRUCTIONS

TREADMILL ASSEMBLY STEPS (CONTINUED):

Step 5 Console Rack and Secure Pedestals:

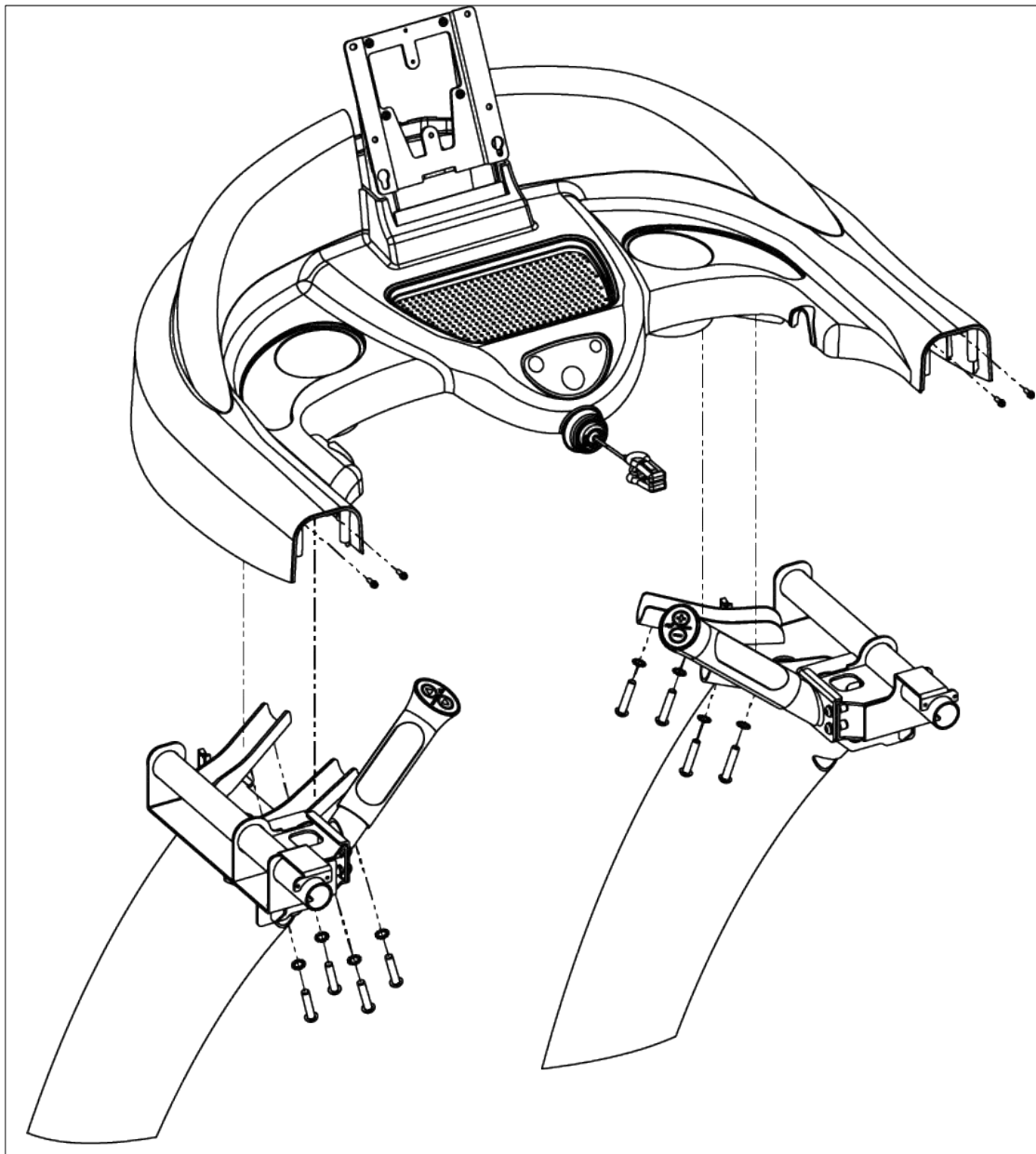
a) Install the console rack onto the pedestals by resting the console rack tubing on top of the pedestal tubing cradles.

Caution: Do not pinch cabling during this step.

b) Install eight bolts $5/16"$ x $1-1/2"$ and eight external tooth lock washers through the pedestal tubing cradle and console rack, but do not tighten.

c) Tighten all hardware from steps 2a - 6c.

d) Install four M4 x 12 screws and tighten.



CHAPTER 2: ASSEMBLY INSTRUCTIONS

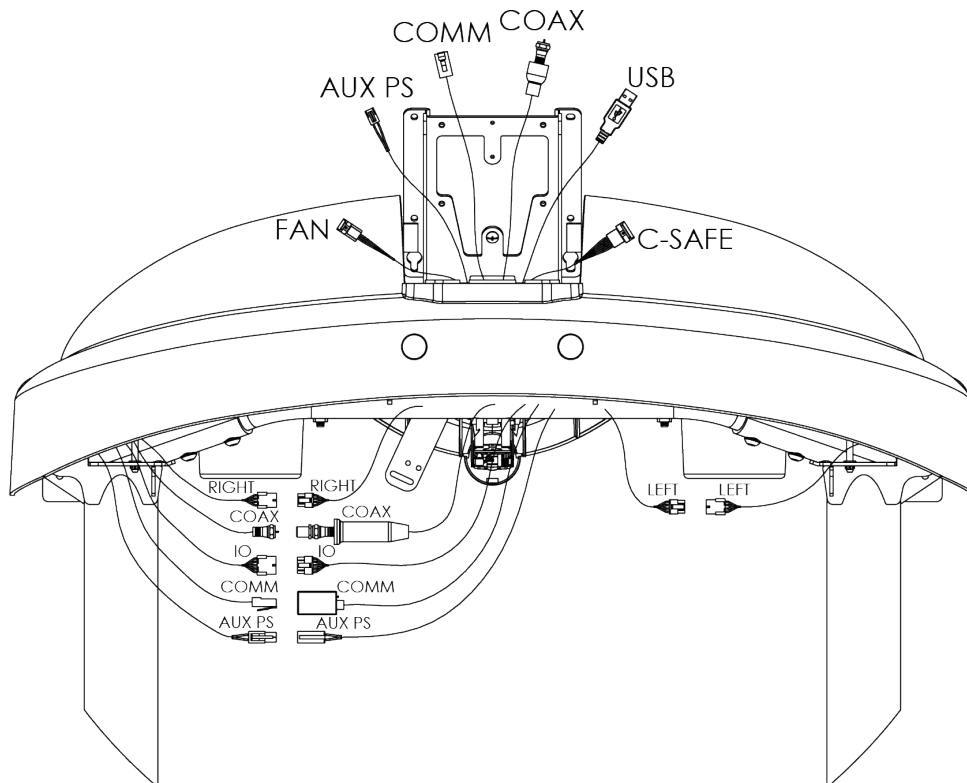
TREADMILL ASSEMBLY STEPS (CONTINUED):

Step 6 Console Rack Cable Connections and Lower Cover Installation:

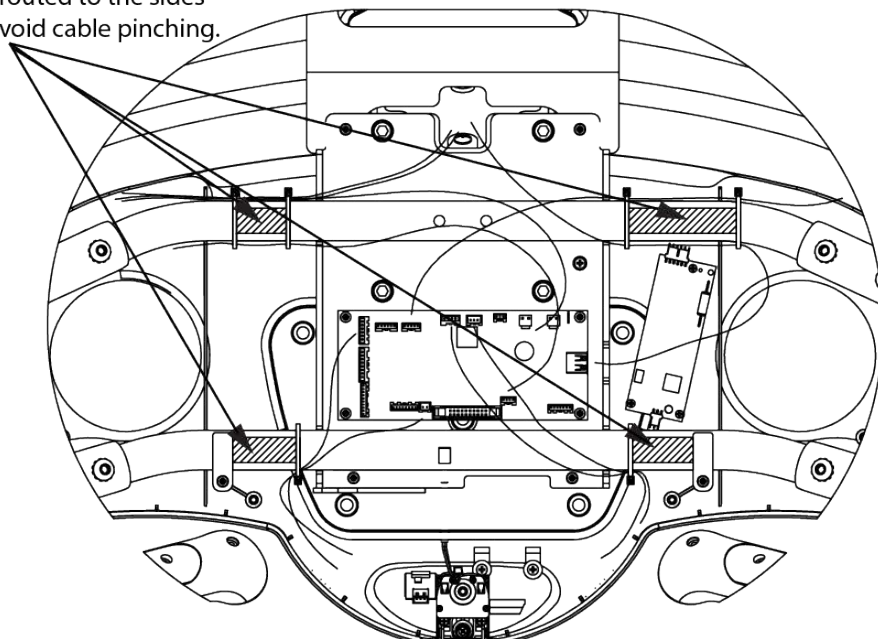
a) Connect all wires from the left and right pedestal arms to the wires from the upper console rack cover as shown (all cables will be connected regardless of console option).

