



TRUE[®]

WELCOME PACKET

01/01/2022

TABLE OF CONTENTS

INTRODUCTION TO TRUE	3
QUICK REFERENCE CONTACTS	4
WARRANTY DETAILS	5
MAINTAINING YOUR PRODUCTS	
CARDIO	6
TREADMILL	7
ELLIPTICAL	8
BIKE	9
STRENGTH	10
LOCATING SERIAL NUMBERS	12

INTRODUCTION TO TRUE

TRUE is a global leader in premium fitness equipment for the commercial and home markets. Adhering to the best practices in technology, innovation, design, performance, safety and style.

TRUE has received multiple awards for its commercial and retail products over the years and remains a benchmark for the industry.

Fitness facilities and consumers invest in TRUE for its durable cardio, strength and flexibility systems in commercial and residential workout environments worldwide.

“Our goal as a company is not to sell the most fitness products in the world, but to deliver the world’s best premium equipment for our customer’s health and fitness solutions.”

QUICK REFERENCE CONTACTS

Post Installation Support

To contact Leisure Concepts for any of your pre- or post-installation questions, please call +61 39931 1291

Information Needed When Contacting Leisure Concepts

- Serial Number of Unit
- Contact Person, Email & Phone Number
- Address of Facility
- Detailed Description Regarding Symptom of the Unit
- Inquire whether service is covered under warranty or is billable

WARRANTY DETAILS

400 Commercial Treadmills/Bikes/Ellipticals

Frame	Lifetime
Parts	5 Years
Cosmetic Components	90 Days

650 and 900 Commercial Treadmills

Frame	Lifetime
Drive Motor	5 Years
PFC Motor Controller	5 Years
Parts	3 Years
Cosmetic Components	90 Days

900 Commercial Bikes/Ellipticals & Spectrum/Traverse

Frame	Lifetime
Parts	3 Years
Cosmetic Components	90 Days

800 Commercial Stretch

Parts	1 Year
Cosmetic Components	90 Days

All Commercial Strength

Frames and Welds on the Structural Frame (coatings excluded)	10 Years
Pillow blocks, pulleys, weight plates, and guide rods	5 Years
Cables and linear bearings	1 Year
Normal wear parts including but not limited labels, grips, pad/upholstery	90 Days

***All Warranty Items are "LIMITED"**

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.

***Cosmetics:** The cosmetic parts are warranted for defects in material and workmanship for 90 days. This limited warranty does not cover damage or equipment failure resulting from or caused by improper assembly/installation, failure to follow instructions and warnings in owner's manual, accident, misuse, abuse, unauthorized modification, or failure to provide reasonable and necessary maintenance. This limited warranty will apply to but may not be limited to plastic covers, shrouds, caps, badges, overlays, paint, coatings, and grips.

MAINTAINING YOUR PRODUCT

Please follow this quick guide to help you maintain your investment in TRUE Fitness equipment. TRUE suggests you perform the minor maintenance tasks described in your Owner's Manual.

All Cardio

Important:

If you determine your TRUE Cardio product needs service, make sure the machine cannot be used inadvertently. If it is a powered unit, turn it off, and then unplug the power cord from its power source. Make sure other users know the product needs service.

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.

Cleaning TRUE Cardio Products

- Use only a soft cotton cloth. Apply cleaner to the cotton cloth and before cleaning
- Clean the console regularly with water or a solution of 50% Isopropyl Alcohol
- All other exterior surfaces clean with mild soap and water
- DO NOT use ammonia or acid based cleaners. DO NOT use abrasive cleaners
- DO NOT use paper towels, DO NOT apply cleaners directly to equipment surfaces
- Inspect and vacuum the area directly surrounding and under the unit regularly
- Check to make sure the unit is properly leveled

Note: To reduce the risk of electrical shock, always unplug the unit from its power source before cleaning or performing any maintenance tasks.

