



* Assembly Guide & Warranty Card Included

XC400 ELLIPTICAL OWNER'S MANUAL



XC400 ELLIPTICAL OWNERS MANUAL

IMPORTANT:

All Products shown are prototype. Actual product delivered may vary.
Product specifications, features & software are subject to change without notice.
For the most up to date owner's manual please visit www.truefitness.com.
For documents in additional languages please visit www.truefitness.com/document-library/29/international-manuals

IMPORTANTE:

Todos los productos mostrados son prototipos. La realidad el producto suministrado puede diferir.
Especificaciones de productos, características y software están sujetas a cambios sin previo aviso.
Para la más actualizada de este manual del propietario, por favor visite www.truefitness.com
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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.
Pour documents dans des langues supplémentaires, veuillez www.truefitness.com/document-library/29/international-manuals de visite

重要提示：

显示所有产品的原型。实际交付的产品可能有所不同
产品规格，功能和软件如有更改，恕不另行通知
迄今为止对于大多数的使用说明书，请访问www.truefitness.com
对于其他语言的文档，请访问www.truefitness.com/document-library/29/international-manuals

هام:

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مواصفات المنتج، والميزات والبرامج قابلة للتغيير دون إشعار.
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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.
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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.
Voor documenten in andere talen kunt u terecht op www.truefitness.com/document-library/29/international-manuals

ВАЖНО:

Все товары указаны прототипа. Фактический продукт, поставляемый могут отличаться.
Технические характеристики, особенности и программного обеспечения могут быть изменены без предварительного уведомления.
Для получения самой последней на сегодняшний день руководство по эксплуатации пожалуйста, посетите www.truefitness.com
Для документов на другие языки, пожалуйста, посетите www.truefitness.com/document-library/29/international-manuals

XC400 ELLIPTICAL OWNERS MANUAL

Frank Trulaske began TRUE Fitness over thirty-five year 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 product over the years and remains the benchmark for the industry. Fitness facilities and consumers invest in TRUE products for their durable commercial platforms used in all its 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 full product line has made TRUE successful and is a trademark of the TRUE heritage. TRUE's patented Heart Rate Control technology is just one of the remarkable ways we deliver simple and superior performance every user can enjoy, and most importantly, use to achieve personal health and fitness goals.

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.

XC400 ELLIPTICAL OWNERS MANUAL

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CHAPTER 1: SAFETY INSTRUCTIONS

IMPORTANT SAFETY INSTRUCTIONS SAVE THESE SAFETY INSTRUCTIONS


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

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

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

-  WARNING: To reduce the risk of electrical shock, always unplug this TRUE product before cleaning or attempting any maintenance activity. Do not handle the plug with wet hands.
-  WARNING: To reduce the risk of burns, fire, electric shock or injury, it is imperative to connect each product to a properly grounded 110V electrical outlet. A risk of electrical shock may result from improper connection of the equipment's grounding conductor. Check with a qualified electrician if you are unsure about proper grounding techniques. Do not modify the plug provided with this product. If it will not fit an electrical outlet, have a proper outlet installed by a qualified electrician. Your TRUE Fitness product must be properly grounded to reduce risk of shock if the elliptical malfunctions. Your elliptical may be equipped with an electrical cord, which includes an equipment grounding conductor and a grounding plug. The plug must be inserted into an outlet that has been properly installed and grounded in accordance with all local codes and ordinances. A temporary adapter cannot be used to connect this plug to a two-pole receptacle in North America. If a properly grounded 15 amp outlet is not available, a qualified electrician must install one.
-  WARNING: Do not move the equipment by lifting the console. Do not use the console as a handlebar during a workout.
-  WARNING: This product contains chemicals known to the state of California to cause cancer and birth defects or other reproductive harm.
-  WARNING: Keep equipment stable on flat ground.
-  WARNING: Replace warning labels that may be worn, damaged or missing
-  WARNING: Replace any non-working or damaged components; remove the unit from service until repair is performed.
-  WARNING: To reduce the risk of burns, fire and electric shock or injury to persons, follow these instructions:
 - This appliance should never be left unattended when plugged in.
 - Do not use any type of extension cord with this product.
 - Unplug it from the outlet when not in use and before any servicing.
 - Do not operate the equipment while being covered with a blanket, plastic, or anything that insulates or stops airflow.

CHAPTER 1: SAFETY INSTRUCTIONS

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

CAUTION:

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

CHAPTER 1: SAFETY INSTRUCTIONS

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

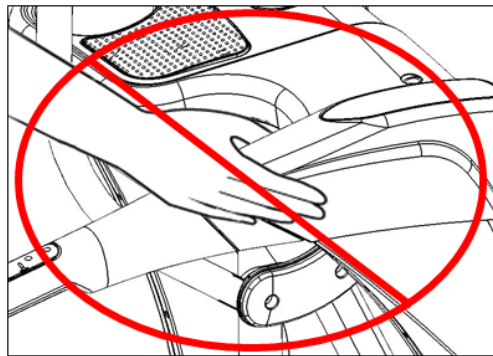
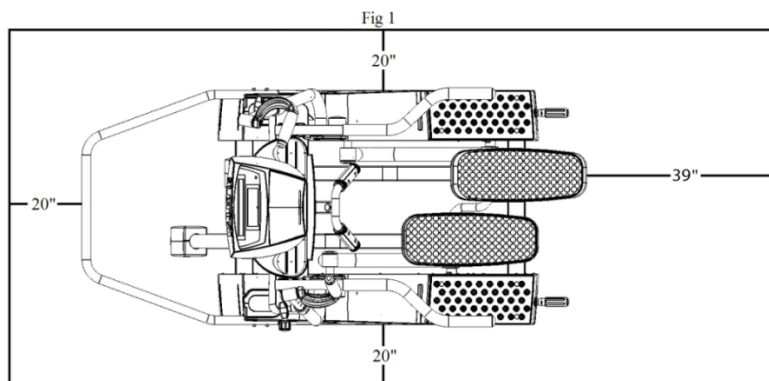


Fig 2

SPACE REQUIREMENTS:

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



WARNING: The elliptical trainer is not equipped with a free wheel, therefore the moving parts are unable to stop immediately.

CHAPTER 1: SAFETY INSTRUCTIONS

ELLIPTICAL ENTRY AND EXIT SAFETY:

Elliptical Entry:

- Step up onto the rear step.
- Step up onto the side platforms.
- Grip the heartrate handlebars for stability while stepping onto the lowest pedal.
- Place opposite foot onto the other pedal.

Elliptical Exit:

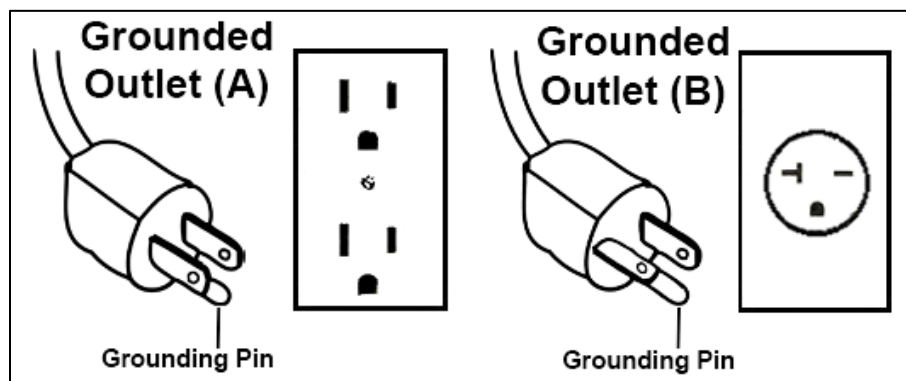
- Stop pedaling by slowing leg motion and applying slight resistance to the upper exercise arms.
- While gripping the heartrate handlebars for stability, step from the highest pedal onto the side platform.
- Place the opposite foot on the other side platform.
- Step down to the rear step.

GROUNDING INSTRUCTIONS:

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

DANGER:

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



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 doesn't become an obstacle.

Extension Cords

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

Grounded, Dedicated Line

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

Voltage

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

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

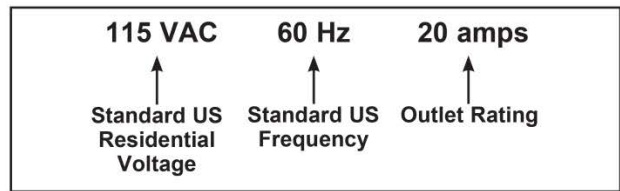


Figure 1

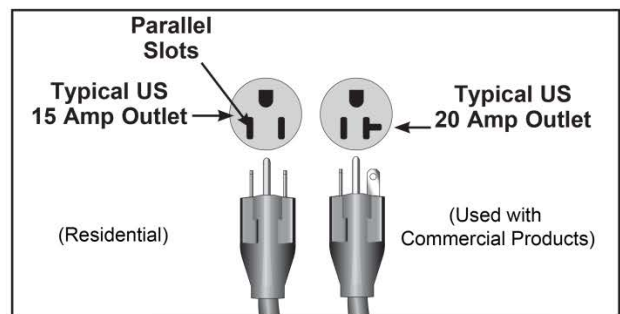


Figure 2

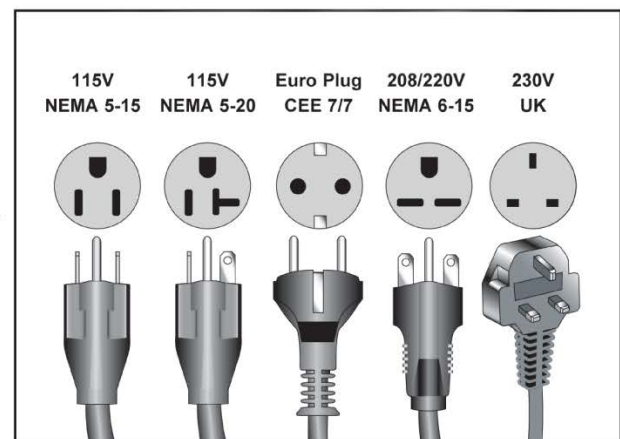


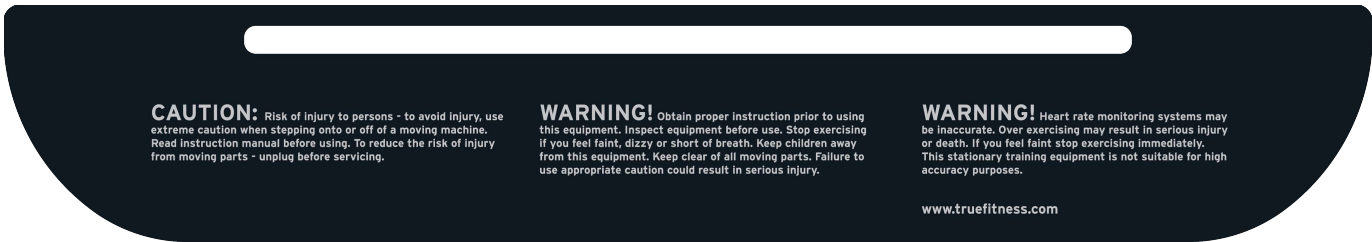
Figure 3






CHAPTER 1: SAFETY INSTRUCTIONS

WARNING DECALS:

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

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



 TRUE FITNESS TECHNOLOGY, INC. ST LOUIS, MISSOURI 63366	Model No. XC400-19	  
 Intertek 3110024	Serial No./Date Code 17-XC4000001A	(條碼區)
CONFORMS TO ANSI/UL STD.1647 CERTIFIED TO CAN/CSA STD. C22.2 NO.68	Rating : 120Vac , 0.5amp , 35watts , 60Hz , 1Ø	MADE IN TAIWAN
Intertek Testing Services Taiwan Ltd. EN ISO 20957-1, EN ISO 20957-9, class SB	Max user weight : 182 kg (400 lb)	
WARNING: This stationary training equipment is not suitable for high accuracy purposes. CAUTION: Read the information supplied by the manufacturer before use.		