***Do not over torque the coax TV cable.**

b) Route all cables into the underside of the upper console rack cover as shown to prevent wire pinching when installing the bottom console rack cover.



Confirm all cables are routed to the sides of these locations to avoid cable pinching.



CHAPTER 2: ASSEMBLY INSTRUCTIONS

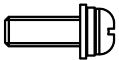
TREADMILL ASSEMBLY STEPS (CONTINUED):

Step 7 Lower Console Rack Cover:

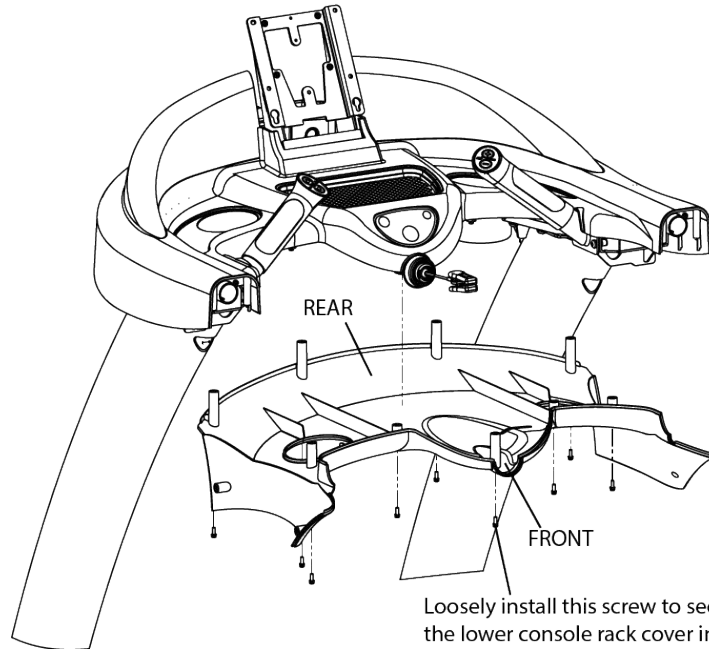
a) Position the rear edge with the long screw bosses slightly up inside the console rack first. Next, carefully raise up the front edge while making adjustments so the safety clip docking bracket and long screw boss passes up through the safety key mechanism.

Warning: Do not force the installation of the bottom cover.

Hardware Required:



9 bolts M4 x 12

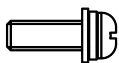


Loosely install this screw to secure the lower console rack cover in place. This will enable the remaining 8 screws to be easily installed.

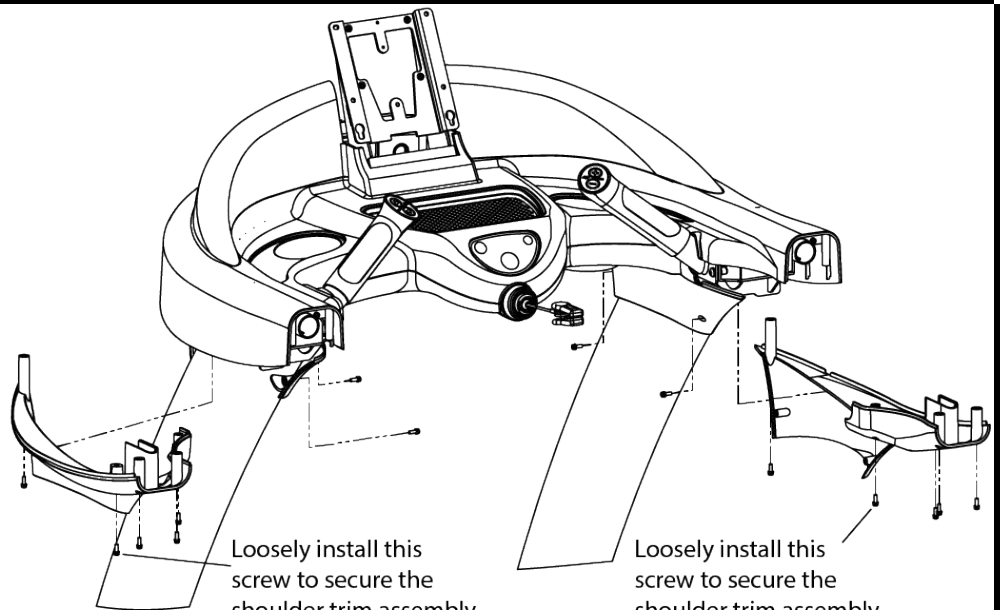
Step 8 Shoulder Trim Assembly:

a) Secure the left and right shoulder trim assemblies to the console rack using 14 bolts M4 x 12.

Hardware Required:



14 bolts M4 x 12



Loosely install this screw to secure the shoulder trim assembly in place. This will enable the remaining 6 screws to be easily installed.

Loosely install this screw to secure the shoulder trim assembly in place. This will enable the remaining 6 screws to be easily installed.

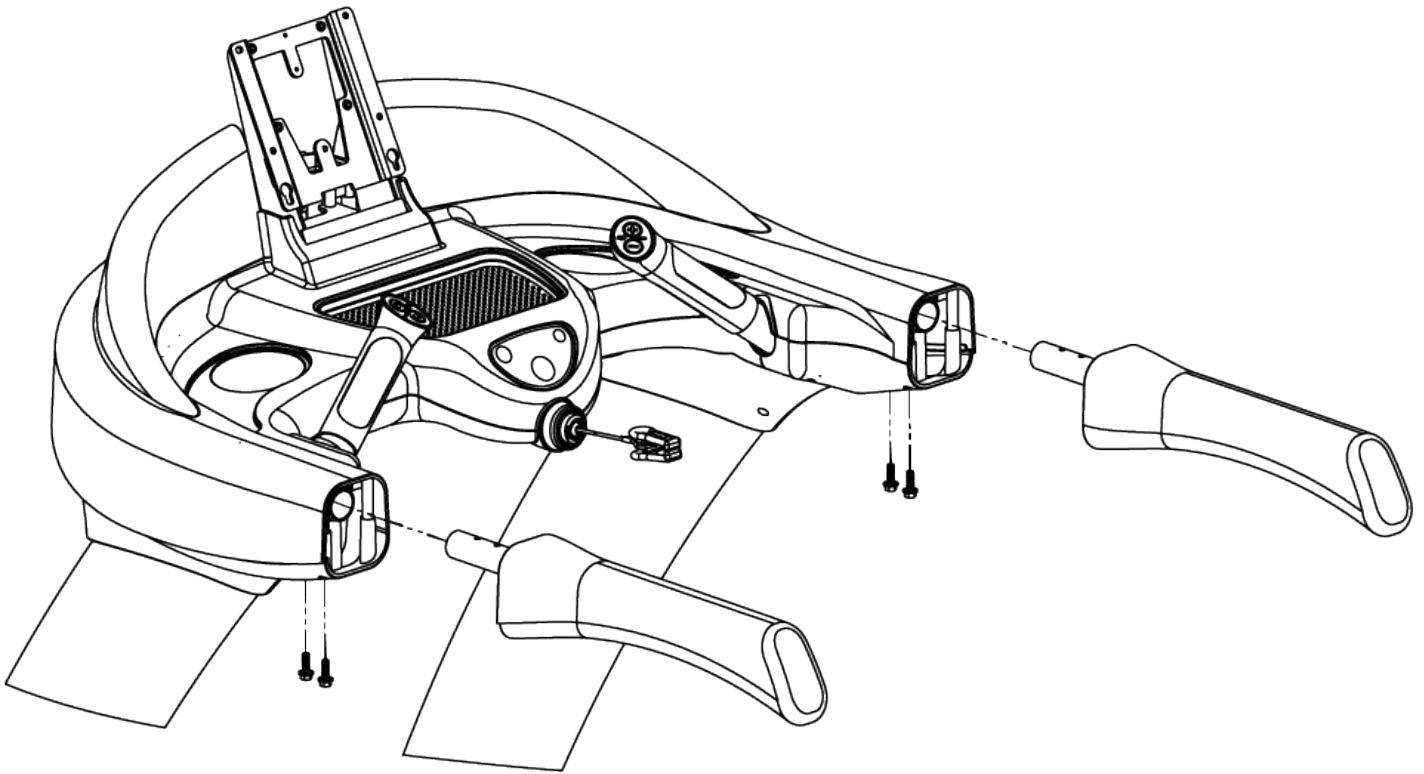
CHAPTER 2: ASSEMBLY INSTRUCTIONS

TREADMILL ASSEMBLY STEPS (CONTINUED):

Step 9 Handrails:

a) Fully insert the handle and then loosely install the four bolts $1/4"$ - 20 x $3/4"$, two for each handrail. While slightly rotating the handle to best align the seams and holding inwards, securely tighten the bolts.

Caution: When starting the bolts, be careful not to cross thread them.