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

MAINTAINING YOUR PRODUCT

Treadmill

	Daily	Weekly	Quarterly
Console / Display	✓	✓	✓
Hardware			✓
Inspect USB Port			✓
Inspect Electrical Connections			✓
Inspect Data Connections			✓
Clean Cup Holders	✓		
Inspect Cup Holders			✓
Test Emergency Stop/Key	✓		
Side Handrails	✓		✓
Clean/Inspect Heart Rate Control Sensors	✓		
Motor Cover			✓
Motor Electronic Compartment			✓
Inspect Walking Belt			✓
Lubricate Belt and Deck*			✓

MAINTAINING YOUR PRODUCT

Elliptical

	Daily	Weekly	Quarterly
Console / Display	✓	✓	✓
Hardware			✓
Inspect USB Port			✓
Inspect Electrical Connections			✓
Inspect Data Connections			✓
Clean Cup Holders	✓	✓	✓
Inspect Cup Holders			✓
Covers & Pedals		✓	
Side Handrails	✓	✓	✓
Clean/Inspect Heart Rate Control Sensors	✓	✓	✓
Inspect Generator			✓
Inspect Drive Belts			✓

GENERAL INSPECTION:

- Inspect exterior parts regularly for wear, particularly the pedals and power cord (when applicable)

MAINTAINING YOUR PRODUCT

Bike (Upright and Recumbent)

	Daily	Weekly	Quarterly
Console / Display	✓	✓	✓
Hardware			✓
Inspect USB Port			✓
Inspect Electrical Connections			✓
Inspect Data Connections			✓
Clean Cup Holders	✓	✓	✓
Inspect Cup Holders			✓
Covers & Pedals		✓	
Side Handrails	✓	✓	✓
Clean/Inspect Heart Rate Control Sensors	✓	✓	✓
Inspect Generator			✓
Inspect Drive Belts			✓
Seat Adjustments			✓
Crank Arm Inspection			✓

GENERAL INSPECTION:

- Inspect exterior parts regularly for wear, particularly the pedals, seat and power cord (when applicable)

MAINTAINING YOUR PRODUCT

All Strength Equipment

Preventative maintenance is crucial to maintaining the function and safety of your TRUE Fitness strength equipment. It is important that your facility establish written guidelines for preventative maintenance and keep written or online records of the maintenance performed on these products. As a minimum, the items presented below, in the SAFETY section of the applicable Assembly Manual which accompanied each of your TRUE strength products, and in the SAFETY section of the General Maintenance Manual (available online or by calling 800-883-8783) should be included in your maintenance program.

1. **Cables:** Inspect end fittings daily for wear. Inspect the entire length of the cable weekly. Replace cables with original TRUE Fitness replacement components at the first sign of wear and on an annual basis. Be certain that the cable adjustment nut(s) is/are tight.
2. **Nuts, Bolts, and Fasteners:** Check tightness weekly. If any hardware has become loose, retighten and/or use Loctite™ brand Threadlocker 242. Be sure hardware is tight before using machine.
3. **Safety Catches:** Inspect catches, stop rods and their associated fasteners weekly. Tighten any loose hardware and replace any components at first signs of wear.
4. **Frames:** Wipe all machines down with a damp cloth and dry completely each day. This includes painted parts, chrome parts and upholstered pads.
5. **Painted and chrome plated parts:** Use Simple Green or similar cleaner for light dirt and grime. Use Turtle Wax Polishing Compound or a good car polish to remove heavier dirt and grease as well as for polishing. DO NOT use solvents, lacquer thinner, acetone or finger nail polish remover. For scuffs and marks that are not removed by the above methods use a soft scrub cleanser. Make sure all parts are dry upon completion.
6. **Weight stack enclosures (shrouds):** Wipe down with a damp cloth as needed.
7. **Exercise instruction labels:** Clean with soap and water as needed.
8. **Guide rods:** Wipe all dirt and dust from the guide rods before applying a light application of Tri-Flow™ or other Teflon spray lubricant. Spray the Tri-Flow™ on a rag and then wipe the guide rods with the rag. DO NOT use oil lubricants such as WD-40. Caution: Tri-Flow™ will stain carpet and clothing.
9. **Bronze bushings:** Check monthly for signs of wear and replace as needed.
10. **Linear Bearing Shafts:** Wipe any accumulation of dust or other contaminants from the shafts on a weekly basis. Apply a thin layer of a Teflon® (PTFE) grease on a weekly basis. TRUE Fitness recommends Magnalube® brand.
11. **Adjustments:** Verify that all adjustments are possible and carried out with ease. If equipped with a weight stack, verify that the proper weight selector pin is in place. Make sure that adjustment pins insert completely into each position without binding.
12. **Warning labels:** Replace warning labels at first sign of wear. Labels and Facility Safety Sign may be obtained from TRUE Fitness free of charge.
13. When replacing any component, use only TRUE Fitness supplied components.
14. Please refer to Assembly Manuals and the General Maintenance Manual (part number: AM-GMM) for other important safety and maintenance information.