COMPLIANCES:

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

PROPER TRAINING POSITION:

- Users should keep both feet on the pedals (A) during the workout.
- During a workout the user's hand should grasp the upper exercise arms (B).
- Users should remain standing throughout their workout.



CHAPTER 2: ASSEMBLY INSTRUCTIONS

IMPORTANT SAFETY INSTRUCTIONS

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

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

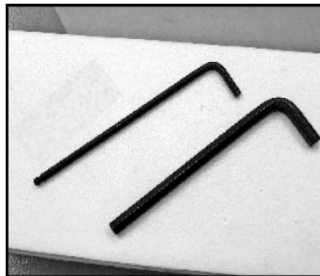
PRE-ASSEMBLY CHECK LIST:

Tools Required:

10mm hex key (Included)

6mm hex key (Included)

#2 Phillips Screwdriver



Hardware:

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

CHAPTER 2: ASSEMBLY INSTRUCTIONS

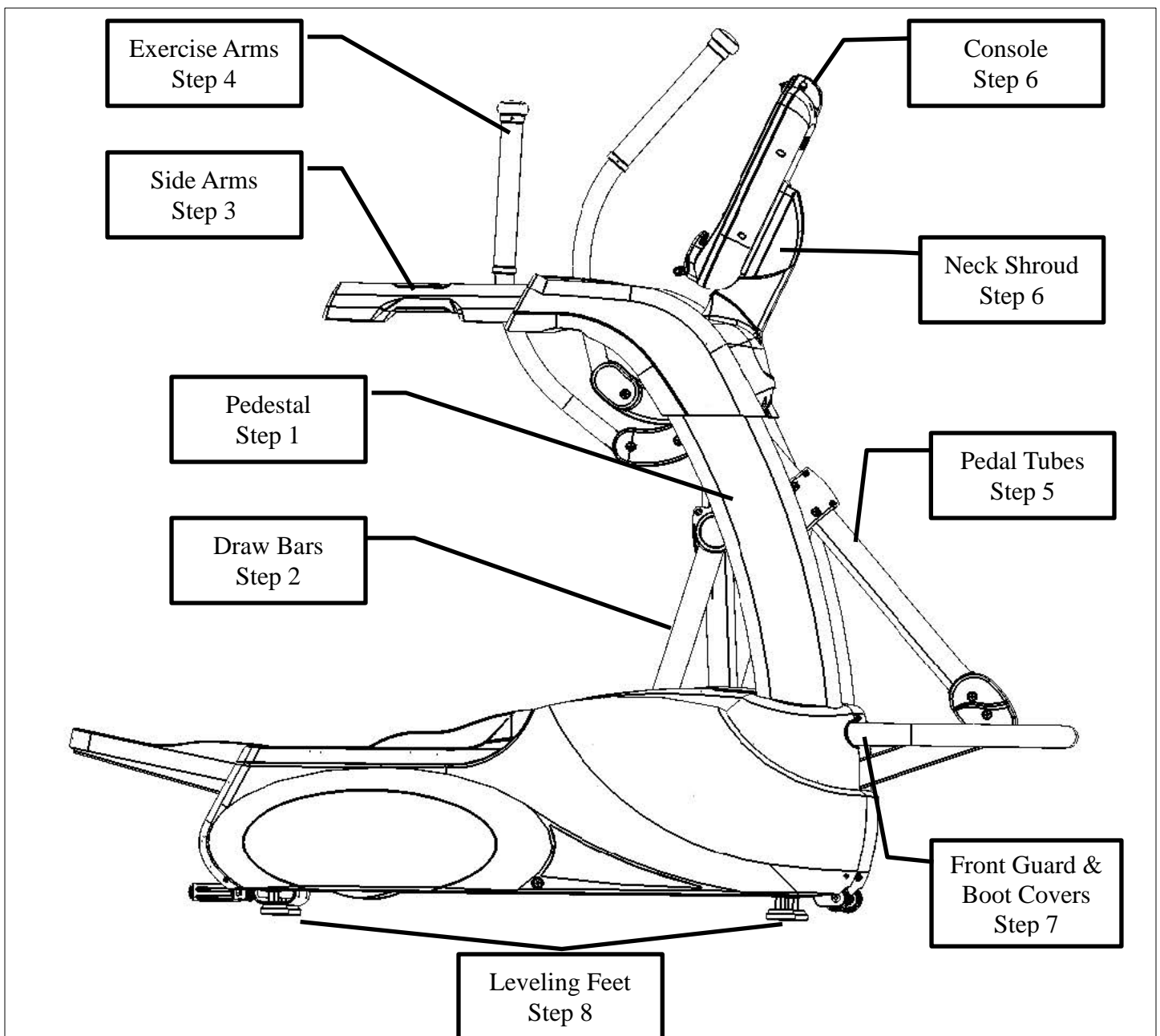
ELLIPTICAL ASSEMBLY STEPS:

⚠ CAUTION:

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

Sub-Assembly Identification:

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

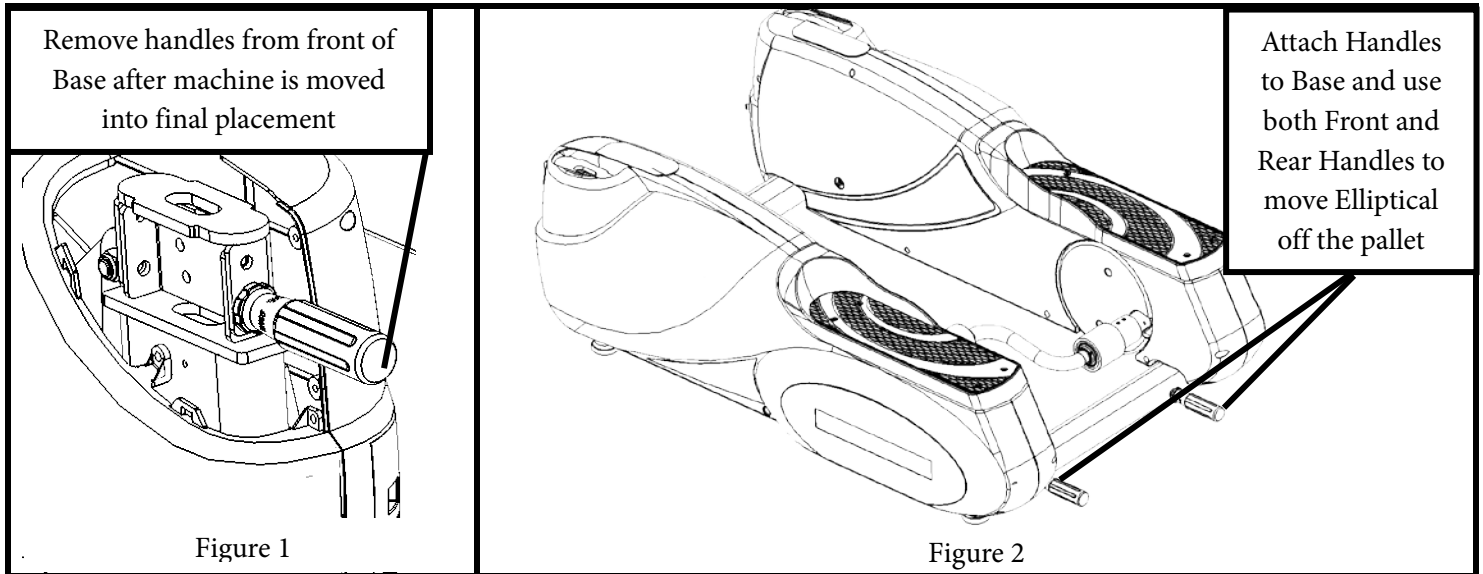


CHAPTER 2: ASSEMBLY INSTRUCTIONS

ELLIPTICAL ASSEMBLY STEPS (CONTINUED):

Pre-Assembly STEP 1: Install Transport Handle Bars:

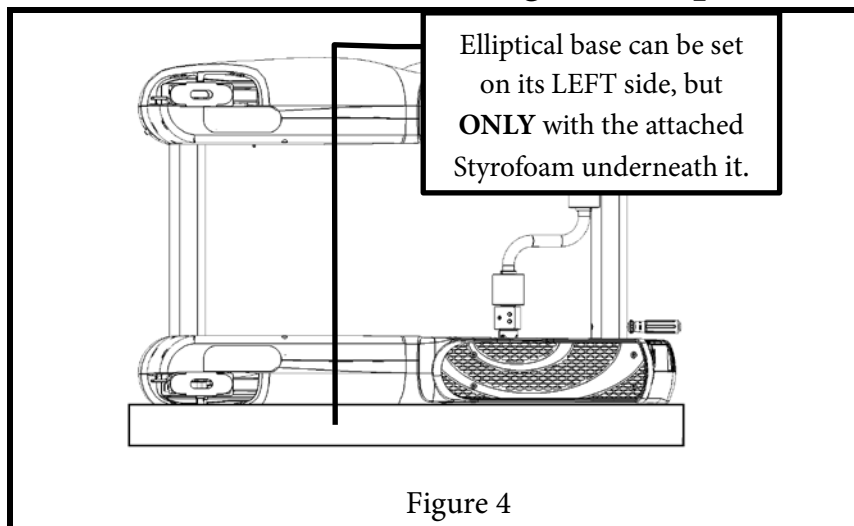
- Important:** With machine still on pallet, attach handle bars to the front and rear of machine. Handle Bars will provide assistance in moving machine. Figures 1 & 2
- Carefully** remove Elliptical from pallet.
- Important:** **After final machine placement** has been completed, remove transport handle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



Pre-Assembly STEP 2: Measure Doorways:

- Measure all doorways, hallways and stairwells to make sure that the fully assembled elliptical (33 inches wide) can fit through them.
- If the fully assembled unit will not clear the doors and walls, move all parts to the final location and assemble machine in that location. When moving the machine, keep the left side Styrofoam attached to the Base to help avoid damaging the plastic covers. Set the base on the Styrofoam or the feet only. Figure 4

▲ Please Note When Moving The Elliptical:

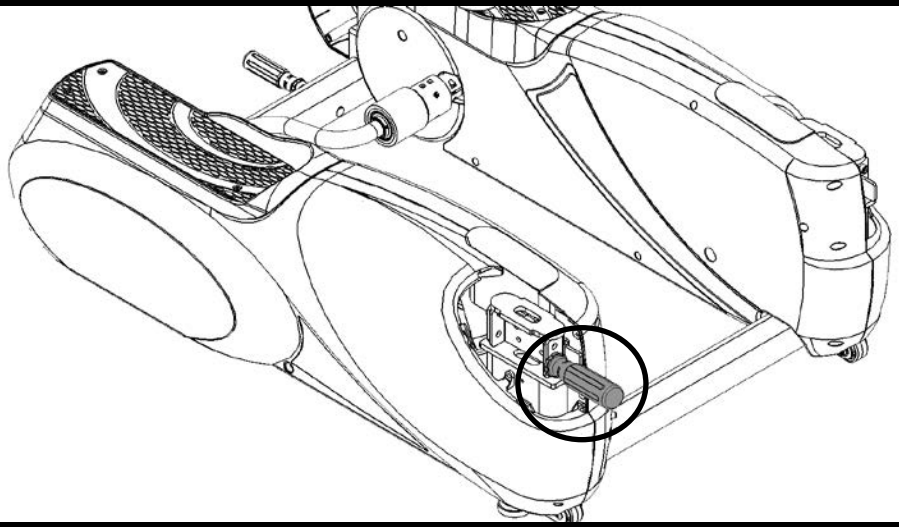


CHAPTER 2: ASSEMBLY INSTRUCTIONS

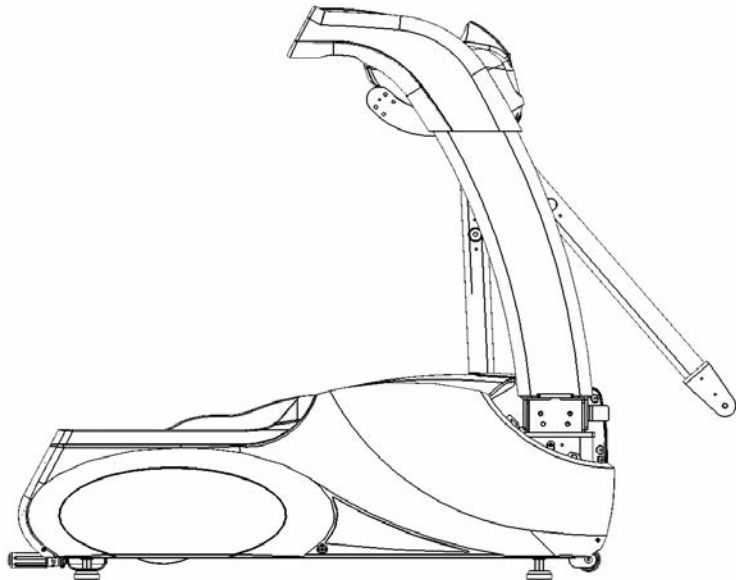
ELLIPTICAL ASSEMBLY STEPS (CONTINUED):

STEP 1: Assemble Pedestal to Base:

a) Remove Front Handles before assembling Pedestal.



b) Use 2 people to slide the Pedestal straight down onto the Base and be careful to not pinch the wires on the right side of the base.



c) Use 2 M12x12mm bolts and 8 M8x12mm bolts to attach Pedestal to Base and then connect the cables coming from the right pedestal to the corresponding wires in the base.

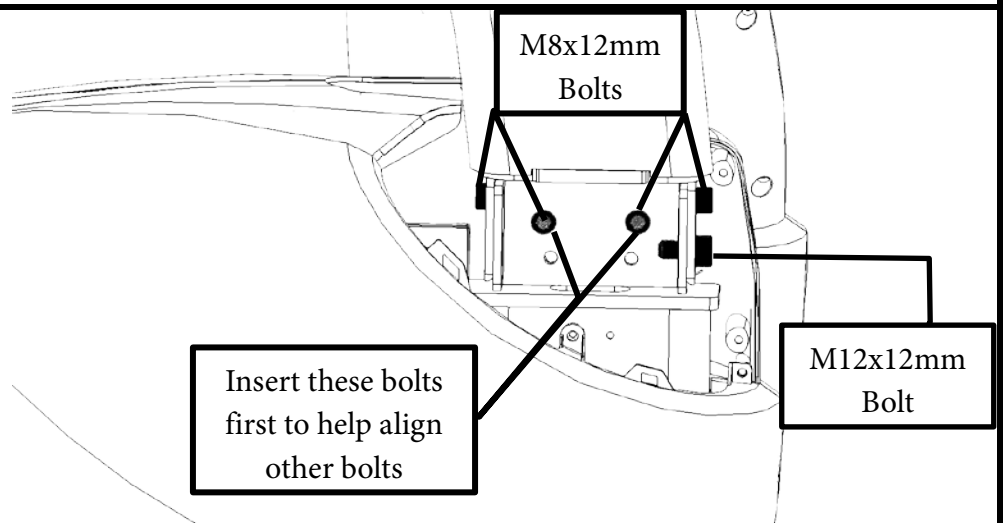
Hardware Required (Bag 1):



8 M8x12mm Bolts



2 M12x12mm Bolts



CHAPTER 2: ASSEMBLY INSTRUCTIONS

ELLIPTICAL ASSEMBLY STEPS (CONTINUED):

STEP 2: Attach Drawbars:

a) Slide the top of the draw bars onto the exposed shaft and use the bolts, lock washers and flat washers from bag 2 to secure the push rod.

Hardware Required (Bag 2):



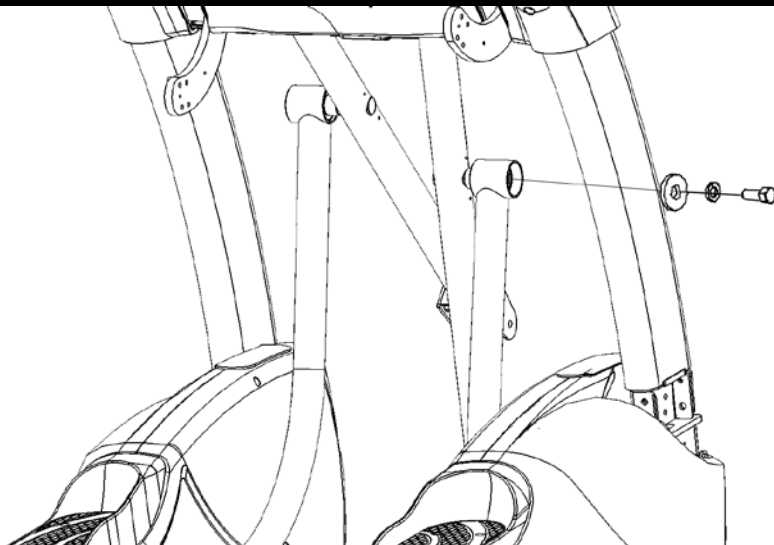
2 M10 Bolts



2 Flat Washers



2 Lock Washer

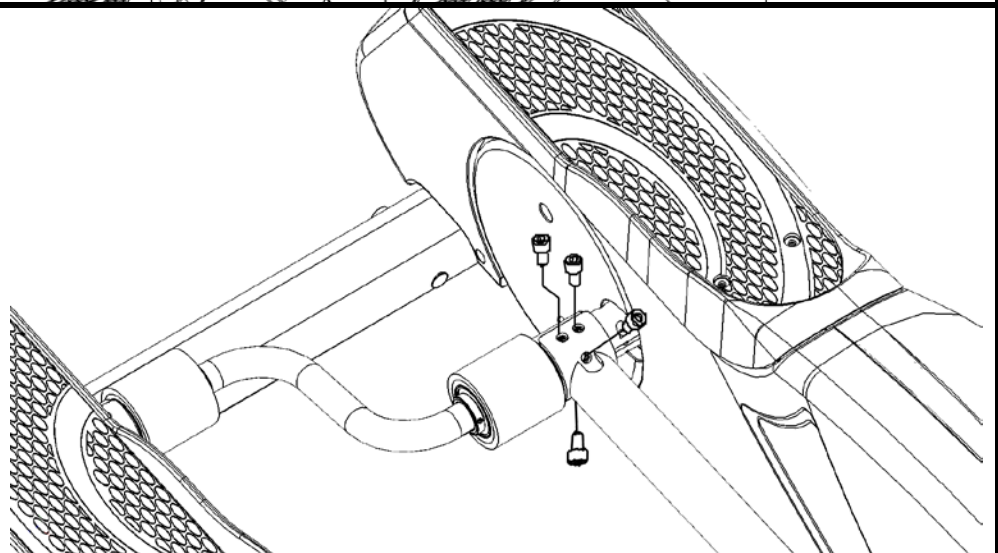


b) Attach the bottom of each draw bar to rear crank with M8 x 12mm bolts.

Hardware Required (Bag 2):

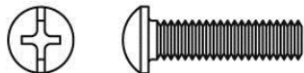


8 M8x12mm Bolts



c) Use the remaining hardware in bag 2 to attach the drawbar covers.

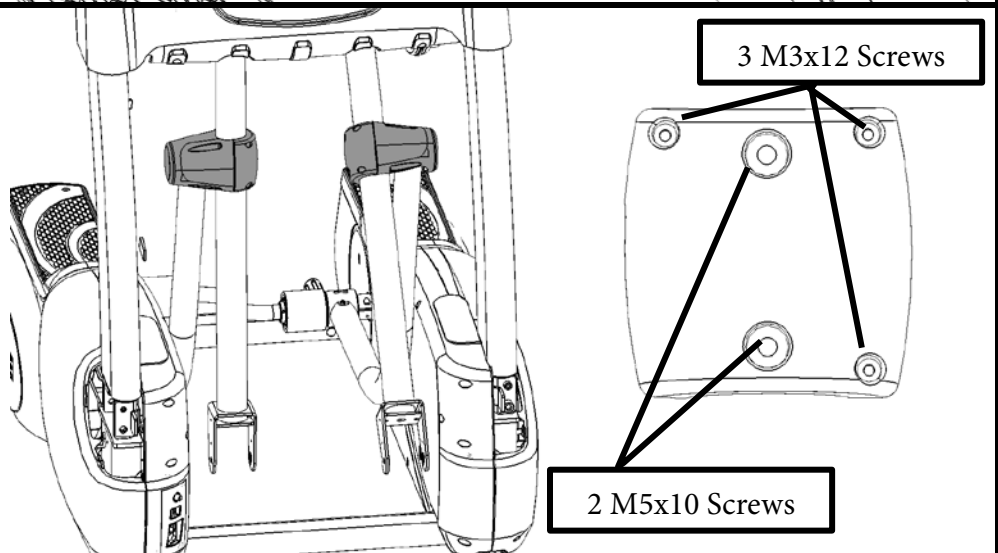
Hardware Required (Bag 2):



6 M3x12 Screws



8 M5x12mm Screws



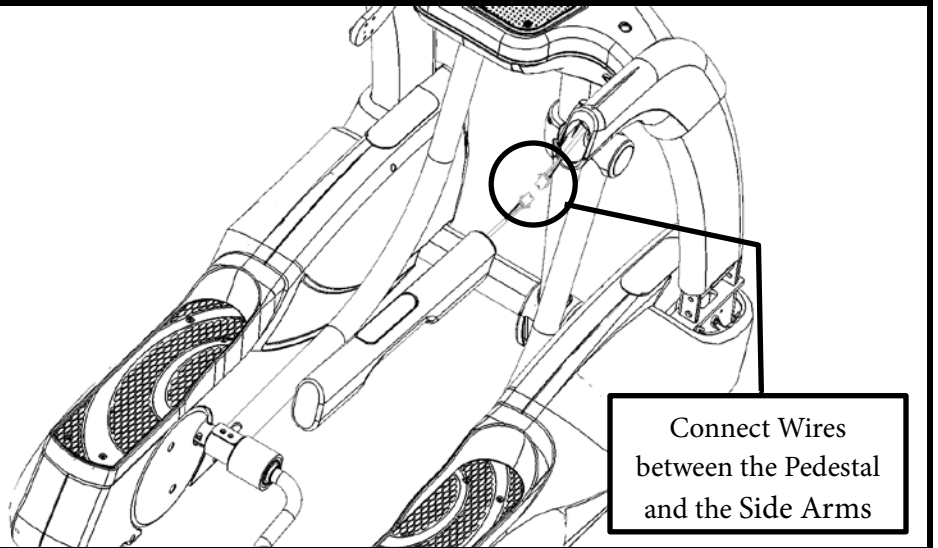
CHAPTER 2: ASSEMBLY INSTRUCTIONS

ELLIPTICAL ASSEMBLY STEPS (CONTINUED):

STEP 3: Attach Side Arms:

a) Connect Side Arm Heart Rate Cable

b) CAREFULLY Slide Side Arm into Pedestal and tuck the Heart Rate Cable into the tube. Make sure to not pinch the Heart Rate Cable wires.