CHAPTER 2: ASSEMBLY INSTRUCTIONS

TREADMILL ASSEMBLY STEPS (CONTINUED):

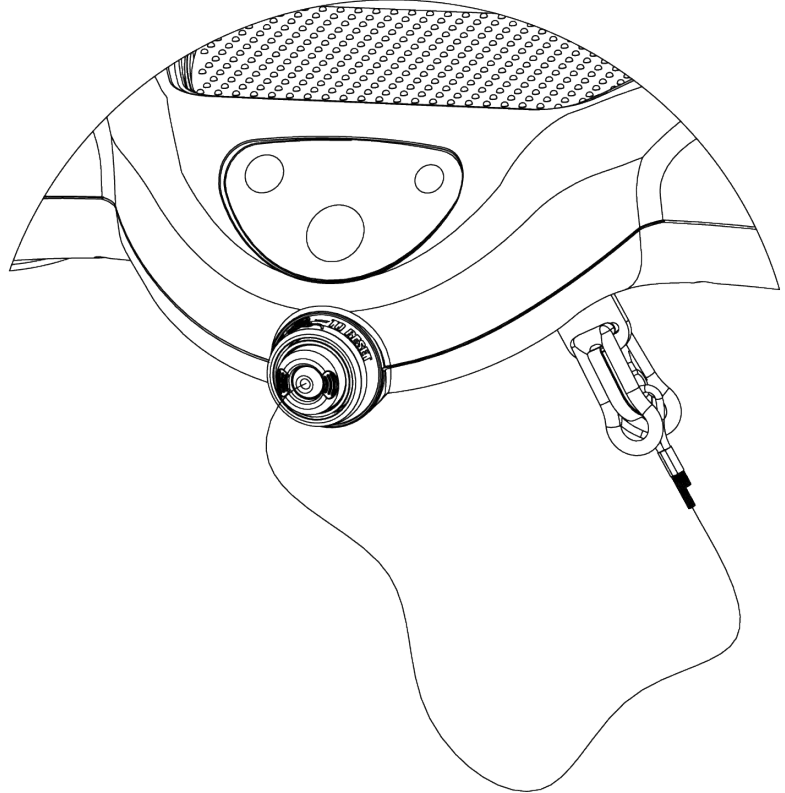
Step 10 Safety Key:

a) Locate the Safety Key attached to the console rack.

b) Attach the Safety Key clip to the anchor plate located on the console rack (when not working out).

c) Attach the safety key clip to clothing at the beginning of any workout.

CAUTION: Read treadmill Owner's Manual before attempting any workout

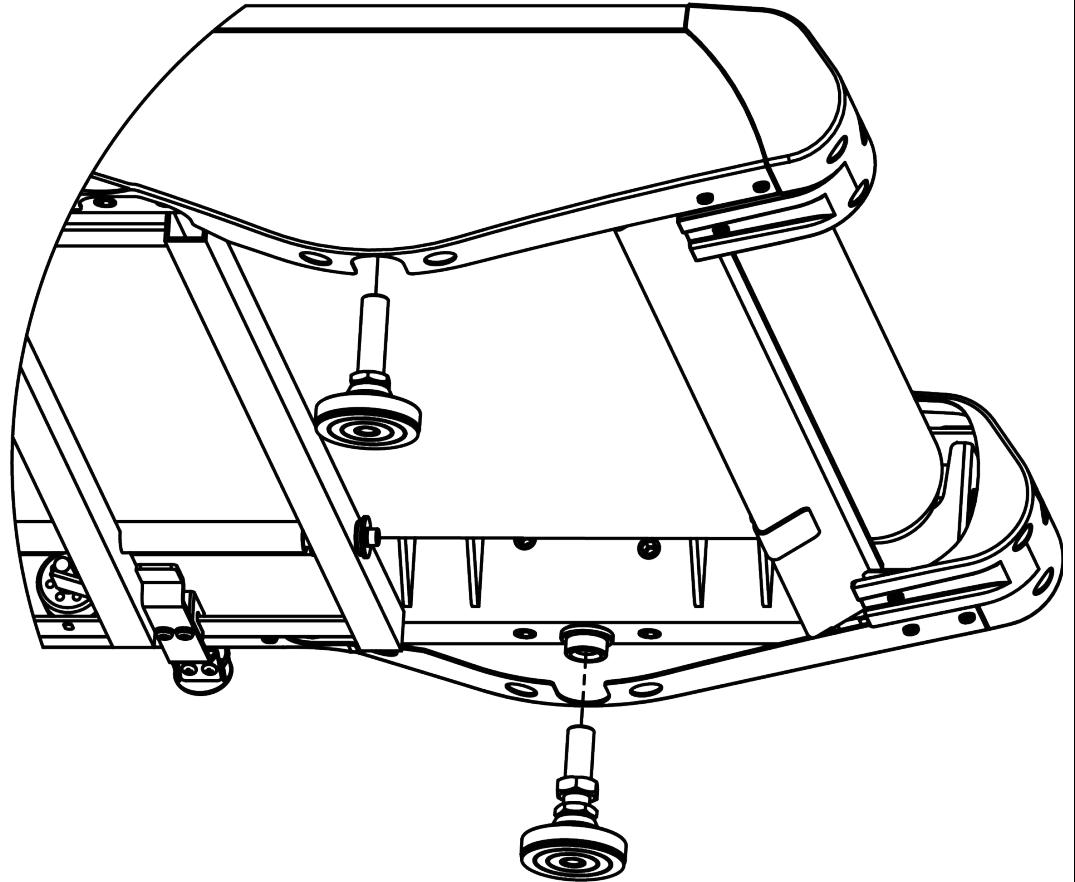


CHAPTER 2: ASSEMBLY INSTRUCTIONS

TREADMILL ASSEMBLY STEPS (CONTINUED):

Step 11 Leveling Feet-Decline Kit:

- a) Remove the leveling feet from the treadmill frame as shown.



CHAPTER 2: ASSEMBLY INSTRUCTIONS

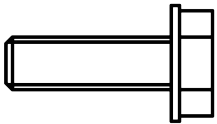
TREADMILL ASSEMBLY STEPS (CONTINUED):

Step 11 Leveling Feet-Decline Kit (Continued):

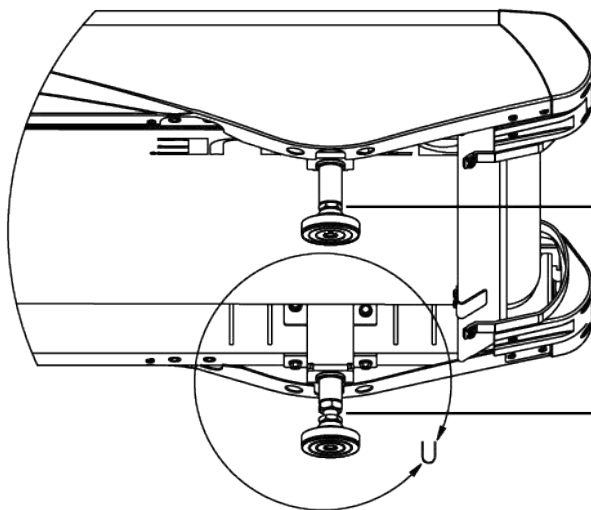
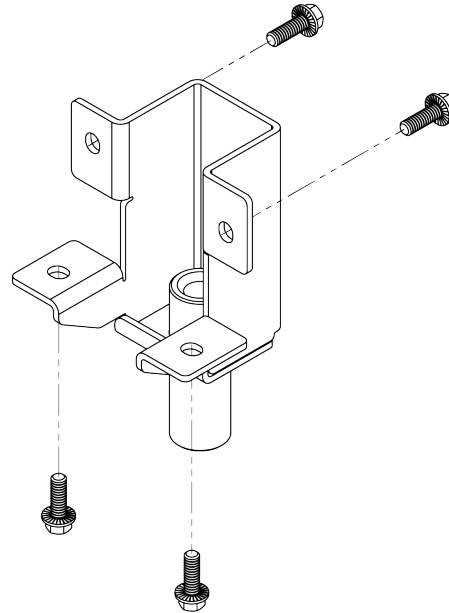
- a) Secure the standard decline kit to the treadmill frame in the identified areas using four bolts 1/4"-20 x 3/4" per kit.
- b) Screw the leveling feet into the standard decline kit holes as shown.

Note: The bracket is left and right side sensitive so confirm you are using the correct bracket.

Hardware Required:



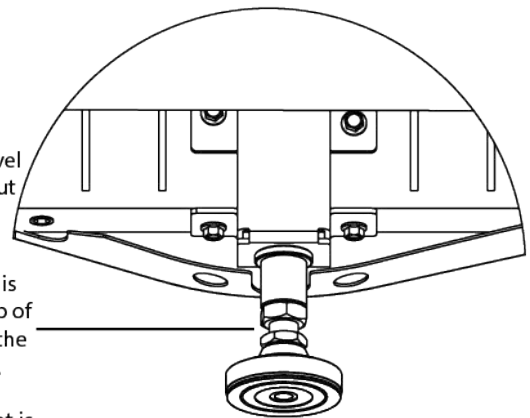
8 bolts 1/4"-20 x 3/4"



Note: The left hand side swivel foot is fully tightened without the use of a locking nut.