If you have any questions, do not hesitate to contact Leisure Concepts at (+ 61 3 9931 1291 or servicerequest@leisureconcepts.com.au)

MAINTAINING YOUR PRODUCT

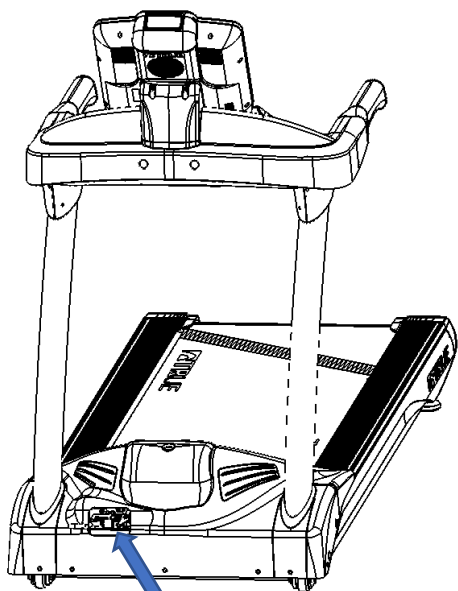
Strength

	Daily	Weekly	Annually
INSPECTION & MAINTENANCE			
Cables			
Cable Wear	✓	✓	
Cable Tension	✓	✓	
Cable Fitting Attachment	✓	✓	
Handle Fittings	✓	✓	
Replace Cables			✓
Rubber Hand Grips	✓	✓	
Anti-Skid Foot Grips	✓	✓	
Weight Stack Selector Pin	✓	✓	
Weight Stack Cable Nut		✓	
Function Test		✓	
Pulley Wheels		✓	
Adjustment Pop Pins		✓	
Locking Knobs		✓	
Hardware		✓	
Frames		✓	
Bronze Bearings		✓	
Warning & Instruction Labels		✓	
CLEANING			
Wipe all machines with water dampened cloth* (dry completely)	✓	✓	
CLEANING & LUBRICATION			
Guide Rods		✓	
Chromed Adjustment Tubes		✓	
Linear Bearings		✓	

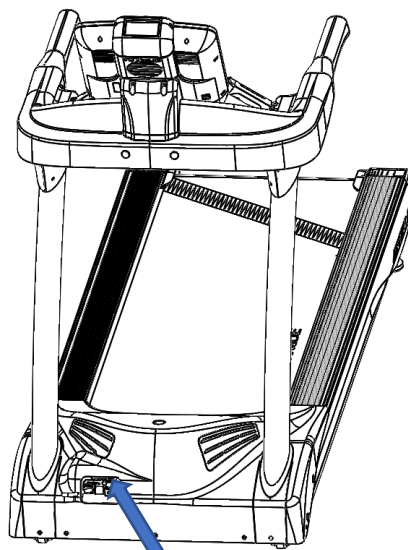
*Plastic parts, Labels and Shrouds – Use a mild soap solution to clean dirt and grease

LOCATING SERIAL NUMBERS

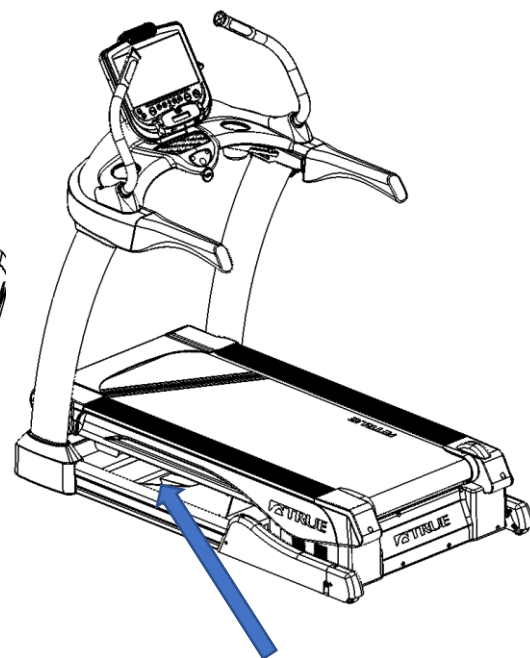
Treadmills



TC900

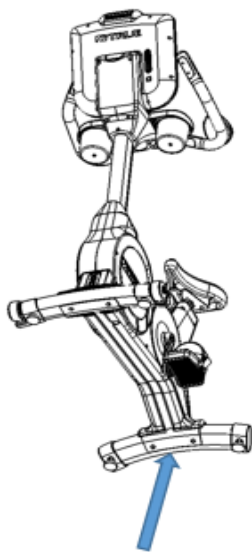
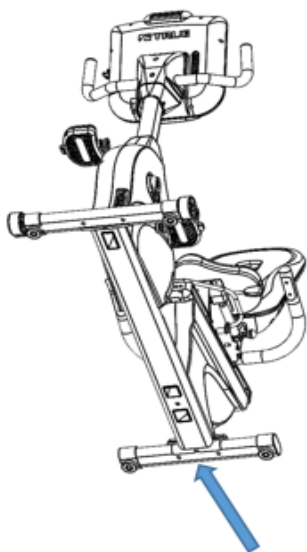


TC650



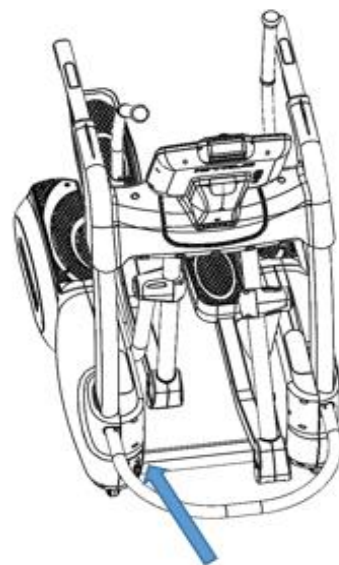
Alpine Runner

Bikes



Upright and Recumbent

Ellipticals

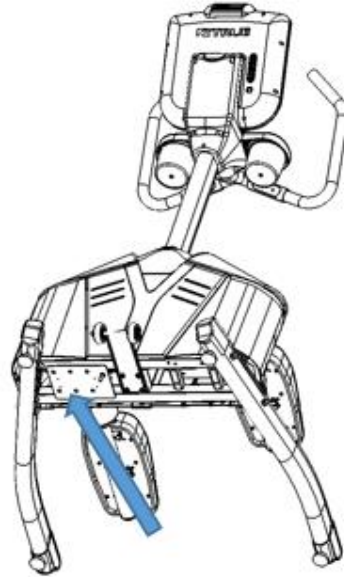


LOCATING SERIAL NUMBERS

Spectrum



Traverse



Strength

Location of Serial Numbers varies on TRUE's STRENGTH products. All are visible and easy to locate near the base of the product.



TRUE[®]

**WELCOME
PACKET**

THANK YOU