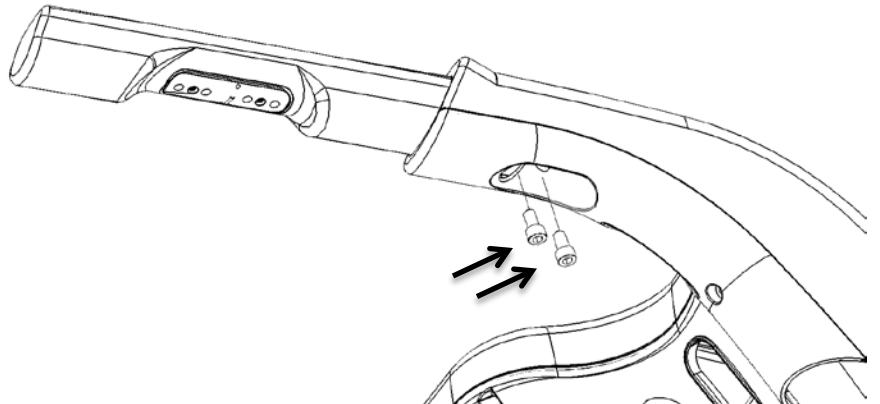


c) Use 4 M8x12mm bolts to tighten the Side Arms into the underside of the Pedestal.

Hardware Required (Bag 3):



4 M8x12bolts



STEP 4: Upper Exercise Arms:

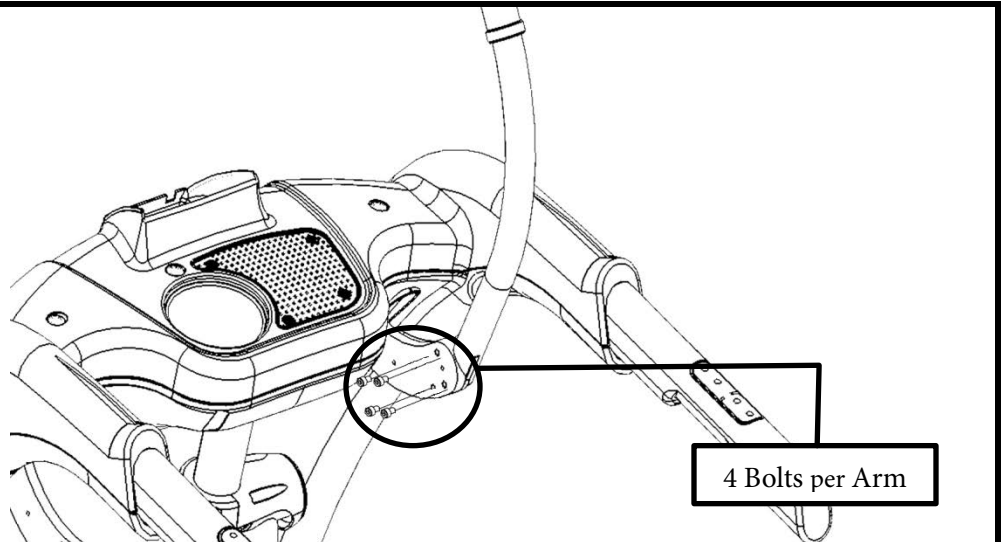
a) Install each upper arm with 4 M8x1.25x16mm bolts using a 6 mm hex key.

Note: Upper Arms are labeled "L" for Left and "R" for Right.

Hardware Required (Bag 4):



8 Tapered M8x16mm Bolts



CHAPTER 2: ASSEMBLY INSTRUCTIONS

ELLIPTICAL ASSEMBLY STEPS (CONTINUED):

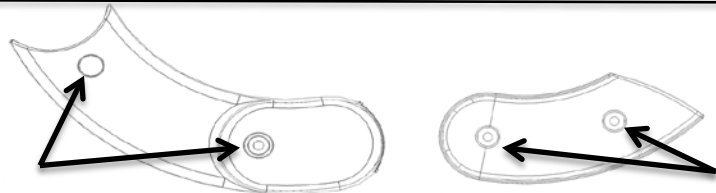
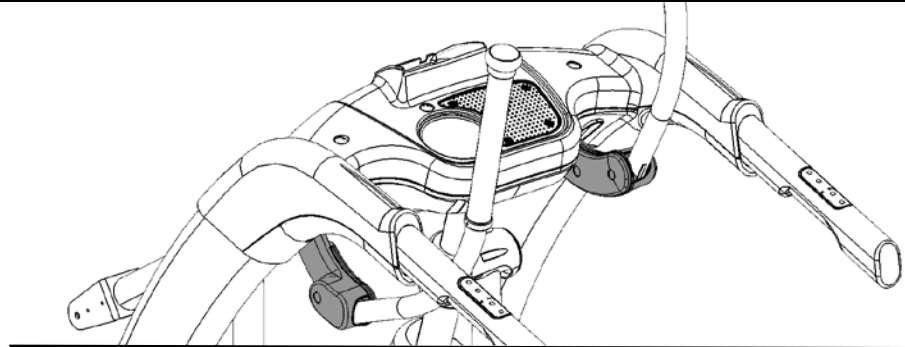
STEP 4: Upper Exercise Arms (continued):

b) Attach the Exercise Arm Covers using 4 M5x8mm screws for each side.

Hardware Required (Bag 4):



8 M5x8mm Screws



STEP 5: Attach Pedal Tubes:

a) Use 2 M10x80mm bolts and 2 M10 Nuts to attach Pedal Tubes. Make sure that pedal tubes are centered between the rollers of the Crankshaft before tightening the bolts.

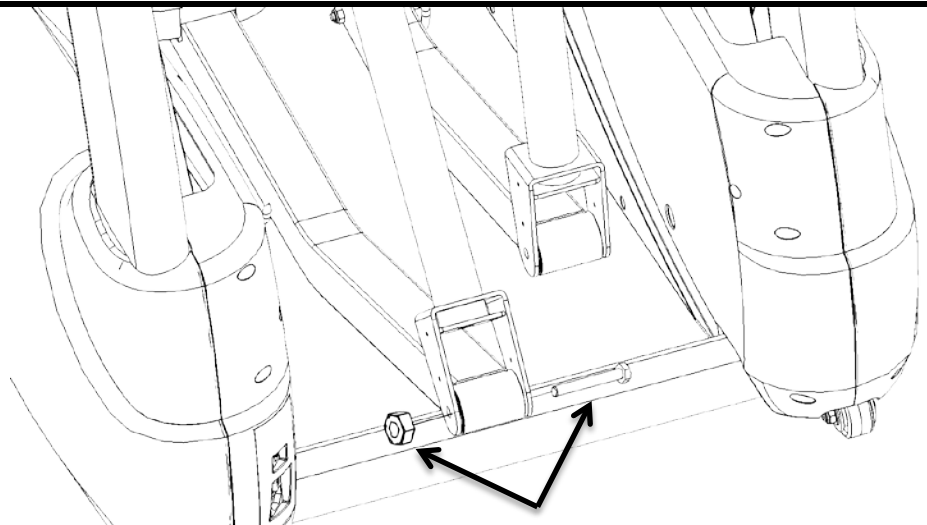
Hardware Required (Bag 5):



2 M10x80mm Bolts



2 M10 Nuts

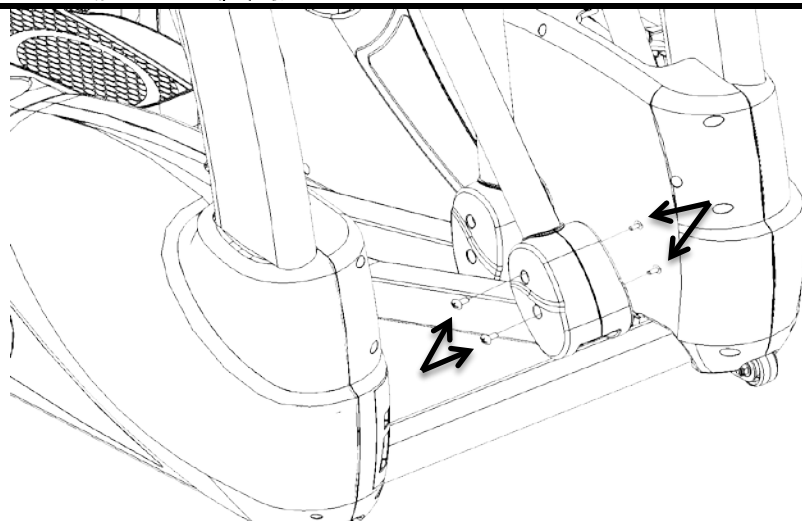


b) Attach the Front Pedal Tube Covers using 8 M5x12mm screws.

Hardware Required (Bag 5):



8 M5x12mm Screws



CHAPTER 2: ASSEMBLY INSTRUCTIONS

ELLIPTICAL ASSEMBLY STEPS (CONTINUED):

STEP 6: Console Assembly – Console Mast:

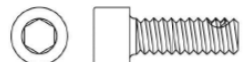
a) Slide Console cables through Console Mast and attach Mast using 2 M8x12mm bolts and 2 M8x20mm bolts.

CAUTION: Do not pinch wires!

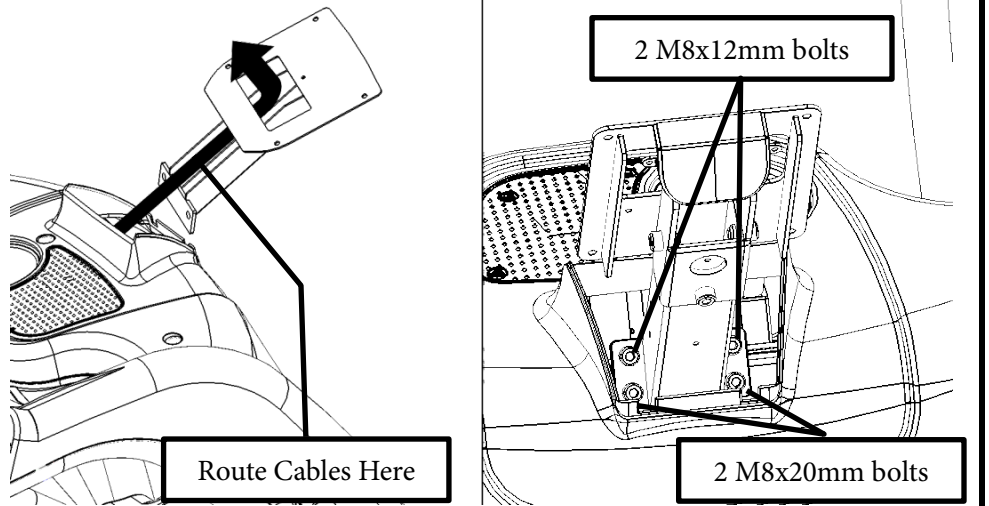
Hardware Required (Bag 6):



2 M8x12mm Bolts



2 M8x20mm Bolts



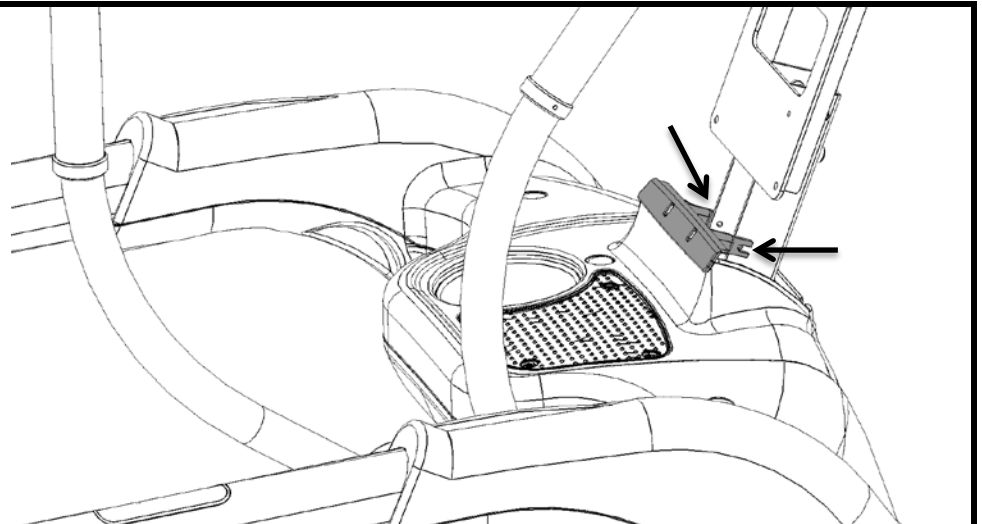
STEP 6: Console Assembly – Front Neck Panel:

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

Hardware Required (Bag 6):



2 M5x12mm Bolts



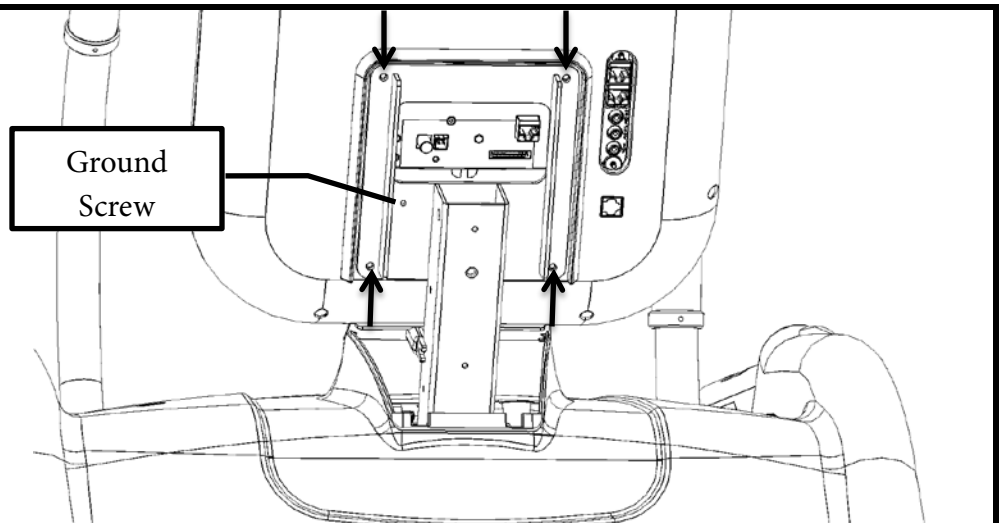
STEP 6: Console Assembly – Console Mounting:

c) Attach Console to the Console Mast with 4 M5x10mm bolts.

d) Attach the console ground wire to the Console Mast

Hardware Required:

***Included with Console**



CHAPTER 2: ASSEMBLY INSTRUCTIONS

ELLIPTICAL ASSEMBLY STEPS (CONTINUED):

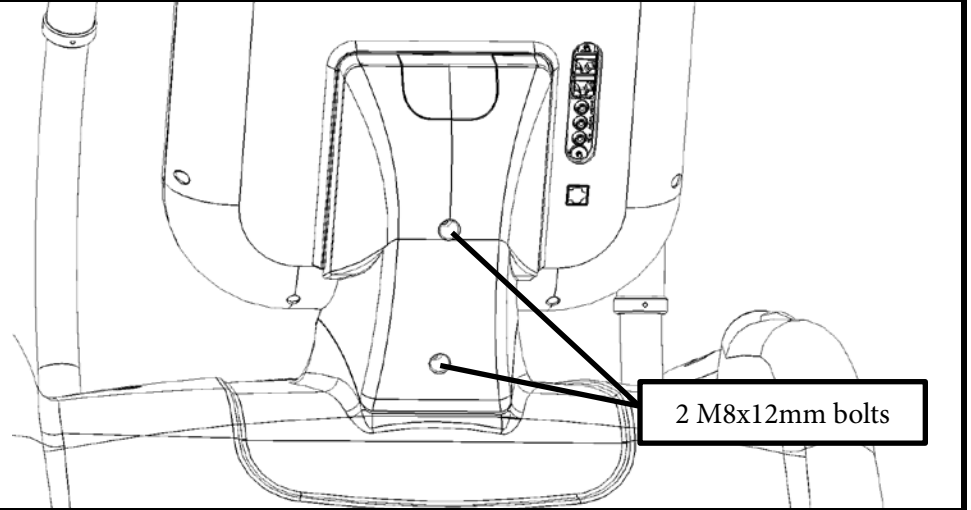
STEP 6: Console Assembly (continued) – Rear Console Cover:

e) Attach the Rear Console Cover using 2 M5x12mm screws.

Hardware Required (Bag 6):



2 M5x12mm Screws



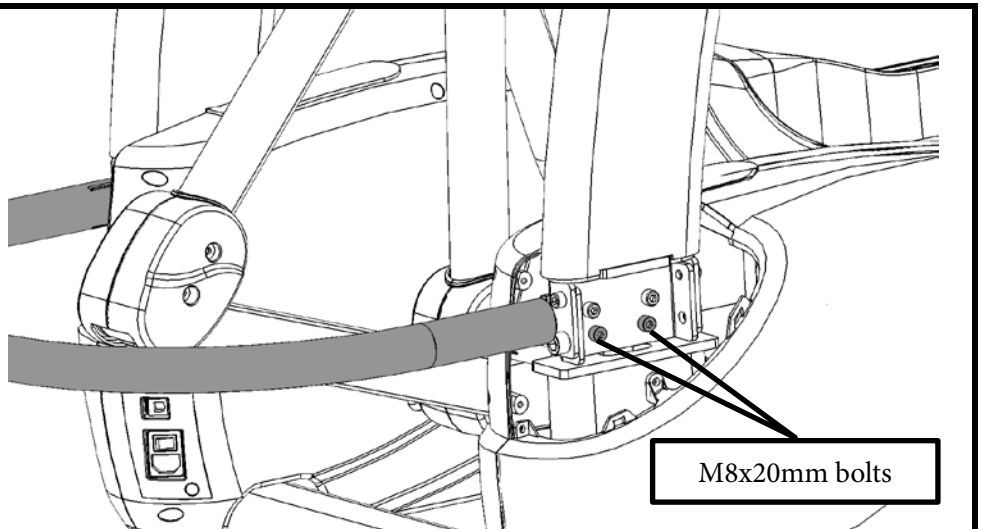
STEP 7: Front Guard & Boot Covers:

a) Slide front guard between the front covers and the frame and secure it to the frame using 4 M8x20 bolts.

Hardware Required (Bag 7):



2 M8x20mm Bolts

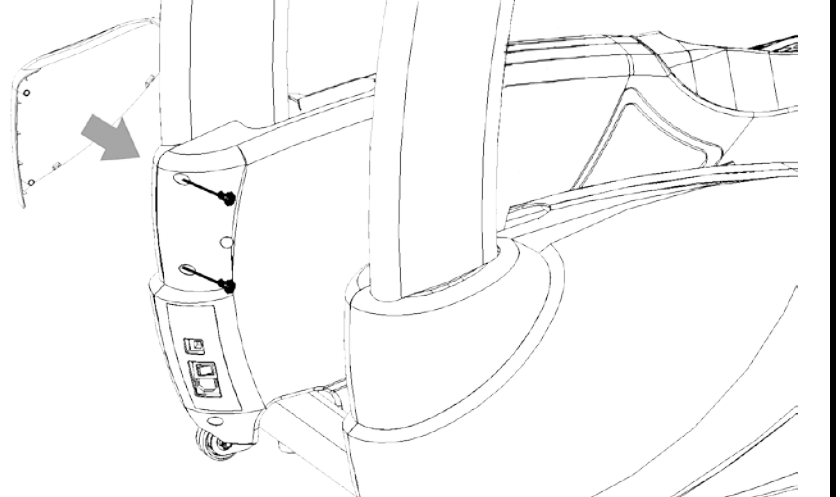


d) Snap the 2 Front Boot Covers into place on the base and use 4 M4 screws to tighten down the Boot Cover.

Hardware Required (Bag 7):



4 M4 Screws

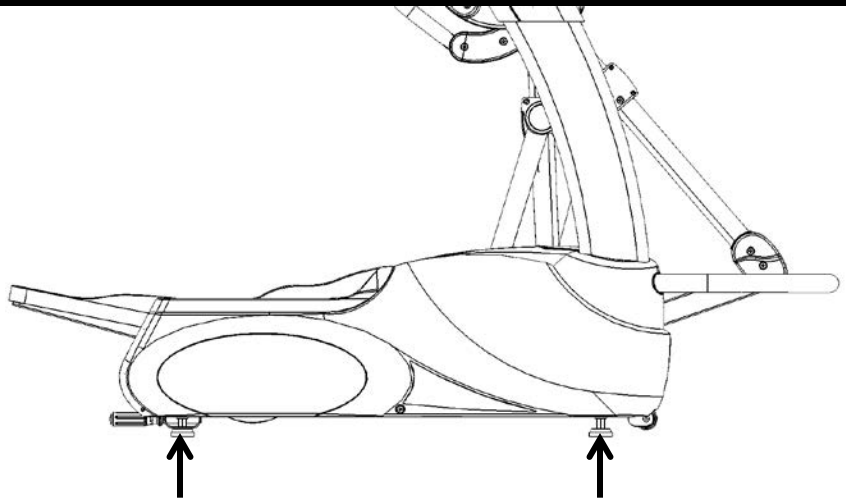


CHAPTER 2: ASSEMBLY INSTRUCTIONS

ELLIPTICAL ASSEMBLY STEPS (CONTINUED):

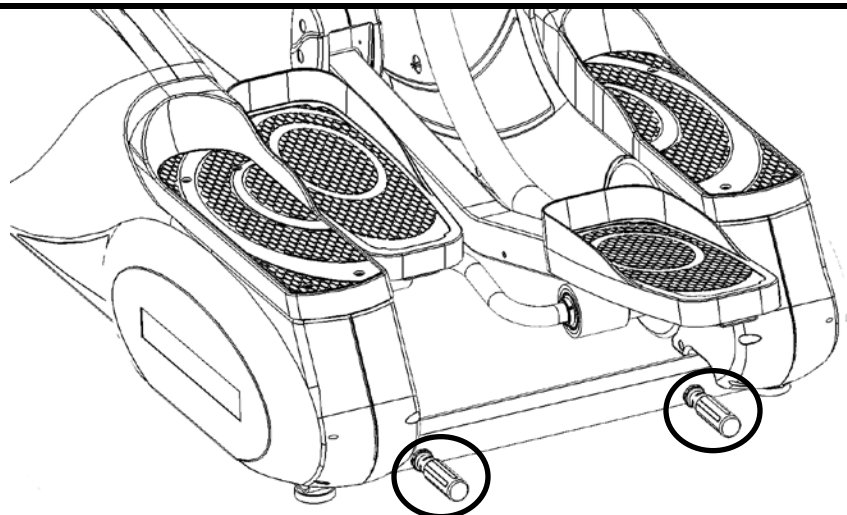
STEP 8: Floor Levelers:

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



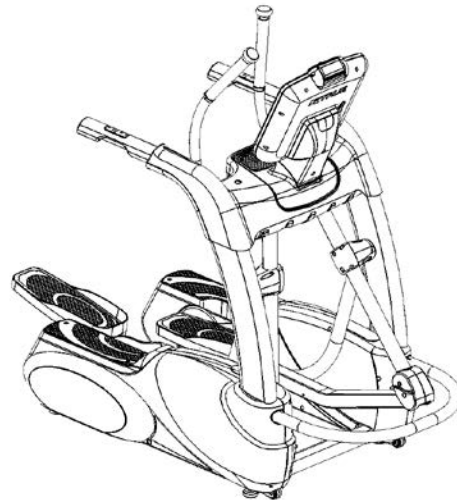
STEP 9: Remove Transport Handles:

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



STEP 10: Remove Protective Film from Decals:

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



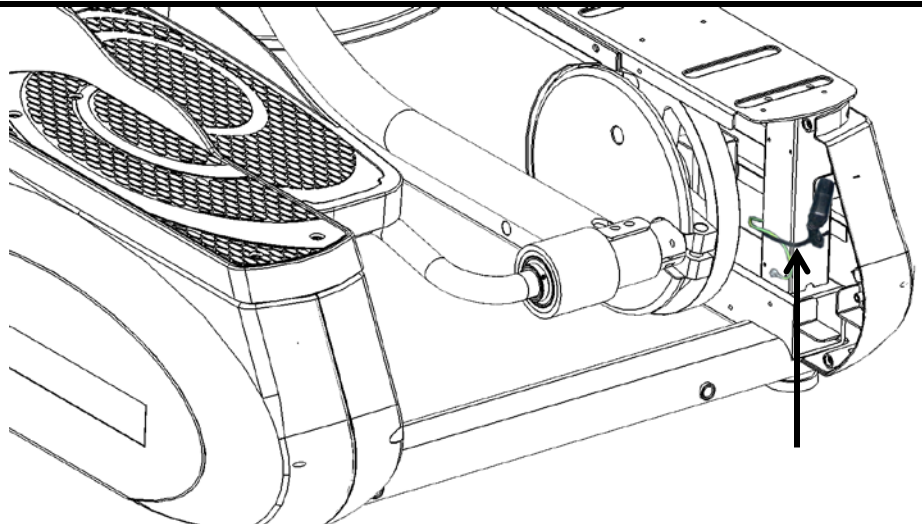
CHAPTER 2: ASSEMBLY INSTRUCTIONS

ELLIPTICAL ASSEMBLY STEPS (CONTINUED):

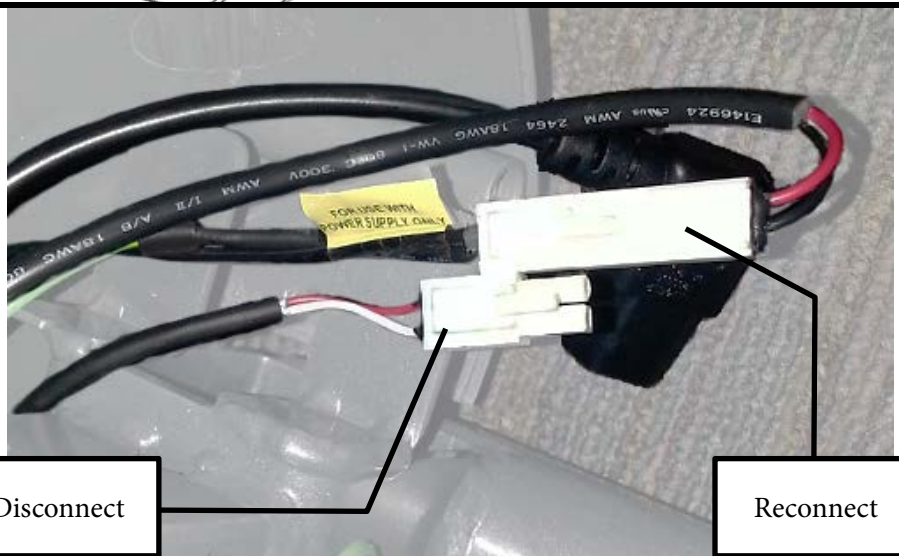
STEP 11: Auxiliary Power Supply:

*This step is REQUIRED for units that are paired with a touchscreen or 15" TFT console.

- a) Remove the rear access plastics on the user's right sided of the elliptical.
- b) Locate and cut the wire tie that holds the power cable.



- c) Disconnect the lower board latching power cable.
- d) Connect the power cable to the power supply latching connector.



- e) Connect the Power Supply input & output connections as shown.



CHAPTER 2: ASSEMBLY INSTRUCTIONS

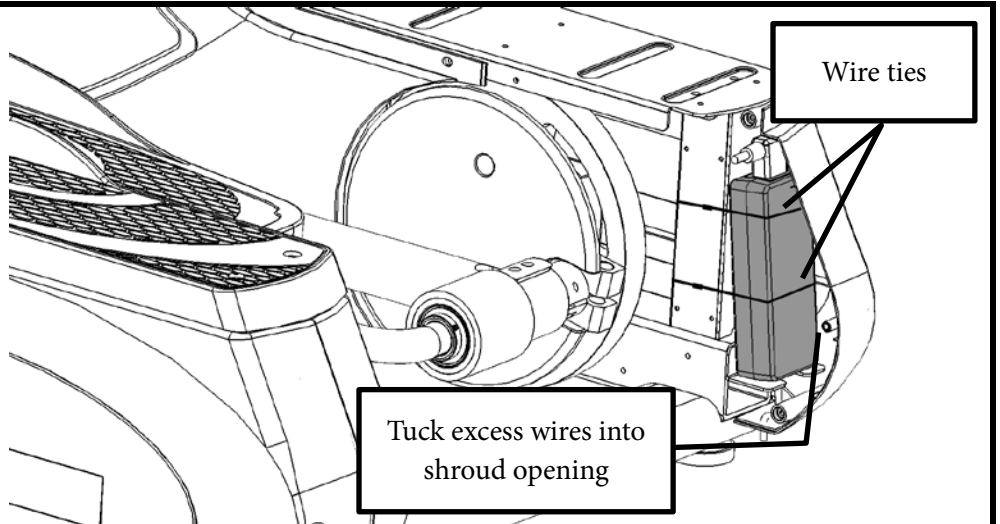
ELLIPTICAL ASSEMBLY STEPS (CONTINUED):

STEP 11: Auxiliary Power Supply (continued):

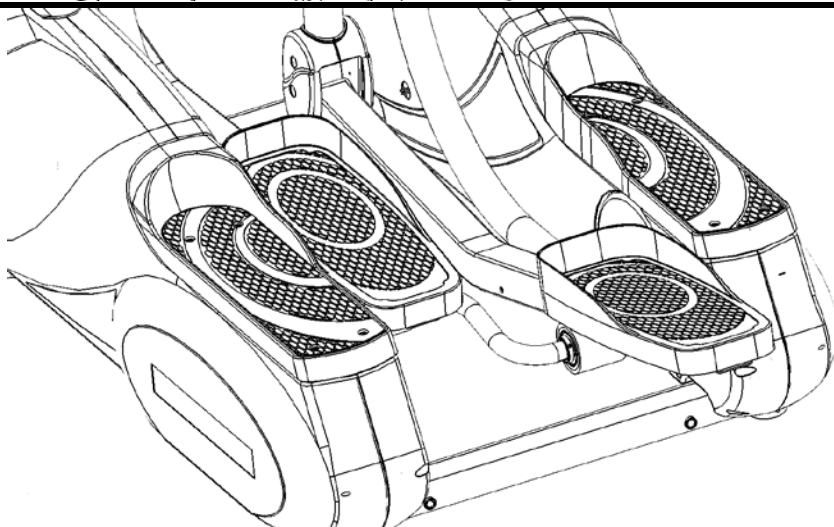
*This step is **REQUIRED** for units that are paired with a touchscreen or 15" TFT console.

f) Mount Power Supply on bracket and attach with wire ties.

g) Tuck excess wires inside shroud opening



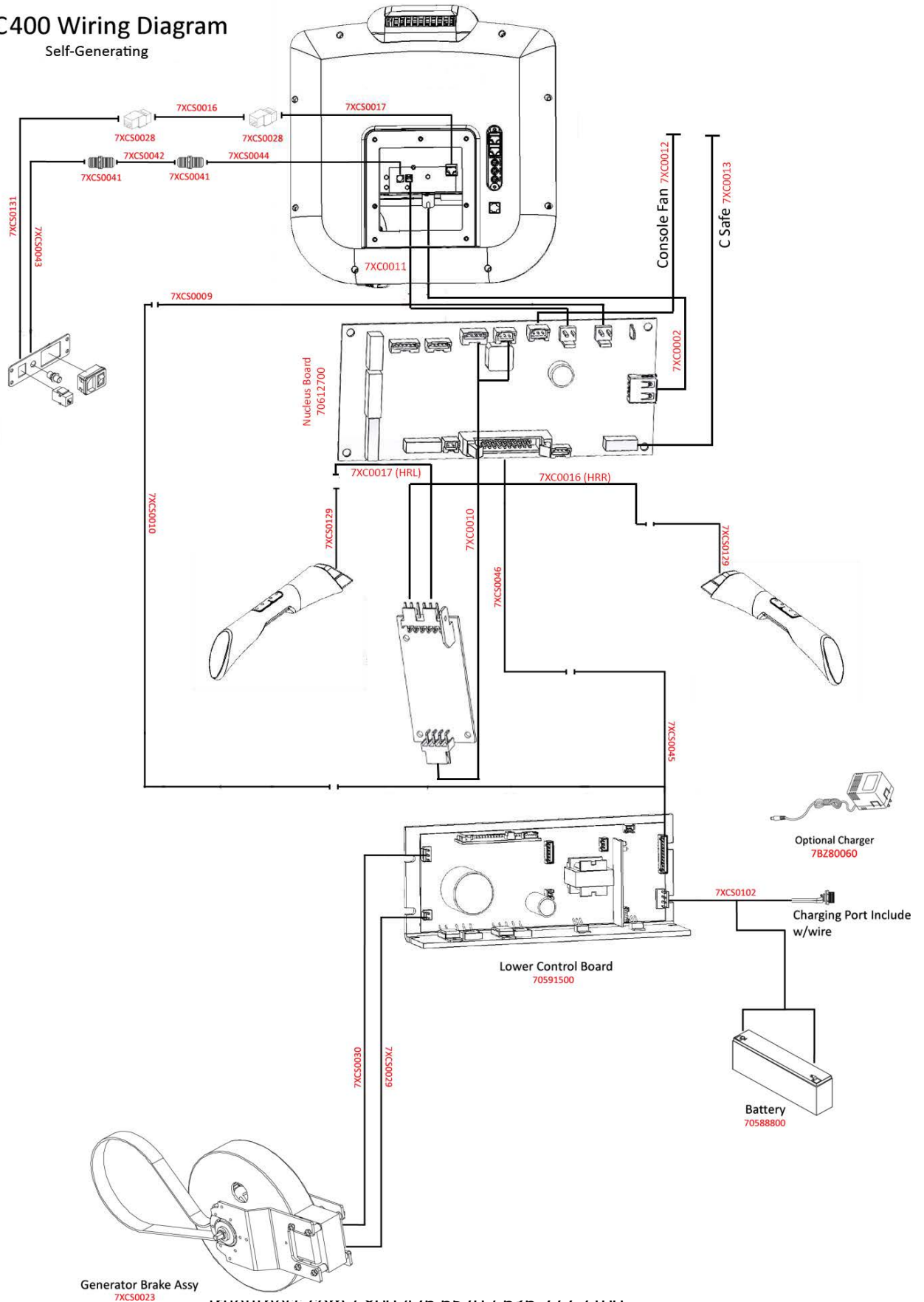
h) Re-install access plastics.



CHAPTER 2: ASSEMBLY INSTRUCTIONS

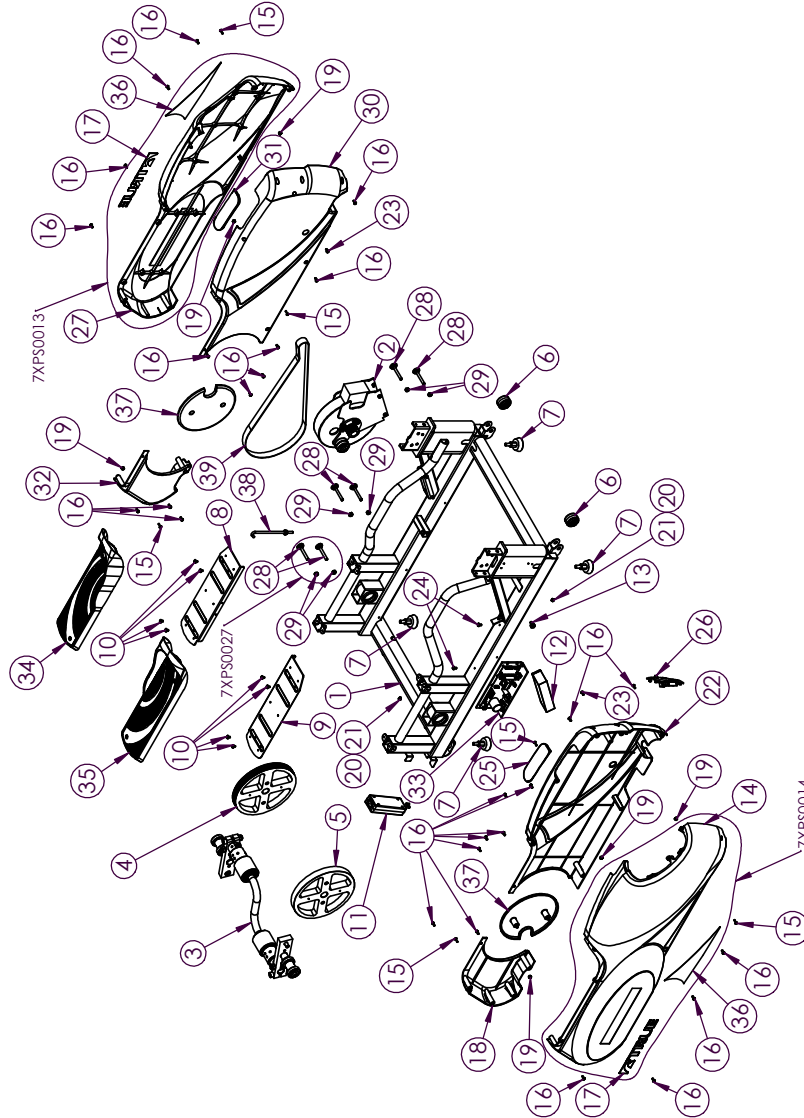
WIRING DIAGRAMS.

XC400 Wiring Diagram
Self-Generating



Generator Brake Assy
7XCS0023

7XC0020



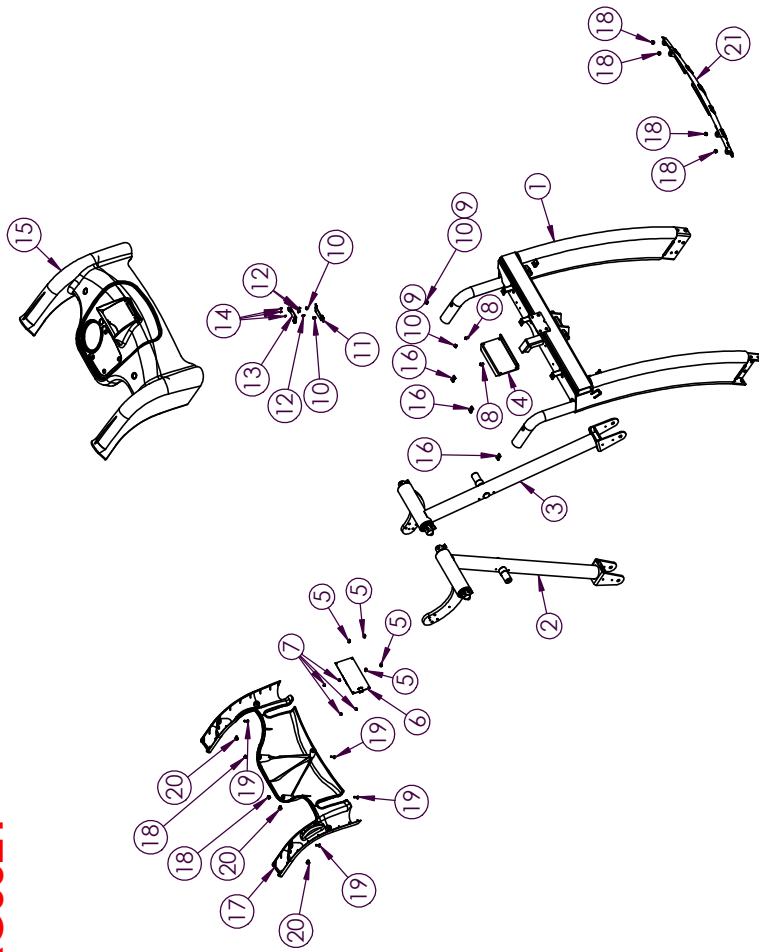
ITEM NO.	PART NUMBER	Rexon Part #	DESCRIPTION	QTY.
1	7XC0029		XC400 BASE WELDMENT	1
2	7XCS0023		GENERATOR BRAKE ASSY - XCS400	1
3	7XC30008		CRANK SHAFT - XCS400	1
4	7XCS0015	10J63COC	DRIVE WHEEL - XCS400	1
5	7XCS0018	10J63COE	FLY WHEEL (R) - XCS400	1
6	7XPS0007		TRANSPORT WHEEL ASSEMBLY	2
7	7XPS0008		LEVELING FOOT ASSEMBLY	4
8	7XPS0058	10J339NW	LEFT FOOT BRACKET	1
9	7XPS0059	10J339NX	RIGHT FOOT BRACKET	1
10	26342H7T	26342H7T	M5X10 PHILLIPS ROUNDED HEAD SCREW	8
11	70595500		POWER SUPPLY, FUYANG 12V 6A NO POWER CORD	1
12	70588800		BATTERY, YUSA NP 2.3-12FR (IATA SP A67)	1
13	7XC0052	10C82HLD	XC400 CHARGING PORT	1
14	7XC0033	10J339Q4	COVER, RIGHT OUTER WITH NO DECALS	1
15	7XPS0078	266138GU	M4X16 TRUSS HD TAPPING SCREW (FOR SHROUD)	6
16	7XCS0100	266833N0	PAN HEAD SCREW M5XP0.8X12	26
17	7CX0122	10J33A2Y	TRUE BLACK DECAL	2
18	7XPS0051	10J339Q6	COVER, INNER REAR RIGHT	1
19	7XC0034	271437W1	INSERT, REGULAR CAP TYPE, 5/16" PLASTIC BOSS	6
20	2504MZC006	2504MZC006	M5 - 1mm EXTERNAL TOOTH LOCK WASHER	2
21	26688ZDA22	26688ZDA22	M5X6 PAN HEAD SCREW	2
22	7XPS0050	10J339Q5	COVER, INNER FRONT RIGHT	1
23	2620BZDB18	2620BZDB18	M5X16 PHILLIPS ROUNDED HEAD SCREW WITH WASHER	2
24	7SX0004	26348FDA24	SCREW, CR.-RE. TRUSS HD. 26348FDA24	2
25	7XCS0027R	10J63CIL	INNER FRONT EXCESS (R) - XCS400	1
26	7XC30037		POWER INLET ASSY - XCS400	1
27	7XC0035	10J339QA	COVER, LEFT OUTER WITH NO DECALS	1
28	7XC0036	11302LFU	COVER SUPPORT POST	6
29	2701FZD113	2701FZD113	M8X6.5 HEX NUT	6
30	7XPS0049	10J339QB	COVER, INNER FRONT LEFT	1
31	7XCS0027L	10J63CIK	INNER FRONT EXCESS (L) - XCS400	1
32	7XPS0052	10J339QC	COVER, INNER REAR LEFT	1
33	00591500		LOWER CONTROL BOARD	1
34	7XPS0021L		LEFT SIDE STEP	1
35	7XPS0021R		RIGHT SIDE STEP	1
36	10J33AGG	10J33AGG	SILVER DECAL	2
37	7XCS0013		DISC COVER ASSEMBLY	2
38	7XCS0002		BELT TENSION ROD ASSEMBLY	1
39	7XCS0014	25723CGL	DRIVE BELT	1

TITLE		XC400 BASE ASSEMBLY	
MATERIAL:			
BREAK ALL SHARP CORNERS & EDGES UNLESS OTHERWISE SPECIFIED DIMENSIONS ARE IN MILLIMETERS			
NOTES:			
DRAWN BY: JCP			
DATE:			
WEIGHT (KG):			
TOLERANCES UNLESS NOTED: DECIMALS: .787mm XX ±.381mm XXX ±.127mm ANGULAR ±1° HOLES ±.127mm			
DO NOT SCALE DRAWING			
REV.	MCF#	DATE	BY
A			
ORIGINAL RELEASE			APPRVL
DESCRIPTION			
CONFIDENTIAL INFORMATION OF TRUE FITNESS TECHNOLOGY, INC. OF FALLOON, MO. IT IS LOANED FOR CONFIDENTIAL USE. SUBJECT TO RETURN ON REQUEST, AND WITH THE MUTUAL UNDERSTANDING THAT IT WILL NOT BE USED IN ANY MANNER DERISIVE TO THE INTERESTS OF TRUE FITNESS TECHNOLOGY, INC.			
REV.	SIZE	TRUE PART #:	REV.
A		7XC0020	0