Note: The right swivel foot is initially installed with a gap of 1/4" between the nut and the hex area of the swivel foot.

Note: The right swivel foot is installed with the use of an adjustment locking nut.



DETAIL U
SCALE 1 : 2

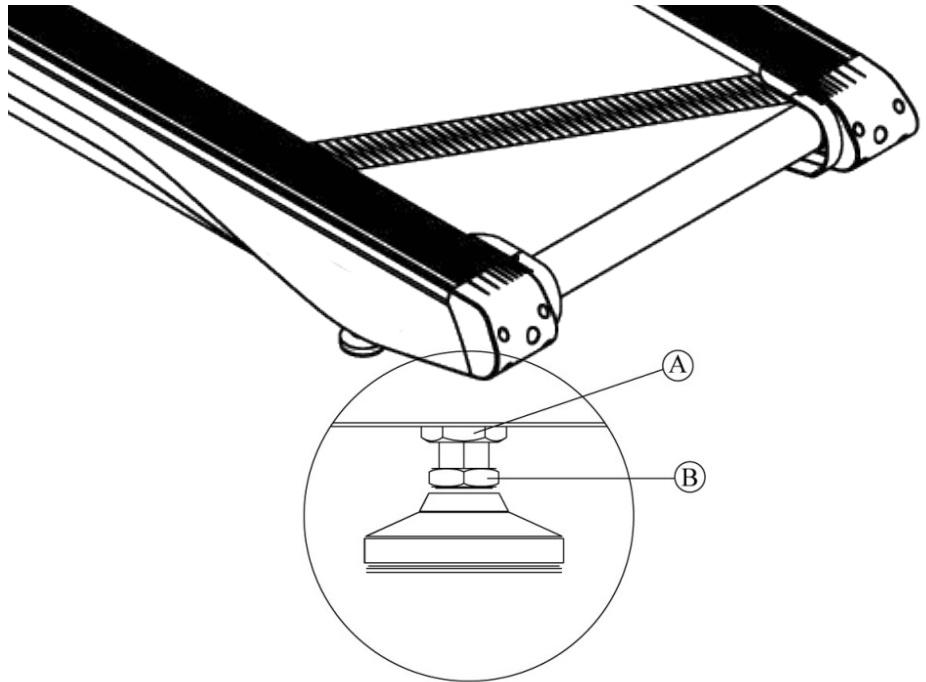
CHAPTER 2: ASSEMBLY INSTRUCTIONS

TREADMILL ASSEMBLY STEPS (CONTINUED):

Step 12 Rear Foot Leveling:

- a)** Ensure treadmill incline rack wheels and rear feet are resting on the floor and not on cardboard, packaging, etc.
- b)** Using a 15/16 inch open end wrench, loosen nut A on Right Rear Foot (only side adjustable).
- c)** Using a level or estimating by sight, turn section B of foot clockwise, or counter-clockwise, using a 7/8 inch open end wrench to level the rear of treadmill.
- d)** Tighten nut A until it is secured against bottom of treadmill.

Note: The recommended gap between (A) and (B) is 1/4" on a flat floor.



CHAPTER 2: ASSEMBLY GUIDE

TREADMILL ASSEMBLY STEPS:

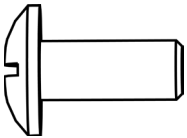
Step 13A Console Mast Assembly:

Place the two bottom console mounting screws inside the bottom keyholes on the console mast assembly. Partially thread the two top console mounting screws into the console. Fully tighten all four console mounting screws.

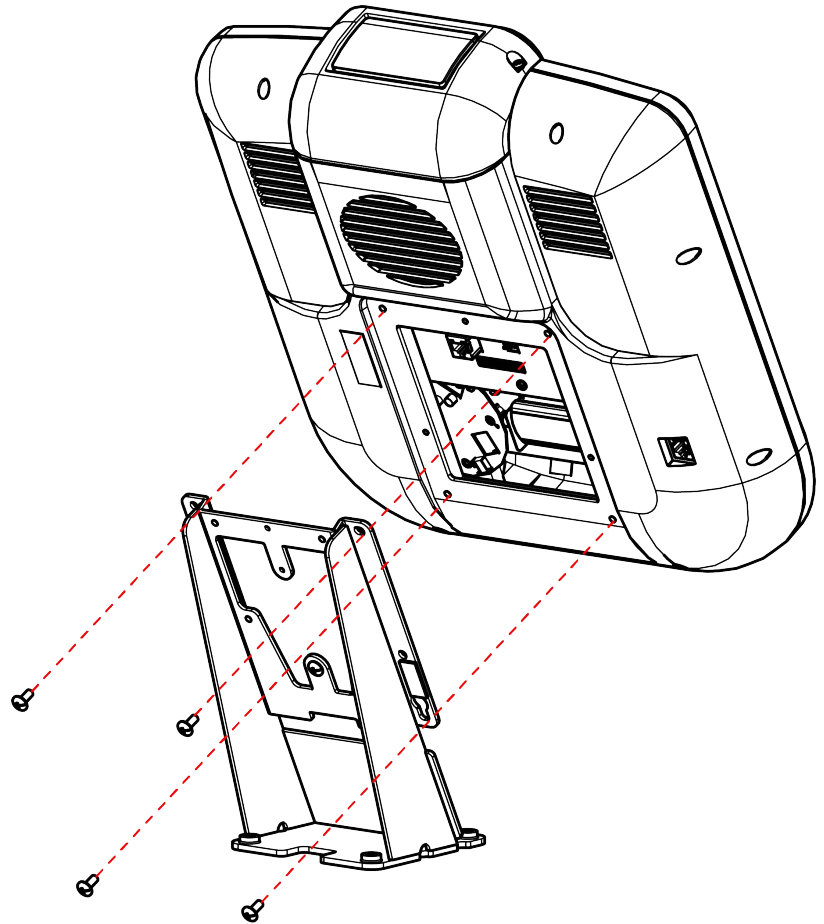
Note: Ensure all cable connections are routed inside the console mast assembly to prevent cable pinching.

Note: Refer to the respective console manual included with your console for wiring connections.

Hardware Required:



Part Number 00567800
Qty 4: M5 x 12 bolts



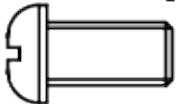
Step 13B Rear Console Cover Assembly:

a) Secure the rear console cover assembly to the console mast assembly using two bolts M5 x 10.

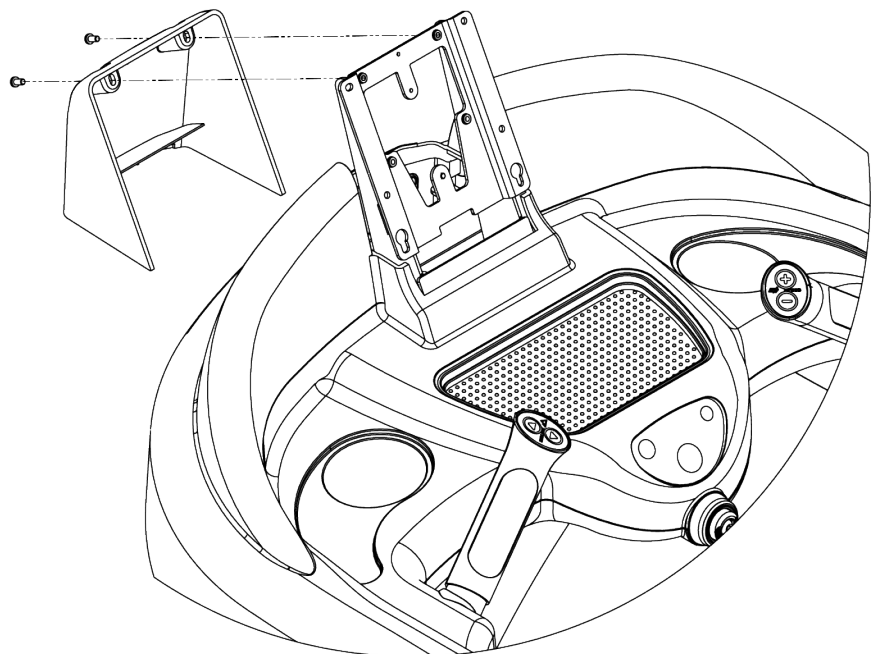
CAUTION: Make sure cabling is NOT pinched during installation.

Note: For specific console assembly instructions, see the corresponding section at the end of Chapter 2: Assembly Instructions.

Hardware Required:



Qty. 2: M5 x 10 bolts



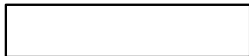
CHAPTER 2: ASSEMBLY INSTRUCTIONS

TREADMILL ASSEMBLY STEPS (CONTINUED):

Step 14 Power Cord Retainer:

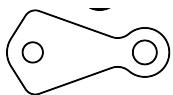
- a) Install the power cord retainer assembly in the order shown, but do not tighten.
- b) Rotate power cord retainer down and tighten the screw to push the retainer up against the power cord.

