



# PERFORMANCE 100/300 TREADMILL



## OWNER'S MANUAL

Model # TPS100-19, TPS300-19  
Version 122618

# PERFORMANCE 100/300 TREADMILL OWNER'S MANUAL

## IMPORTANT:

All Products shown are prototype. Actual product delivered may vary.

Product specifications, features & software are subject to change without notice. For the most up-to-date owner's manual please visit [www.truefitness.com](http://www.truefitness.com).

For documents in additional languages please visit [www.truefitness.com/resources/document-library/](http://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](http://www.truefitness.com)

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## 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](http://www.truefitness.com).

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**重要：** 显示所有产品均经过样机。交付可能会有所不同实际产品。产品规格，功能和软件如有更改，恕不另行通知。对于大多数最新的用户手册，请访问[www.truefitness.com](http://www.truefitness.com)

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هام:

جميع المنتجات المعروضة هي النموذج. المنتج الفعلي تسليمها قد تختلف.

إشعار دون تخضع للتغيير والبرامج والميزات مواصفات المنتج

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## 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](http://www.truefitness.com).

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## 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](http://www.truefitness.com).

Voor documenten in andere talen kunt u terecht op [www.truefitness.com/resources/document-library/](http://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](http://www.truefitness.com)

.Для документов на другие языки, пожалуйста, посетите [www.truefitness.com/resources/document-library/](http://www.truefitness.com/resources/document-library/)

# PERFORMANCE 100/300 TREADMILL OWNER'S MANUAL

Frank Trulaske began TRUE Fitness over thirty-five years ago with the simple philosophy of delivering superior fitness products, service and support. Today, TRUE is the global leader in premium fitness 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 products over the years and remains the benchmark for the industry. Fitness facilities and consumers invest in TRUE equipment for their durable commercial platforms, used in all its 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 extraordinary cardio and strength equipment. As a result, people all over the world are benefiting from the TRUE experience. Innovation across the entire 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.

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 to deliver the world's best premium equipment for our customers' health and fitness solutions.

# PERFORMANCE 100/300 TREADMILL OWNER'S MANUAL

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# CHAPTER 1: SAFETY INSTRUCTIONS

## IMPORTANT SAFETY INSTRUCTIONS

### SAVE THESE SAFETY INSTRUCTIONS

This equipment is intended for a residential setting. This owner's manual should be accessible to all family members and guests who may use this equipment.

#### **WARNING:**

**ALL EXERCISERS MUST READ ALL INSTRUCTIONS BEFORE USING THE EQUIPMENT.**

#### **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 equipment malfunctions. Your equipment 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.

# CHAPTER 1: SAFETY INSTRUCTIONS

## 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 equipment is in operation - Keep feet, hands, 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 equipment.
- 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 other obstruction.
- 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.

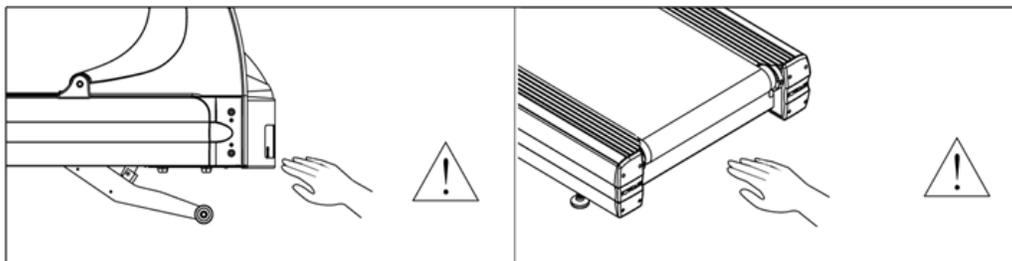
# CHAPTER 1: SAFETY INSTRUCTIONS

## ⚠ CAUTION (CONTINUED):

- 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 running on equipment.
- 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 handle bars 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 350 lbs (159 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 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 by persons with reduced physical, sensory or mental capabilities or by those who lack experience and knowledge of it's operation, 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 is 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 equipment.
- Avoid exiting equipment while leaving the tread belt in motion.
- Never walk or jog backwards on the equipment.
- Do not change the incline of the equipment by placing objects under it.
- To avoid serious injury, do not touch the incline rack while the equipment is in use.
- To avoid serious injury, do not touch the belt while the equipment is in use.
- Do not operate under blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.
- See Grounding Instructions (page 5).
- On the machine power switch, the "1" means that the machine power is switched "ON" and the "0" means the machine power is switched "OFF".

## ⚠ CAUTION:

The Safety Key must be in place on the treadmill console, and should be attached to the user's clothing. The treadmill will not operate if the safety key is not attached to the console.

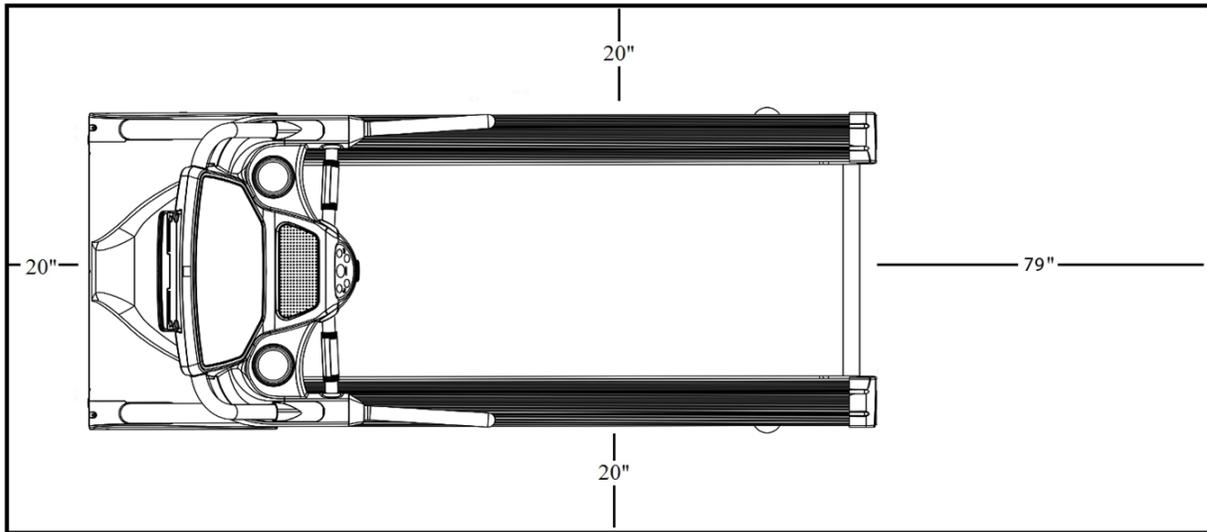


# CHAPTER 1: SAFETY INSTRUCTIONS

## 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. (See Fig 1)

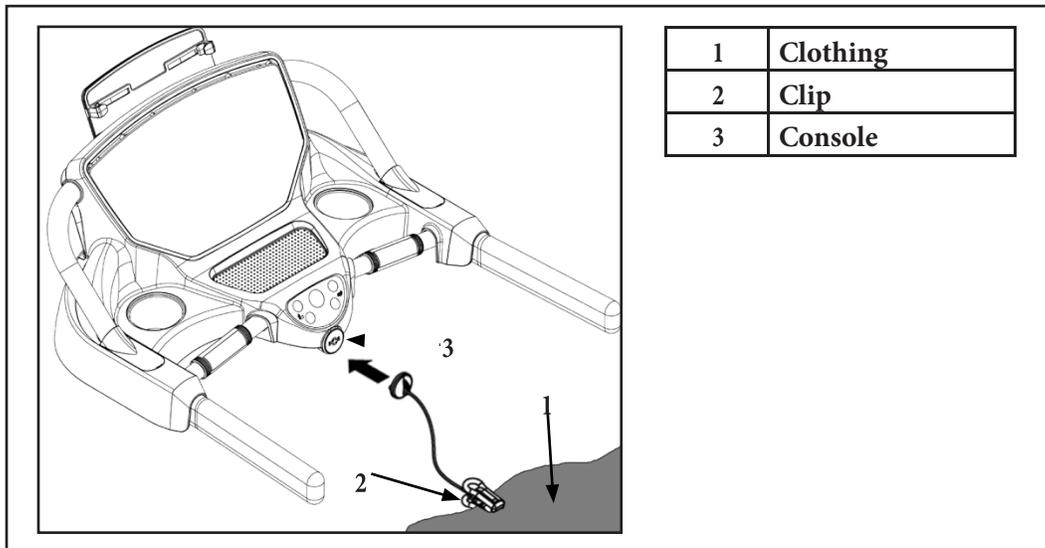
Fig. 1



## USE OF SAFETY KEY (E-STOP):

- Attach the safety clip to your clothing before each workout and when treadmill is in use. (See Fig. 2)
- Attach the magnetic key to the treadmill.

Fig. 2



# 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 grounded 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 adapter should be used with this product.

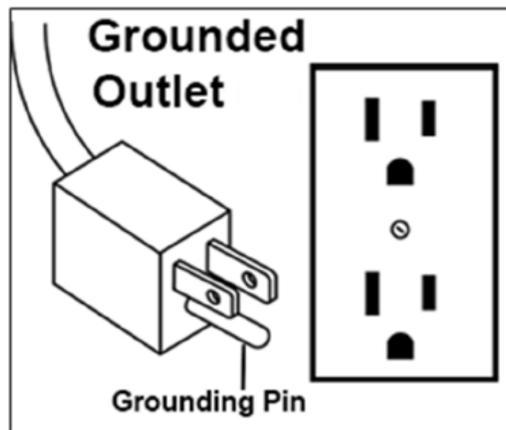


Figure A

# CHAPTER 1: SAFETY INSTRUCTIONS

## POWER REQUIREMENTS FOR TRUE PRODUCTS

**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 does not 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.

A home typically has 115 VAC, 60 Hz outlets rated at 15 amps.

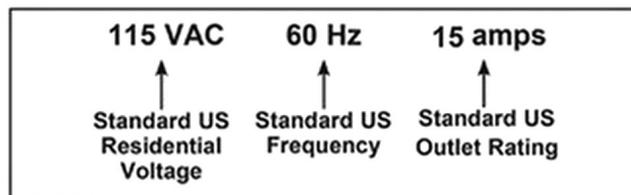


Figure 1

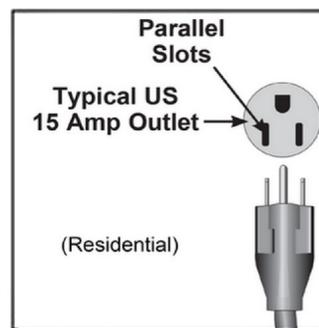


Figure 2

# 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](http://www.truefitness.com) or contact Customer Service at 800.883.8783 or email [service@truefitness.com](mailto:service@truefitness.com).

### ⚠ WARNING!

Read and understand all instructions and warnings prior to use.

#### AVERTISSEMENT! Prenez connaissance du manuel d'instruction et consigne de sécurité avant l'utilisation.

WARNING: REMOVE SAFETY KEY WHEN NOT IN USE AND STORE OUT OF REACH OF CHILDREN.

CAUTION - TO REDUCE THE RISK OF INJURY FROM MOVING PARTS - UNPLUG BEFORE SERVICING.

CAUTION: RISK OF INJURY TO PERSONS - TO AVOID INJURY, USE EXTREME CAUTION WHEN STEPPING ONTO OR OFF OF A MOVING BELT.

WARNING - TO REDUCE THE RISK OF ELECTRIC SHOCK - UNPLUG BEFORE CLEANING OR SERVICING.

• Death or serious injury can result if caution is not used while exercising.  
• Une imprudence lors de l'utilisation de cet appareil pourrait être dangereuse, voire mortelle.  
• Care should be used when mounting or dismounting machine.  
• Faites attention lorsque vous montez sur la machine ou en descendez.

• Keep children away at all times.  
• Tenez les enfants éloignés de cet équipement à tout moment.  
• Heart rate display may be inaccurate and should be used for reference only.  
• Stop exercise if you feel faint, dizzy, or experience pain.  
• Obtain medical exam before beginning any exercise program.  
• Refer to Owner's Manual for additional warnings and safety information.

• Straddle treadbelt before starting.  
• Read, understand, and test the emergency stop procedures before use.  
• ALWAYS ATTACH THE EMERGENCY STOP SAFETY CLIP TO CLOTHING PRIOR TO USE!  
• Prior to use, inspect safety clip cord to ensure it is free of tangles or knots, and that red magnetic key will easily disengage from machine.

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

Model No. **TPS1000**

FC

ETL LISTED US  
Intertek  
3135202

CONFORMS TO APPROVED  
STD, 164  
CERTIFIED TO IEC/CSA  
S 2270, 68

Serial No. **TPS1000001A**

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

Intertek Testing Services Taiwan Ltd. MADE IN TAIWAN

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

Model No. **TPS3000**

FC

ETL LISTED US  
Intertek  
3135202

CONFORMS TO APPROVED  
STD, 164  
CERTIFIED TO IEC/CSA  
S 2270, 68

Serial No. **TPS3000001A**

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

Intertek Testing Services Taiwan Ltd. MADE IN TAIWAN

## COMPLIANCES:

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

## CHAPTER 2: ASSEMBLY GUIDE

### 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 350 lbs. (159 kg).
- 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 the 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 – 115V:**

Your TRUE treadmill requires a dedicated 115 to 120 volt, alternating current (AC), 15 amp grounded outlet circuit. This means nothing else can be plugged into the same circuit. Most power circuits are rated for this 115 to 120V AC 15 amp requirement. You must ensure the treadmill does not share the circuit with anything else.

### **DANGER:**

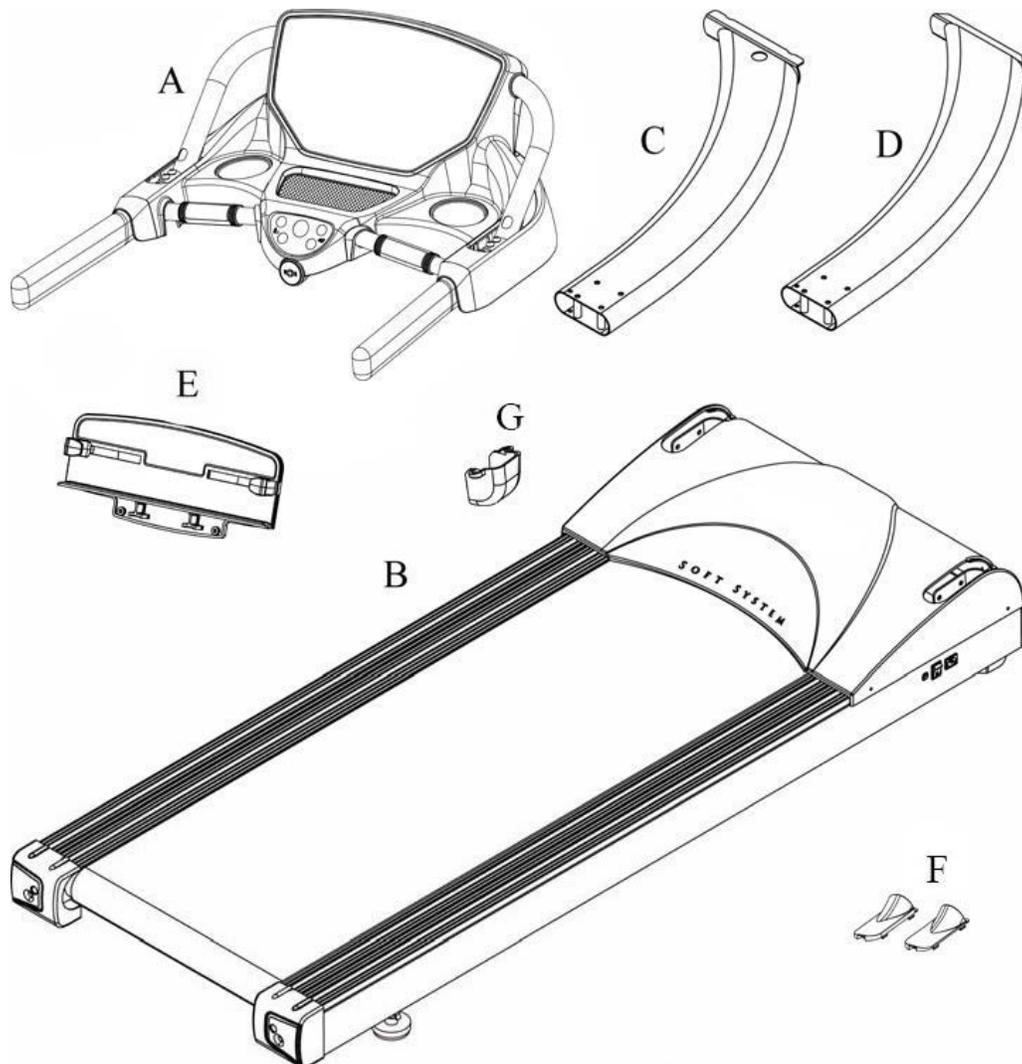
#### **Do not use an extension cord or ungrounded outlet:**

The ground helps prevent electrical damage to your treadmill and enhances your safety by helping 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 GUIDE

### PRE-ASSEMBLY CHECKLIST:

Item	Description	QTY:
A	Console Assembly	1
B	Base	1
C	Pedestal Upright (L)	1
D	Pedestal Upright (R)	1
E	Tablet Holder	1
F	Bolt Cover	2
G	Cable Cover	1
--	Hardware Pack	1



### ⚠ CAUTION:

- Use caution when assembling treadmill. Unpacking and assembling of this treadmill is a two person task.

## CHAPTER 2: ASSEMBLY GUIDE

d Internal Tooth Star Washer M8 (8 PCS)



c Bolt  $\phi 4 \times 12$  (2 PCS)



b Bolt M8xP1.25x90 (4 PCS)



a Bolt M8xP1.25x75 (8 PCS)



e Wrench(1 PC)

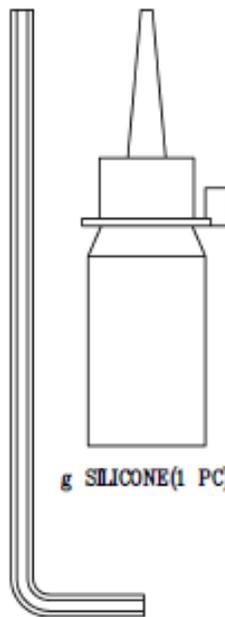


f T Spanner(1 PC)



Residential: PERFORMANCE 100/300

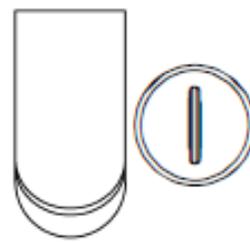
g SILICONE(1 PC)



h Allen Wrench 5mm (1 PCS)



i Safety Key/Clip(1 PC)

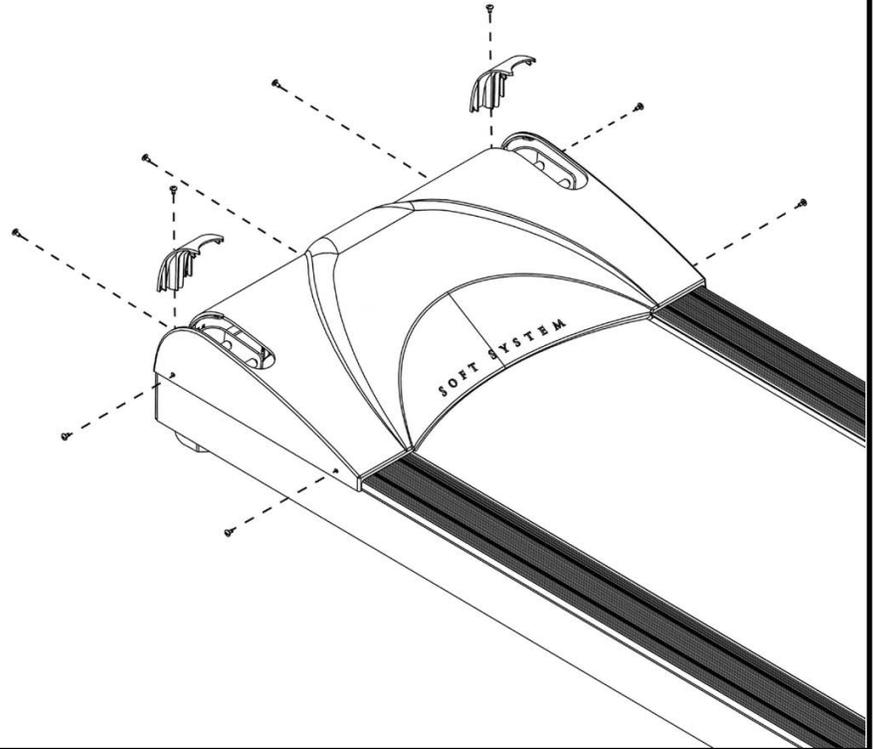


## CHAPTER 2: ASSEMBLY GUIDE

### TREADMILL ASSEMBLY STEPS:

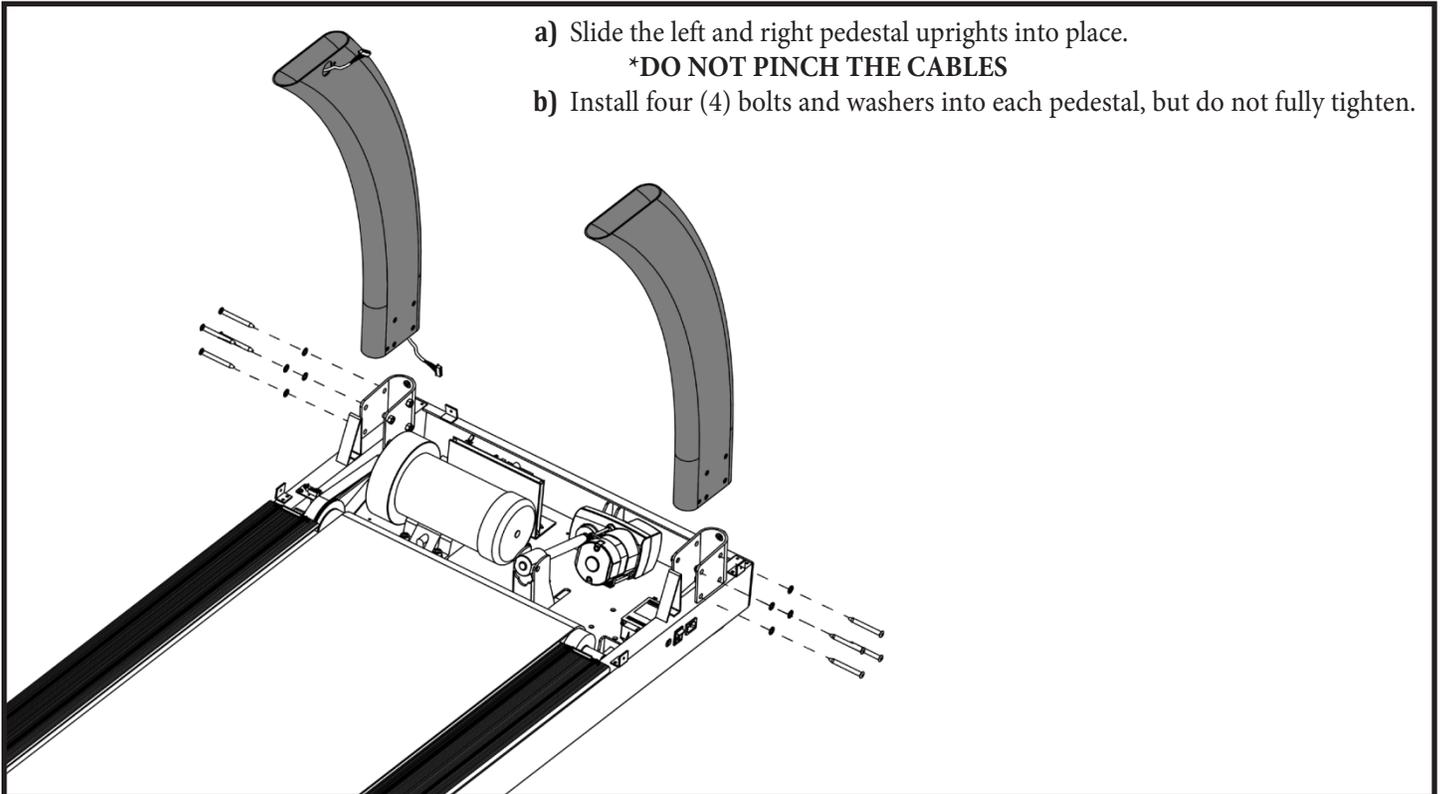
#### STEP 1 Remove Motor Cover:

- a) Remove the nine (9) screws securing the motor cover to the treadmill frame.
- b) Remove the motor cover and set to the side.



#### STEP 2 Install Pedestal Uprights:

- a) Slide the left and right pedestal uprights into place.  
\*DO NOT PINCH THE CABLES
- b) Install four (4) bolts and washers into each pedestal, but do not fully tighten.

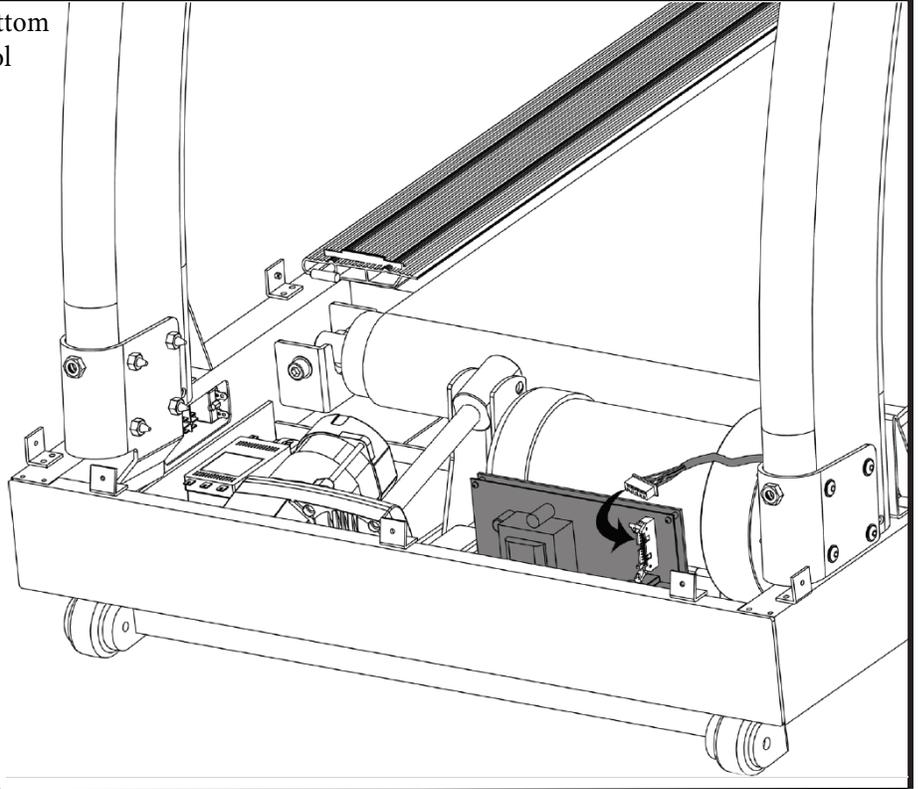


## CHAPTER 2: ASSEMBLY GUIDE

### TREADMILL ASSEMBLY STEPS (CONTINUED):

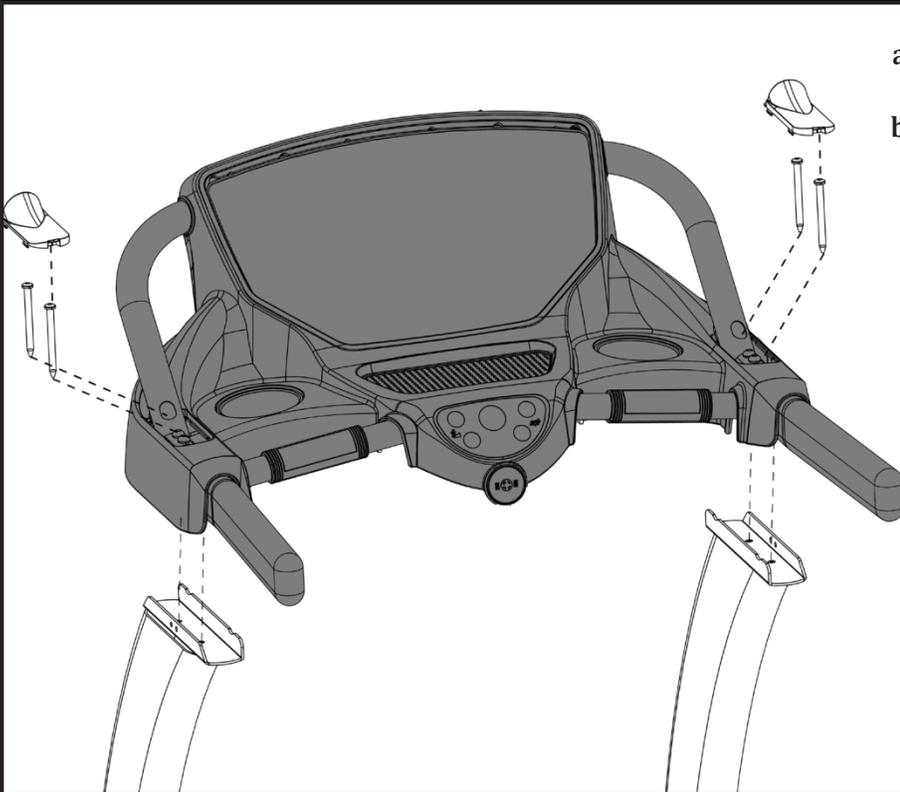
#### STEP 3 Lower Data Cable:

a) Connect the data cable coming from the bottom of the left pedestal upright to the lower control board as shown.



#### STEP 4 Console Assembly:

- a) Place the console assembly on the pedestal uprights and secure with four (4) bolts.
- b) Attach the left and right bolt covers by snapping them into place.

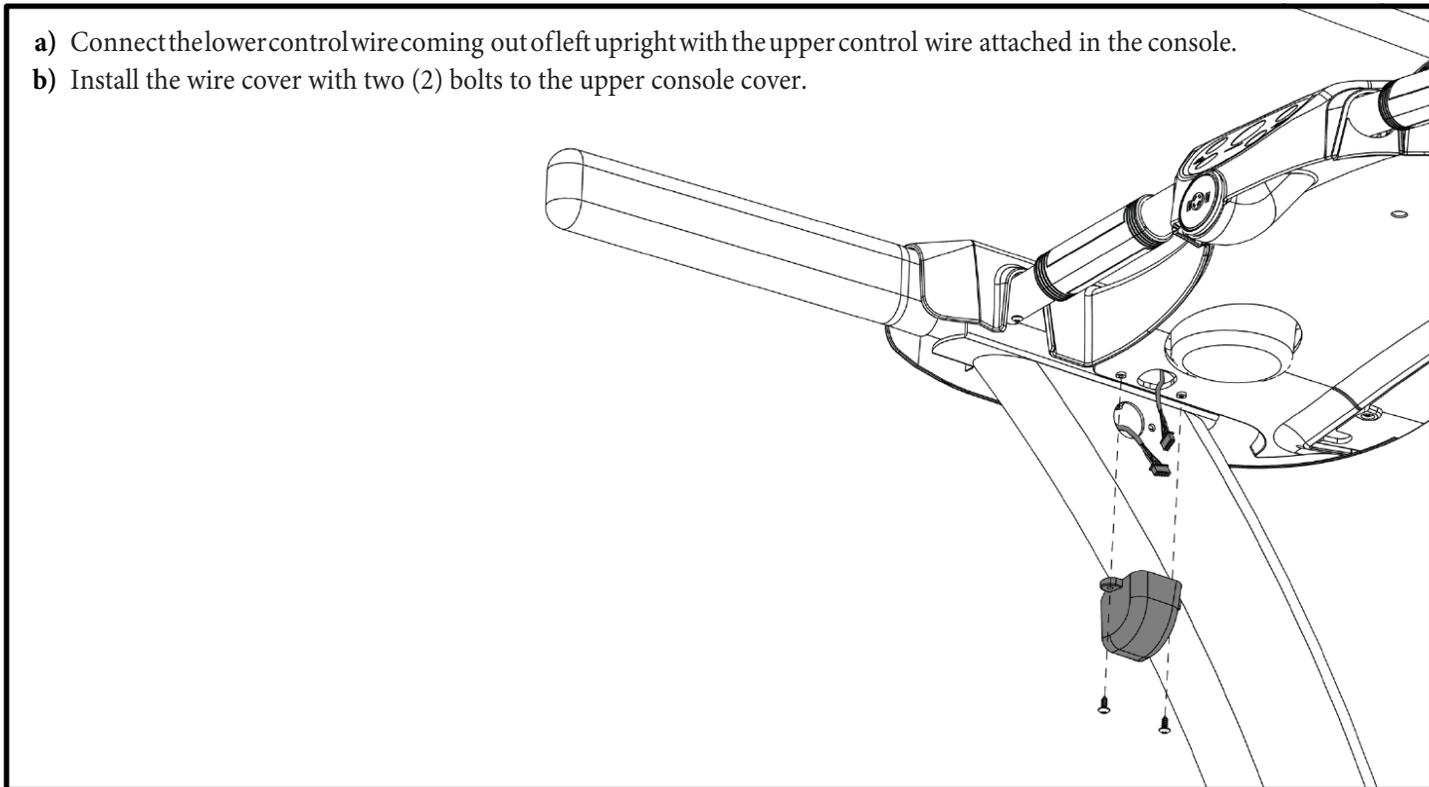


## CHAPTER 2: ASSEMBLY GUIDE

### TREADMILL ASSEMBLY STEPS (CONTINUED):

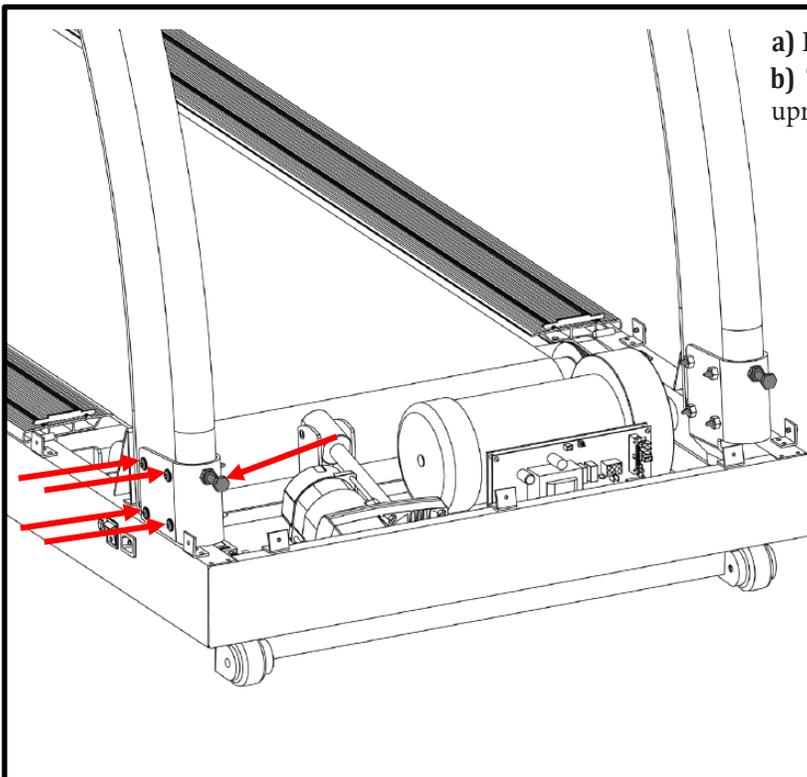
#### STEP 5 Data Cable & Cable Cover:

- a) Connect the lower control wire coming out of left upright with the upper control wire attached in the console.
- b) Install the wire cover with two (2) bolts to the upper console cover.



#### STEP 6 Secure Pedestal Uprights:

- a) Fully tighten the eight (8) bolts from Step 2.
- b) Tighten the hex head bolt on the front of each pedestal upright and then tighten the nut.

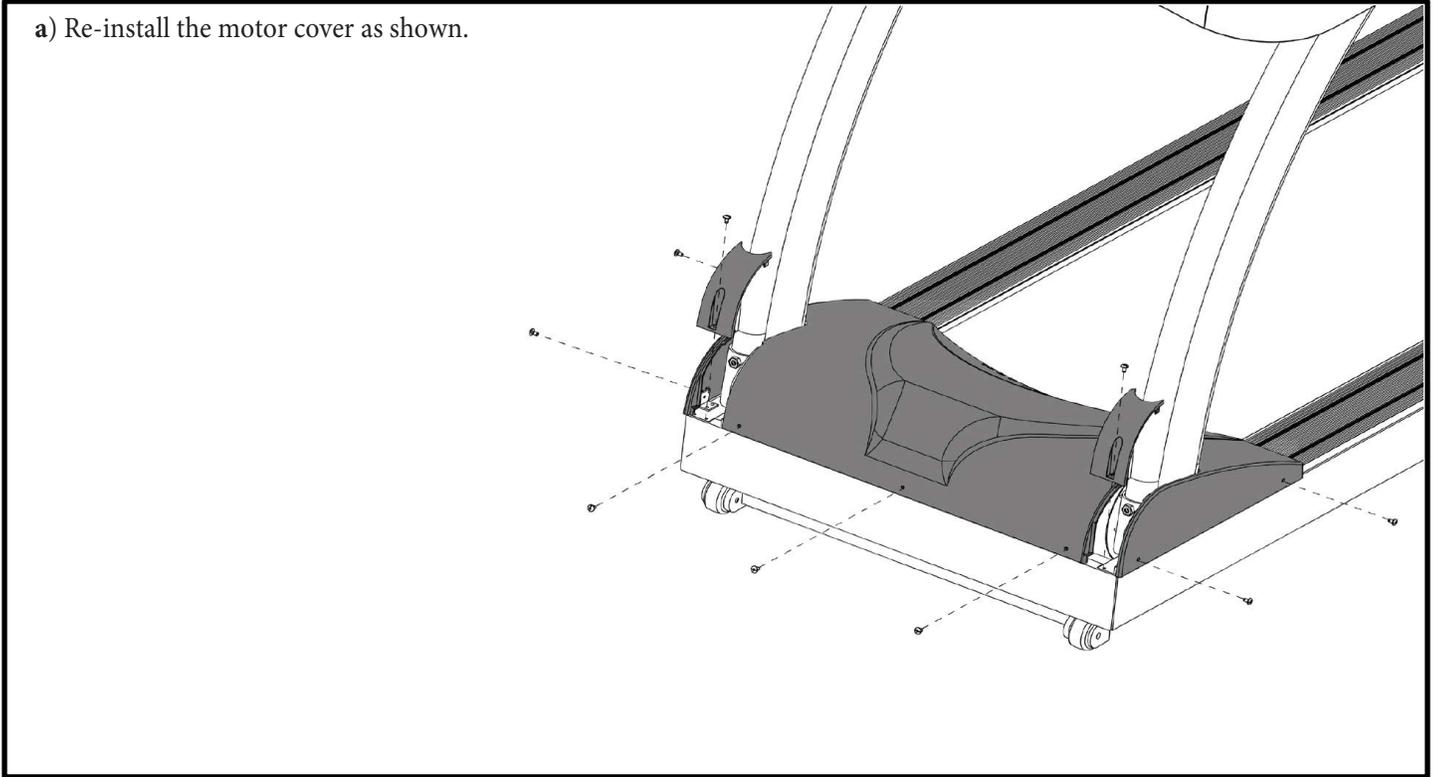


## CHAPTER 2: ASSEMBLY GUIDE

### TREADMILL ASSEMBLY STEPS (CONTINUED):

#### STEP 7 Re-Install Motor Cover:

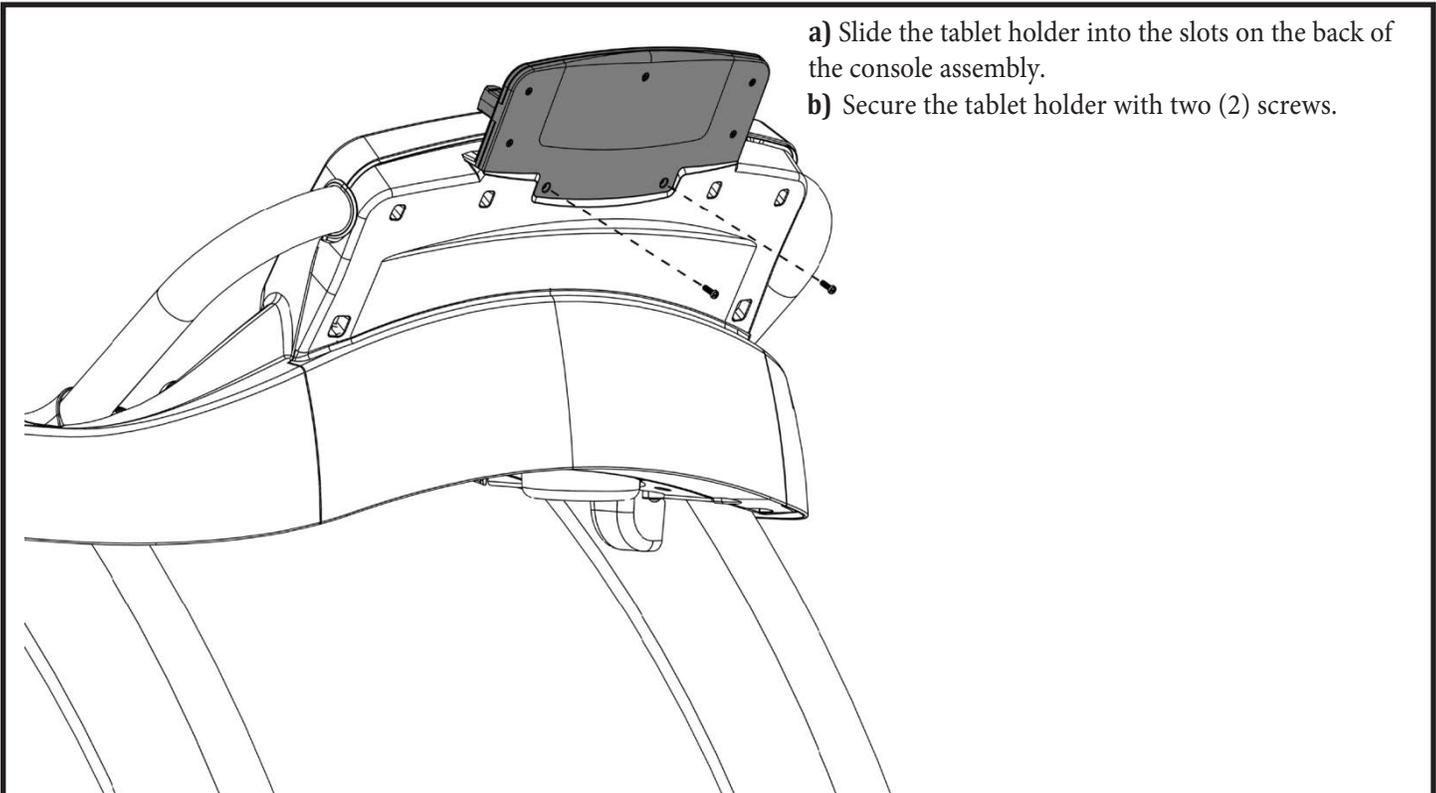
a) Re-install the motor cover as shown.



#### STEP 8 Tablet Holder:

a) Slide the tablet holder into the slots on the back of the console assembly.

b) Secure the tablet holder with two (2) screws.



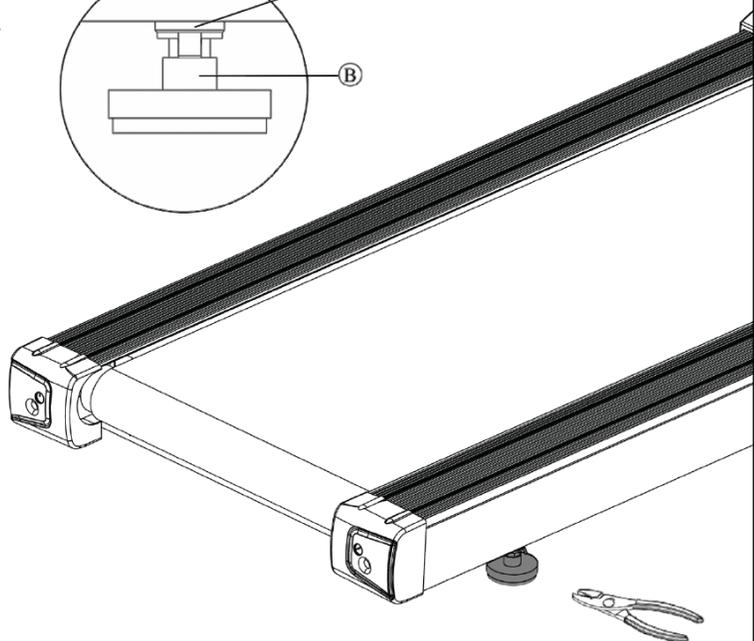
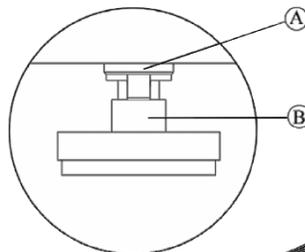
## CHAPTER 2: ASSEMBLY GUIDE

### TREADMILL ASSEMBLY STEPS (CONTINUED):

#### STEP 9 Rear Foot Leveling:

- Ensure treadmill incline rack wheels and rear feet are resting on the floor and not on cardboard, packaging, etc.
- Use the pliers to loosen wing-nut (A) counter-clockwise.
- Using a level or estimating by sight, turn section (B) of the foot counter-clockwise to a proper height.
- Tight wing-nut (A) to secure (B) section.

**Note:** The same adjustment applies to both sides.

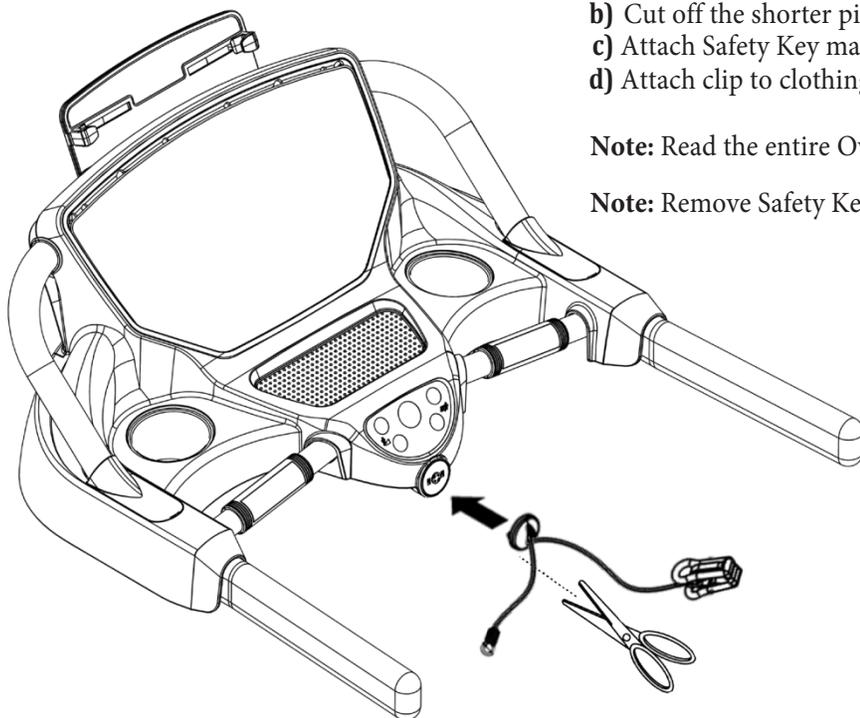


#### STEP 10 Safety Key:

- Remove packaged Safety Key from the hardware kit.
- Cut off the shorter piece of string as shown.
- Attach Safety Key magnet to front of console as shown.
- Attach clip to clothing at the beginning of any workout.

**Note:** Read the entire Owner's Manual before attempting any workout.

**Note:** Remove Safety Key from treadmill after each use.



# 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.

**Note:** For 'Console Overview and Operation Instructions' refer to Chapter 4.

#### Contact Heart Rate Pads:

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

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

#### Safety (E-Stop) Key:

A tethered safety device designed to attach to both the user and the treadmill console. Removal of the key from the console will stop belt motion to prevent injury in an emergency.

**Note:** The safety key must be in place on the treadmill, and should be attached to the user's clothing. The treadmill will not operate if the safety key is not attached to the treadmill.

#### 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 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.

#### Leveling Feet:

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

### HEART RATE MONITORING:

This treadmill can monitor a user's heart rate using a Polar® 5 kHz compatible chest strap, a Bluetooth heartrate transmitter or the metal grips on the hand rails (called contact heart rate or CHR pads). Bluetooth transmitters and chest straps transmit the user's heart rate to the treadmill via radio, and the CHR pads connect to a special computer circuit to extract the user's heart rate.

#### Chest Strap & Bluetooth Heart Rate Monitoring:

Although this treadmill functions fine without using the heart rate monitoring feature, this kind of monitoring gives valuable feedback on the user's effort level. Using chest strap or Bluetooth monitoring also allows users to use Heart Rate Control, the most advanced exercise control system available.

When users wear a Polar® compatible transmitter strap or a Bluetooth transmitter, the treadmill will display the user's heart rate as a digital beats-per-minute (bpm) readout.

A chest 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.

\*Bluetooth transmitters should be worn in accordance with the manufacturer's documentation. 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 treadmill reads and registers as the user's heart rate. The accuracy of a reading may be affected when outside interference is present.

#### Contract 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.

**Note:** For increased safety and accuracy the CHR system should only be used at speeds of 4 mph or lower (CHR readings are less accurate due to large muscle movements above this speed).

#### 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. When using a HRC workout, it is best to use a chest strap because of the stronger and more accurate readings.

Do not use the contact heart rate grips as a handlebar during a workout.

### ⚠ CAUTION:

Do not use the contact heart rate grips as a handlebar during a workout.

## CHAPTER 4: PROGRAMMING & OPERATION

### HEART RATE CONTROL (HRC):

#### Introduction:

You are now the owner of the most sophisticated Heart Rate Control (HRC) treadmill 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 hands-free heart rate controlled workout using speed, incline or both. By training at a specific target heart rate, users can exercise at a more efficient cardiovascular level.

The TRUE HRC system is unique because users must enter the key parameters of the workout; target heart rate, maximum speed, maximum incline, and time, prior to beginning the HRC workout. As users approach their target heart rate, the treadmill's computer automatically takes over and changes the speed and/or incline automatically to keep users near their target heart rate. This allows for a completely "hands-free" workout.

**Note:** *A Bluetooth or Polar® compatible heart rate monitoring chest strap should be worn during HRC workouts. For increased safety and accuracy, contact heart rate monitoring is not recommended for HRC workouts.*

#### Target Heart Rate:

TRUE's Heart Rate Control (HRC) workouts let the treadmill monitor relative exercise intensity by way of the user's heart rate, then automatically adjust the speed and incline 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 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 treadmill 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 levels of speed and incline, they will have a better understanding of how to select the maximum speed and maximum incline required for reaching their target heart rate.

#### Warm Up:

At the beginning of an HRC workout, the treadmill 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 treadmill will operate as if in manual mode during the warm up stage. Users control both speed and incline. The user may only increase speed and incline to the present maximum values entered. 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.

**Note:** *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 treadmill takes control of speed and incline, keeping the user's heart rate within a few bpm of their target. When using the Interval HRC Workout, the treadmill alternates between work and rest intervals.

#### Cool-Down:

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

# CHAPTER 4: PROGRAMMING & OPERATION

## PROGRAM DESCRIPTIONS:

### Quick Start:

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

### Manual:

Users enter their weight, workout time or distance. The user controls both the SPEED and INCLINE of the treadmill throughout the workout.

### Hill Intervals:

Hill Intervals are in 2-minute segments with the speed remaining constant. Speed changes are permanent; incline changes affect the current 2-minute segment only.

### Rolling Hills:

A series of gradually increasing and decreasing incline changes that simulate rolling hills.

### Cardio Challenge:

Speed and incline increase to a maximum at the mid-point of the workout, then decrease to the finish. Incline and speed changes affect the current segment only.

### Walk and Run Intervals:

Walking then running intervals in 1-minute segments. Incline changes are permanent; speed changes affect the current segment only.

### Speed Ramp:

Speed increases to a maximum at the mid-point of the workout, then decreases to the finish. Speed changes affect the current segment only. Incline changes are permanent.

### 5K Workout:

A popular distance run. Users choose their speed and the workout will end at 5 kilometers (3.1 miles). The user can control both the SPEED and INCLINE of the treadmill throughout the run.

### 10K Workout:

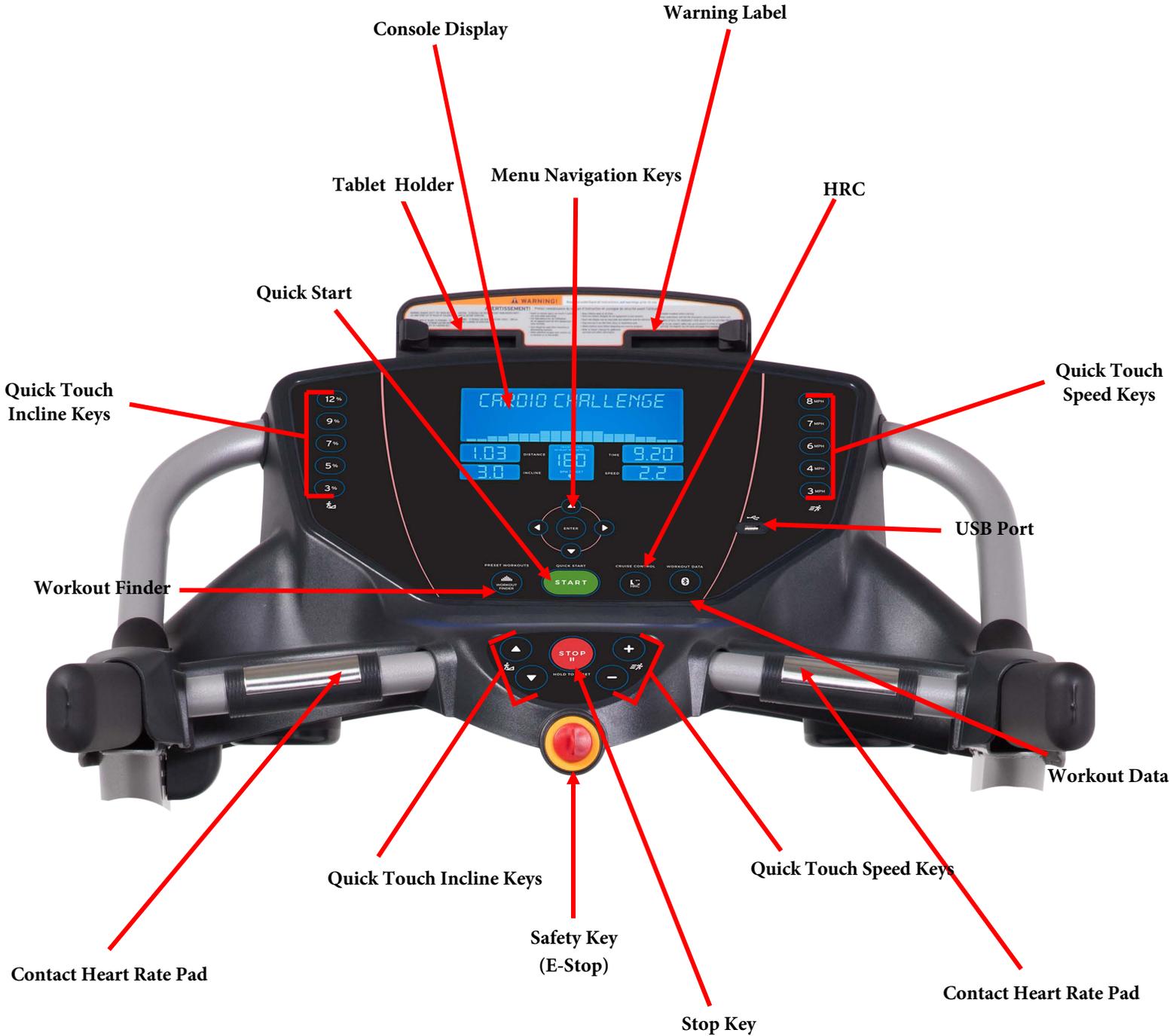
A challenging distance run. Users choose their speed and the workout will end at 10 kilometers (6.2 miles). The user can control both the SPEED and INCLINE of the treadmill throughout the run.

### Half Marathon:

A very challenging distance run. Users choose their speed and the workout will end at 21 kilometers (13.1 miles). The user can control both the SPEED and INCLINE of the treadmill throughout the run.

# CHAPTER 4: PROGRAMMING & OPERATION

## CONSOLE OVERVIEW:



## CHAPTER 4: PROGRAMMING & OPERATION

### **CONSOLE OVERVIEW (CONTINUED):**

#### Console Display:

Used to monitor and/or control workouts and for feature navigation.

#### Incline Keys:

Manually increases or decreases the incline of the treadmill.

#### Quick Touch Incline Keys:

A group of five keys that can set the incline percentage to preset levels of 3%, 5%, 7%, 9%, and 12%.

#### USB Port:

Allows users to charge a mobile device, or update the console software.

#### Warning Label:

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.

#### Speed Keys:

Manually increases or decreases the speed of the belt.

#### Quick Touch Speed Keys:

A group of five keys that can set the treadmill speed to preset levels of 3 mph, 4 mph, 6 mph, 7 mph, and 8 mph.

#### Tablet Holder:

An adjustable mount designed to hold mobile devices during a workout.

#### Contact Heart Rate Pads:

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

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

#### Safety (E-Stop) Key:

A tethered safety device designed to attach to both the user and the treadmill console. Removal of the key from the console will stop belt motion to prevent injury in an emergency.

**Note:** The safety key must be in place on the treadmill, and should be attached to the user's clothing. The treadmill will not operate if the safety key is not attached to the treadmill.

#### Preset Workouts Finder Key:

Allows the user to page through the various preset workout programs available (see 'Program Descriptions' - page 19).

## CHAPTER 4: PROGRAMMING & OPERATION

### CONSOLE OVERVIEW (CONTINUED):

#### Menu Navigation Keys:

The Menu Navigation Keys allow the user to page through and change various options within a workout (or during a workout setup) using the four (4) 'Arrow' keys and then accept a particular option value using the 'Enter' key.

#### Cruise Control:

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

# CHAPTER 4: PROGRAMMING & OPERATION

## CONSOLE NAVIGATION:

### Home Screen:

- A. The Home Screen is displayed on the console when the machine first comes on or is reset by the 'Stop' key and there is no workout in progress. There are two possible Home Screens: one with 'User Profiles' turned "On" and one with 'User Profiles' turned "Off". New machines are delivered with 'User Profiles' turned "Off".



Home Screen with 'User Profiles' Turned "On"



Home Screen with 'User Profiles' Turned "Off"

Starting from the Home Screen with the 'User Profiles' turned "On", the user is able to select from various options using the 'Quick Start' key, the 'Menu Navigation Panel' keys, the 'Workout Finder' key, the 'Cruise Control (HRC)' key and/or the 'Workout Data' key to do the following:

- a) Begin a 'Quick Start' workout.
- b) Select a preset workout.
- c) Input any required pre-workout data.
- d) Begin and control a selected workout from the console.
- e) Create a User Profile (four possible User Profiles)
- f) Select an existing User Profile.
- g) Edit a previously created User Profile.
- h) Display and start a previously created workout.
- i) Setup Cruise Target HRC for a selected User Profile.
- j) Initiate a Bluetooth session with a smart phone using apps like Wahoo Fitness RunFit to capture the workout data from the current workout session to the phone wirelessly.
- k) Stop and Reset the machine.

Starting from the Home Screen with the 'User Profiles' turned "Off", the user is able to select from various options using the 'Quick Start' key, the 'Menu Navigation Panel' keys, the 'Workout Finder' key, the 'Cruise Control (HRC)' key and/or the 'Workout Data' key to do the following:

- a) Begin a 'Quick Start' workout.
- b) Select a preset workout
- c) Setup Cruise Target HRC workout.
- d) Initiate a Bluetooth session with a smart phone using apps like Wahoo Fitness RunFit to capture the workout data from the current workout session to the phone wirelessly.

# CHAPTER 4: PROGRAMMING & OPERATION

## CONSOLE NAVIGATION (CONTINUED):

### Example - Using the Console Panel Navigation to Start a Workout:

To begin a 'Quick Start' (Manual only) workout, press the 'Start' key **A** under 'Quick Start'. New, preset workouts are accessed by pressing the 'Workout Finder' key **C** under 'Preset Workouts' on the Console panel. In either case, a representation of the workout format will be displayed on the Main Console Workout Display **B**. When additional user data is required, use the 'Arrow' keys on the Menu Navigation **D** panel to select/modify the data field. When the data field displays the correct value, press the 'Enter' key to accept it. After the last data is accepted, the workout will begin.



Lower Panel



Quick Access Keys  
(double as numeric increment keys for workout data entry)

### 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, use the 'Up or Down Arrow' keys on the Menu Navigation panel or the plus (+) and minus (-) 'Speed Adjustment' keys on the lower panel (next to the 'Stop' key) to increase or decrease the number value. Once the desired value has been reached, press the 'Enter' key on the Menu Navigation panel to accept the setting and move to the next entry screen.

**Note:** The information required through Workout Data Entry Screens varies by workout program selection.

EXAMPLE:

Age Adjustment Entry Screen



Set Age number value

Weight Adjustment Entry Screen

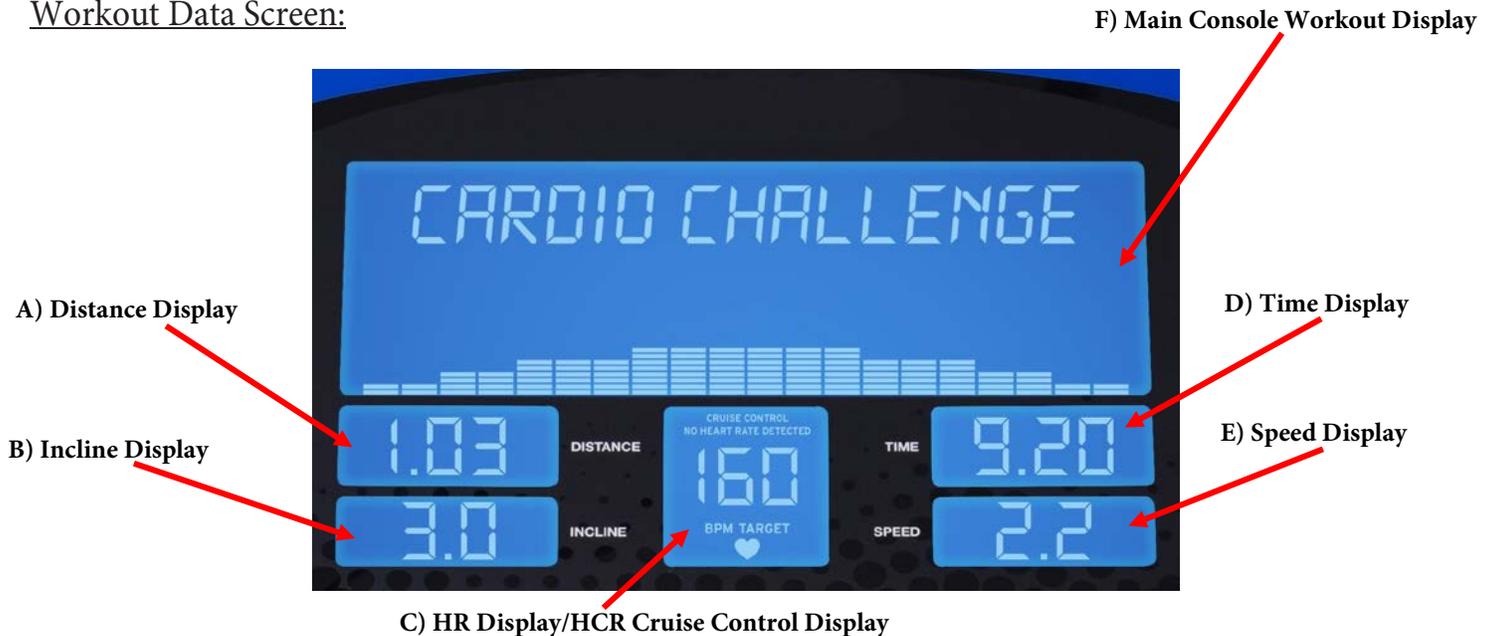


Set Weight number value

# CHAPTER 4: PROGRAMMING & OPERATION

## CONSOLE NAVIGATION (CONTINUED):

### Workout Data Screen:



### A) Distance Display:

Displays the current Distance traveled (in miles), measured from the beginning of the workout up to the present instant.

### B) Incline Display:

Displays the current level of incline as a percentage up from level. The incline level can be changed by pressing the plus (+) or Minus (-) Incline adjustment keys or by selecting a specific 'Quick Incline' key (i.e. 3%; 5%; 7%; 9% or 12%).

### C) HR Display/HRC Cruise Control Display:

Displays monitored Heart Rate during a workout. Also part of HRC Cruise Control, which allows the equipment to maintain the user's current heart rate during the workout through automatic speed and incline adjustments (when the user is utilizing heart rate monitoring).

### D) Time Display:

Displays the time elapsed since the start of the workout. Time stops incrementing if the 'Stop' key is pressed to pause the workout and resumes if the workout is restarted in less than 30 seconds.

### E) Speed Display:

Displays the current treadmill speed (mph). The speed can be changed by pressing the plus (+) or minus(-) speed adjustment keys or by selecting a specific 'Speed' key (i.e. 3 mph, 4 mph, 6 mph, 7 mph, or 8 mph).

### F) Main Console Workout Display:

Displays Workout Data and Workout Graphics, which allows the user to monitor and adjust the workout as it happens.

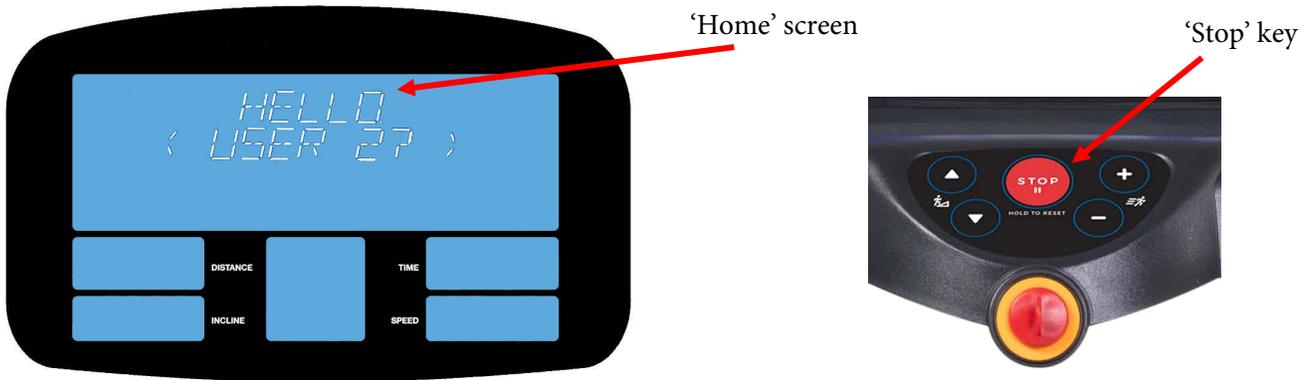
# CHAPTER 4: PROGRAMMING & OPERATION

## USER PROFILES

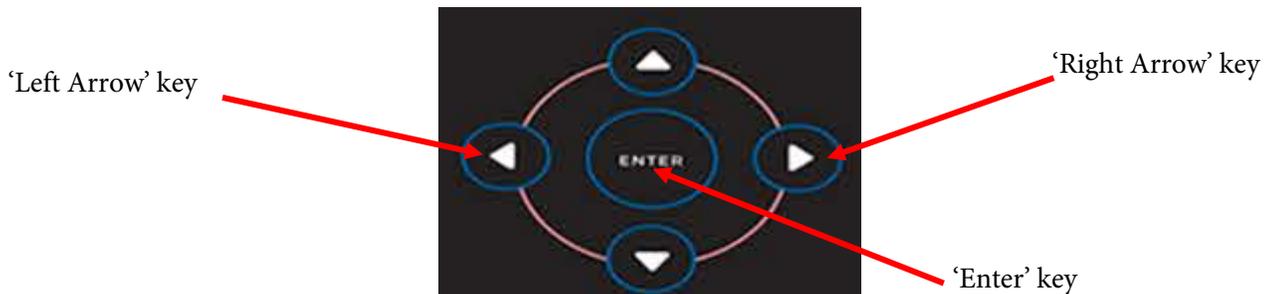
### Creating a New User Profile:

To create a new user profile, do the following:

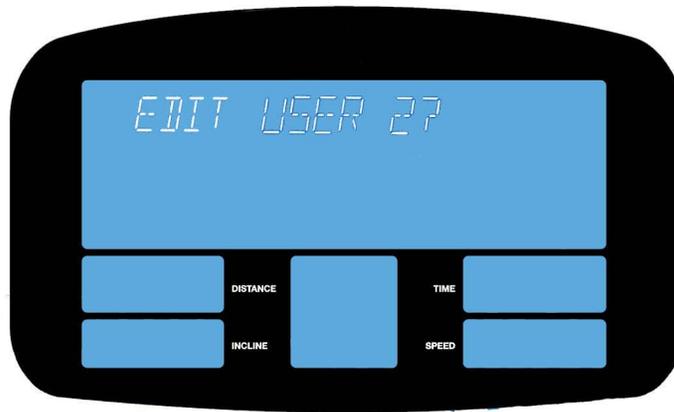
1. Display the Home (“Hello” greeting) screen (if it is not displayed, hold the ‘Stop’ key until it appears). ‘User 1?’ will be displayed by default. For the following example, “User 2?” is used:



2. Use the Left and Right arrow keys on the Menu Navigation panel to select one of the four profiles available.



3. Once the desired user number is displayed, push and hold the ‘Enter key’ on Menu Navigation panel until the “Edit User (#)” screen appears.



**Note:** The number of user profiles is limited to four.

## CHAPTER 4: PROGRAMMING & OPERATION

### USER PROFILES (CONTINUED).

4. Push and hold the 'Up or Down Arrow' keys on the Menu Navigation panel to enter the user name, one character at a time. Use the 'Right and Left Arrow' keys to move to the next character position or back to a previous letter in the name.



5. When the name has been entered correctly, press the 'Enter' key on the Menu Navigation' panel to accept it and move to the next entry screen.
6. Repeat these steps, using the 'Up or Down Arrow' keys on the Menu Navigation panel to increase or decrease the required number values (Example: the age and weight entries in the screens above). Once the correct value is displayed, always accept the entry by hitting 'Enter'.
7. When the last profile data has been accepted, the unit will indicate that the user's profile data is 'Saved' with the following screen.



8. It will then display a screen asking the user to choose a workout (see the next section, "Creating and Managing a Workout").

### Editing an Existing User Profile:

1. Display the User Profile to be edited by following steps 1 and 2 in 'Creating a New User Profile' (above).
2. Press and hold the 'Enter' key on the 'Menu Navigation' panel.
3. The "Edit (*Profile Name*)" screen will appear.
4. Follow Steps 4 through 8 in 'Creating a New User Profile' (above) to edit the data in the User profile.

# CHAPTER 4: PROGRAMMING & OPERATION

## CREATING AND MANAGING A WORKOUT

### Beginning a 'Quick Start' Workout:

1. Bring up a pre-existing User Profile on the Main Console Workout Display.
2. Press the 'Quick Start' key.
3. A ¼ mile, manual (track) workout will come up, count down from three and start at zero incline and .5 mph speed. The user will have total control over the speed and incline during the workout.

### Setting Up and Starting a New, Preset Workout:

1. Bring up a pre-existing User Profile on the Main Console Workout Display.
2. Press the 'Enter' key and use the 'Up' and 'Down' arrow keys to scroll to "New Workout?"
3. Press the 'Workout Finder' key to scroll through the nine preset workout options available:
  - a. Manual
  - b. Hill Intervals
  - c. Rolling Hills
  - d. Cardio Challenge
  - e. Walk and Run Intervals
  - f. Speed Ramp
  - g. 5k Workout
  - h. 10k Workout
  - i. Half Marathon
4. When the desired workout is displayed, press the 'Enter' key on the Menu Navigation panel to select it.
5. The next several screens may ask for pre-workout setup data (preset data) such as age, weight, desired workout time, incline level, distance and/or speed. Setup each requested parameter using the 'Up and Down Arrow' keys on the 'Menu Navigation' panel and then press the 'Enter' key to accept it.
6. The last screen will ask to save this workout to the selected User Profile. Press the 'Enter' key.
7. The next screen will ask which of the five Workout Preset Data Storage Areas does the user want this workout to be saved to (each User Profile has five Workout Preset Data Storage Areas available).

**Note:** *Saving new workout preset data into a Workout Data Storage Area that already has workout preset data stored in it will overwrite the existing data with the new data. The old data will be lost.*

8. Choose the Workout Data Storage Area desired by pressing the 'Up and Down Arrow' keys.
9. When the desired storage area is displayed, press the 'Enter' key to select it. The screen will say "Workout Saved".
10. After a brief pause, a three second count-down will commence and then the selected workout will begin.

### Starting One of the Five Previously Saved Workouts Under a Selected User Profile:

1. Bring up a pre-existing User Profile on the Main Console Workout Display.
2. Press the 'Enter' key on the Menu Navigation panel.
3. A screen will appear that says "Last Workout?" and "L1" will show in the 'HR Detector' display box.
4. Press the 'Right Arrow' key once.

## CHAPTER 4: PROGRAMMING & OPERATION

### CREATING AND MANAGING A WORKOUT (CONTINUED)

5. The screen will display the first of five workouts saved under the selected User Profile. “S1” (S=Saved workout) will appear in the center ‘HR Detector’ display box.
6. Press the ‘Up Arrow’ key repeatedly to page through the five Workout Data Storage areas. The “S#” in the ‘HR Detector’ display box will cycle from “S1” through “S5” and the workouts shown on the ‘Main Console Display’ will reflect what workout is saved in each Workout Preset Data Storage area.
7. When the desired workout comes up, press the ‘Enter’ key to select it.
8. After a brief pause, a three second count-down will commence and then the selected workout will begin.

#### Starting One of the Ten Previous Workouts Automatically Captured from all User Profiles:

**Note:** *The treadmill automatically stores the last ten workouts performed on it in a “stack” designated as ‘L’ (L=Last Workout).*

*Each time a new workout is run, it is saved into storage area L1 and all of the other stored workouts move up in the stack by one position. So, every time a new workout is added in L1, the oldest stored workout in L10 is erased.*

1. To access the workouts in the ‘L’ stack, start by bringing up a pre-existing User Profile on the Main Console Workout Display.
2. Press the ‘Enter’ key on the Menu Navigation panel.
3. A screen will appear that says “Last Workout?” and “L1” will show in the ‘HR Detector’ display box.
4. Press the ‘Up Arrow’ key repeatedly to page through the ten Last Workout Data Storage areas. The “L#” in the ‘HR Detector’ display box will cycle from “L1” through “L10” and the workouts shown on the ‘Main Console Display’ will reflect what workout is saved in each Last Workout Preset Data Storage area.
5. When the desired workout comes up, press the ‘Enter’ key to select it.
6. After a brief pause, a three second count-down will commence and then the selected workout will begin.

#### Cruise Control (HRC) Workouts:

The TRUE Heart Rate Control (HRC) workouts are unique because users must enter the key parameters of the workout; target heart rate, maximum speed, maximum incline, and time, prior to beginning the HRC workout. As users approach their target heart rate, the treadmill’s computer automatically takes over and changes the speed and/or incline automatically to keep users near their target heart rate. This allows for a completely “hands free” workout.

\*A Bluetooth or Polar® compatible heart rate monitoring chest strap should be worn during HRC workouts. For increased safety and accuracy, contact heart rate monitoring is not recommended for HRC workouts.

#### Setting Up the Target Heart Rate Control Workout:

TRUE’s heart rate control (HRC) workouts let the treadmill monitor relative exercise intensity by way of the user’s heart rate, then automatically adjusts the speed and incline 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.

1. Start at the Home Screen on the Main Console Workout Display.

## CHAPTER 4: PROGRAMMING & OPERATION

### CREATING AND MANAGING A WORKOUT (CONTINUED)

2. Press the 'HRC' key under Cruise Control on the console. A screen will display showing "Target HRC".
3. Choose Target HRC and then press the 'Enter' key on the Menu Navigation panel. A series of set-up screens will be displayed. They will require the following data entries:
  - a. Age
  - b. Weight
  - c. Time (workout duration)
  - d. Target Heart Rate
  - e. Maximum Speed
  - f. Maximum Incline
4. The next screen will ask which of the five Workout Preset Data Storage Areas does the user want this workout to be saved to (each User Profile has five Workout Preset Data Storage Areas available).

**Note:** *Saving new workout preset data into a Workout Data Storage Area that already has workout preset data stored in it will overwrite the existing data with the new data. The old data will be lost.*

5. Choose the Workout Data Storage Area desired by pressing the 'Up and Down Arrow' keys.
6. When the desired storage area is displayed, press the 'Enter' key to select it. The screen will say "Workout Saved".
7. Make sure whichever heart monitoring method to be used (Bluetooth or Polar® compatible heart rate monitoring chest strap or direct contact) is in place.
8. After a brief pause, a three second count-down will commence and then the HRC workout will begin.

#### **Warm Up:**

At the beginning of an HRC workout, the treadmill 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 treadmill will operate as if in manual mode during the warm up stage. Users control both speed and incline. The user may only increase speed and incline to the present maximum values entered. 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.

**Note:** *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 treadmill takes control of speed and incline, keeping the user's heart rate within a few bpm of their target. When using the Interval HRC Workout, the treadmill alternates between work and rest intervals.

#### **Cool-Down:**

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

#### **HRC Workout Summary:**

Once the workout is complete, a Workout Summary will be displayed.

## CHAPTER 4: PROGRAMMING & OPERATION

### CREATING AND MANAGING A WORKOUT (CONTINUED)

#### Workout Summary:

**Note:** *At the end of every workout, whether it ends normally or ends by being stopped by the user before completion, a series of Workout Summary screens will be displayed and will cycle three times. These screens could include Time; Average Heart Rate; Maximum Heart Rate; Average Speed; Maximum Speed; Average Incline; Maximum Incline; Distance and Calories burned. There are two ways to capture this data. One is to write it down as it is displayed. The other is to transfer it to a smartphone through a Bluetooth application.*

#### Using a Bluetooth Application

1. If a user owns a Smartphone, there are mobile applications available from True Fitness and other sources (i.e. Wahoo RunFit).
2. Turn on the mobile app before the workout ends.
3. Press the 'Workout Data' key. The screen will display the word Bluetooth and a four digit pairing code number.
4. Use the app to pair the mobile device to the treadmill (this process varies by mobile application).
5. The Workout Summary data will automatically be uploaded, through a Bluetooth transmission from the treadmill, and stored by the app on the Smartphone. (for greater details, see Appendix A)

#### Write it down

1. Each Workout Summary screen displays its data for two seconds and all of the screens are shown three times in a repeating cycle.
2. Have a pen and pad ready to write down the Workout Summary data.

## UTILITY FUNCTIONS:

### Utilities Options Menu – Maintenance Mode:

Product setup under Maintenance Mode allows the user (or, preferably, a certified technician) to adjust the model configuration and setup. Maintenance Mode is entered by holding down the 'Up Arrow' key on the Incline Adjustment section of the Lower Panel and then holding down the 'Enter' key of the Menu Navigation panel. There are three subsections under the Maintenance Mode:

#### 1. **Diagnostics:**

- a. **Total Time:** The amount of time that the machine has run since the last reset.
- b. **Total Distance:** The number of miles that the belt has moved since the last reset.
- c. **Average Speed:** The overall speed that the belt has averaged since the last reset.
- d. **Units:** Determines how the workout data is displayed (English or Metric) by default.
- e. **Sleep:** The amount of time the unit can be idle before entering sleep mode. By choosing the "Off" setting, the unit will remain powered on indefinitely.
- f. **Cool Down:** Adjusts the length of the cooldown time at the end of a workout.
- g. **Pause ('On' or 'Off'):** Limits 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.
- h. **Maximum Time ('On' or 'Off'):** Limits the amount of time that all workouts can last. By choosing the "Off" setting, the time will be unlimited (does not apply to manual or distance workouts)
- i. **Error Log:** Error codes are an important part of troubleshooting any issues with the treadmill. Any time an error occurs it is entered into the error log for review by a service professional. (Example: Fault Indicator 1-Incline Stall). This console is capable of storing the ten most recent errors. The "+" and "-" keys of the Speed Adjustment controls allow a user to page through them.
- j. **User Profiles ('On' or 'Off'):** Enables or disables the custom user profile feature.

**Note:** *Turning 'User Profiles' "Off", saving the setting and then turning it back "On" and saving it again will clear off all user profile data and saved workouts (both "L" and "S" type) on the machine. This is, in effect, the master data reset.*

#### 2. **Configuration:**

Gives access to the Model Number, specification for maximum speed and incline percentage, overall time the machine has run and distance the belt has moved, the cool down duration setting, the Heart Rate Controls Test, the Keys Test, the Display Test and the EPROM Test.

**Note:** *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.*

#### 3. **Calibration:**

**Note:** *Generally a Calibration is done under the remote (Help Desk) or on-site supervision of a True certified service professional. The process takes full control of the treadmill, runs about two minutes and can be dangerous if caution is not exercised.*

## CHAPTER 5: 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.

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

### CLEANING THE EQUIPMENT:

#### After Each Use:

- Use GymWipes™ Antibacterial wipes or spray a solution of 30 parts water to 1 part mild detergent to dampen a soft cloth and wipe all exposed surfaces.
- Use a LCD/screen cleaner or spray a solution of 1 part 91% isopropyl alcohol and 1 part water to dampen a soft cloth and wipe the surface of the console. This helps remove fingerprints, dust, and dirt.

#### Weekly:

- Vacuum any dust or dirt that might have accumulated under or around the 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 in the following pages.

### ▲ 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 5: CARE & MAINTENANCE

### RUNNING BELT ALIGNMENT:

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

### ▲ CAUTION:

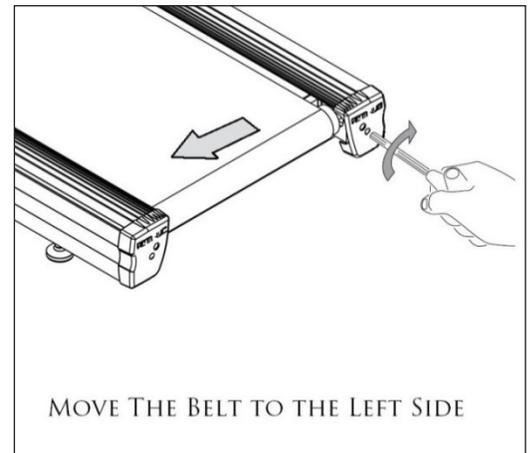
- Special care must be taken when aligning the running belt. Turn off the treadmill while adjusting or working near the rear roller. Remove any loose clothing and tie back your hair. Be very careful to keep your fingers and any other object clear of the belt and rollers, especially in front of the roller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

### 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.

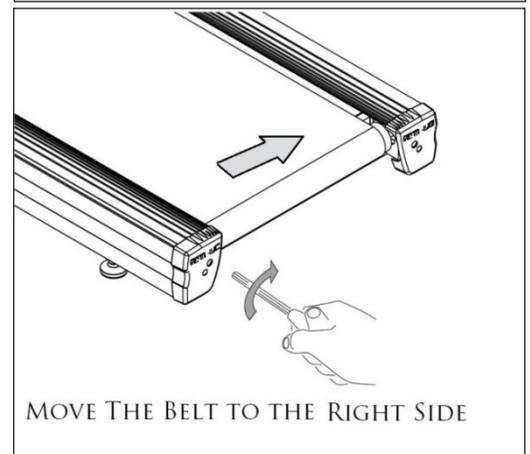
### If the running belt is too far to the right side

- 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 ¼ 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.



### 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 ¼ 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.

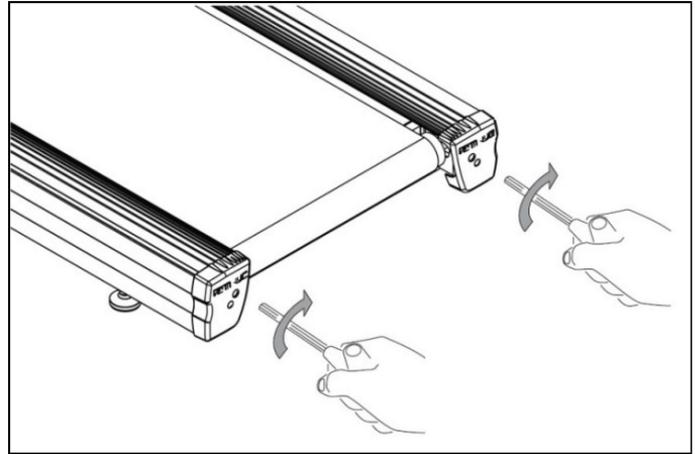


## CHAPTER 5: CARE & MAINTENANCE

### 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.

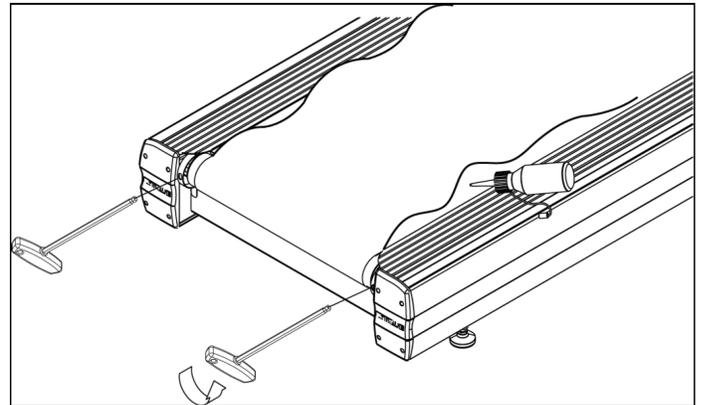


### TREADMILL LUBRICATION:

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.

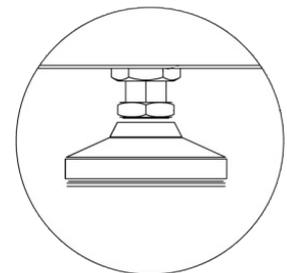
- Loosen the belt adjustment bolts in the rear end caps.
- Lift the belt and apply the lubricant to the center of the deck.
- Center and re-tension the belt using the directions above.
- Walk on the treadmill at 2MPH for about 60 seconds to spread the lubricant evenly through the belt and deck.

**Note:** Please contact your dealer or visit [www.truefitness.com](http://www.truefitness.com) to obtain the proper lubricants.



### 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.



## 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](http://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 6: CUSTOMER SERVICE

### CONTACTING SERVICE:

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

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

TRUE FITNESS SERVICE DEPARTMENT 865  
HOFF ROAD  
ST. LOUIS, MO 63366  
1.800.883.8783  
HOURS OF OPERATION: 8:30 A.M. - 5:00 P.M. CST  
E-MAIL: [service@truefitness.com](mailto:service@truefitness.com)

### CONTACTING SALES:

Interested in TRUE 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](mailto:sales@truefitness.com)

## CHAPTER 6: CUSTOMER SERVICE

### **REPORTING FREIGHT CLAIMS 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 7: 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.true-fitness.com](http://www.true-fitness.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	Use a voltmeter to 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
Heart rate 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

## CHAPTER 7: ADDITIONAL INFORMATION

### TROUBLESHOOTING GUIDE (CONTINUED):

Malfunction	Possible Cause	Corrective Action
Heart rate is displaying erratically or not displaying (continued)	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
	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 configured incorrectly	Power cycle Re-configure console
Fault CN02: Invalid Console Configuration	Console	The product configuration data has failed validation checks (incline ranges make no sense, etc.)	Incline Motor out of range	Contact dealer or TRUE service
			Loose Cable	
			Membrane Key stuck down/ closed	Membrane key is damaged
Fault CN04: Lower Board Comm Fault	Console	Brainboard fails to receive timely communication responses from lower board - Fault after 3 retries	Loose Cable	Power cycle Check cable connections
			Motor control board	Contact dealer or TRUE service
			Console	

## CHAPTER 7: ADDITIONAL INFORMATION

### TROUBLESHOOTING GUIDE (CONTINUED):

Fault Code	Category	Description	Cause	Corrective Action
Fault CN05: No Lower Control	Console	No lower board connected to console - detection wires not connected.	Loose Cable	Power cycle Check cable connections
			Console Configured incorrectly	Re-configure console
Fault CN06: Config Mismatch	Console	Console is configured for a product different than that to which it is connected.	Console Configured incorrectly	Power cycle 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
			Incline Potentiometer value out of range	Contact dealer or TRUE service
Fault CN09: Insert Safety Key	Console	Emergency Circuit opened	Safety Key not engaged	Re-insert safety key
			Loose Cable	Check cable connections
			Switch Damaged	Contact dealer or TRUE service
Fault CN10: E-Stop Fault	Console	A test of the emergency circuit has failed	Console Catch	Power cycle
			Safety Key not engaged	Re-insert safety key
			Loose Cable	Check cable connections
			Switch Damaged	Contact dealer or TRUE service
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 Re-configure console
			Firmware and software versions are not compatible	Re-install software/ firmware
				Contact dealer or TRUE service

## CHAPTER 7: ADDITIONAL INFORMATION

### TROUBLESHOOTING GUIDE (CONTINUED):

Fault Code	Category	Description	Cause	Corrective Action
Fault SP01: Belt Under Speed	Speed	Tread motor rpm is below target rpm	High belt/deck friction	Lubricate treadbelt Contact dealer or TRUE service
			High belt tension	Check drive belt and walking belt tension
			Low Line Voltage	Contact dealer or TRUE service
			Dirty or misaligned speed sensor	
Fault SP02: Belt Over Speed	Speed	Tread motor rpm is higher than target rpm	High belt/deck friction	Lubricate treadbelt Contact dealer or TRUE service
			Line Voltage	Check AC line voltage
			Dirty or misaligned speed sensor	Contact dealer or TRUE service
Fault SP03: Belt Over Accel	Speed	Tread belt speed increasing too quickly	User is holding belt back	Do not try to stop belt
			High belt/deck friction	Lubricate treadbelt
			Dirty or misaligned speed sensor	Contact dealer or TRUE service
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 Contact dealer or TRUE service
			Low Line Voltage	Check AC line voltage
Fault IN01: Incline Stall	Incline	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
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
			Incline Potentiometer value out of range	Contact dealer or TRUE service

# CHAPTER 7: ADDITIONAL INFORMATION

## TROUBLESHOOTING GUIDE (CONTINUED):

Fault Code	Category	Description	Cause	Corrective Action
Fault IN03: Incline Run Fault	Incline	Incline moving when not commanded	Console displays Fault Calibration not saved. Incline disabled.	Power cycle
				Check cable connections
			Incline Potentiometer value out of range	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.	Contact dealer or TRUE service
				Power cycle
			Incline Potentiometer value out of range	Check cable connections
				Run incline calibration
Fault D100: Motor Controller Fault	DC MCB	Motor Control Board Fault	Motor Control Board	Contact dealer or TRUE service
				Power cycle
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	Contact dealer or TRUE service
				Power cycle
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
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

## CHAPTER 7: ADDITIONAL INFORMATION

### TROUBLESHOOTING GUIDE (CONTINUED):

Fault Code	Category	Description	Cause	Corrective Action
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 8: WARRANTY INFORMATION



## RESIDENTIAL LIMITED WARRANTY PERFORMANCE 100 TREADMILL

Save time and register online!  
Activate Multiple Warranties at [truefitness.com](http://truefitness.com).

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:

<b>Frame*</b>	<b>Lifetime</b>
<b>Drive Motor</b>	<b>30 Years</b>
<b>Parts</b>	
<b>Electrical</b>	<b>5 Years</b>
<b>Wear Items</b>	<b>5 Years</b>
<b>Cosmetics</b>	<b>6 Months</b>
<b>Labor</b>	
<b>Parts</b>	<b>1 Year</b>
<b>Motor</b>	<b>1 Year</b>
<b>Cosmetics</b>	<b>6 Months</b>

NOTE: Warranty valid for USA and Canada only.

### 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 part shipped from TRUE) for one year from date of purchase. \* This limited warranty on structural frame does not include paint or coatings.

### Drive Motor

The treadmill drive motor is warranted for defects in material and workmanship for 30 years with a 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.

### Parts

The treadmill electrical parts and wear items are warranted for defects in material and workmanship for five 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. 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 physiology, 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.

### Labor

Labor is covered for a period of one year 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.

# CHAPTER 8: WARRANTY INFORMATION



## RESIDENTIAL LIMITED WARRANTY PERFORMANCE 300 TREADMILLS

Save time and register online!  
Activate Multiple Warranties at [truefitness.com](http://truefitness.com).

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:

<b>Frame*</b>	<b>Lifetime</b>
<b>Drive Motor</b>	<b>30 Years</b>
<b>Parts</b>	
<b>Electrical</b>	<b>7 Years</b>
<b>Wear Items</b>	<b>7 Years</b>
<b>Cosmetics</b>	<b>6 Months</b>
<b>Labor</b>	
<b>Parts</b>	<b>1 Year</b>
<b>Motor</b>	<b>1 Year</b>
<b>Cosmetics</b>	<b>6 Months</b>

NOTE: Warranty valid for USA and Canada only.

### 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 part shipped from TRUE) for one year from date of purchase. \* This limited warranty on structural frame does not include paint or coatings.

### Drive Motor

The treadmill drive motor is warranted for defects in material and workmanship for 30 years with a 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.

### Parts

The treadmill electrical parts and wear items are warranted for defects in material and workmanship for seven 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. 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 physiology, 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.

### Labor

Labor is covered for a period of one year 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.

# CHAPTER 8: WARRANTY INFORMATION



## RESIDENTIAL LIMITED WARRANTY PERFORMANCE 300 TREADMILLS

Save time and register online!

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

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.

**PLEASE RETAIN THIS PORTION FOR YOUR RECORDS**

SERIAL NUMBER:



SAMPLE SERIAL NUMBER LABEL:



# CHAPTER 8: WARRANTY INFORMATION



## RESIDENTIAL LIMITED WARRANTY PERFORMANCE 300 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](http://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](http://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:

SERIAL NUMBER:

# APPENDIX A

## THE WAHOO RUNFIT APP:

Your TRUE Performance Treadmill comes equipped with Wahoo's SMART technology.

Now you can stay connected to your workout with Wahoo's RunFit App and get the results of your workout instantly on your smartphone.

Get started with three easy steps...

### 1. Download Wahoo's Runfit App.

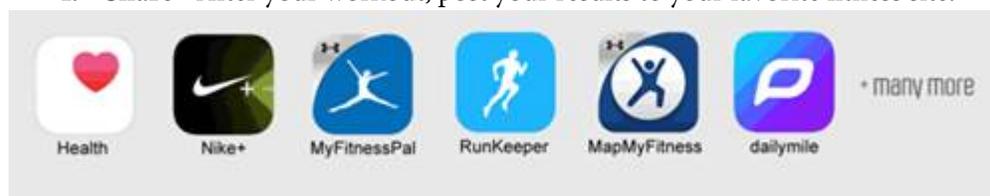


2.

Wahoo's popular RunFit app gives you the ability to capture, analyze and share performance data generated during your workout. Wahoo's RunFit app can be downloaded from the App Store and Google Play.

3. **Connect** - Choose "Connect to Treadmill" when starting to record your run.

4. **Share** - After your workout, post your results to your favorite fitness site.



List of apps from my phone (via RunFit):

Heart Health

Nike+

Strava

Connect

TrainingPeaks

RunKeeper

Map My Fitness

Magellan Active

My Fitness Pal

dailymile

Dropbox

Mail

iTunes

## WAHOO RUNFIT APP (CONTINUED):

List of additional apps from <http://www.wahoofitness.com/apps>:

Map My Run

Map My Walk

Zwift

Map My Ride

Running and Walking with Endomondo

Calorie Counter & Diet Tracker by My Fitness Pal

Pear Personal Coach

Export in .tcx, .gpx, .pwx, .csv, .wf, PDF

### 100/300 detailed iPhone instructions:

1. Start with the Wahoo Fitness app open on your smartphone/device.
2. Press the 'Workout Data' (Bluetooth symbol) button located just to the right of bottom center on the console.
3. A Bluetooth ID number on the Performance treadmill console will appear. The same Bluetooth ID number should simultaneously appear in the Wahoo app on your smartphone/device.
4. Press 'Connect' on your smartphone /device.
5. You will see a prompt saying – "Bluetooth connected".
6. Now do one of the following:
  - a. Press 'Start' to begin a Quick Start workout.
  - b. Press 'Workout Finder' and set up a workout, entering User Profile information, if prompted.
7. When the workout and/or cool down is finished, press 'Stop' to pause the console/workout.
8. The console will show each Workout Summary data screen every two seconds on the display for three cycles. At the same time, the option to Save or Discard the data will appear on your smartphone/device.
9. If you choose to discard the data, the information will be deleted and permanently lost.

**Note:** *No Workout Summary data is stored on the treadmill after the Workout Summary screens have finished cycling.*

### 100/300 detailed Android instructions:

1. Touch the Bluetooth button located just to the right of center on the bottom of the console.
2. Connect to gym equipment/Press the Bluetooth button.
3. A Bluetooth ID number on the Performance treadmill console will appear. The same Bluetooth ID number should simultaneously appear in the on your Android device.
4. Press 'Connect' on your device if the numbers match.
5. You will see a prompt saying – "Bluetooth connected".
6. Now do one of the following:
  - a. Press 'Start' to begin a Quick Start workout.
  - b. Press 'Workout Finder' and set up a workout, entering User Profile information, if prompted.
7. When the workout and/or cool down is finished, press 'Stop' to pause the console/workout.
8. The console will show each Workout Summary data screen every two seconds on the display for three cycles. At the same time, the option to Save or Discard the data will appear on your Adroid device. If you choose to 'Save', follow the prompts on your Android phone.
9. If you choose to discard the data, the information will be deleted and permanently lost.

**Note:** *No Workout Summary data is stored on the treadmill after the Workout Summary screens have finished cycling.*

# APPENDIX A

## Connecting to an external Bluetooth HR monitor (For iPhone and Android devices)

Follow the below steps for connecting all applicable HR devices:

1. Connect the Bluetooth HR device to the iPhone or Android device. (Note: For the 5 kHz HR device, it will connect to the TRUE console automatically.)
2. Connect the iPhone or Android device to the TRUE console via Bluetooth.

The workout data from the Bluetooth HR device will display on the TRUE console after being routed through the iPhone or Android device if the iPhone or Android device is connected to the TRUE console via Bluetooth.