NOTE: ALL WEIGHTS AND DIMENSIONS ARE FOR REFERENCE ONLY

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7XC0021



ITEM NO.	PART NUMBER	Rexon Part #	DESCRIPTION	QTY.
1	7XC0037	10J63C05	PEDESTAL WELDMENT	1
2	7XCS0026R		HANDRAIL TUBE ASSY (R) - XCS400	1
3	7XCS0026L		HANDRAIL TUBE ASSY (L) - XCS400	1
4	7XC0038	10J63U67	UPPER BOARD BRACKET	1
5	7XC0039	10F13U59	NUCLEUS BOARD STANDOFF SCREW	4
6	700612700	10F13U33	NUCLEUS BOARD	1
7	26688ZDA06	26688ZDA06	M4X5 PAN HEAD SCREW	4
8	26082HDZ	26082HDZ	M6X10 HEX DRIVE ROUNDED HEAD SCREW	2
9	2504MZC006	2504MZC006	M5 - 11mm EXTERNAL TOOTH LOCK WASHER	2
10	26688ZDA22	26688ZDA22	M5X6 PAN HEAD SCREW	4
11	7XC0040	10K73U52	SALUTRON BOARD BRACKET	1
12	7XC0041	10F13U58	SALUTRON BOARD STANDOFF SCREW	3
13	70061422	10F13U34	SALUTRON BOARD	1
14	26693R62	26693R62	M2X4 PAN HEAD SCREW	3
15	7XPS0031	101J33B76	UPPER COVER ASSEMBLY	1
16	7XC0042	2707FBN108	PEDESTAL SCREW CLIP	3
17	7XPS0043	10J339P4	BOTTOM PEDESTAL COVER	1
18	7XC0034	271437W1	INSERT, REGULAR CAP TYPE, 5/16\"/>	

TITLE		MATERIAL		WEIGHT (KG)	
PEDESTAL ASSY - XCS400					
BREAK ALL SHARP CORNERS & EDGES UNLESS OTHERWISE SPECIFIED IN MILLIMETERS		DRAWN BY		DATE	
TOLERANCES UNLESS NOTED: DECIMALS ±.005mm XX ±.38mm XXX ±.127mm ANGULAR ±1° HOLES ±.127mm		JCP			
DO NOT SCALE DRAWING		FITNESS TECHNOLOGY, INC. OF FALLOON, MO. 63366		REV. 0	
REV. A	DATE	BY	APPRV	TRU PART #:	7XC0021
				DWG. SIZE	A

NOTE: ALL WEIGHTS AND DIMENSIONS ARE FOR REFERENCE ONLY

CONFIDENTIAL INFORMATION OF TRUE FITNESS TECHNOLOGY, INC. OF FALLOON, MO. IT IS LOANED FOR CONFIDENTIAL USE. SUBJECT TO RETURN ON REQUEST, AND WITH THE MUTUAL UNDERSTANDING THAT IT WILL NOT BE USED IN ANY MANNER DERISIVE TO THE INTERESTS OF TRUE FITNESS TECHNOLOGY, INC.

CHAPTER 3: PRODUCT OVERVIEW

ELLIPTICAL OVERVIEW:



CHAPTER 3: PRODUCT OVERVIEW

ELLIPTICAL OVERVIEW (CONTINUED):

Console Assembly:

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

Upper Exercise Arms:

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

Contact Heart Rate Pads:

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

Side Steps:

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

Transport Handles Access:

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

Foot Pads:

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

Leveling Feet:

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

Coaxial Port:

Delivers television signal to the unit.

Ethernet Port:

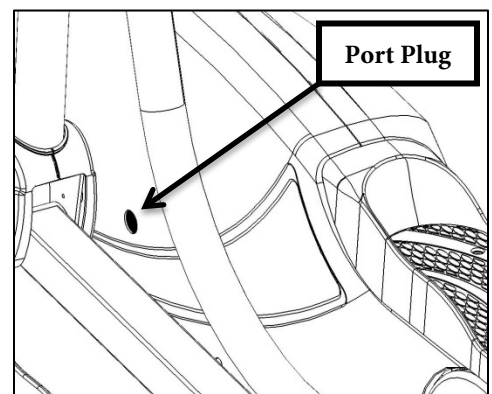
Used to provide a network connection for compatible console options.

Power Cord:

Delivers power from the wall outlet to the elliptical.

Battery Charge Port:

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



CHAPTER 4: CARE & MAINTENANCE

CARE & MAINTENANCE:

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

Inspection:

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

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

Important:

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

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

CLEANING THE EQUIPMENT:

After Each Use:

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

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

Weekly:

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

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

CAUTION:

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

CHAPTER 4: CARE & MAINTENANCE

OTHER SCHEDULED PREVENTIVE MAINTENANCE:

TRUE recommends that quarterly scheduled maintenance be performed by a qualified service technician. Please contact your dealer or visit www.truefitness.com to contact a local TRUE authorized service technician.

Scheduled Preventive Maintenance:

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

CAUTION:

Use only TRUE Fitness certified service providers.

LONG TERM STORAGE:

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

Storing the Chest Strap:

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

CHAPTER 5: CUSTOMER SERVICE

CONTACTING SERVICE:

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

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

TRUE FITNESS SERVICE DEPARTMENT

865 HOFF ROAD

ST. LOUIS, MO 63366

1.800.883.8783

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

E-MAIL: service@truefitness.com

CONTACTING SALES:

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

TRUE FITNESS HOME OFFICE

865 HOFF ROAD

ST. LOUIS, MO 63366

1.800.426.6570

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

E-MAIL: sales@truefitness.com

CHAPTER 5: CUSTOMER SERVICE

REPORTING FREIGHT OR PARTS DAMAGE:

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

Severe Damage:

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

Slight Damage:

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

Concealed Damage:

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

CHAPTER 6: ADDITIONAL INFORMATION

TROUBLESHOOTING GUIDE:

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

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

CHAPTER 6: ADDITIONAL INFORMATION

TROUBLESHOOTING GUIDE (CONTINUED):

Heart rate is displaying erratically or not displaying	Transmitter belt contacts are not making good contact with the skin	Re-adjust the transmitter belt so that it is in full contact with the skin
	Contacts on the transmitter belt are not moist	Moisten the contacts on the transmitter belt
	Transmitter belt is not within 3 feet (1 meter) of the heart rate receiver	Adjust your position on the belt so that you are within 3 foot (1 meter) of the console
	Transmitter belt is not the correct frequency or is encoded	Polar equip or compatible receiver use 4.8kHz un-encoded receiver
	The battery inside the transmitter belt is depleted	replace the transmitter belt with a compatible transmitter belt
	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
Fault CN01: Internal Fault	Console	Math error - software	Console configured incorrectly	Power cycle Re-configure console
			Corrupt Software	Re-install software/firmware Contact dealer or TRUE service

CHAPTER 6: ADDITIONAL INFORMATION

TROUBLESHOOTING GUIDE (CONTINUED):

Fault CN02: Invalid Console Configuration	Console	The product configuration data has failed validation checks (incline ranges make no sense, etc.)	Console configured incorrectly	Power cycle
				Re-configure console
			Incline motor out of range	Contact dealer or TRUE service
Loose cable				
Fault CN03: Stuck Key	Console	Membrane Key stuck down/closed	Membrane key is damaged	Contact dealer or TRUE service
Fault CN04: Lower Board Comm Fault (Treadmill Only)	Console	Brainboard fails to receive timely communication responses from lower board - Fault after 3 retries	Unit is configured as a treadmill	Re-configure console
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	Reconfigure 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.	Unit is configured as a treadmill	Re-configure console
Fault CN08: Calibration Failed - Lower Limit Not Reached	Console	During incline calibration, the incline stalled before reaching what should be the lower limit.	Unit is configured as a treadmill	Re-configure console
Fault CN09: Insert Safety Key	Console	Emergency Circuit opened	Unit is configured as a treadmill	Re-configure console
Fault CN10: E-Stop Fault	Console	A test of the emergency circuit has failed	Unit is configured as a treadmill.	Re-configure console
Fault CN24: BB Comm 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
				Reconfigure Console
			Firmware and software versions are not compatible	Re-install software/firmware
				Contact dealer or TRUE service

CHAPTER 7: WARRANTY INFORMATION



COMMERCIAL LIMITED WARRANTY XC400 ELLIPTICAL

Save Time and Register Online!
Activate Multiple Warranties at truefitness.com/support

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

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

NOTE: Warranty valid for USA and Canada only.
NOTE: Failure to register this product will result in no servicing or authorization of parts to be shipped.
NOTE: Buying after-market products from a 3rd party will result in voided warranty.
NOTE: This product is intended for Commercial use which includes non-dues paying facilities where usage does not exceed 8 hours per day. If this product will not be used in this particular setting, please contact TRUE as this warranty is void.

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

Parts: The elliptical electrical parts and wear items are warranted for defects in material and workmanship for five years with two years labor warranty. The Transcend touchscreen console is warranted for defects in material and workmanship for three years with one year labor warranty. This limited warranty does not cover damage or equipment failure resulting from or caused by

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

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

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

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

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

TRUE Fitness, Service Department
865 Hoff Road, St. Louis, MO 63366
1.800.883.8783
Hours of operation 8:30am - 5:00 pm CST

truefitness.com / 800.426.6570 / 1.636.272.7100

CHAPTER 7: WARRANTY INFORMATION



COMMERCIAL LIMITED WARRANTY XC400 ELLIPTICAL

Save Time and Register Online!
Activate Multiple Warranties at truefitness.com/support

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

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

NOTE TO AUTHORIZED WARRANTY LABOR PROVIDERS:
Warranty labor reimbursement or warranty parts rights may

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

XC400 ELLIPTICAL SERIAL NUMBERS:

The XC400 elliptical comes with two serial numbers; one on the base and one on the display console (see diagram below). The serial number on the base is located on the front inside sheet metal on the bottom right hand side. The console serial number is located on the bottom right side of each console. Please write down your serial numbers below and keep for your records.

CONSOLE SERIAL NUMBER:

BASE SERIAL NUMBER:



← CONSOLE SERIAL NUMBER:

← BASE SERIAL NUMBER:

SAMPLE SERIAL NUMBER STICKER:

	Model No. XC400-19		
TRUE FITNESS TECHNOLOGY, INC. ST. LOUIS, MISSOURI 63366	Serial No./Date Code 17-XC4000001A		
	CONFORMS TO ANSI/UL STD. 1647	Rating : 120Vac , 0.5amp , 35watts , 60Hz , 1Ø	
	CERTIFIED TO CAN/CSA STD. C22.2 NO.68	MADE IN TAIWAN	
Intertek 3110024	Intertek Testing Services Taiwan Ltd.	Max user weight : 182 kg (400 lb)	
EN ISO 20957-1, EN ISO 20957-9, class SB			
WARNING: This stationary training equipment is not suitable for high accuracy purposes. CAUTION: Read the information supplied by the manufacturer before use.			

Keep this page for your records

truefitness.com / 800.426.6570 / 1.636.272.7100

CHAPTER 7: WARRANTY INFORMATION



COMMERCIAL LIMITED WARRANTY XC400 ELLIPTICAL

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

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



Commercial Warranty Registration

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

CONSOLE SERIAL NUMBER:

BASE SERIAL NUMBER:

Model Type: CS400 Commercial Elliptical

Date of Purchase _____

Your Company Name _____

Contact First Name _____

Contact Last Name _____

Address _____

City _____ State _____ ZIP _____

Email Address _____

Phone _____ Fax _____

1. Where did you first learn about TRUE?

- a. Dealer b. Website
 c. Advertisement d. Referral
 e. Current Customer f. Other _____

2. Why did you purchase a TRUE product?

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

3. Please indicate your type of facility:

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

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

- a. Treadmill Brand _____
 b. Bike Brand _____
 c. Elliptical Brand _____
 d. Free Weights/Gym Brand _____

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

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

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

- Yes No

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

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

8. Would you recommend TRUE to other club owners?

- Yes No

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

truefitness.com / 800.426.6570 / 1.636.272.7100