Hardware Required:

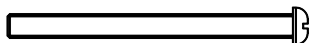


1 spacer

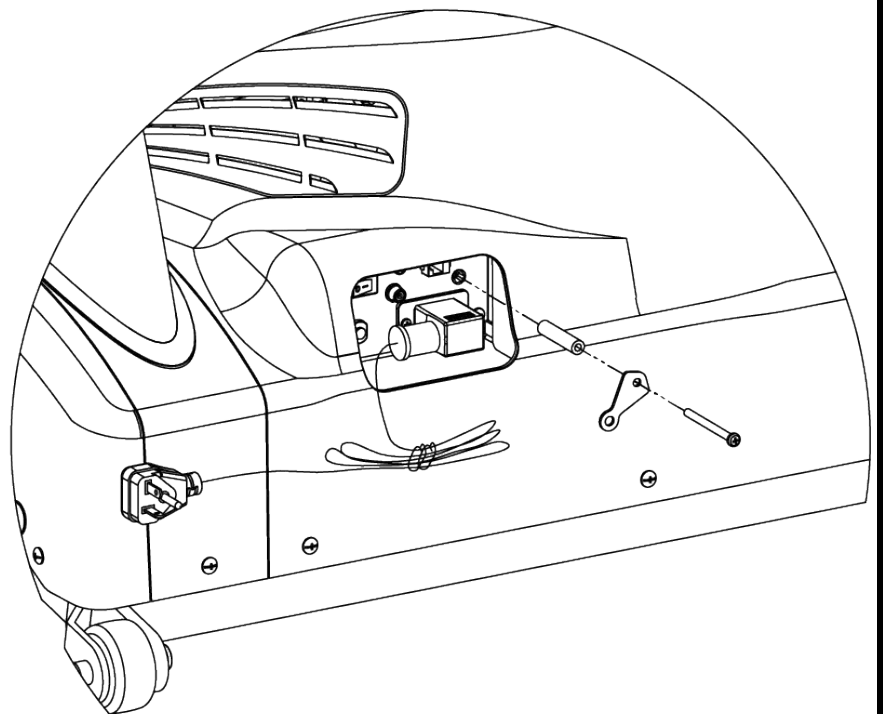
Note: The 110V spacer is 1-3/4" long.



1 retainer-power cord



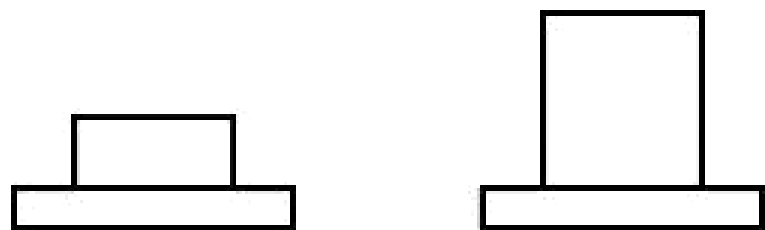
1 bolt M5 x 60



110V
configuration

Step 15 Power Cord Installation:

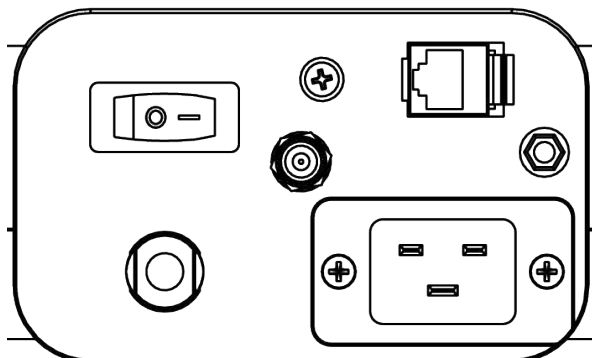
CIRCUIT BREAKER: In the event the current drawn by the treadmill exceeds a specified threshold value, the Circuit Breaker will operate; the button will pop out, and open the circuit. If this should occur, please wait 10 minutes and then reset the Circuit Breaker by pressing the button in on Circuit Breaker. If it does not reset, or the Circuit Breaker operates again, please contact True Fitness Service department at 1-800-883-8783.



CLOSED

OPEN

CIRCUIT BREAKER POSITIONS



CHAPTER 3: PRODUCT OVERVIEW

TREADMILL OVERVIEW:



CHAPTER 3: PRODUCT OVERVIEW

TREADMILL OVERVIEW (CONTINUED):

Console Assembly:

The console allows the user to set up a workout program and control the treadmill during a workout (For console overview and operation instructions refer to chapter 4).

Quick Access Keys:

Allows the user to quickly start, stop and wake the treadmill or make fast, convenient adjustments to the incline level or speed of the treadmill.

Contact Heart Rate Pads:

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

*For increased safety and accuracy this feature should only be used when the belt speed is below 4 mph.

Safety Stop-Reset Button:

A tethered safety device designed to attach to both the user and the treadmill console. Depressing the safety stop-reset button on the console assembly will stop belt motion to prevent injury in an emergency.

*The safety stop-reset button should be attached to the user's clothing. The treadmill will not operate if the safety stop-reset button is in the engaged position.

Belt:

The moving surface of the treadmill on which the user walks or runs.

Straddle Covers:

Stationary covers on either side of the belt, which allows the user to safely straddle the belt during startup or in the event of an emergency.

Belt Adjustment Bolts:

An adjustment system that allows the users to adjust the belt tracking and tension as needed.

On/Off Switch:

Allows users or faculty to turn the power on or off to the treadmill.

Circuit Breaker:

A safety device designed to protect the treadmill from excessive electrical current.

Power Cord:

Delivers power from the wall outlet to the treadmill.

Decline Foot and Leveling Feet:

The decline foot allows the treadmill to decline so the user can enjoy the benefits of a downhill workout. The leveling feet are an adjustable system used to aid in the leveling the treadmill.

Adjustable Soft Select:

Allows users to "personalize" the walking surface from soft to firm or anywhere in between.

CHAPTER 4: CARE & MAINTENANCE

CARE & MAINTENANCE:

It is important to perform the minor maintenance tasks described in this section. Failure to maintain the treadmill 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 treadmill daily. Check for worn, frayed or missing safety lanyards. Replace missing or worn safety lanyards immediately. Do not exercise on the treadmill without attaching the safety clip to your clothing. 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 treadmill until proper service has been performed or damaged parts have been replaced.

Important:

If you determine that the treadmill needs service, make sure that the treadmill cannot be used inadvertently. Turn the unit off, and then unplug the power cord from its power source. Remove the magnetic safety key and safety clip and store it in a safe place. Make sure other users know that the treadmill 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™ 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 treadmill, any motor cover vents and under the straddle covers. Clogged air vents can prevent adequate cooling to the drive motor, incline motor, and motor control board causing a shortened life.
- Check for proper running belt alignment and tension. If running belt adjustment is required see sections RUNNING BELT ALIGNMENT: and TENSIONING THE RUNNING BELT: below.

CAUTION:

Do not use any acidic cleaners. Doing so will weaken the paint or powder coatings and may void the TRUE Fitness Warranty. Never pour water or spray liquids on any part of the treadmill. Allow the treadmill 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. Use a soft nylon scrub brush to clean the running belt. Do not clean directly underneath the treadbelt. Most of the working mechanisms are protected inside the motor cover and base of the treadmill. However, for efficient operation, the treadmill relies on low friction. To keep the friction low, the unit's running belt, staging platforms, and internal mechanisms must be as clean as possible.

CHAPTER 4: CARE & MAINTENANCE

RUNNING BELT ALIGNMENT:

Proper belt alignment allows the belt to remain centered and ensures smooth operation. Realigning the belt takes a few simple adjustments. If you are unsure about this procedure, call the TRUE Service Department.

⚠ CAUTION:

Special care must be taken when aligning the running belt. Turn off the treadmill while adjusting or working near the rear roller. Remove any loose clothing and tie back your hair. Be very careful to keep your fingers and any other object clear of the belt and rollers, especially in front of the roller and behind the deck. The treadmill will not stop immediately if an object becomes caught in the belt or rollers.

⚠ CAUTION:

If you hear any chafing or the running belt appears to be getting damaged, stop the running belt immediately by pressing the STOP key. Contact the TRUE Service Department. Walk around to the rear of the unit and observe the belt for a few minutes. The belt should be centered on the running deck. If the belt drifts off center, you must make adjustments.

Important:

Failure to align the belt may cause the belt to tear or fray, which may not be covered under the TRUE Fitness Warranty. To stop the running belt, press the STOP key. Turn the treadmill off.

⚠ CAUTION:

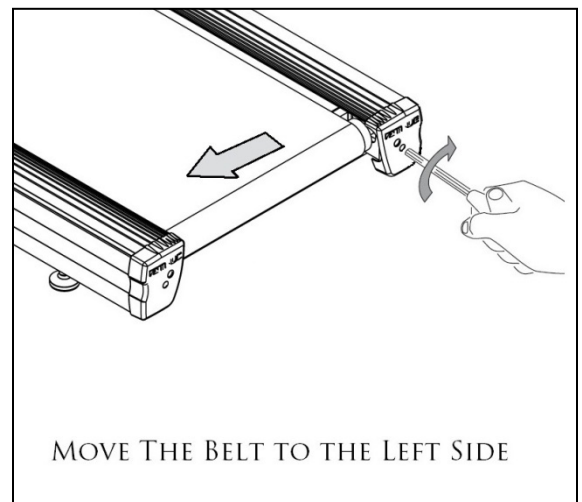
For your safety, use the power switch to turn off the treadmill before making any adjustments. Do not adjust the running belt when someone is standing on the unit.

⚠ CAUTION:

Do not turn the adjusting bolt more than $\frac{1}{4}$ turn at a time. Over tightening the bolt can damage the treadmill. If you are unsure how to adjust the running belt, call the TRUE Service Department.

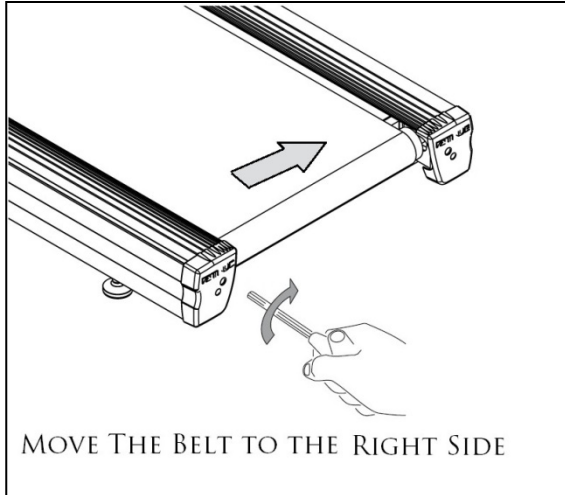
If the running belt is too far to the right side:

- Locate the belt adjustment bolts in the rear end caps of the treadmill. (To determine left and right, stand at the rear of the treadmill and face the display).
- Using the appropriate size Allen wrench or socket turn the RIGHT adjustment bolt clockwise $\frac{1}{4}$ turn.
- Turn the treadmill on and start the belt at 3mph keeping off the unit.
- Allow 2 minutes for the belt to adjust itself.
- Repeat the above steps if additional adjustment is necessary.



CHAPTER 4: CARE & MAINTENANCE

RUNNING BELT ALIGNMENT (CONTINUED):



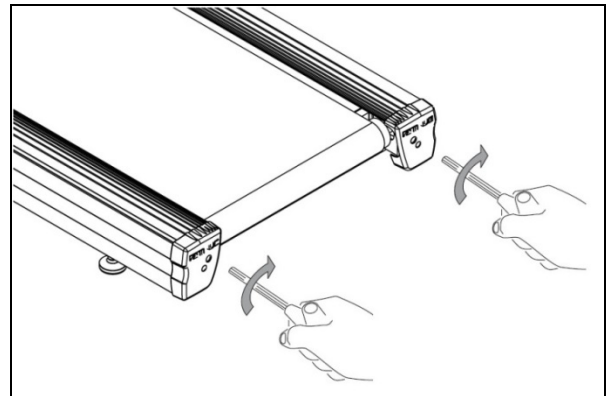
If the running belt is too far to the left side:

- Locate the belt adjustment bolts in the rear end caps of the treadmill. (To determine left and right, stand at the rear of the treadmill and face the display).
- Using the appropriate size Allen wrench or socket turn the LEFT adjustment bolt clockwise $\frac{1}{4}$ turn.
- Turn the treadmill on and start the belt at 3mph keeping off the unit.
- Allow 2 minutes for the belt to adjust itself.
- Repeat the above steps if additional adjustment is necessary.

TENSIONING THE RUNNING BELT:

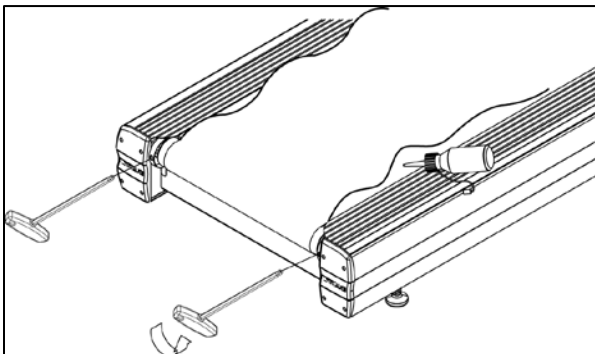
If there is a slipping or jerking sensation when running on the treadmill, the running belt may require tightening. In most cases the belt has stretched from use. Tensioning the belt takes a few simple adjustments. If you are unsure about this procedure, call the TRUE Service Department.

- Locate the belt adjustment bolts in the rear end caps of the treadmill.
- Using the appropriate size Allen wrench or socket turn BOTH adjustment bolts clockwise $\frac{1}{4}$ turn.
- Turn the treadmill on and start the belt and check if the slipping continues. Repeat the above steps if additional adjustment is necessary.



TREADMILL LUBRICATION:

For in-home use over 20 hours per week, TRUE recommends lubricating every three months. For average in-home use of the treadmill, TRUE recommends lubrication under the tread belt once per year.



- Loosen the belt adjustment bolts in the rear end caps.
- Lift the belt and apply the lubricant to the center of the deck.
- Center and re-tension the belt using the directions above.
- Walk on the treadmill at 2MPH for about 60 seconds to spread the lubricant evenly through the belt and deck.

*Please contact your dealer or visit www.truefitness.com to obtain the proper lubricants.

CHAPTER 4: CARE & MAINTENANCE

LEVELING THE TREADMILL:

The treadmill has adjustable rear leveling feet. Make sure that the running surface is level. If the treadmill is placed on an uneven surface, adjusting the rear feet can help, but may not completely compensate for extremely uneven surfaces.



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:

- Record time, distance and hours from the console.
- Check error log in console.
- Check running belt and drive belt tension and tracking.
- Remove the motor cover and vacuum any debris out of the drive motor, speed sensor cage, motor control board and heat sink motor compartment.
- Move treadmill and vacuum underneath.
- Lubricate elevation pivot points including rear stabilizing feet and the lift motor screw.
- Lubricate walking belt and deck.
- Inspect all fasteners.
- Inspect all electrical connections.
- Inspect all components for abnormal or premature wear.

▲ CAUTION:

Use only TRUE Fitness certified service providers.

LONG TERM STORAGE:

When the treadmill 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 5: 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 5: CUSTOMER SERVICE

REPORTING FREIGHT OR PARTS DAMAGE:

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

Severe Damage:

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

Slight Damage:

The box may have minimal damages and you are not sure if the actual product is damaged or not. You **must** sign the bill of lading as damaged when accepting the shipment. Once you have opened the box and you have determined something is indeed damaged please gather the serial number, model number, description and photos of damages. Please make sure the photos include the 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 **immediately**. We will not be able to file a claim if the carrier is not notified in a timely manner. Once you have called the carrier you will need to gather the serial number, model number, description and photos of damages. Contact the TRUE Fitness customer support team by calling 800.883.8783 or sales support team by calling 800.426.6570 Monday-Friday during normal business hours.

CHAPTER 6: ADDITIONAL INFORMATION

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
No Power	Unit turned off	Verify the On/Off switch is at the ON position
	Damaged power cord	Replace power cord
	Power cord not fully seated in socket	Inspect power connection at the unit and outlet
	No power at outlet	Using a voltmeter verify power at outlet
	Tripped circuit breaker	The location of the circuit breaker is next to the On/Off switch. Verify the circuit breaker is not open. If the breaker is open reset.
Unit resets or pauses randomly	Damaged power cord	Replace power cord
	Power cord not fully seated in socket	Inspect power connection at the unit and outlet
	Safety e-stop key not fully engaged	Re-engage the safety/e-stop key to the console
	Insufficient power	Verify output voltage from 20A outlet with a voltmeter
	Error code is displayed on console	Contact TRUE Fitness Customer Service Department
	Pinched or loose main communication cable	Contact TRUE Fitness Customer Service Department
	No User Present displayed on screen	User weight must be over 90lbs. Verify No User Present settings in console.
Walking belt is off center	Uneven floor	Adjust treadmill with rear leveling feet. See Chapter 5: Running Belt Alignment
	Adjust belt tracking	See Chapter 5: Centering the Running Belt
Walking belt hesitates or slips when stepping	Adjust belt tension	See Chapter 5: Tensioning the Running Belt
	Lubricate running belt	See Chapter 5: Treadmill Lubrication
Rubbing sound from treadmill when in operation	Walking belt is rubbing a straddle cover	Adjust belt tracking. See Chapter 5: Centering the Running Belt
	Foreign object may be stuck under walking belt	Inspect under the unit. Remove and object that may be under the unit.
	Foreign object may be stuck in motor compartment	Contact TRUE Fitness Customer Service Department
	Roller bearings may be damaged	Contact TRUE Fitness Customer Service Department
	Drive motor may be damaged	Contact TRUE Fitness Customer Service Department
	Drive belt may be misaligned	Contact TRUE Fitness Customer Service Department

CHAPTER 6: ADDITIONAL INFORMATION

TROUBLESHOOTING GUIDE (CONTINUED):

Malfunction	Possible Cause	Corrective Action
Heart rate is displaying erratically or not displaying	Transmitter belt contacts are not making good contact with the skin	Re-adjust the transmitter belt so that it is in full contact 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 (1 meter) of the heart rate receiver	Adjust your position on the belt so that you are within 3 feet (1 meter) of the console
	The battery inside the transmitter belt is depleted	replace the transmitter belt with a compatible transmitter belt
	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
Heart rate is displaying erratically or not displaying (continued)	Environmental interference from high voltage power lines	Move the unit to another position within the room or move the cause of the interference until heart rate reading are stable. If the probable source of interference is plugged into the same outlet move the suspect source to another outlet.
	Environmental interference from computers	
	Environmental interference from motor driven appliances	
	Environmental interference from cell or cordless phone	
	Environmental interference from Wi-Fi router	

Fault Code	Category	Description	Cause	Corrective Action
Fault CN00: Corrupted Console Configuration	Console	Corrupted brainboard configuration - fails integrity check	Corrupt software	Power cycle Re-configure console
			Firmware and software versions are not compatible	Re-install software/firmware Contact dealer or TRUE service
			Console Configure incorrectly	Power cycle Re-configure console
Fault CN01: Internal Fault	Console	Math error - software	Corrupt Software	Re-install software/firmware Contact dealer or TRUE service
			Console Configure incorrectly	Power cycle Re-configure console
			Incline Motor out of range	Contact dealer or TRUE service
Fault CN02: Invalid Console Configuration	Console	The product configuration data has failed validation checks (incline ranges make no sense, etc.)	Loose Cable	Contact dealer or TRUE service
			Console Configure incorrectly	Power cycle Re-configure console
			Incline Motor out of range	Contact dealer or TRUE service

CHAPTER 6: ADDITIONAL INFORMATION

TROUBLESHOOTING GUIDE (CONTINUED):

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	Loose Cable	Power cycle
			Smart Card	Contact dealer or TRUE service
			Motor control board	
			Console	
Fault CN05: No Lower Control	Console	No lower board connected to console - detection wires not connected.	Loose Cable	Power cycle
			Console Configure incorrectly	Check cable connections
Fault CN06: Config Mismatch	Console	Console is configured for a product different than that to which it is connected.	Console Configure incorrectly	Re-configure console
			Loose Cable	Check cable Connections
Fault CN07: Calibration Timeout	Console	Incline Calibration was not able to complete within allowed time.	Low AC Line Voltage	Retry calibration
				Verify AC Voltage at Outlet
Fault CN08: Calibration Failed - Lower Limit Not Reached	Console	During incline calibration, the incline stalled before reaching what should be the lower limit.	Console displays Fault Calibration not saved. Incline disabled.	Power cycle
				Check cable connections
				Run incline calibration
Fault CN09: Insert Safety Key	Console	Emergency Circuit opened	Safety Key not engaged	Contact dealer or TRUE service
			Loose Cable	Re-insert safety key
			Switch Damaged	Check cable Connections
Fault CN10: E-Stop Fault	Console	A test of the emergency circuit has failed	Console Catch	Contact dealer or TRUE service
			Safety Key not engaged	Power cycle
			Loose Cable	Re-insert safety key
			Switch Damaged	Check cable connections

CHAPTER 6: ADDITIONAL INFORMATION

TROUBLESHOOTING GUIDE (CONTINUED):

Fault CN24: BB Comm Fault	Console	SBC cannot communicate with Brainboard	Console	Power cycle
				Contact dealer or TRUE service
Fault CN25: Firmware Mismatch	Console	Firmware on brainboard not compatible with SBC software	Corrupt software	Power cycle
			Firmware and software versions are not compatible	Re-configure console
				Re-install software/firmware
Fault SP01: Belt Under Speed	Speed	Tread motor rpm is below target rpm	High Belt Deck Friction	Lubricate treadbelt
			High belt tension	Contact dealer or TRUE service
				Low Line Voltage
			Dirty or misaligned speed sensor	Contact dealer or TRUE service
Fault SP02: Belt Over Speed	Speed	Tread motor rpm is higher than target rpm	High Belt Deck Friction	Lubricate treadbelt
			Line Voltage	Contact dealer or TRUE service
				Dirty or misaligned speed sensor
Fault SP03: Belt Over Accel	Speed	Tread belt speed increasing too quickly	User is holding belt back	Contact dealer or TRUE service
			High Belt Deck Friction	Do not try to stop belt
				Dirty or misaligned speed sensor
Fault SP04: No Speed Signal	Speed	Speed sensor is not providing speed data	Dirty or misaligned speed sensor	Contact dealer or TRUE service
			High Belt Deck Friction	Lubricate treadbelt
				Low Line Voltage
Fault IN01: Incline Stall	Incline	Incline not moving when commanded	Console displays Fault Calibration not saved. Incline disabled.	Check AC line voltage
			Incline Potentiometer value out of range	Power cycle
				Check cable connections
				Run incline calibration
				Contact dealer or TRUE service

CHAPTER 6: ADDITIONAL INFORMATION

TROUBLESHOOTING GUIDE (CONTINUED):

Fault IN02: Incline Out of Range	Incline	Incline value is out of the calibrated range - does not occur during calibration	Console displays Fault Calibration not saved. Incline disabled.	Power cycle
				Check cable connections
				Run incline calibration
Fault IN03: Incline Run Fault	Incline	Incline moving when not commanded	Console displays Fault Calibration not saved. Incline disabled.	Power cycle
				Check cable connections
				Run incline calibration
Fault IN04: Incline Max/Min	Incline	Incline value is out of expected operating range - may indicate that it is disconnected.	Console displays Fault Calibration not saved. Incline disabled.	Power cycle
				Check cable Connections
				Run incline calibration
Fault D100: Motor Controller Fault	DC MCB	Motor Control Board Fault	Motor Control Board	Power cycle
				Contact dealer or TRUE service
Fault D101: Lower Board Communication Fault	DC MCB	Endex did not receive communication from BB in 18 seconds	Loose Cable Connection	Power cycle
				Check cable connections
			Motor Control Board upper display/console	Contact dealer or TRUE service
Fault D103: Motor Controller Fault	DC MCB	Low Incoming AC Voltage	Low AC Line Voltage	Power cycle
				Check AC line voltage
Fault D104: Motor Controller Fault	DC MCB	Motor Control Board Fault	Motor Control Board	Power cycle
				Contact dealer or TRUE service
Fault D106: Motor Controller Fault	DC MCB	High Incoming AC Voltage	High AC line voltage	Check AC line voltage
			Motor Control Board	Power cycle
				Contact dealer or TRUE service
		High Belt Deck Friction		Lubricate treadbelt
Fault D107: Motor Over Current	DC MCB	High Incoming AC Voltage	High AC line voltage	Check AC line voltage

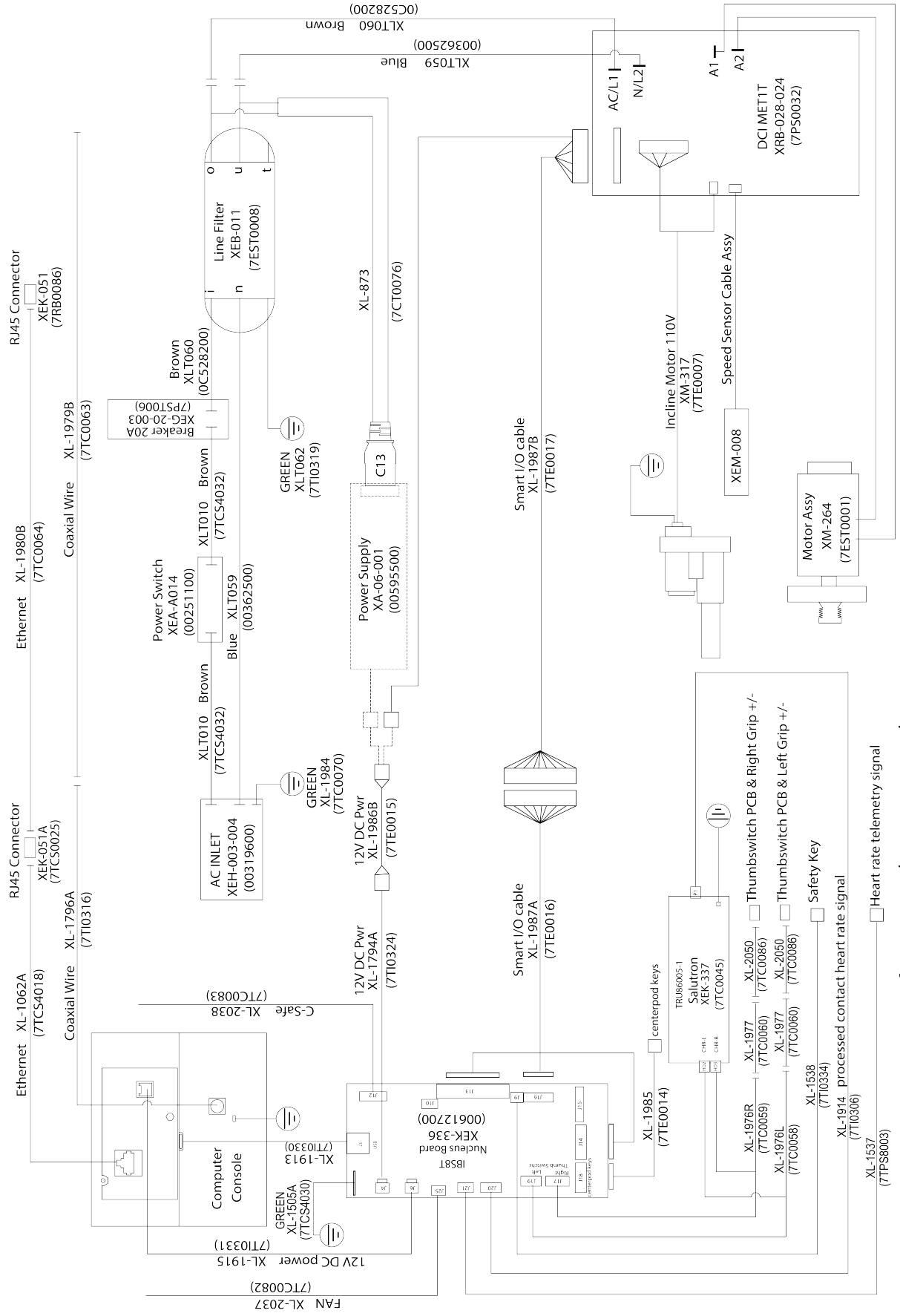
CHAPTER 6: ADDITIONAL INFORMATION

TROUBLESHOOTING GUIDE (CONTINUED):

Fault D108: Motor Over Current	DC MCB	High Incoming AC Voltage	High AC line voltage	Check AC line voltage
			Motor Control Board	Power cycle
				Contact dealer or TRUE service
High Belt Deck Friction	Lubricate treadbelt			
Fault D109: Motor Controller Zero Current	DC MCB	Low Incoming AC Voltage	Low AC Line Voltage	Power cycle
				Contact dealer or TRUE service
Fault D110: Motor Controller Overcurrent	DC MCB	High Incoming AC Voltage	High AC line voltage	Check AC line voltage
			Motor Control Board	Power cycle
				Contact dealer or TRUE service
High Belt Deck Friction	Lubricate treadbelt			
Fault D111: Motor Controller Voltage Overload	DC MCB	Low Incoming AC Voltage	Low AC Line Voltage	Power cycle
				Check AC line voltage
				Contact dealer or TRUE service
Fault D112: Motor Controller Undervoltage	DC MCB	Low Incoming AC Voltage	Low AC Line Voltage	Power cycle
				Check AC line voltage
				Contact dealer or TRUE service
Fault D113: Motor Controller Control Fault	DC MCB	Incline Stall - incline not moving when commanded	Console displays Fault Calibration not saved. Incline disabled.	Power cycle
				Check cable Connections
				Run incline calibration
			Incline Potentiometer value out of range	Contact dealer or TRUE service
Acme Nut Jammed				
Motor bearings				
Fault D114: Lower Board Incline Range Fault	DC MCB	Incline out of range	Console displays Fault Calibration not saved. Incline disabled.	Power cycle
				Check cable connections
				Run incline calibration
Incline Potentiometer value out of range	Contact dealer or TRUE service			

CHAPTER 6: ADDITIONAL INFORMATION

TE900_110V Treadmill 2017/03/27



CHAPTER 7: WARRANTY INFORMATION



RESIDENTIAL LIMITED WARRANTY TE900 TREADMILLS

Save Time and Register Online!

Activate Multiple Warranties at www.truefitness.com/support

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

Frame*	Lifetime
Drive Motor	Lifetime
Parts	
Transcend Touchscreen Escalate¹⁵ Console	3 Years
Electrical	3 Years
Wear Items	10 Years
Cosmetics	10 Years
	6 Months
Labor	
Parts	2 Years
Motor	2 Years
Cosmetics	6 Months
Connectivity _____	
Headphone Jack & USB Port	90 Days Parts, No Labor

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 the structural frame does not include paint or coatings.

Drive Motor

The treadmill drive motor is warranted for defects in material and workmanship for the life of the product with a two 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.

Parts

The treadmill electrical parts and wear items are warranted for defects in material and workmanship for ten years with two years 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. This limited warranty will apply to but may not be limited to the treadmill elevation motor, upper control board, deck, running belt and drive belt. *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 physiol-

ogy, age, method of use and other factors. *This limited warranty shall not apply to Software version upgrades.

Cosmetics

The treadmill 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 paint/coatings, covers/ caps, badges, overlays, safety key and straddle covers.

Connectivity: 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 two years from the date of purchase unless otherwise expressed within this limited warranty as long as a TRUE authorized service provider performs the service. Service that requires over 50 miles of travel may be subject to additional charges. Reasonable and necessary maintenance includes proper lubrication of the running deck and tread belt area as specified in the owner’s manual. Failure to maintain proper lubrication of the Product will void this Limited Warranty.

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)

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 Residential use. If this product will not be used in this particular setting, please contact TRUE as is warranty is void.

CHAPTER 7: WARRANTY INFORMATION



RESIDENTIAL LIMITED WARRANTY TE900 TREADMILLS

Save Time and Register Online!

Activate Multiple Warranties at www.truefitness.com/support

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

1. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MANY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.

2. 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.

3. This Limited Warranty applies to the product only while the Product remains in the possession of the original purchaser and is not transferable.

4. 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).

5. 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.)

6. 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 except as expressly specified herein.

7. 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.

8. This Limited Warranty, which is given expressly and in lieu of all other express warranties, constitutes the only warranty made by TRUE.

9. ANY IMPLIED WARRANTY, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, IS LIMITED IN DURATION AND REMEDY TO THE TIME PERIOD COVERED BY THE LIMITED WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

10. THE REMEDIES DESCRIBED ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND TRUE'S ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. TRUE'S LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED

THE ACTUAL AMOUNT PAID BY YOU FOR THE PRODUCT, NOR SHALL TRUE UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

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.

TE900 TREADMILL SERIAL NUMBERS:

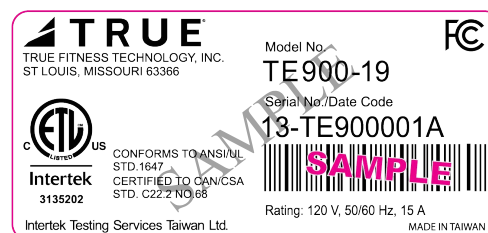
The TE900 treadmill comes with two serial numbers; one on the base and one on the display console (see diagram below). The serial number on the base is on the lower portion of the treadmill directly adjacent to the power inlet. The console serial number is located on the bottom right side of each console. Please write down your serial numbers below and keep for your records.

CONSOLE SERIAL NUMBER:

BASE SERIAL NUMBER:



SAMPLE SERIAL NUMBER STICKER:



Keep this page for your records

CHAPTER 7: WARRANTY INFORMATION



RESIDENTIAL LIMITED WARRANTY TE900 TREADMILLS

Thank you for purchasing a TRUE product. To validate the TRUE product warranty the fast and easy way, please go on-line now to www.truefitness.com 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 www.truefitness.com)

Residential Warranty Registration

Model Type: Treadmill Elliptical Bike

Other _____

Date of Purchase _____

Purchased From (dealer name) _____

First Name _____

Last Name _____

Address _____

City _____ State _____ ZIP _____

Email Address _____

Phone _____

1. Where did you first learn about TRUE?

- a. Dealer b. Website
 c. Referral d. Gym/Club
 e. Current Customer f. Other _____

2. The primary user(s) is:

- a. Male b. Female
 c. Both

3. Do you currently belong to a health club?

- a. Yes b. No

4. Your age group:

- a. Under 25 b. 25-35
 c. 36-45 d. 46-55
 e. 56-65 f. 65+

5. What was the primary reason you bought a TRUE product? (Check only one)

- a. Design/Appearance b. Dealer
 c. Price d. Ease of Operation
 e. Quality of Construction f. Size
 g. Reputation h. Warranty
 i. Friend/Family Recommendation

6. Do you plan to purchase more fitness equipment in the next 6-12 months?
 Yes No

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

- a. Treadmill b. Elliptical
 c. Stationary Bike d. Free Weights
 e. Gym c. Other _____

8. What is your annual household income? (Optional)

- a. Under \$50,000
 b. \$50,000 - \$75,000
 c. \$75,000 - \$100,000
 d. \$100,000 - \$150,000
 e. \$150,000+

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

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

CONSOLE SERIAL NUMBER:

BASE SERIAL NUMBER: