



\* Assembly Guide & Warranty Card Included

# TC650 & TC900 TREADMILL OWNER'S MANUAL



Revision 091418

# TC650/900 OWNERS MANUAL

## IMPORTANT:

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

Product specifications, features & software are subject to change without notice.

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## 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.

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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). Pour documents dans des langues supplémentaires, veuillez [www.truefitness.com/resources/document-library/](http://www.truefitness.com/resources/document-library/) de visite

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

## امھ:

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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/)

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# TC650/900 OWNERS MANUAL

## A MESSAGE TO OUR CUSTOMERS

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.

# TC650/900 OWNERS MANUAL

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# CHAPTER 1: SAFETY INSTRUCTIONS

## **IMPORTANT SAFETY INSTRUCTIONS** **SAVE THESE SAFETY INSTRUCTIONS**


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


 **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 ground 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, and fingers away from moving parts.

 **CAUTION:**

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

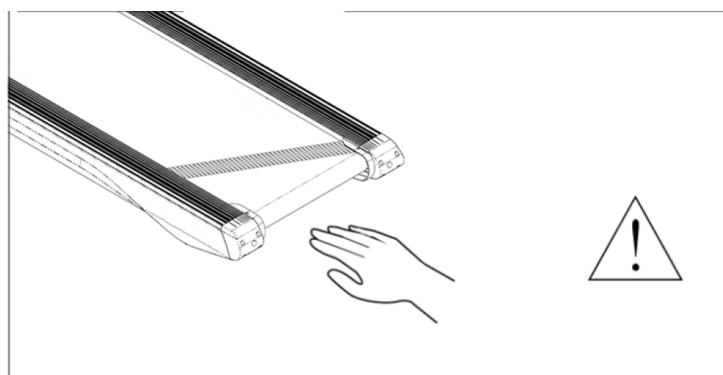
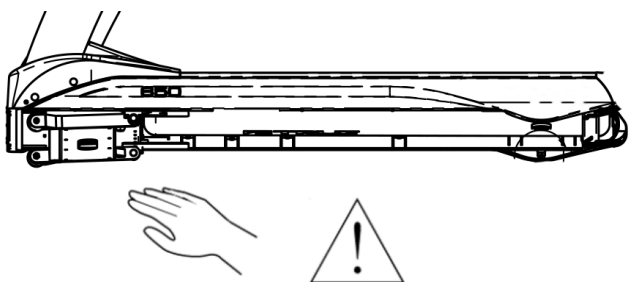
# CHAPTER 1: SAFETY INSTRUCTIONS

## ⚠ CAUTION:

- Use the side handrails whenever additional stability is required. In case of emergency, such as tripping, the side handrails should be grabbed and the user should place his/her feet on the side platforms. The front handlebars should be used to grasp the heart rate sensors or to rest the hand on while operating the activity zone keys, but not for stability, emergency, or continuous use.
- Do not exceed TC650 maximum user weight of 500lbs (226 kg).
- Do not exceed TC900 maximum user weight of 500lbs (226 kg).
- Do not use if you have a cold or fever.
- When using this exercise machine, basic precautions should always be followed.
- Use this equipment only for its intended use as described in this manual.
- Do not use attachments not recommended by the manufacturer.
- Allow only trained personnel to service this equipment.
- Avoid the possibility of bystanders being struck or caught between moving parts by making sure that they are out of reach of the equipment while it is in motion.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children shall not play with the appliance.
- Cleaning and user maintenance shall not be made by children without supervision.
- Allow only one person at a time on the equipment while it's operating.
- It is the sole responsibility of the owner/operator to ensure regular and scheduled maintenance is performed.
- To avoid injury stand on the side rails before starting the treadmill.
- Avoid exiting treadmill while leaving the tread belt in motion.
- Never walk or jog backwards on the treadmill.
- When mounting the treadmill, ensure the treadmill belt is not running and then proceed with one step at a time to maintain balance using the handrails as needed.
- While the treadmill is in use, proceed at a speed that the user can safely maintain with the ability to immediately engage the safety key to stop the treadmill belt if necessary.

## ⚠ CAUTION:

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



## NOISE EMISSIONS:

Noise emission under load is higher than without load.

Note: A-weighted emission sound pressure level at the trainer's ear: 67dBA

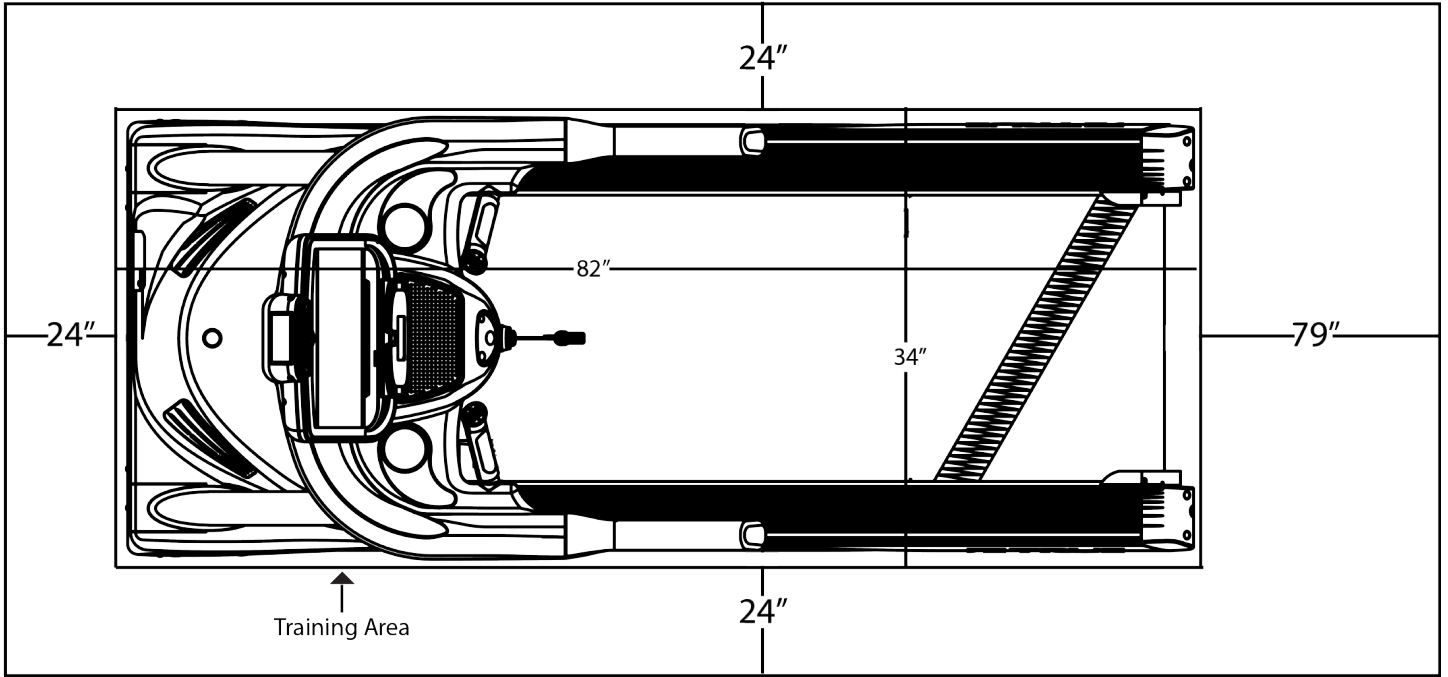
Noise emission under load is 60dB. (According to TUV testing result.) Noise emission is 60 dB (A), which is at speed 12km/h and no load.

# CHAPTER 1: SAFETY INSTRUCTIONS

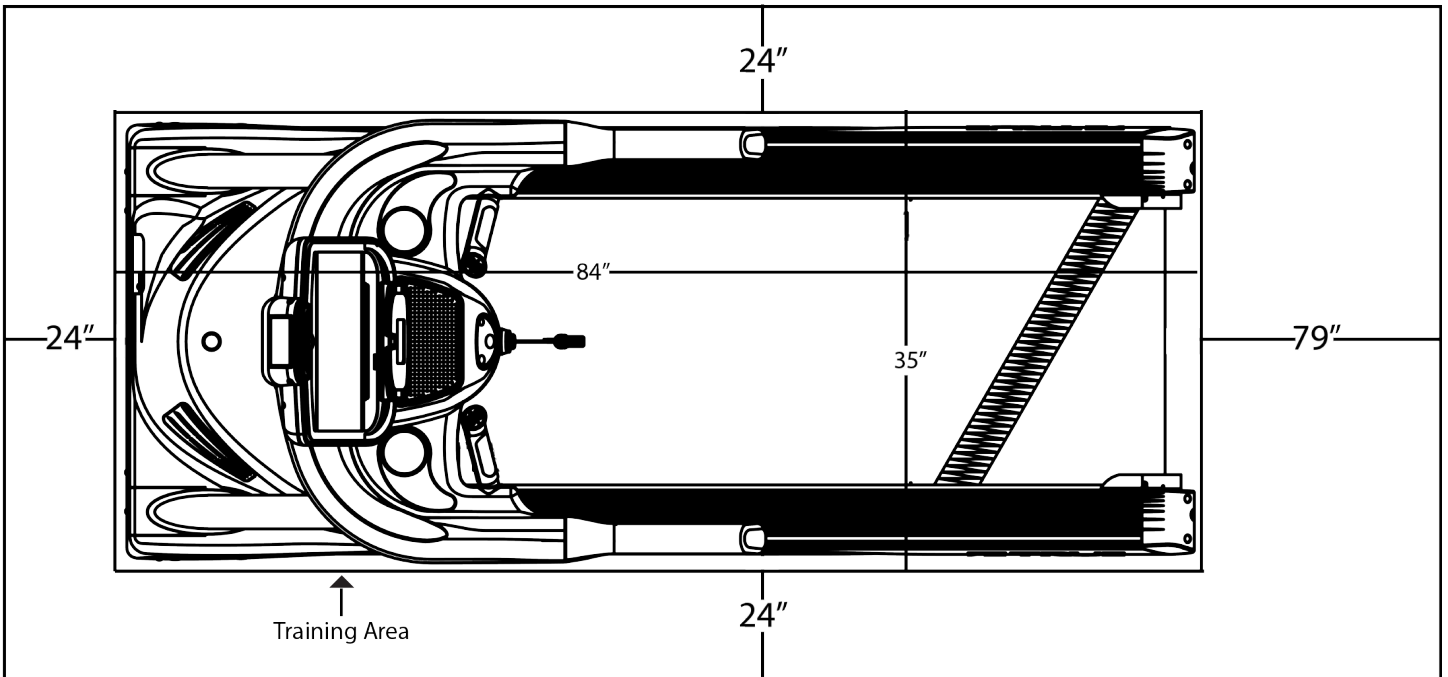
## SPACE REQUIREMENTS:

TRUE's recommendation is to leave a minimum of 24" (0.6m) on each side of the treadmill and a 79" (2 m) safety zone at the rear of the treadmill.

TC650:



TC900:





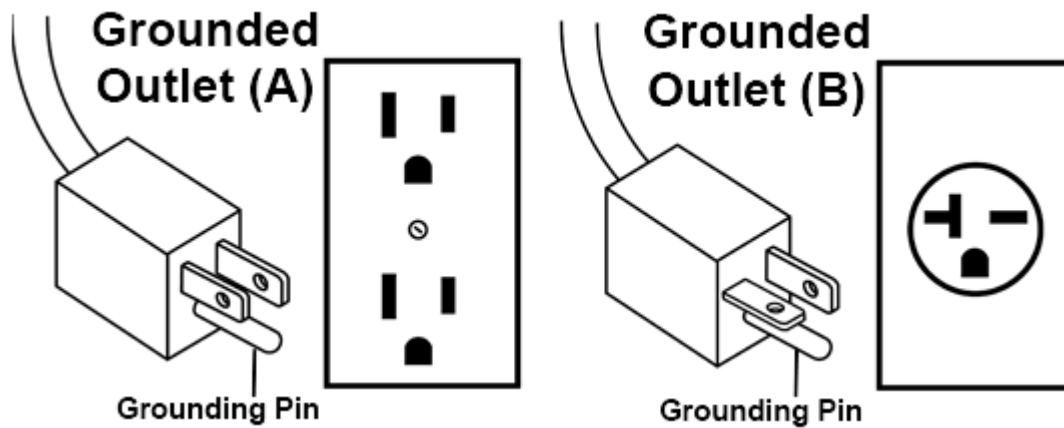
# CHAPTER 1: SAFETY INSTRUCTIONS

## GROUNDING INSTRUCTIONS:

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

### DANGER:

- Improper connection of the equipment-grounding conductor can result in a risk of electric shock.
- Check with a qualified electrician or serviceman if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product. If it will not fit the outlet, have a proper outlet installed by a qualified electrician.
- Do not remove the motor cover or you may risk injury due to electric shock.
- 120-Volt: This 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.
- 230-Volt: This 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.

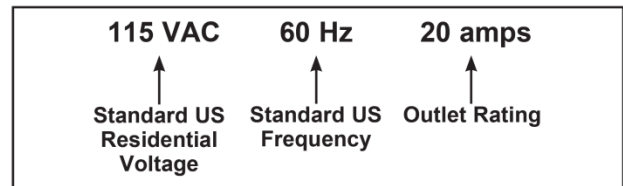


Figure 1

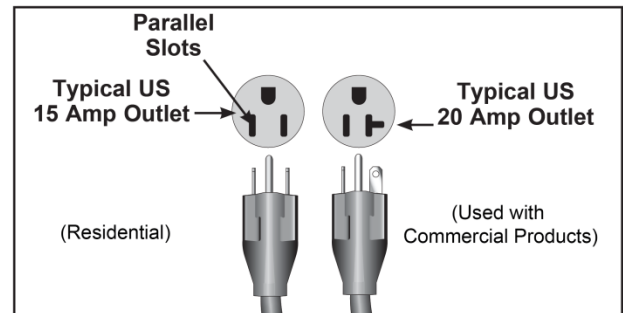


Figure 2

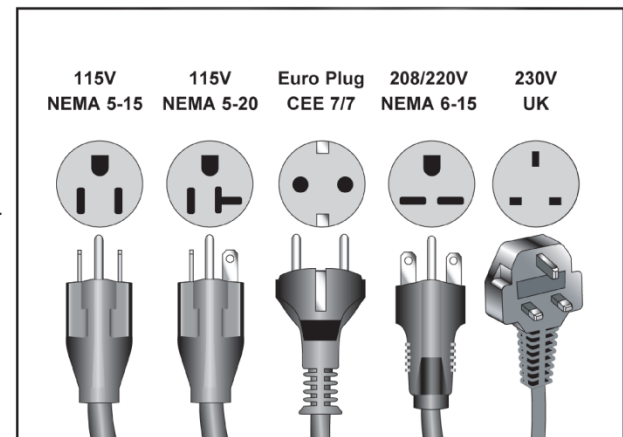


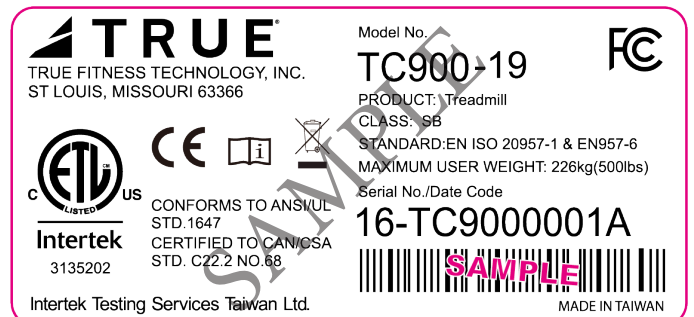
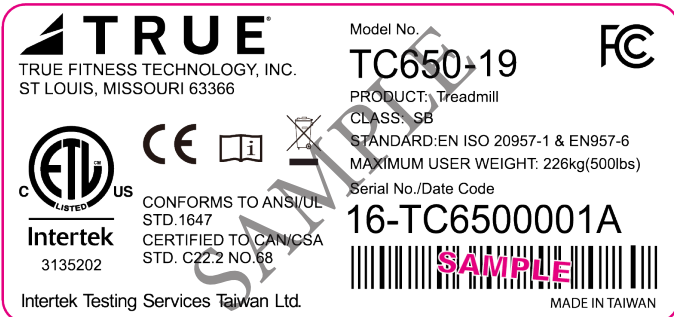
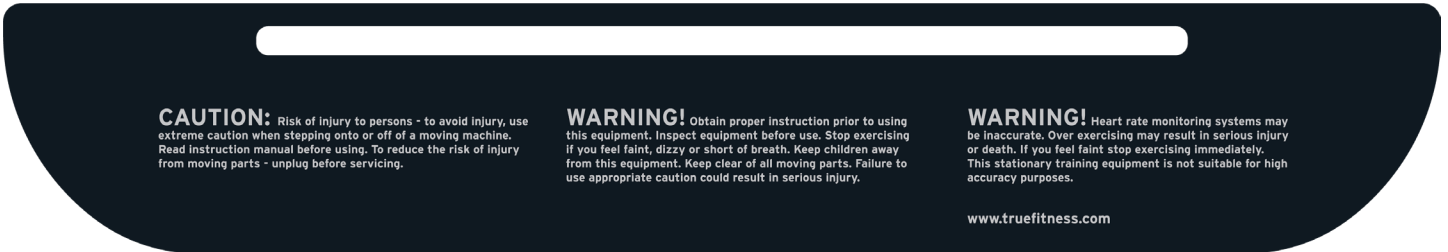
Figure 3

# CHAPTER 1: SAFETY INSTRUCTIONS

## WARNING DECALS:

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

To replace any worn or missing decals contact TRUE FITNESS by visiting [www.truefitness.com](http://www.truefitness.com) or contact customer service at 800-883-8783.



## COMPLIANCES:

This equipment complies with all applicable codes and regulations. For a complete list of compliances, please visit [www.truefitness.com](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 unit is intended for commercial use only.
- Inspect the unit 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 unit.
- Care should be used when mounting or dismounting the unit.
- Read, understand, and test the emergency stop procedures before use.
- Disconnect all power before servicing the unit.
- Do not exceed maximum user weight of 400 lbs.
- Keep the top side of the moving surface clean and dry.
- Keep children and animals away.
- Use caution when moving and assembling unit.
- 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 Equipment:

After removing the equipment from the packaging, place the equipment on a clean, level surface. Make sure the electrical cord easily reaches a grounded three-pronged outlet.

### Important Electrical Requirements – 120V:

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

### Important Electrical Requirements – 220V:

Your TRUE equipment requires a dedicated 230 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 230V AC 15 amp requirement, but you must ensure the equipment does not share the circuit with anything else.

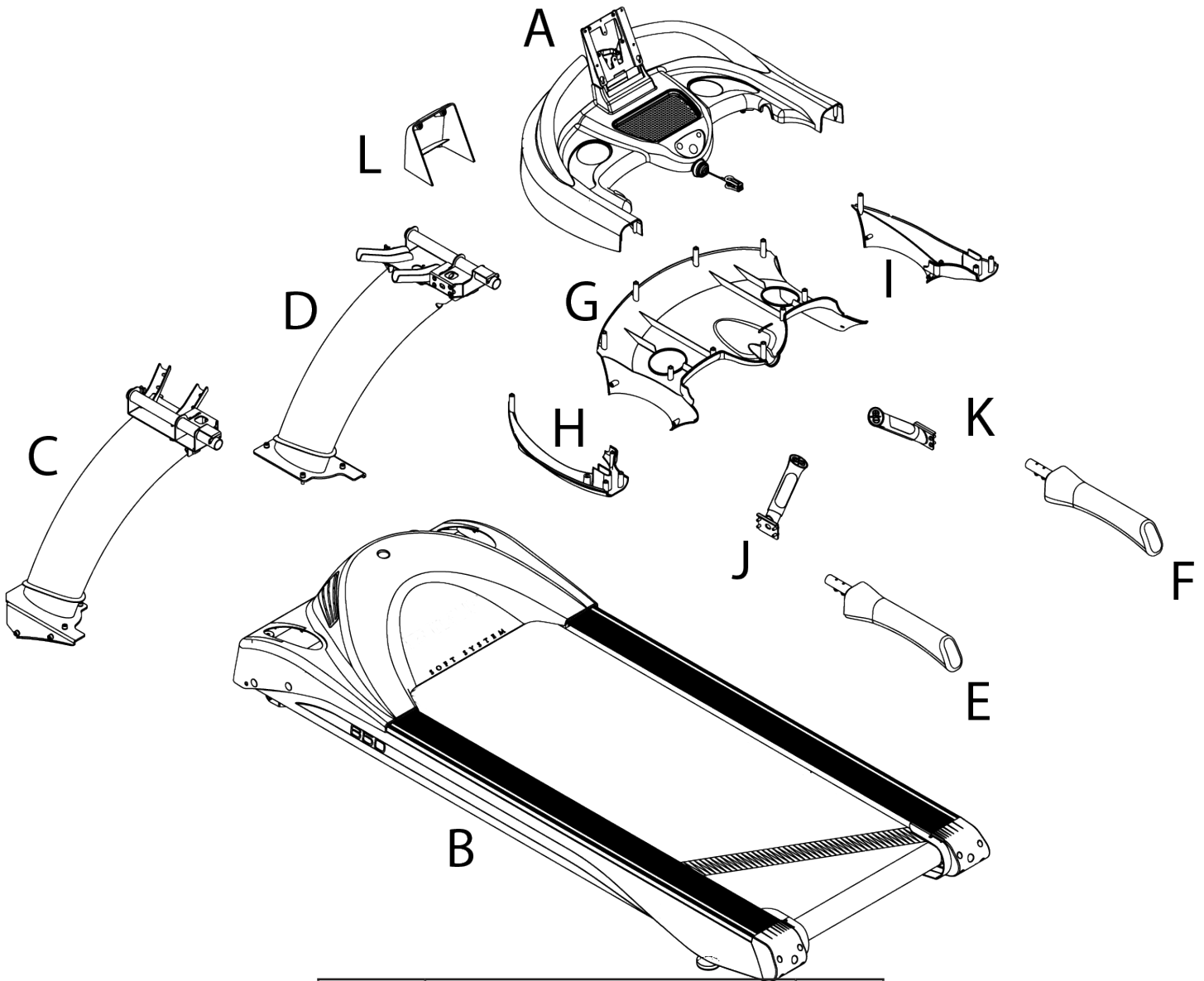


### **DANGER: Do not use an extension cord or ungrounded outlet:**

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

# CHAPTER 2: ASSEMBLY GUIDE

## PRE-ASSEMBLY CHECKLIST:

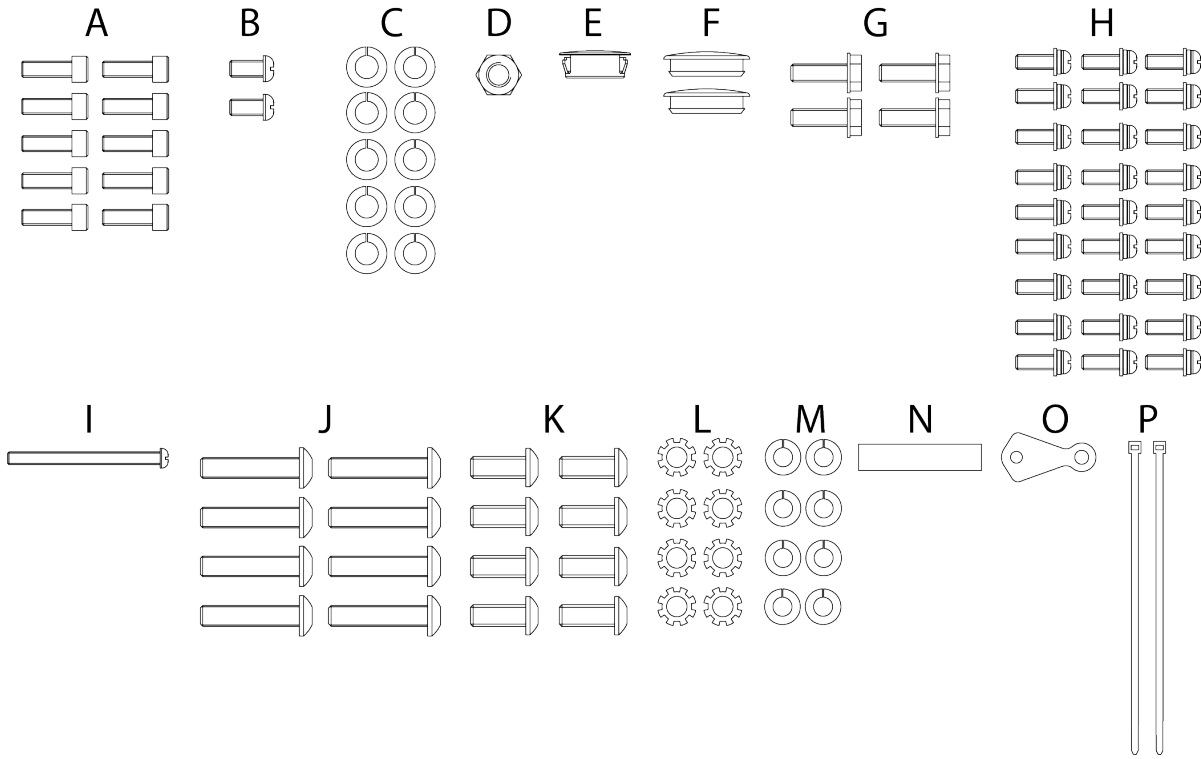


ITEM	DESCRIPTION	Qty.
A	Console Rack	1
B	Frame	1
C	Pedestal - Left	1
D	Pedestal - Right	1
E	Handrail - Left	1
F	Handrail - Right	1
G	Lower Console Rack Cover	1
H	Lower Shoulder Cover-Left	1
I	Lower Shoulder Cover-Right	1
J	Hand Grip Assembly - Left	1
K	Hand Grip Assembly - Right	1
L	Rear Console Cover	1

# CHAPTER 2: ASSEMBLY GUIDE

## PRE-ASSEMBLY CHECK LIST:

### TC650/900



Item	Description	Qty
A	Bolt M8 x P1.25 x 25	10
B	Screw M5 x P0.8 x 10	2
C	Lock Washer M8	10
D	Lock Nut M8 x P1.25	1
E	Cap-Motor Cover Screw	1
F	Hole Plug-Motor Cover	2
G	Bolt 1/4"-20 x 3/4"	4
H	Screw M4 x P0.7x12	27

Item	Description	Qty
I	Bolt M5 x P0.8 x 60	1
J	Bolt 5/16"-24 x 1-1/2"	8
K	Bolt 1/4"-20 x 5/8"	8
L	External Tooth Star Washer M8	8
M	Lock Washer 1/4"	8
N	Spacer	1
O	Retainer-Power Cord	1
P	Wire Tie	2

### Tools Required (not included):

- Open End Wrenches: 15/16", 7/8", and 1/2"
- Hex Keys: 5/32", 3/16", 4mm, and 8mm
- Screwdrivers: #2 Phillips with 4" long tip, #2 Phillips with 8" long tip, 5/16" slotted approximately 6" long

- 7/16" 6-point socket, short extension, and ratchet
- Long-nose pliers, small (optional)
- Wire cutters, small (optional)

### **⚠ CAUTION:**

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

# CHAPTER 2: ASSEMBLY GUIDE

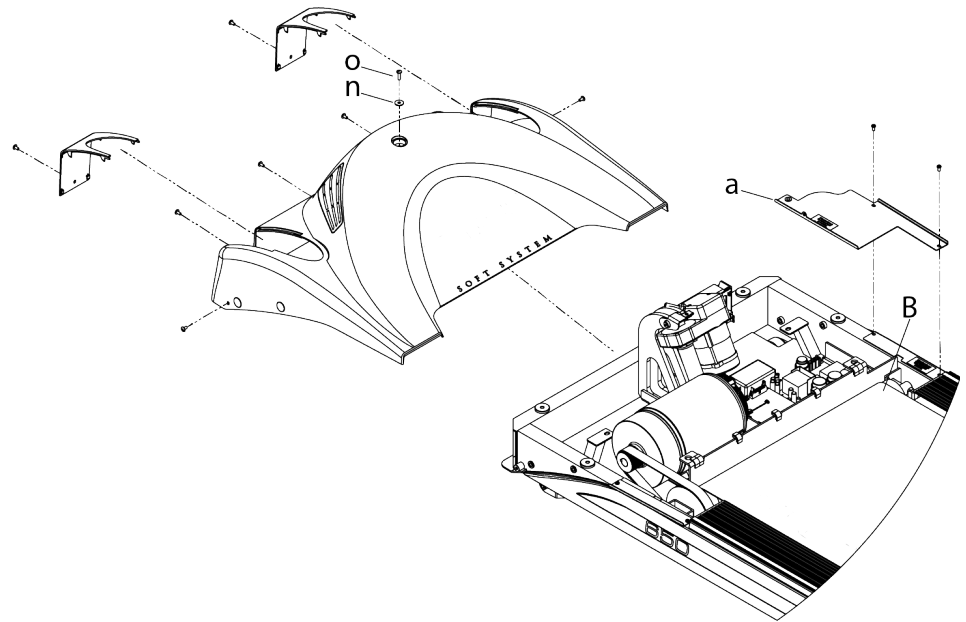
## TREADMILL ASSEMBLY STEPS:

### Step 1 Remove Motor Cover:

a) Remove the screw (o) and washer (n) and then the seven remaining identified screws from the motor cover. Keep all motor cover hardware for reassembling the motor cover to the treadmill frame at Step 11.

b) While pulling the sides slightly outward, remove the motor cover from the treadmill frame (B) by pulling upwards. You will feel some snap catches release while performing this step.

c) Remove the Drip Guard Assembly (a) from the treadmill frame. Keep all drip guard assembly hardware for reassembling the drip guard assembly to the treadmill frame at Step 4.



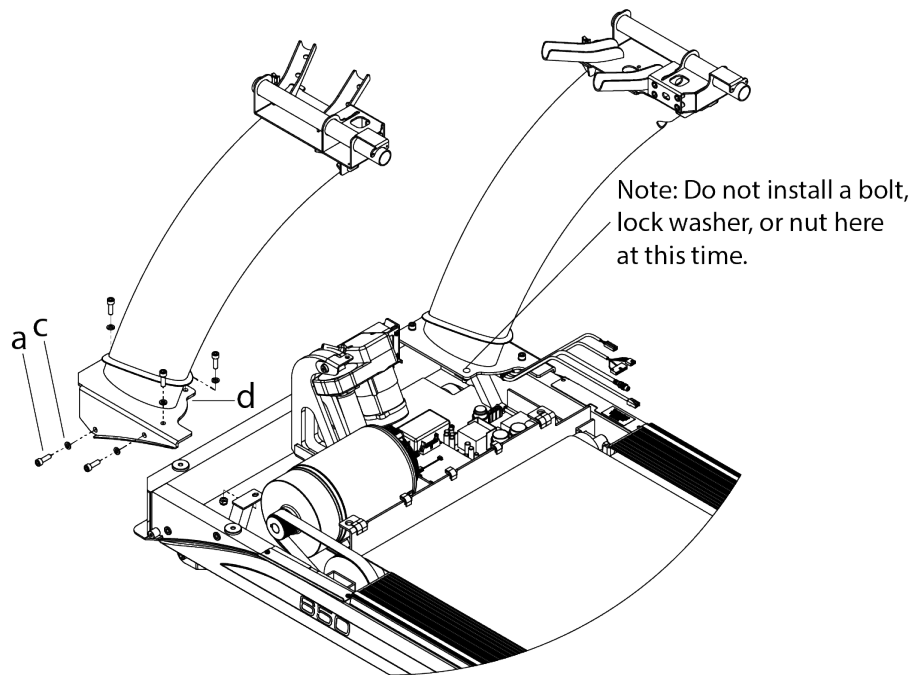
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### Step 2 Pedestal Installation:

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

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

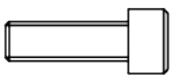
Note: Ensure the pedestal cables are routed between the treadmill frame and pedestal support brace as shown.



#### Hardware Required:



Qty. 9 M8 Lock Washers



Qty. 9 Bolts M8 x 25



Qty. 1 Lock Nut M8

## CHAPTER 2: ASSEMBLY GUIDE

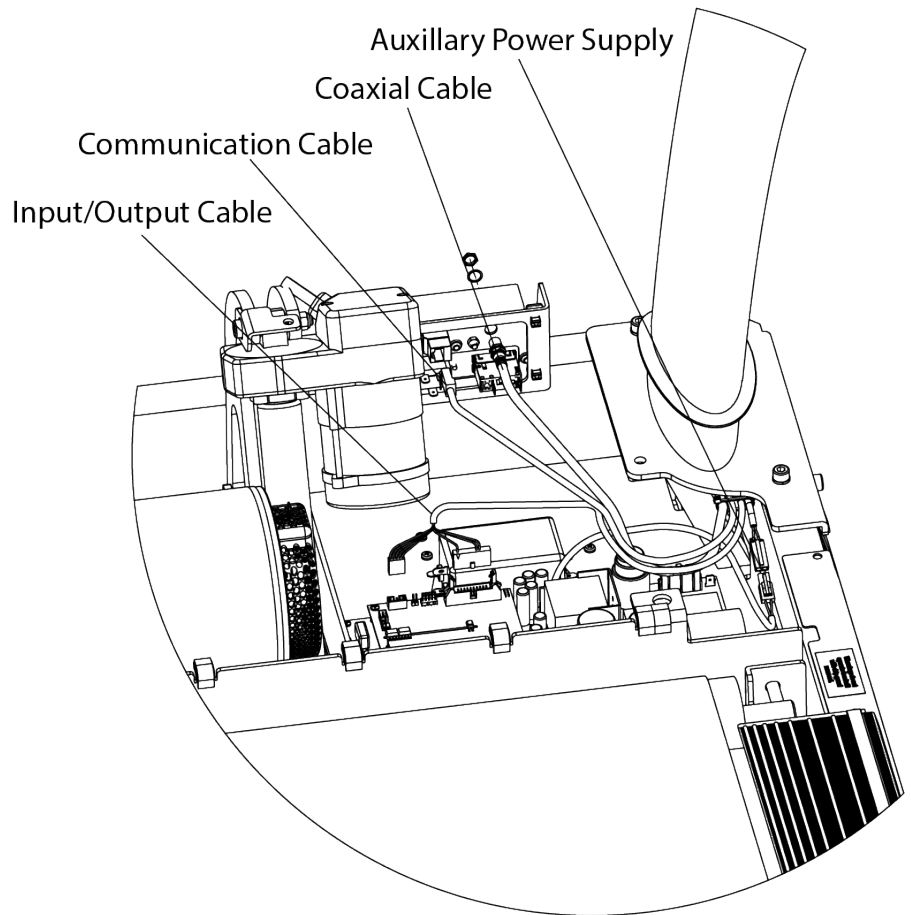
### TREADMILL ASSEMBLY STEPS:

#### Step 3 Frame Cable Connections:

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

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

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





## CHAPTER 2: ASSEMBLY GUIDE

### TREADMILL ASSEMBLY STEPS:

#### Step 4 Drip Guard Assembly:

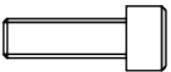
- a) Screw the M5 screws that were removed earlier and a M8 x 25 bolt (A) with a M8 split lock washer (C).
- b) Secure all four right pedestal cables to the drip guard assembly using the zip tie in the location shown.

Note: Do not operate treadmill with drip guard assembly removed.

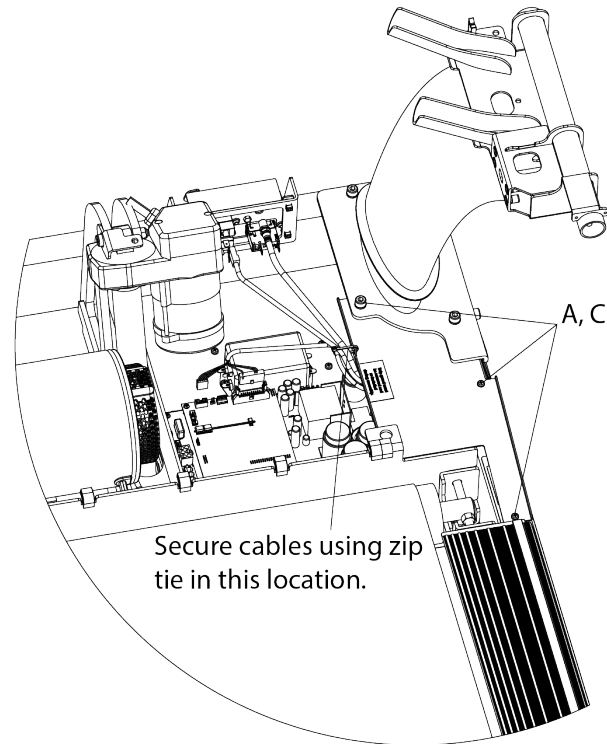
#### Required Hardware:



Qty. 1 Lock Washer M8



Qty 1 Bolt M8 x 25

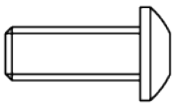


#### Step 5 Hand Grip Assemblies:

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

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

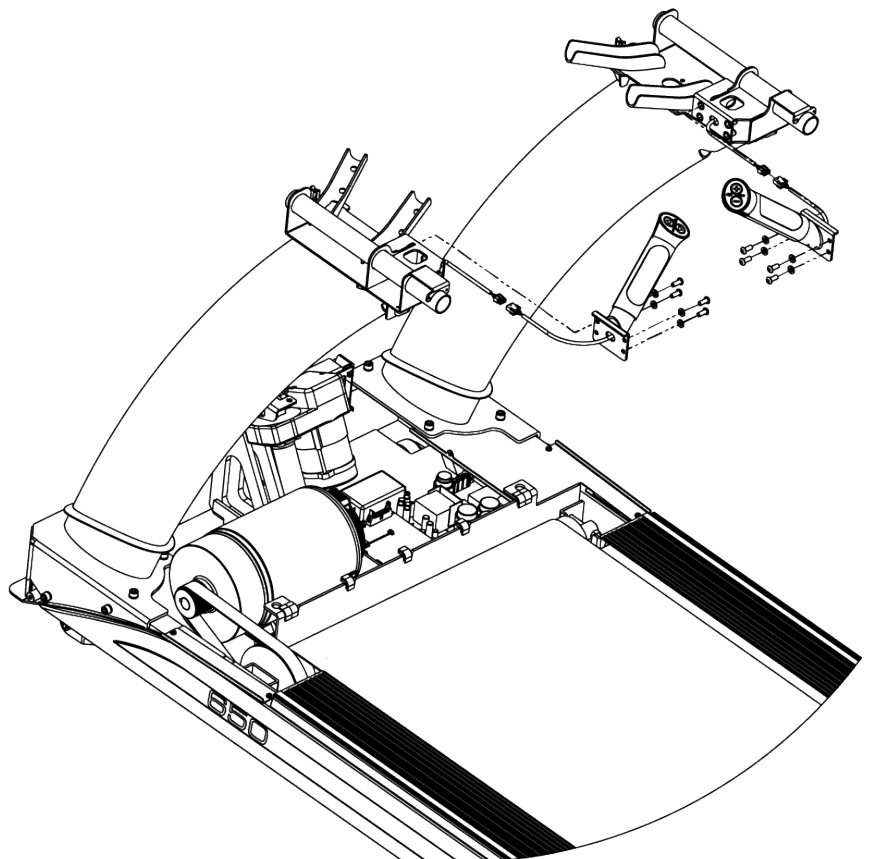
#### Required hardware:



8 Bolt 1/4" - 20 x 5/8"



8 Lock Washer 1/4"



## CHAPTER 2: ASSEMBLY GUIDE

### TREADMILL ASSEMBLY STEPS:

#### Step 6 Console Rack:

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

**CAUTION:** Do not pinch cabling during this step.

b) Install 8 Bolts  $\frac{5}{16}$ "-24 x 1- $\frac{1}{2}$ " and 8 external tooth lock washers through the pedestal tubing cradle and console rack, but do not tighten.

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

d) Install 4 M4 x 12 (H) screws and tighten.

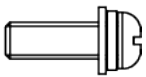
#### Hardware Required:



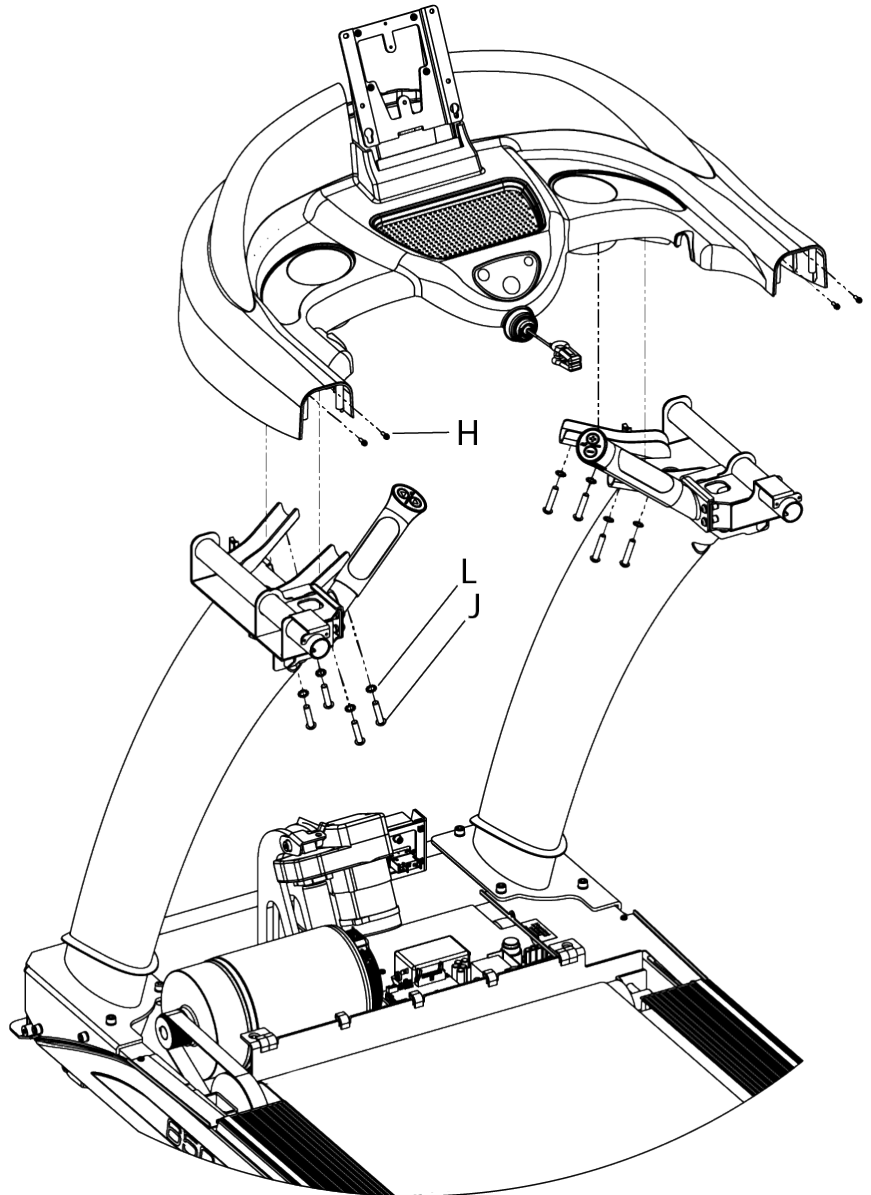
8 Lock Washer M8



8 Bolts  $\frac{5}{16}$ "-24 x 1- $\frac{1}{2}$ "



4 Screws M4 x 12



# CHAPTER 2: ASSEMBLY GUIDE

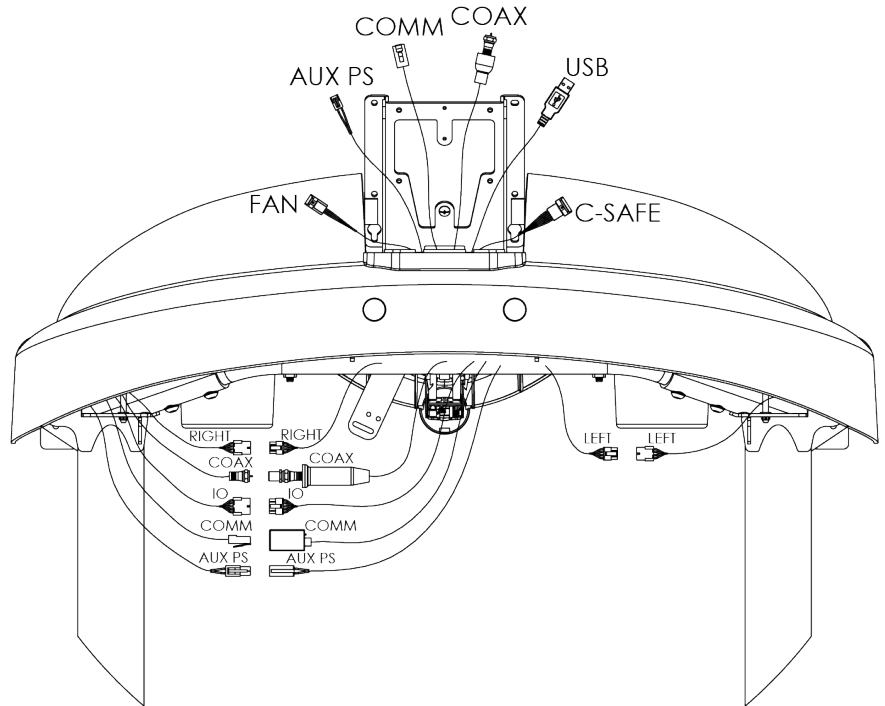
## TREADMILL ASSEMBLY STEPS:

### Step 7 Console Rack Cable Connections:

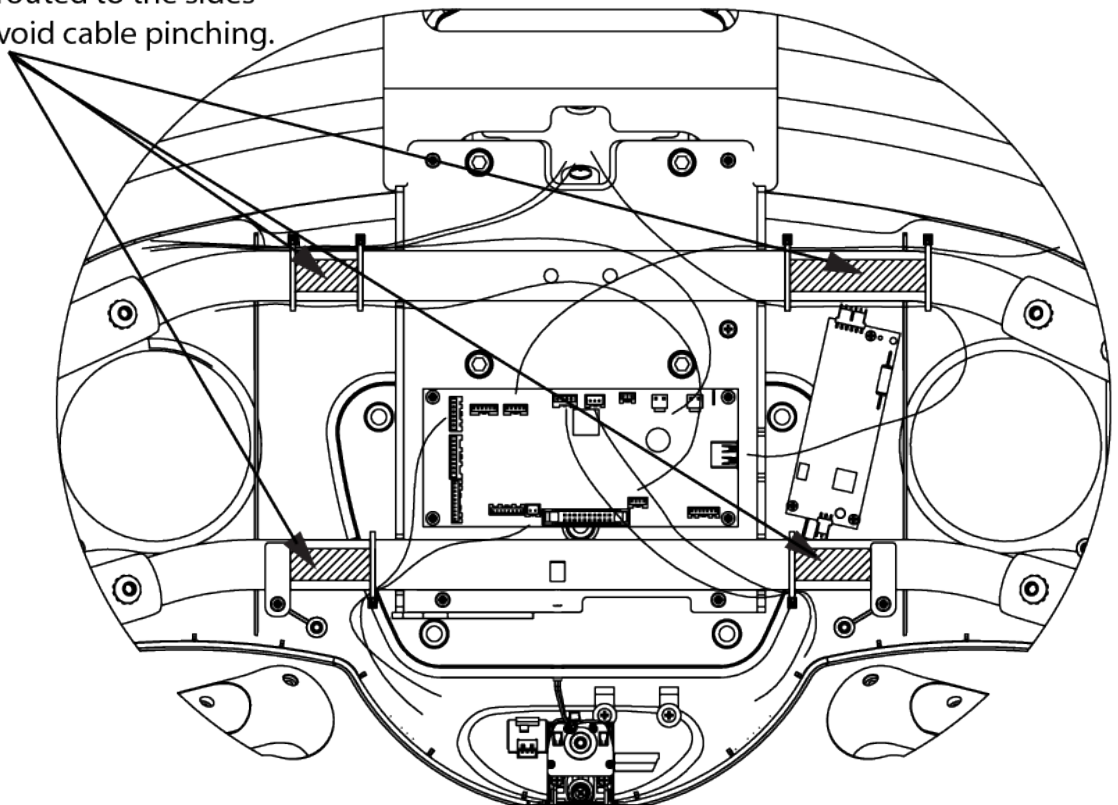
a) Connect all wires from the left and right pedestal arms to the wires from the upper console rack cover as shown (all cables will be connected regardless of console option).

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

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



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



# CHAPTER 2: ASSEMBLY GUIDE

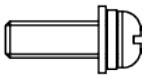
## TREADMILL ASSEMBLY STEPS:

### Step 8 Lower Console Rack Cover:

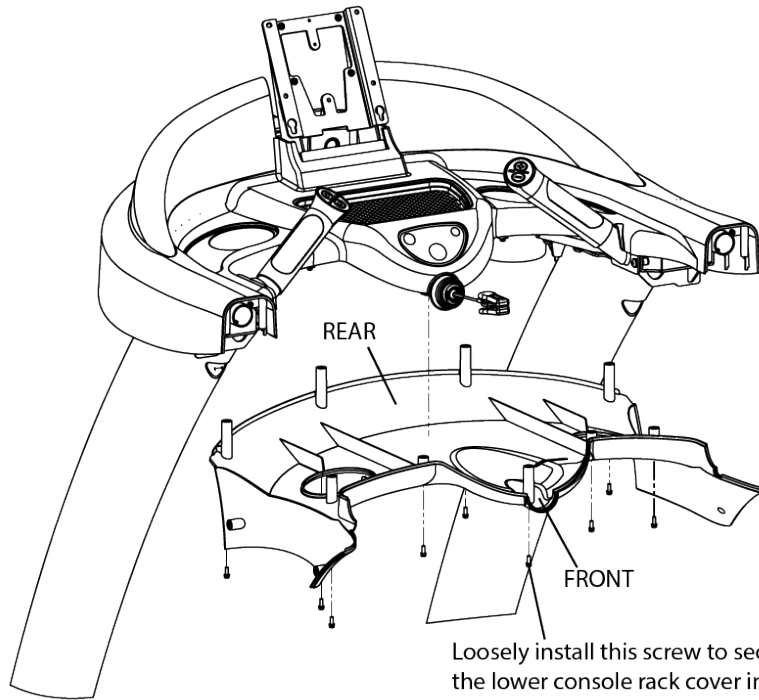
a) Position the rear edge with the long screw bosses slightly up inside the console rack first. Next, carefully raise up the front edge while making adjustments so the safety clip docking bracket and long screw boss passes up through the safety key mechanism.

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

#### Hardware Required:



9 bolt M4 x 12

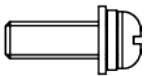


Loosely install this screw to secure the lower console rack cover in place. This will enable the remaining 8 screws to be easily installed.

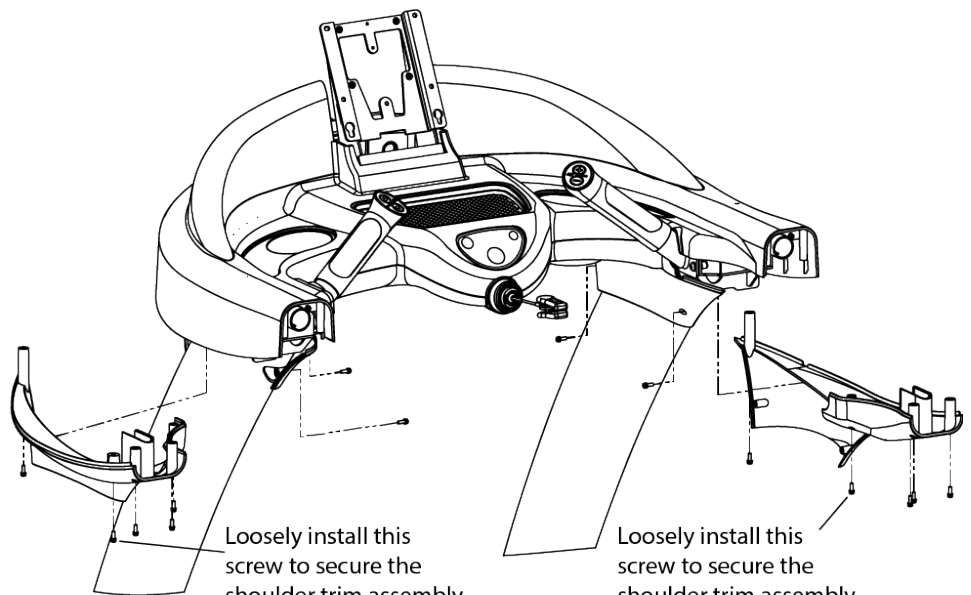
### Step 9 Shoulder Trim Assembly:

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

#### Hardware Required:



14 bolts M4 x 12



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

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

## CHAPTER 2: ASSEMBLY GUIDE

### TREADMILL ASSEMBLY STEPS:

#### Step 10 : Handrail Assembly

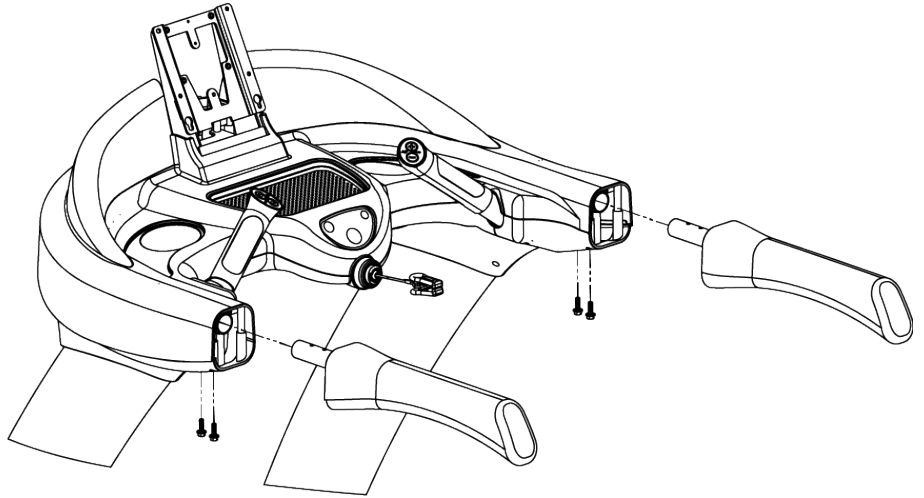
a) Fully insert the handle and then loosely install the bolts. While slightly rotating the handle to best align the seams and holding inwards, securely tighten the bolts.

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

#### Hardware Required:



4 bolts  $\frac{1}{4}$ "-20 x  $\frac{3}{4}$ "



# CHAPTER 2: ASSEMBLY GUIDE

## TREADMILL ASSEMBLY STEPS:

### Step 11 Power Inlet Assembly-220V (Optional):

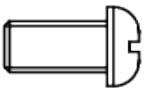
a) Remove any power cords that might be attached to the unit. Note: This step can be performed without removing the motor cover. The power inlet assembly can safely be pulled out about 4 inches.

b) Remove the power inlet assembly-110V from the power panel assembly. Keep the three screws M5 x .8 for later in this step.

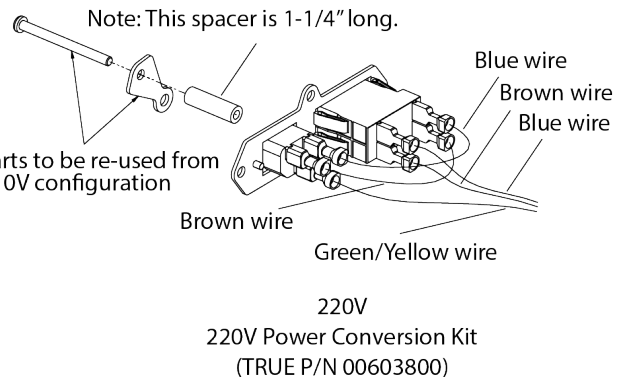
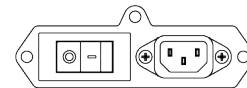
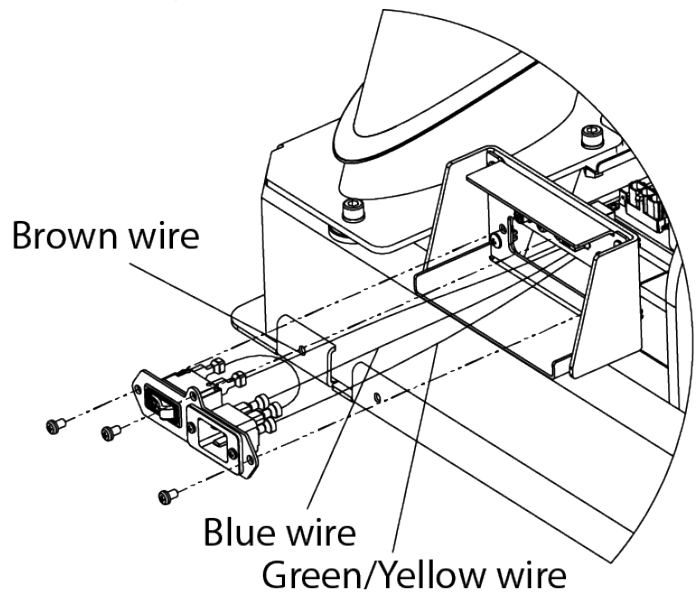
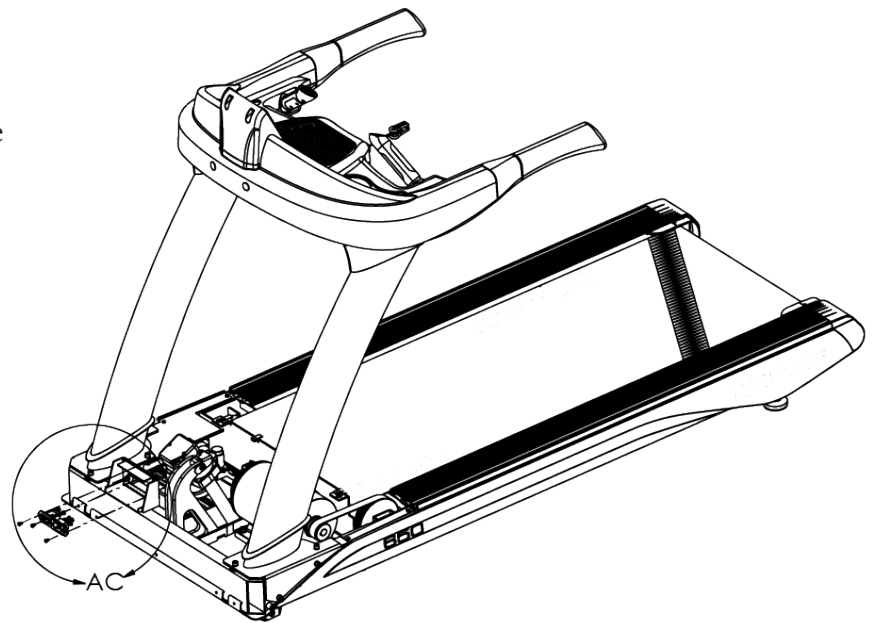
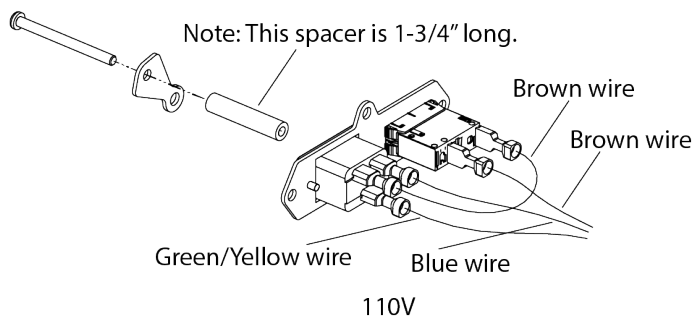
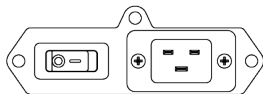
c) Install the 220V power inlet assembly as follows: Disconnect the wires one at a time as you transfer them from the original 110V panel to the 220V panel. Note: The 220V panel has a green, blue, and a brown color dot on it. The colored dots correspond to which color cables should be installed at those locations. Begin moving the GREEN/YELLOW wire over to the GREEN dot. Next, move the BLUE wire over to the BLUE dot. Lastly, move the BROWN wire over to the BROWN dot.

d) Secure the power inlet assembly-220V to the power panel assembly using three screws M5 x .8.

Hardware Required:



3 screws M5 x .8

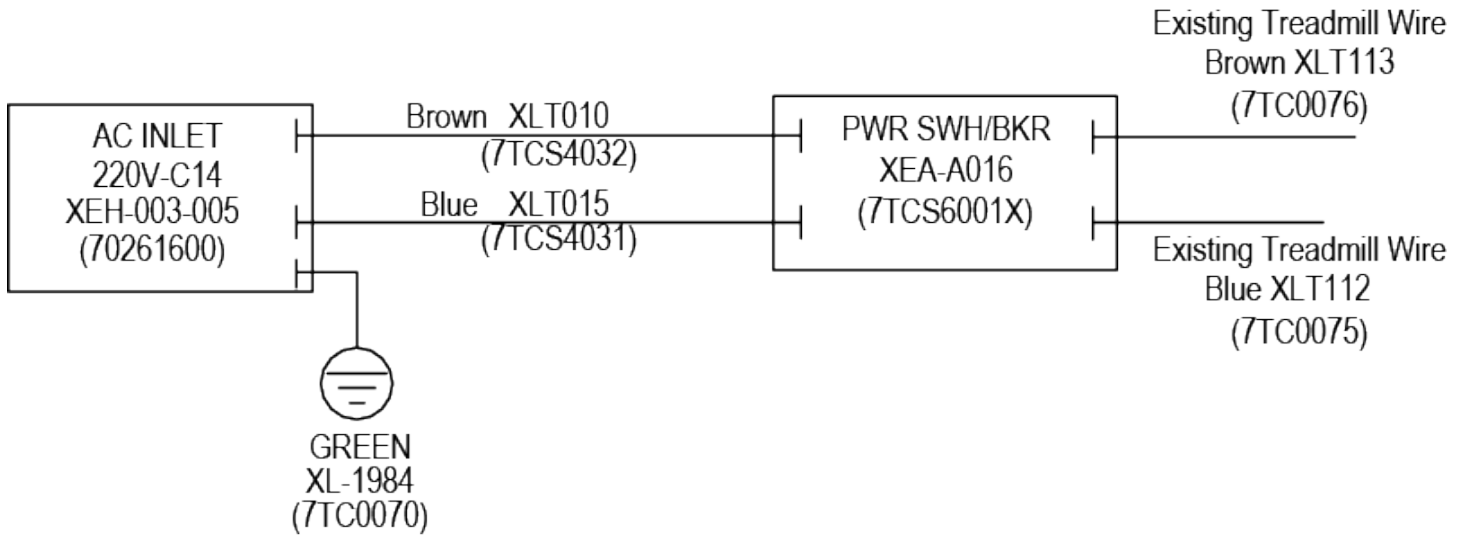


# CHAPTER 2: ASSEMBLY GUIDE

## TREADMILL ASSEMBLY STEPS:

### Step 12 220V Wiring Conversion(Optional):

a) See below for the wiring conversion to switch from 110V to 220V.



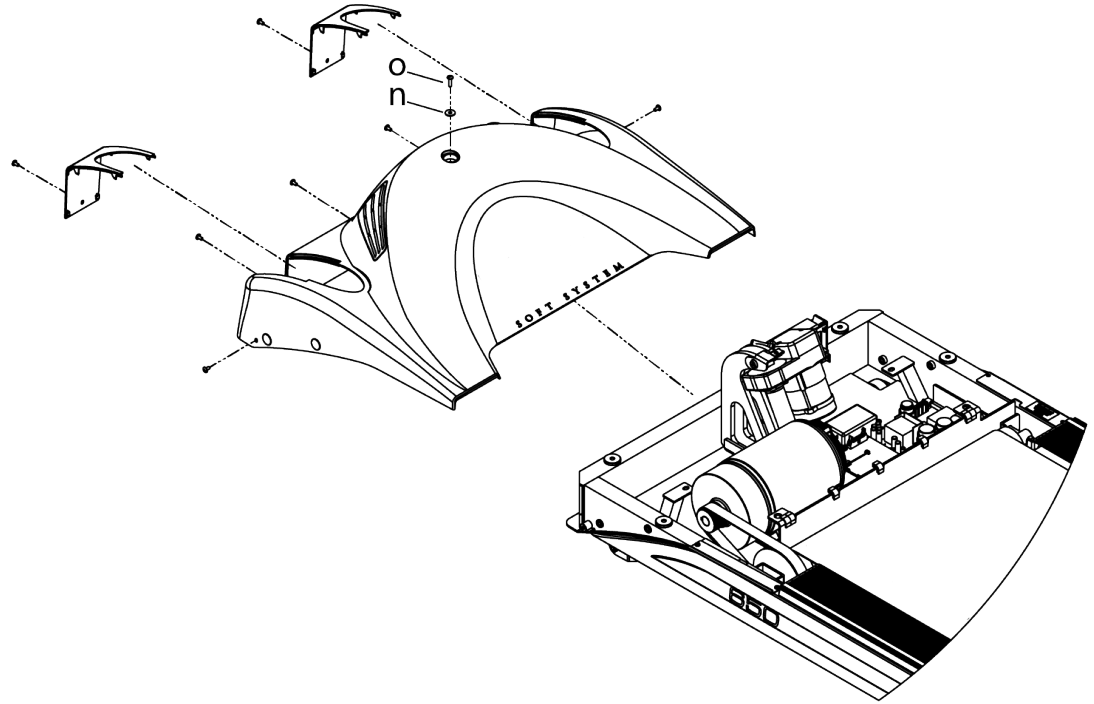
## CHAPTER 2: ASSEMBLY GUIDE

### TREADMILL ASSEMBLY STEPS:

#### Step 13 Motor Cover:

a) Ensure the rubber trim rings at the base of the pedestal arms are slid upwards near the console rack and then rotated to the side so that they will stay upwards.

b) From the treadmill user's position, slide the motor cover into position over the motor compartment. While slightly flexing the sides outwards, carefully lower the motor cover into position. Try to avoid dislodging the rubber bolt head caps. Next, push the motor cover firmly downwards to engage the two snap action engagement clips.



Note: If a rubber cap came out, flex the motor cover outwards at this time and reinsert the cap before installing the side screws in the motor cover.



## CHAPTER 2: ASSEMBLY GUIDE

### TREADMILL ASSEMBLY STEPS:

#### Step 13 Motor Cover (continued):

c) Reinstall screw O and washer N at this time.

d) Flex the sides of the motor cover as needed to slip the rubber bolt covers over the heads of the four bolts, reinstall the M5 screws on the left and right sides.

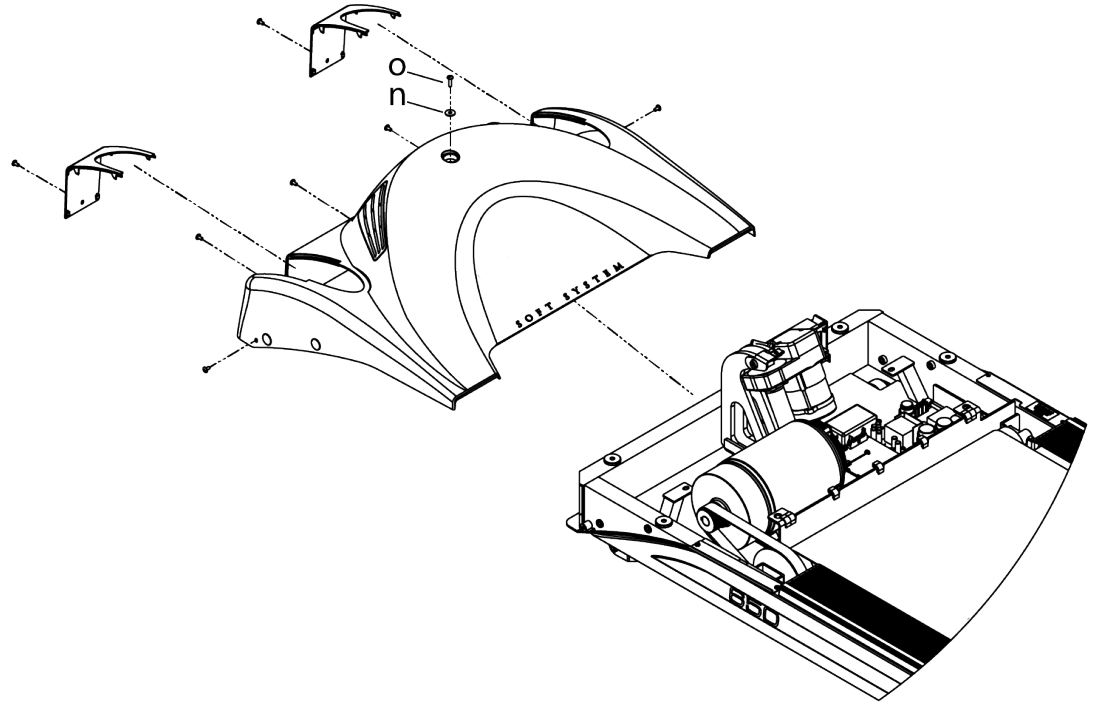
e) Reinstall the three M5 screws across the front side of the motor cover.

f) Reinstall the two motor cover inserts and their M5 screws.

Note: To properly engage the two small clips at the bottom of the inserts, flex upwards and then carefully guide in the clips as the part is lowered.

g) Rotate and lower the rubber trim rings into proper position next to the motor cover. Engage their retaining stems into the motor cover inserts. Note: The trim rings can rotate 180 degrees. In one position, they will fit without gaps. In the wrong orientation, they will not fit closely to the motor cover.

h) Install the cap-motor cover screw that is located in the hardware kit.



## CHAPTER 2: ASSEMBLY GUIDE

### TREADMILL ASSEMBLY STEPS:

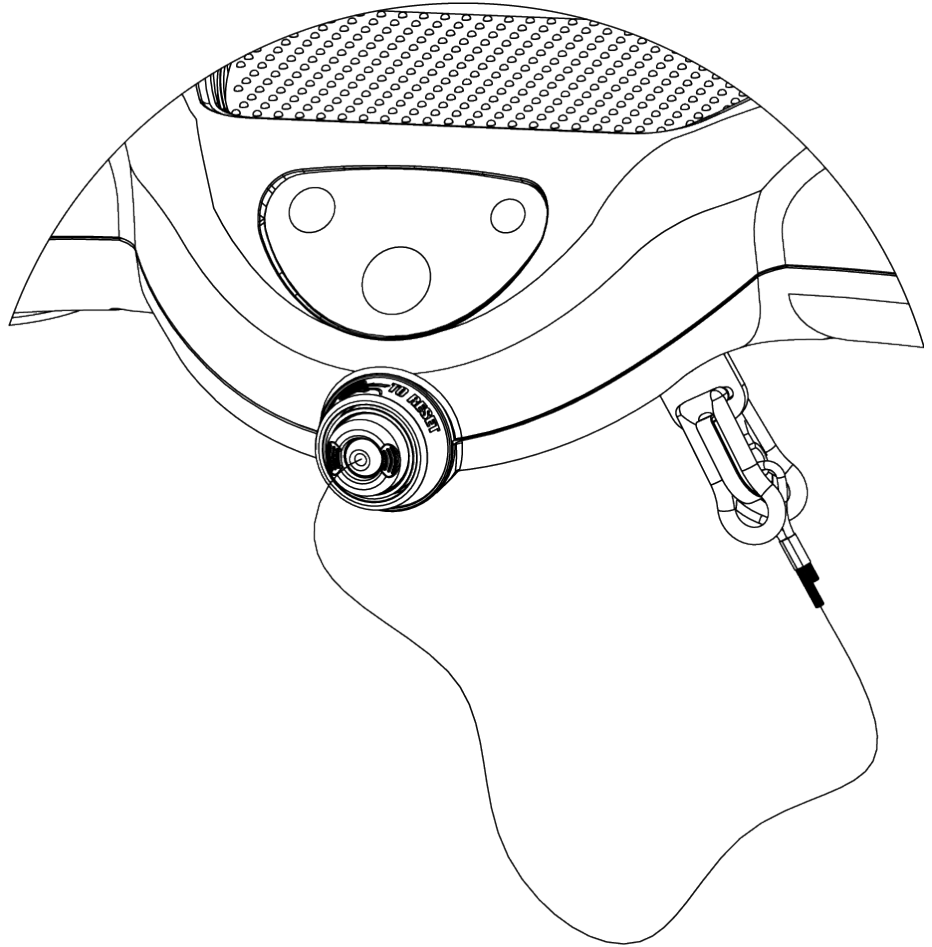
#### Step 14 Safety Key:

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

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

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

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

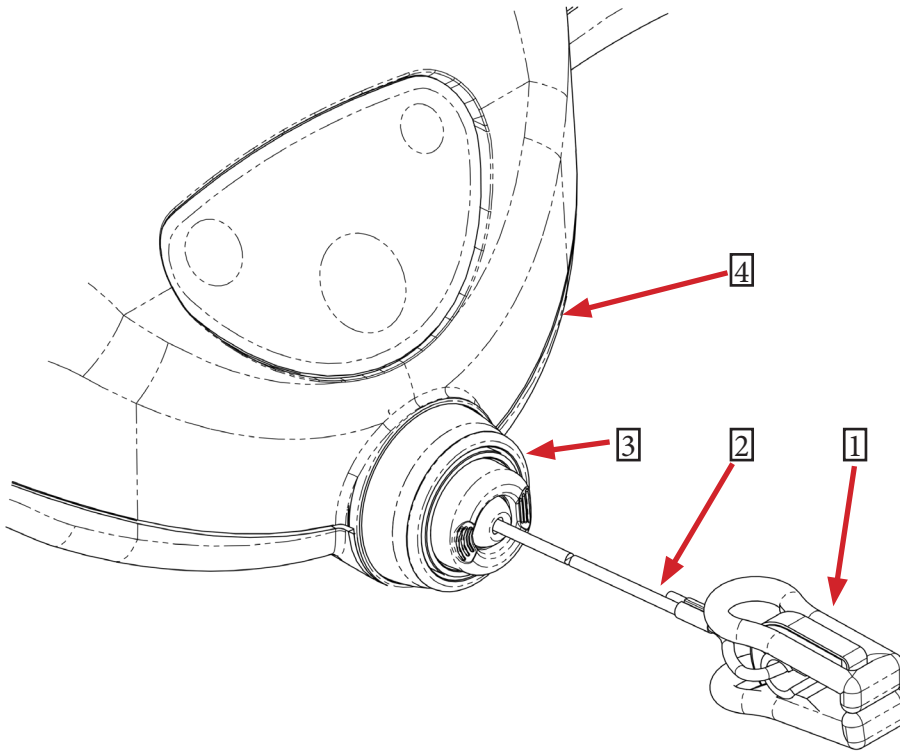


## CHAPTER 2: ASSEMBLY GUIDE

### TREADMILL ASSEMBLY STEPS:

#### Step 15A Safety Key (E-Stop) Overview:

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



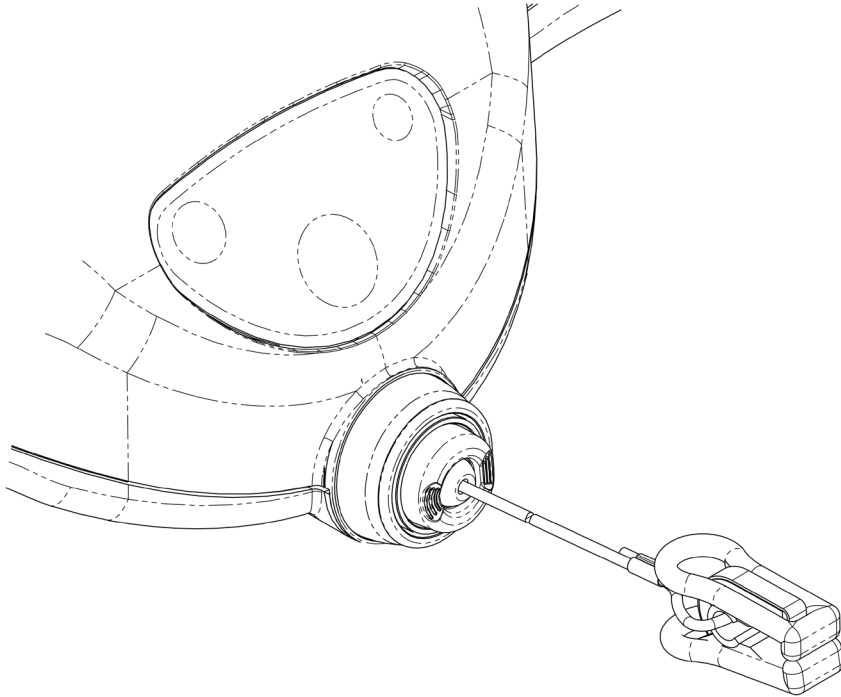
<b>Safety Key Feature</b>	<b>Number</b>
Safety Key Clip	1
Safety Key Pull Cord	2
Safety Stop	3
Console Rack	4

## CHAPTER 2: ASSEMBLY GUIDE

### TREADMILL ASSEMBLY STEPS:

#### Step 15B Safety Key (E-Stop) Usage:

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

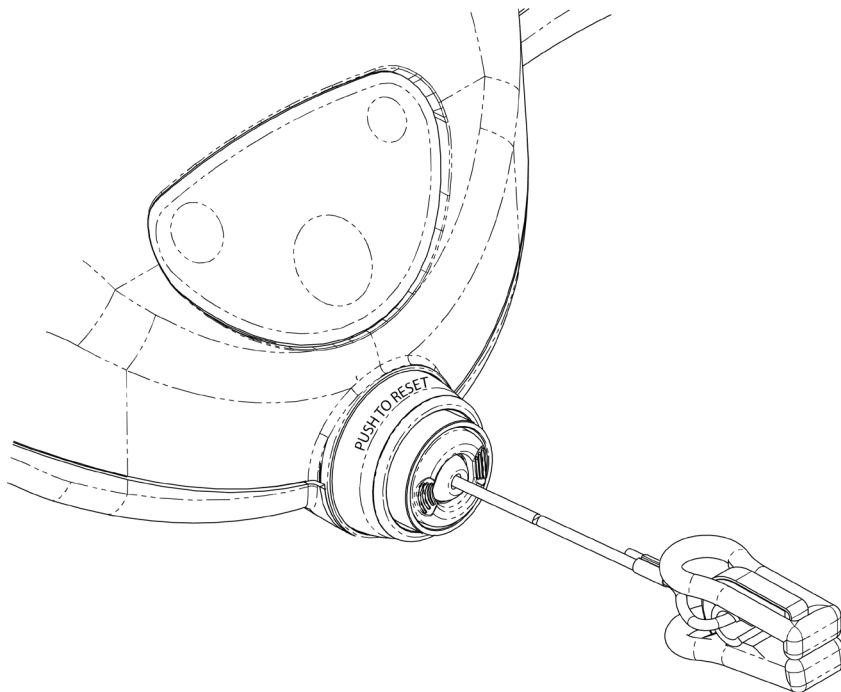


Shown to the left is the disengaged position of the safety key (e-stop).

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

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

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



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

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

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

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

## CHAPTER 2: ASSEMBLY GUIDE

### TREADMILL ASSEMBLY STEPS:

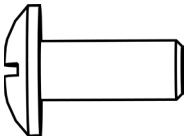
#### Step 16A Console Mast Assembly:

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

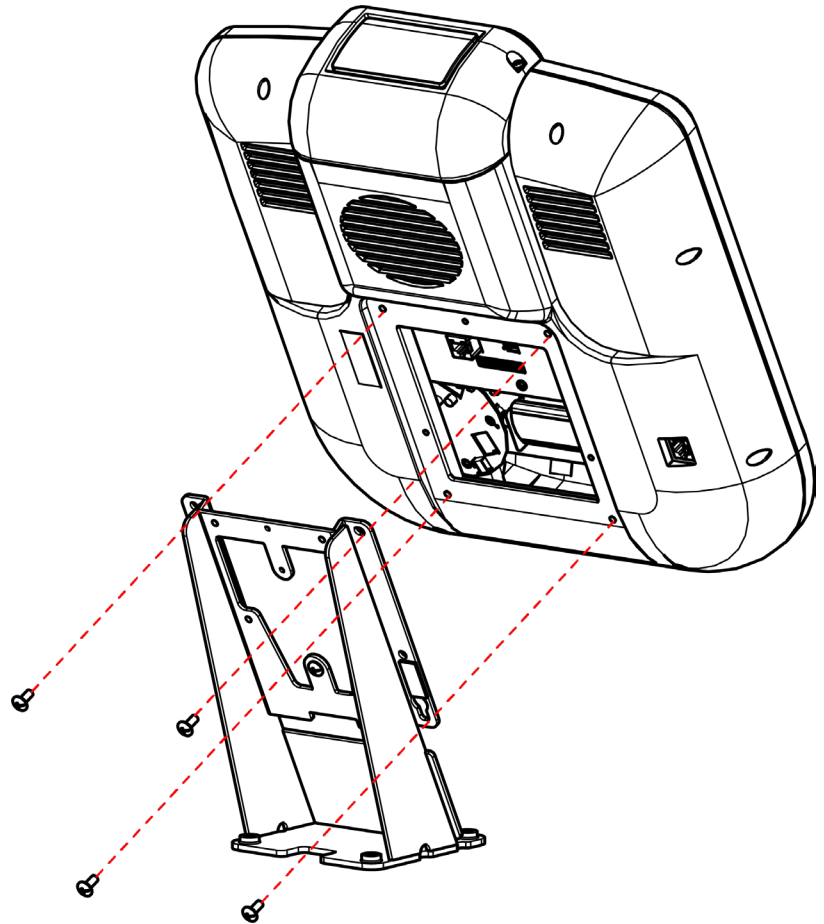
Note: Ensure all cable connections are routed inside the console mast assembly to prevent cable pinching.

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

#### Hardware Required:



Part Number 00567800  
Qty 4: M5 x 12 bolts



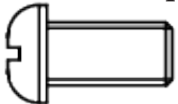
#### Step 16B Rear Console Cover Assembly:

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

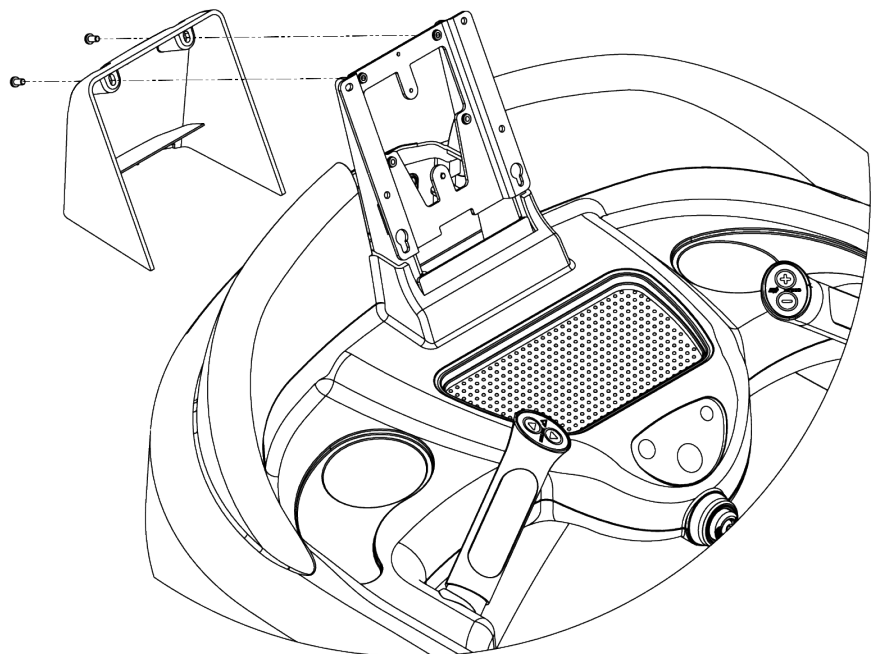
CAUTION: Make sure cabling is NOT pinched during installation.

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

#### Hardware Required:



Qty. 2: M5 x 10 bolts



# CHAPTER 2: ASSEMBLY GUIDE

## TREADMILL ASSEMBLY STEPS:

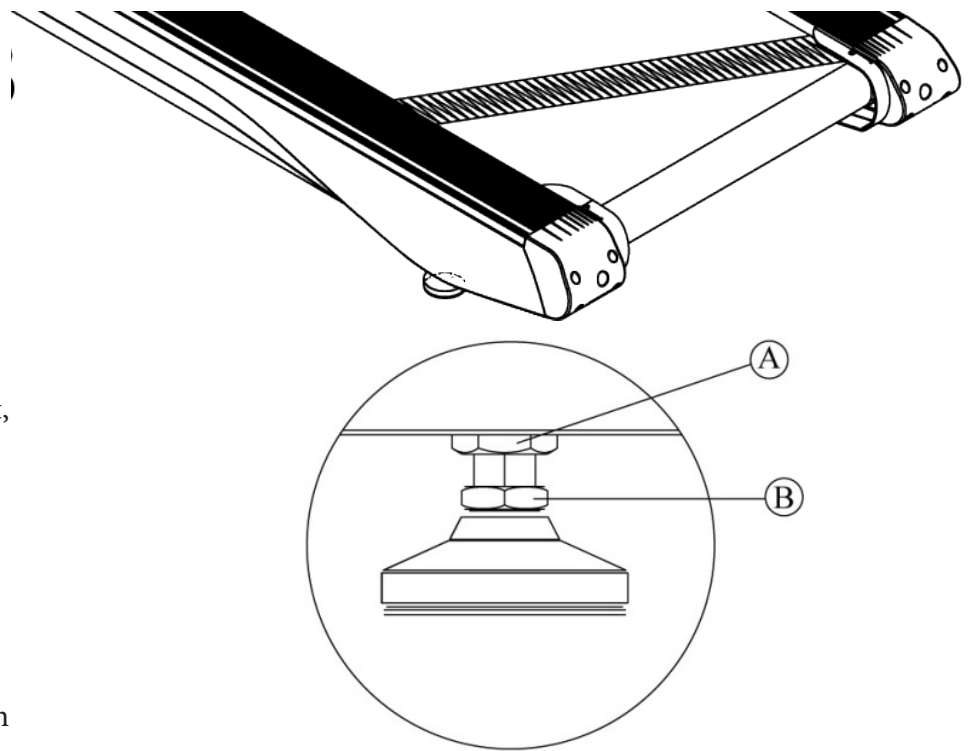
### Step 17 Rear Foot Leveling:

a) Ensure treadmill incline rack wheels and rear feet are resting on the floor and not on cardboard, packaging, etc.

b) Using a 15/16 inch open end wrench, loosen nut A on Right Rear Foot (only side adjustable).

c) Using a level or estimating by sight, turn section B of foot clockwise, or counter-clockwise, using a 7/8 inch open end wrench to level the rear of treadmill.

d) Tighten nut A until it is secured against bottom of treadmill.  
Note: The recommended gap between (A) and (B) is 1/4" on a flat floor.



### Step 18 Power Cord Retainer:

a) Install the power cord retainer assembly in the order shown, but do not tighten.

b) Rotate power cord retainer down and tighten the screw to push the retainer up against the power cord.

#### Hardware Required:



1 spacer

Note: The 110V spacer is 1-3/4" long.  
The 220V spacer is 1-1/4" long.

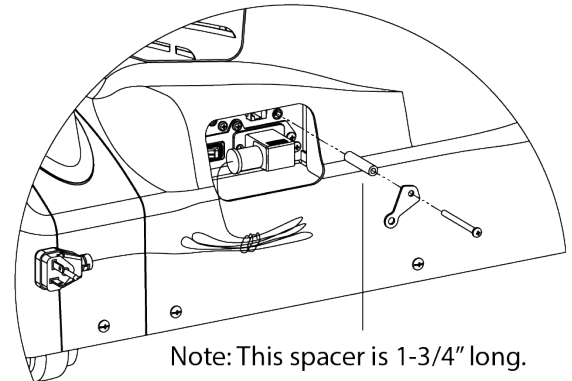


1 retainer-power cord

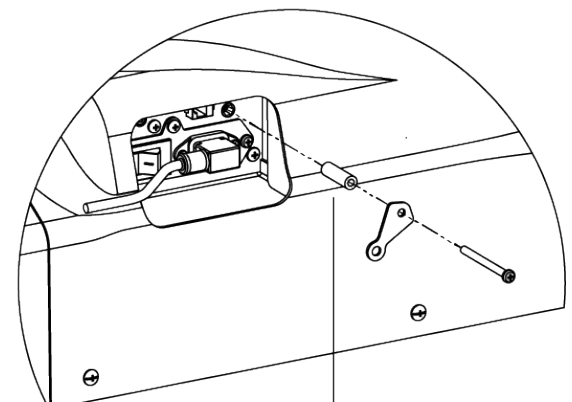


1 bolt M5 x 60

110V configuration



220V configuration



Note: This spacer is 1-1/4" long.

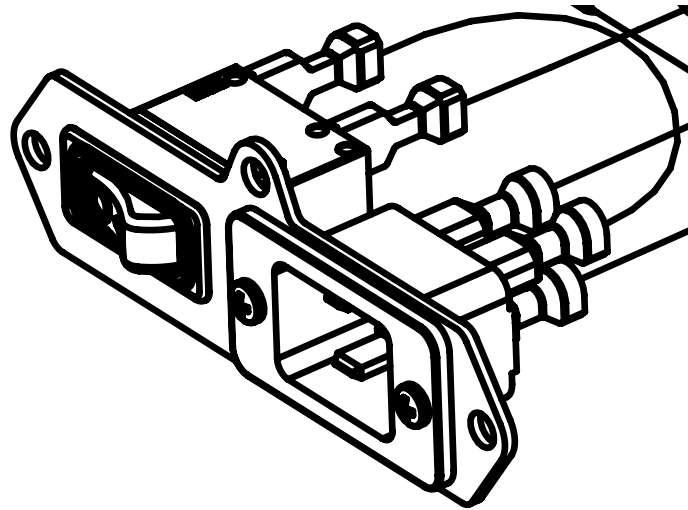
## CHAPTER 2: ASSEMBLY GUIDE

### TREADMILL ASSEMBLY STEPS:

#### Step 19 Power Cord Installation:

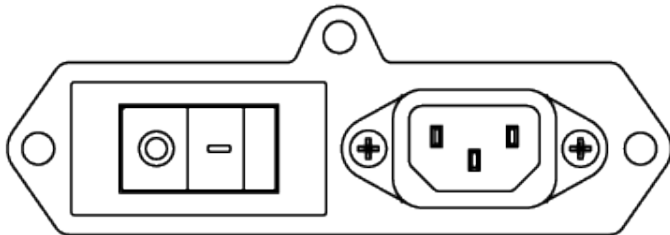
**CIRCUIT BREAKER:** In the event the current drawn by the treadmill exceeds a specified value, the Circuit Breaker portion of the power on/off switch will operate. The rocker lever will automatically release and position itself to a position half way between on and off, thus opening the power circuit.

If this should occur, please wait 10 minutes and then reset the Circuit Breaker by rocking the power switch fully to the OFF position (O), and then rocking the power switch back to the ON position (-). If it does not reset, or the Circuit Breaker operates again under normal use, contact True Fitness at 1-800-883-8783.

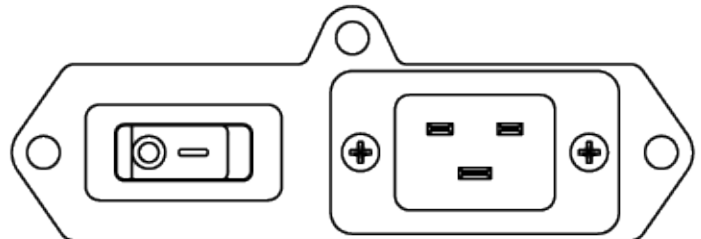


Note: The above picture shows the power switch in the OFF position (O) for reference.

#### Circuit Breaker Positions



220V



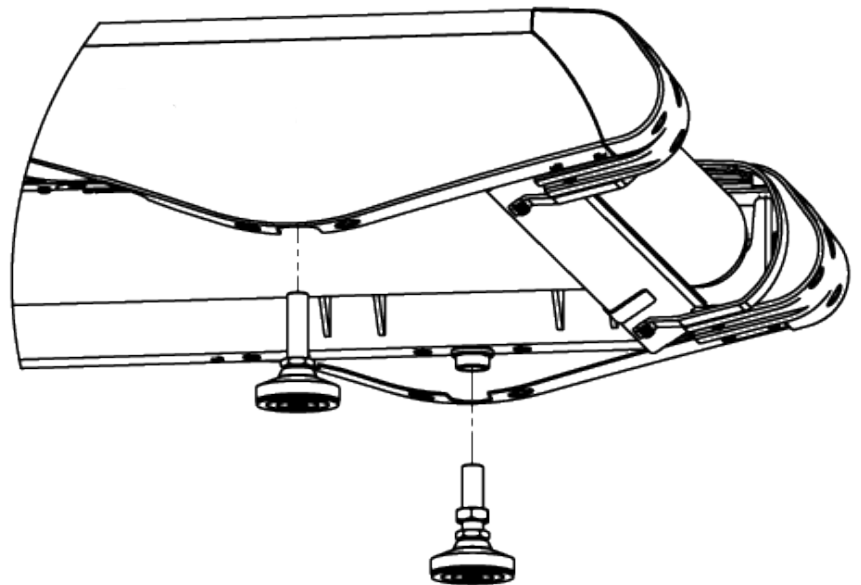
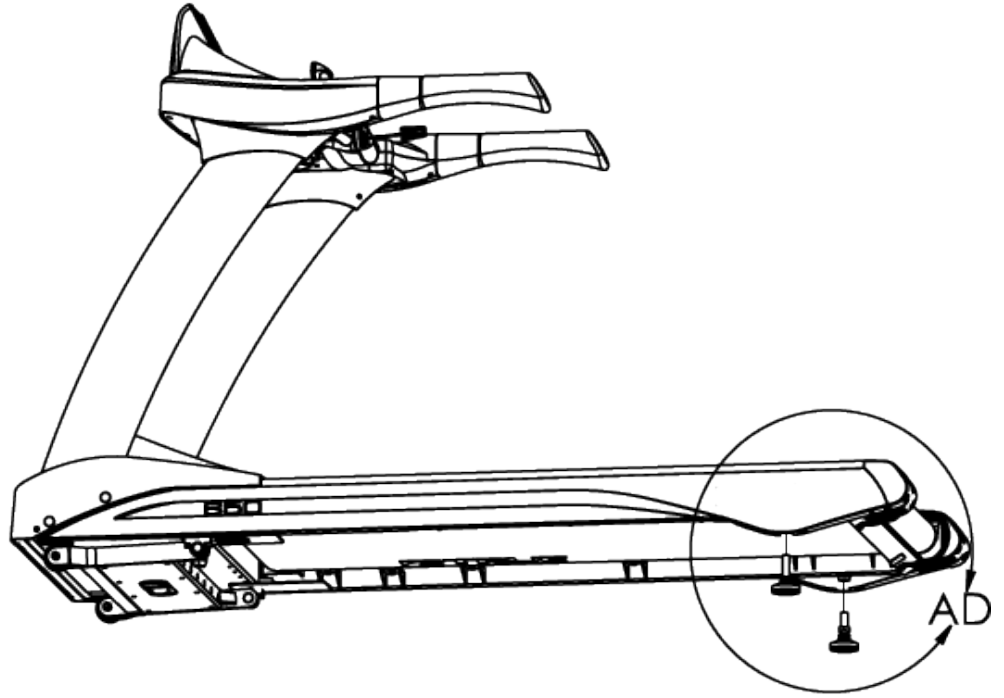
110V

## CHAPTER 2: ASSEMBLY GUIDE

### TREADMILL ASSEMBLY STEPS:

Step 20 Leveling Feet-Decline Kit(Optional):

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





## CHAPTER 2: ASSEMBLY GUIDE

### TREADMILL ASSEMBLY STEPS:

#### Step 21 Leveling Feet-Decline Kit(Optional):

a) Secure the optional decline kit to the treadmill frame in the identified areas using four bolts 1/4"-20 x 3/4" per kit.

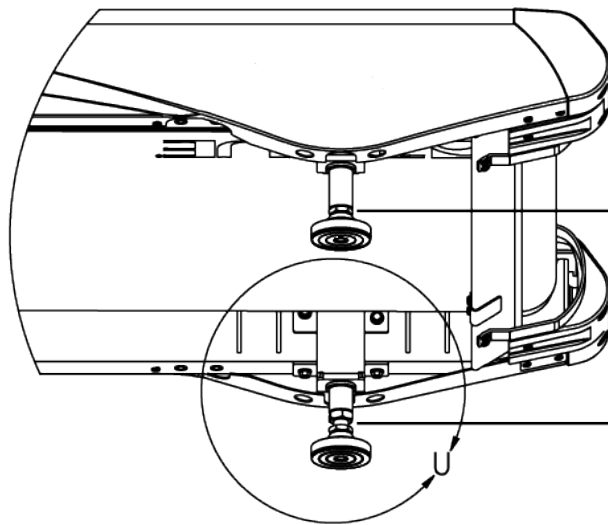
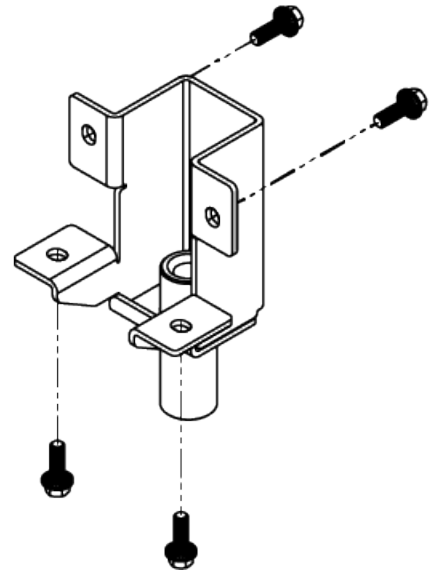
b) Screw the leveling feet into the optional decline kit holes as shown.

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

#### Hardware Required:



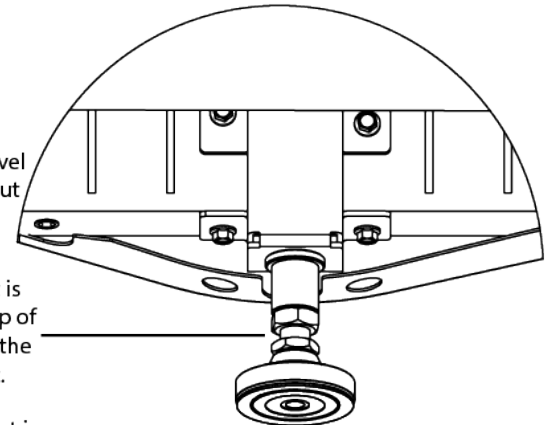
8 bolts 1/4"-20 x 3/4"



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

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

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



DETAIL U  
SCALE 1 : 2

# CHAPTER 2: ASSEMBLY GUIDE

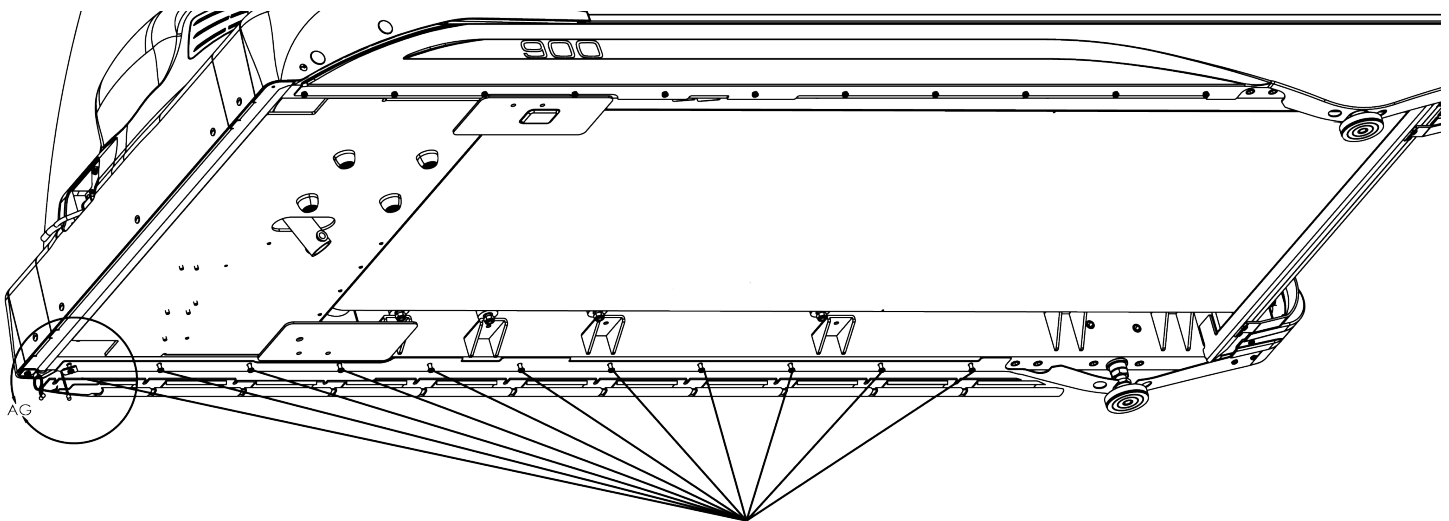
## TREADMILL ASSEMBLY STEPS:

### Step 22 Prepare Treadmill (Optional):

a) Power on the treadmill and press the Quick Access key located on the left Contact Heart Rate grip to increase the incline to six percent. Remove the power cord from the wall receptical, which provides ample working space for this installation. Place protective padding on the floor and carefully place the treadmill on its left side on the protective padding. Loosen the 11 notated screws already assembled on the treadmill frame and position the corresponding 11 slots on the power cord management hardware between the 11 screws and the treadmill frame.

Note: The TC900 should already be assembled before proceeding with Step 1 (Preparing Treadmill).

Note: Position the wire retainer clips as shown below.

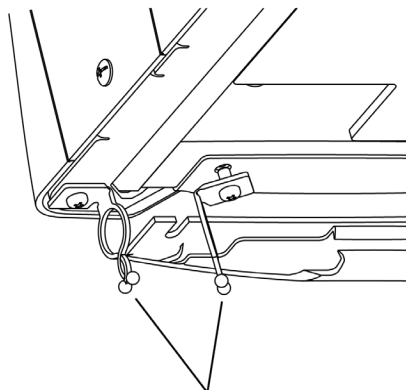


Pre-assembled treadmill frame screws for cord management hardware



Cord Management Hardware

DETAIL AG



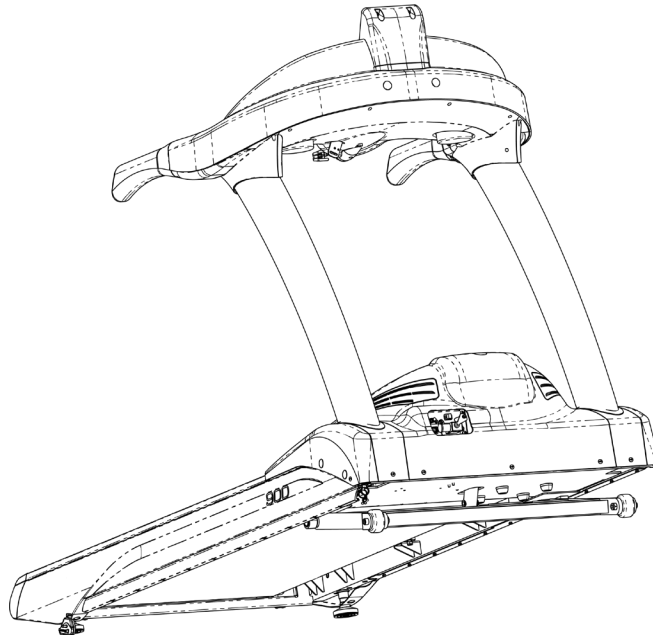
Wire Retainer Clips

## CHAPTER 2: ASSEMBLY GUIDE

### TREADMILL ASSEMBLY STEPS:

#### Step 23 Core Management Hardware Alignment (Optional):

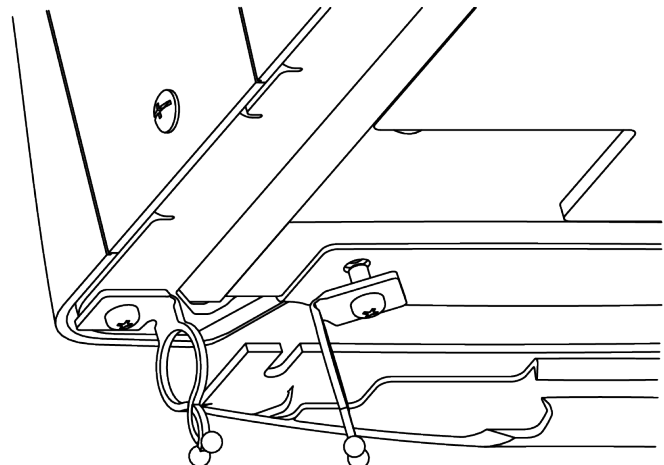
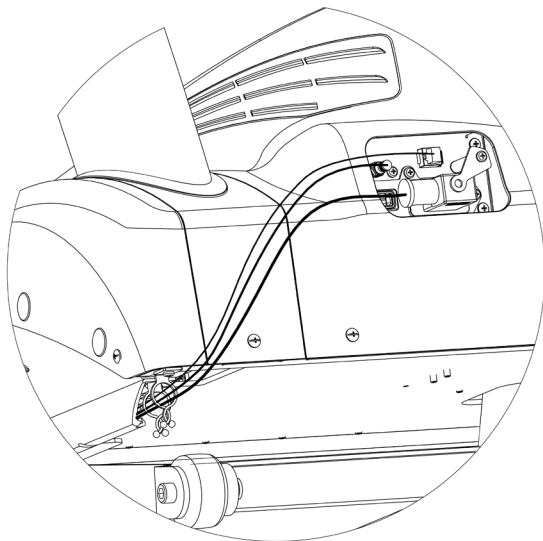
Position the cord management hardware to allow seamless transition with the treadmill frame when viewed from the outside. Tighten the 11 screws from Step 1 (Prepare Treadmill) to lock the core management hardware position in place.



#### Step 24 Guide Channel (Optional):

Insert the coaxial, ethernet, and power cord cables into the guide channel of the cord management hardware. Route the three cables through the two wire retainer clips by untwisting and enlarging the gap between both prongs. Return the wire retainer clips to the neutral position after all three cables are routed through.

Note: To optimize cable retention in the guide channel of the core management hardware, insert the three cables in the following order based on cord diameter: Ethernet, coaxial, and power cable.



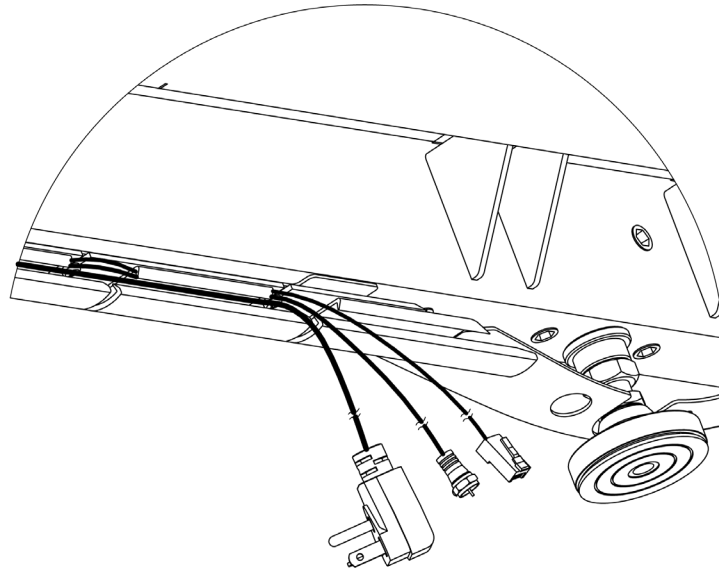
## CHAPTER 2: ASSEMBLY GUIDE

### TREADMILL ASSEMBLY STEPS:

#### Step 25 Exit Location (Optional):

Shown below is the suggested exit location of the cables near the rear leveling foot, but the cables may exit at other locations from the guide channel depending on the location of the corresponding outlet(s).

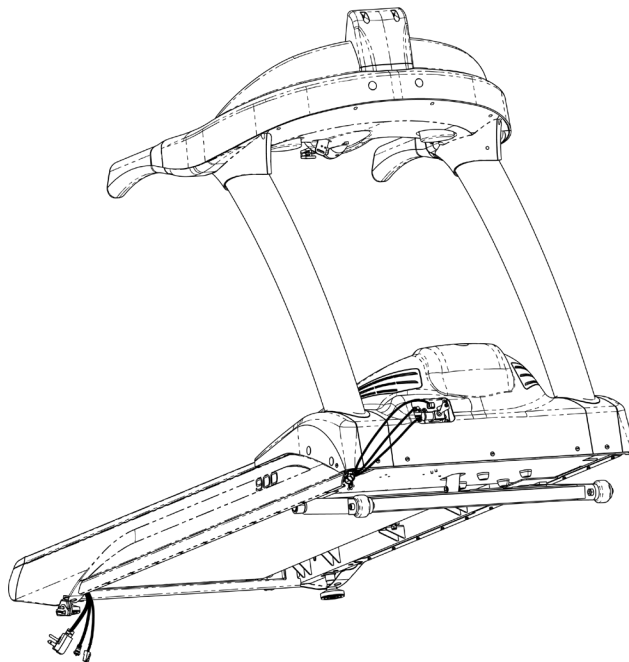
Note: To prevent cord entanglement with the running belt and rollers and reduce injury from tripping hazards, the cords must not exit from or cross over the rear of the treadmill.



---

#### Step 26 Treadmill Neutral Position (Optional):

Confirm the cables are routed correctly through the two wire retainer clips to prevent cable pinching above the incline rack wheels. Position the treadmill upright to restore it to the neutral position. Connect the male ends of the Ethernet, coaxial, and power cables to the corresponding outlet(s). Restore the treadmill deck incline grade to zero percent while confirming the three cables maintain correct positioning along the guide channel in the cord management hardware.



# CHAPTER 3: PRODUCT OVERVIEW

## TREADMILL OVERVIEW:



# CHAPTER 3: PRODUCT OVERVIEW

## **TREADMILL OVERVIEW:**

### Console Assembly:

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

### Quick Access Keys:

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

### Contact Heart Rate Pads:

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

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

### Safety (E-Stop) Key:

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

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

### Belt:

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

### Straddle Covers:

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

### Belt Adjustment Bolts:

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

### On/Off Switch:

Allows users or faculty to turn the power on or off to the Alpine Runner.

### Circuit Breaker:

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

### Power Cord:

Delivers power from the wall outlet to the Alpine Runner.

### Leveling Feet:

An adjustable system used to aid in the leveling the Alpine Runner.

## CHAPTER 4: CARE & MAINTENANCE

### CARE & MAINTENANCE:

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

#### Inspection:

TRUE Fitness is not responsible for performing or scheduling regular maintenance or inspections. Users should inspect the treadmill daily. Check for worn, frayed or missing safety lanyards. Replace missing or worn safety lanyards immediately. Do not exercise on the treadmill without attaching the safety clip to your clothing. Look and listen for slipping belts, loose fasteners, unusual noises, worn or frayed power cords, and any other indications that the equipment may be in need of service. If any of these are noticed, obtain service. Do not attempt to use the treadmill until proper service has been performed or damaged parts have been replaced.

#### Important:

If you determine that the treadmill needs service, make sure that the treadmill cannot be used inadvertently. Turn the unit off, and then unplug the power cord from its power source. Remove the magnetic safety key and safety clip and store it in a safe place. Make sure other users know that the treadmill needs service.

\*To order parts or to contact a TRUE Authorized Service representative, please visit [www.truefitness.com](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 4: CARE & MAINTENANCE

## RUNNING BELT ALIGNMENT:

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

### ⚠ CAUTION:

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

### ⚠ CAUTION:

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

### Important:

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

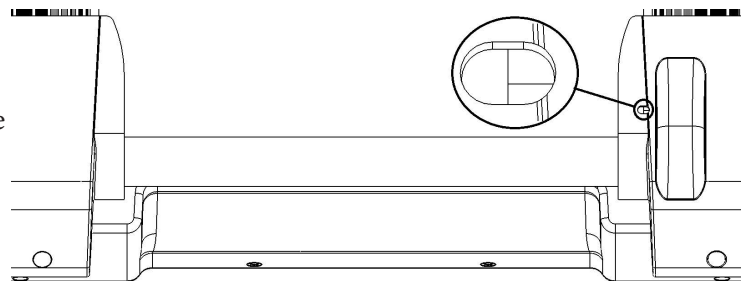
### ⚠ CAUTION:

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

### ⚠ CAUTION:

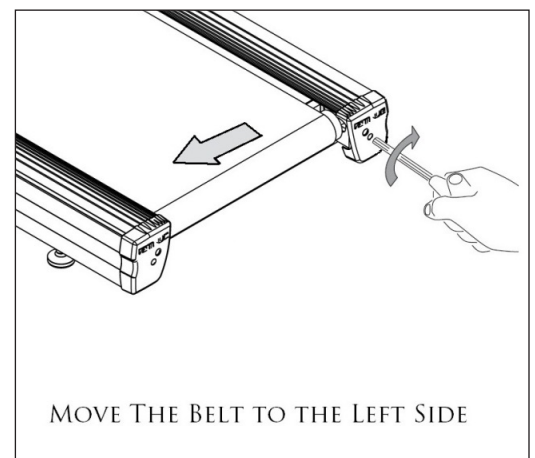
Do not turn the adjusting bolt more than 1/4 turn at a time. Over tightening the bolt can damage the treadmill. If you are unsure how to adjust the running belt, call the TRUE Service Department.

Note: When running belt is properly aligned, people can see the belt locating at the center of the belt alignment slot. The slot is located on the rear roller guard.



### 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.

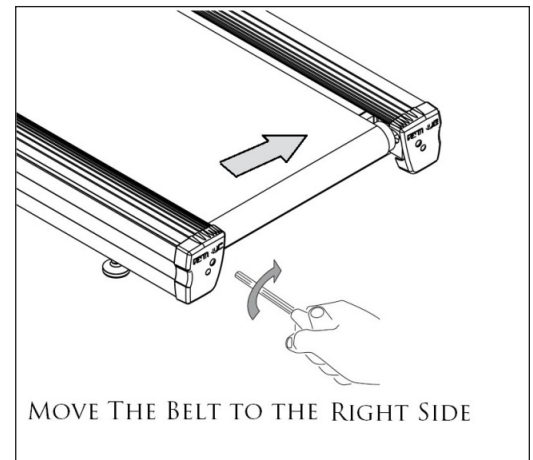




# CHAPTER 4: CARE & MAINTENANCE

## 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.)
- Using the appropriate size Allen wrench or socket turn the LEFT turn.
- Turn the treadmill on and start the belt at 3mph keeping off the belt.
- Allow 2 minutes for the belt to adjust itself.
- Repeat the above steps if additional adjustment is necessary.



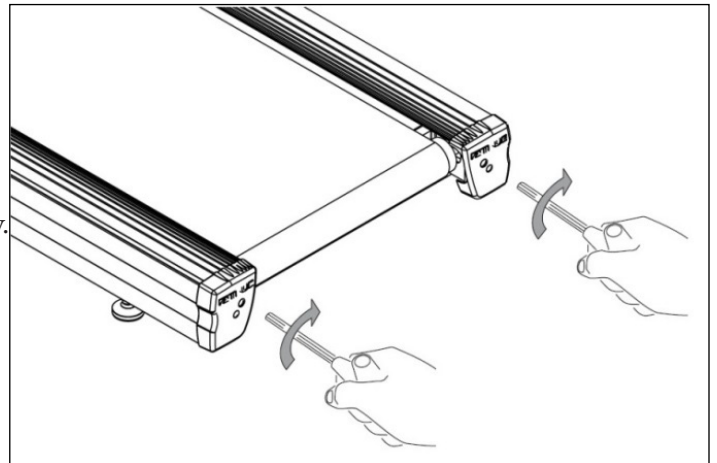
Note: After the running belt alignment is complete, confirm the Allen wrench has been removed from the adjustment bolt in the front belt cover before further use.

## 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 front belt cover.
- Remove the rubber cover plugs.
- Using the appropriate size Allen wrench or socket, turn BOTH adjustment bolts clockwise  $\frac{1}{4}$  turn.
- Turn the unit on, start the belt, and check if the slipping continues.
- Repeat the above steps if additional adjustment is necessary.

Note: After the running belt tensioning is complete, confirm both Allen wrenches have been removed from the adjustment bolts in the front belt cover before further use.

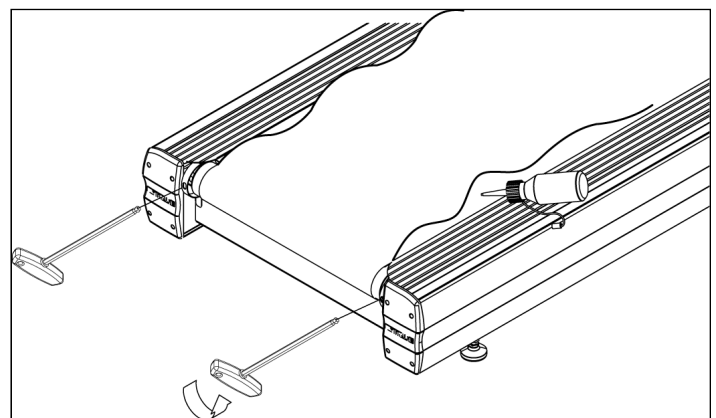


## BELT LUBRICATION:

For commercial use over 20 hours per week, TRUE recommends lubricating every three months.

- Locate the belt adjustment bolts in the front belt cover
- Remove the rubber cover plugs.
- Loosen the belt adjustment bolts in the front belt cover.
- 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 unit at 2MPH for about 60 seconds to spread the lubricant evenly through the belt and deck.

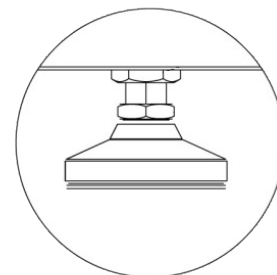
\*Please contact your dealer or visit [www.truefitness.com](http://www.truefitness.com) to obtain the proper lubricants.



## CHAPTER 4: CARE & MAINTENANCE

### LEVELING THE EQUIPMENT:

This equipment has adjustable front leveling feet to make sure that the running surface is level. If the unit is placed on an uneven surface, adjusting the front feet can help, but may not completely compensate for extremely uneven surfaces.



### OTHER SCHEDULED PREVENTIVE MAINTENANCE:

TRUE recommends that quarterly scheduled maintenance be performed by a qualified service technician. Please contact your dealer or visit [www.truefitness.com](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 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](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 inquiries 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 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](http://www.TRUEfitness.com) to obtain the most recent version of all manuals and contact the TRUE Service Department at 800-883-8783 for assistance with troubleshooting and diagnostics.

Malfunction	Possible Cause	Corrective Action
No Power	Unit turned off	Verify the On/Off switch is at the ON position
	Damaged power cord	Replace power cord
	Power cord not fully seated in socket	Inspect power connection at the unit and outlet
	No power at outlet	Using a voltmeter verify power at outlet
	Tripped circuit breaker	The location of the circuit breaker is next to the On/Off switch. Verify the circuit breaker is not open. If the breaker is open reset.
Unit resets or pauses randomly	Damaged power cord	Replace power cord
	Power cord not fully seated in socket	Inspect power connection at the unit and outlet
	Safety e-stop key not fully engaged	Re-engage the safety/e-stop key to the console
	Insufficient power	Verify output voltage from 20A outlet with a voltmeter
	Error code is displayed on console	Contact TRUE Fitness Customer
	Pinched or loose main communication cable	
	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	
	Drive motor may be damaged	
Drive belt may be misaligned		

## CHAPTER 6: ADDITIONAL INFORMATION

Malfunction	Possible Cause	Corrective Action
Heart rate is displaying erratically or not displaying	Transmitter belt contacts are not making good contact with the skin	Re-adjust the transmitter belt so that it is in full contact with the skin
	Contacts on the transmitter belt are not moist	Moisten the contacts on the transmitter belt
	Transmitter belt is not within 3 feet (1 meter) of the heart rate receiver	Adjust your position on the belt so that you are within 3 feet (1 meter) of the console
	The battery inside the transmitter belt is depleted	Replace the transmitter belt with a compatible transmitter belt
	Another user wearing a compatible transmitter strap is within 3 foot (1 meter) of the unit	Move the units so that there is more space in-between units
	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 Configure Incorrectly	Power cycle
				Re-configure console
			Corrupt Software	Re-install software/ firmware
				Contact dealer or TRUE service
Fault CN02: Invalid Console Configuration	Console	The product configuration data has failed validation checks (incline ranges make no sense, etc.)	Console Configure Incorrectly	Power cycle
				Re-configure console
			Incline Motor out of range	Contact Dealer or TRUE service
Loose Cable				

## CHAPTER 6: ADDITIONAL INFORMATION

Fault CN03: Stuck Key	Console	Membrane Key stuck down/closed	Membrane key is damaged	Contact dealer or TRUE service
Fault CN04: Lower Board Comm Fault (Treadmill Only)	Console	Brainboard fails to receive timely communication responses from lower board - Fault after 3 retries	Loose Cable	Power cycle
			Smart Card	Check cable connections
			MCB	Contact dealer or TRUE service
			Console	
Fault CN05: No Lower Control	Console	No lower board connected to console - detection wires not connected.	Loose Cable	Power cycle
			Console Configure Incorrectly	Check Cable Connection
Fault CN06: Config Mismatch	Console	Console is configured for a product different than that to which it is connected.	Console Configure incorrectly	Re-configure console
			Loose Cable	Power cycle
				Re-configure console
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
			Incline Potentiometer value out of range	Check cable connections
				Run incline calibration
Fault CN09: Insert Safety Key	Console	Emergency Circuit opened	Safety Key not engaged	Contact dealer or TRUE service
			Loose Cable	Re-insert safety key
			Switch Damaged	Check cable connections
Fault CN10: E-Stop Fault	Console	A test of the emergency circuit has failed	Console Catch	Contact dealer or TRUE service
			Safety Key not engaged	Power cycle
			Loose Cable	Reinsert safety key
			Switch Damaged	Check cable connections
Fault CN24: BB Comm Fault	Console	SBC cannot communicate with Brainboard	Console	Power cycle
				Contact dealer or TRUE service
Fault CN25: Firmware Mismatch	Console	Firmware on brainboard not compatible with SBC software	Corrupt software	Power cycle
			Firmware and software versions are not compatible	Reconfigure Console
				Re-install software/firmware
				Contact dealer or TRUE service

## CHAPTER 6: ADDITIONAL INFORMATION

Fault SP01: Belt Under Speed	Speed	Tread motor rpm is below target rpm	High Belt Deck Friction	Lubricate treadbelt
			High Belt Tension	Contact dealer or TRUE service
			Low Line Voltage	Check drive belt and walking belt tension
			Dirty or misaligned speed sensor	Contact dealer or TRUE service
Fault SP02: Belt Over Speed	Speed	Tread motor rpm is higher than target rpm	High Belt Deck Friction	Lubricate treadbelt
			Line Voltage	Contact dealer or TRUE service
			Dirty or misaligned speed sensor	Check AC line voltage
Fault SP03: Belt Over Accel	Speed	Tread belt speed increasing too quickly	User is holding belt back	Contact dealer or TRUE service
			High Belt Deck Friction	Do not try to stop belt
			Dirty or misaligned speed sensor	Lubricate treadbelt
Fault SP04: No Speed Signal	Speed	Speed sensor is not providing speed data	Dirty or misaligned speed sensor	Contact dealer or TRUE service
			High Belt Deck Friction	Lubricate treadbelt
			Low Line Voltage	Contact dealer or TRUE service
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
Acme Nut Jammed				
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
Fault IN03: Incline Run Fault	Incline	Incline moving when not commanded	Console displays Fault Calibration not saved. Incline disabled.	Power cycle
				Check cable connections
				Run incline calibration
		Incline Potentiometer value out of range	Contact dealer or TRUE service	



# CHAPTER 6: ADDITIONAL INFORMATION

Fault IN04: Incline Max/Min	Incline	Incline value is out of expected operating range - may indicate that it is disconnected.	Console displays Fault Calibration not saved. Incline disabled.	Power cycle
				Check cable connections
				Run incline calibration
			Incline Potentiometer value out of range	Contact dealer or TRUE service
Fault A101: Motor Controller Fault	AC MCB	2.5 VDC Ref Status	Motor Control Board	Power cycle
				Contact dealer or TRUE service
Fault A102: Motor Controller Fault	AC MCB	1.65 VDC Ref Status	Motor Control Board	Power cycle
				Contact dealer or TRUE service
Fault A103: Motor Controller Fault	AC MCB	Phase B Current Sensor	Loose Cable	Check cable connections
			Motor Control Board	Contact dealer or TRUE service
Fault A104: Motor Controller Fault	AC MCB	Phase A Current Sensor	Loose Cable	Check cable connections
			Motor Control Board	Contact dealer or TRUE service
Fault A105: Motor Controller Fault	AC MCB	Phase C Circuit Open	Loose Cable	Check cable connections
			Motor Control Board	Contact dealer or TRUE service
Fault A106: Motor Controller Fault	AC MCB	Phase B Circuit Open	Loose Cable	Check cable connections
			Motor Control Board	Contact dealer or TRUE service
Fault A107: Motor Controller Fault	AC MCB	Phase A Circuit Open	Loose Cable	Check cable connections
			Motor Control Board	Contact dealer or TRUE service
Fault A108: Motor Controller Fault	AC MCB	DCLink Bus Overvoltage (MAX_VDC1)	Loose Cable Connection	Power cycle
				Check cable connections
			Motor Control Board	Contact dealer or TRUE service
Fault A109: Motor Controller Fault	AC MCB	Critical DCLink Bus Overvoltage (MAX_VDC2)	Loose Cable Connection	Power cycle
				Check cable connections
			Motor Control Board	Contact dealer or TRUE service
Fault A110: Motor Controller Fault	AC MCB	DCLink Bus Under Voltage	Line Voltage	Check AC line voltage
			Motor Control Board	Contact dealer or TRUE service

## CHAPTER 6: ADDITIONAL INFORMATION

Fault A111: Motor Controller Fault	AC MCB	Illegal Speed Command	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 A112: Motor Controller Fault	AC MCB	Phase over current(RMS)	Loose Cable Connection	Power cycle
				Check cable connections
			Motor Control Board	Contact dealer or TRUE service
Fault A113: Speed Sensor Fault	AC MCB	Faulty Speed Sensor	Dirty or misaligned speed sensor	Contact dealer or TRUE service
			High Belt Deck Friction	Lubricat treadbelt
				Contact dealer or TRUE service
			Low Line Voltage	Check AC line voltage
Fault A114: Motor Over Temp	AC MCB	Heat Sink Over Temperature	High Belt Deck Friction	Lubricat treadbelt
				Contact dealer or TRUE service
			Low Line Voltage	Check AC line voltage
Fault A115: Motor Over Temp	AC MCB	Over Temperature on Motor Drive	High Belt Deck Friction	Lubricat treadbelt
				Contact dealer or TRUE service
			Low Line Voltage	Check AC line voltage
Fault A116: Motor Controller Fault	AC MCB	Brake Gate Driver Fault	Loose Cable Connection	Check cable connections
			Drive Motor	Contact dealer or TRUE service
			MCB	
Fault A117: Motor Controller Fault	AC MCB	Phase A Low Gate Driver Fault	Loose Cable Connection	Check cable connections
			Drive Motor	Contact dealer or TRUE service
			MCB	
Fault A118: Motor Controller Fault	AC MCB	Phase B Low Gate Driver Fault	Loose Cable Connection	Check cable connections
			Drive Motor	Contact dealer or TRUE service
			MCB	
Fault A119: Motor Controller Fault	AC MCB	Phase C Low Gate Driver Fault	Loose Cable Connection	Check cable connections
			Drive Motor	Contact dealer or TRUE service
			MCB	
Fault A120: Motor Controller Fault	AC MCB	Output Peak Over Current	Loose Cable Connection	Check cable connections
			Drive Motor	Contact dealer or TRUE service
			MCB	

## CHAPTER 6: ADDITIONAL INFORMATION

Fault A121: Motor Controller Fault	AC MCB	Phase A High Gate Driver Fault	Loose Cable Connection	Check cable connections
			Drive Motor	Contact dealer or TRUE service
			MCB	
Fault A122: Motor Controller Fault	AC MCB	Phase B High Gate Driver Fault	Loose Cable Connection	Check cable connections
			Drive Motor	Contact dealer or TRUE service
			MCB	
Fault A123: Motor Controller Fault	AC MCB	Phase C High Gate Driver Fault	Loose Cable Connection	Check cable connections
			Drive Motor	Contact dealer or TRUE service
			MCB	
Fault A124: Motor Controller Fault	AC MCB	DC Link Bus Overvoltage	Loose Cable Connection	Check cable connections
			Drive Motor	Contact dealer or TRUE service
			MCB	
Fault A125: Motor Controller Fault	AC MCB	Phase C Current Sensor	Loose Cable Connection	Check cable connections
			Drive Motor	Contact dealer or TRUE service
			MCB	
Fault A126: Motor Controller Fault	AC MCB	PFC Driver Fault	Loose Cable Connection	Check cable connections
			Drive Motor	Contact dealer or TRUE service
			MCB	
Fault A127: Motor Controller Fault	AC MCB	Elevation Peak Over Current	Console displays Fault Calibration not saved. Incline disabled.	Power cycle
				Check cable connections
				Run incline calibration
			Incline Potentiometer value out of range	Set incline motor 0% grade value
			Acme Nut Jammed	Contact dealer or TRUE service
Motor Bearings				
Fault A128: Motor Controller Fault	AC MCB	PFC Over Temperature	High Belt Deck Friction	Lubricate treadbelt
				Contact dealer or TRUE service
			Low Line Voltage	Check AC line voltage
Fault SC00: Lower Board Communication Fault	Smart Card	Controller Communication Error	Loose Cable Connection	Check cable connections
			Smart Card	Contact dealer or TRUE service
			Motor Control Board	
Fault SC01: Lower Board Communication Fault	Smart Card	Console Communication Timeout Error	Loose Cable Connection	Check cable connections
			Smart Card	Contact dealer or TRUE service
			Console	

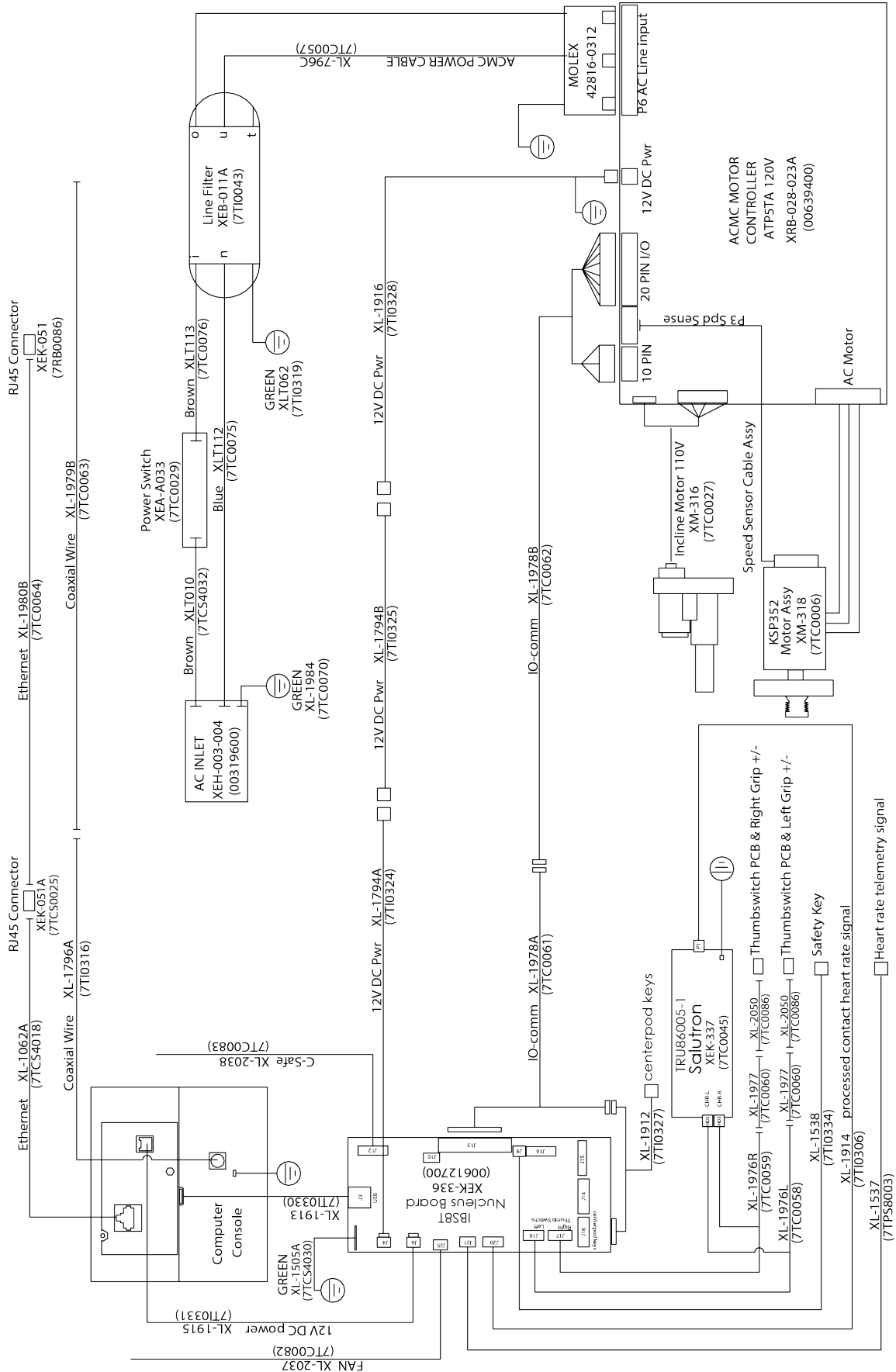
## CHAPTER 6: ADDITIONAL INFORMATION

Fault SC02: Incline Stall	Smart Card	Incline Stall	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 SC03: Incline Run Fault	Smart Card	Incline Runaway	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 SC04: Motor Under Speed	Smart Card	Underspeed	High Belt Deck Friction	Lubricate treadbelt
				Contact dealer or TRUE service
			High belt tension	Check drive belt and walking belt tension
			Low Line Voltage	Check AC line voltage
Fault SC05: Motor Over Speed	Smart Card	Overspeed	Dirty or misaligned speed sensor	Contact dealer or TRUE service
			High Belt Deck Friction	Lubricate treadbelt
				Contact dealer or TRUE service
			Line Voltage	Check AC line voltage
Fault SC06: Motor Acceleration Fault	Smart Card	Excessive Acceleration	Dirty or misaligned speed sensor	Contact dealer or TRUE service
			High Belt Deck Friction	Lubricate treadbelt
			User is holding belt back	Do not try to stop belt
Fault SC07: Speed Sensor Fault	Smart Card	No Speed Card	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

# CHAPTER 6: ADDITIONAL INFORMATION

## WIRING DIAGRAMS:

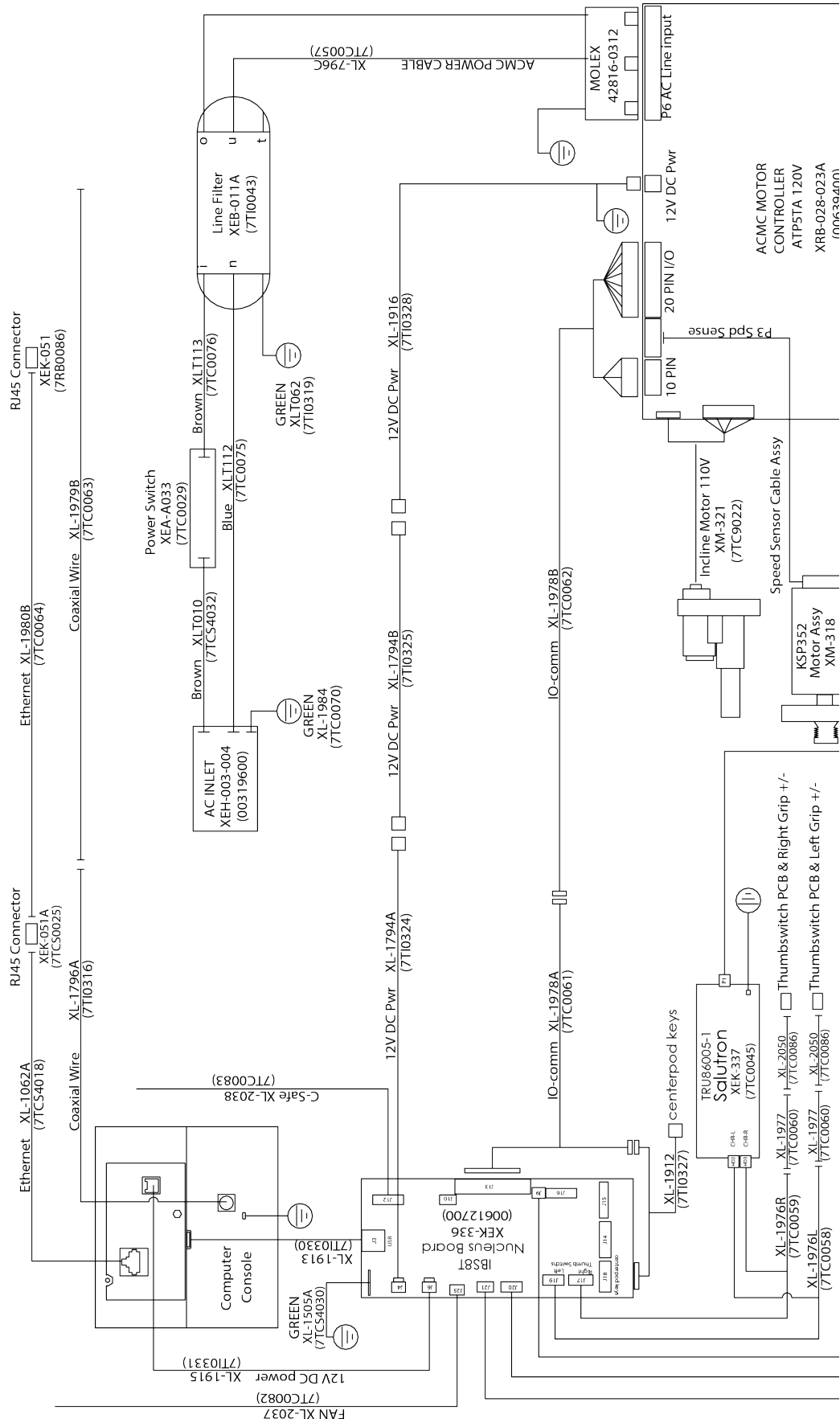
### TC650\_110V Treadmill 2017/03/27



# CHAPTER 6: ADDITIONAL INFORMATION

## WIRING DIAGRAMS:

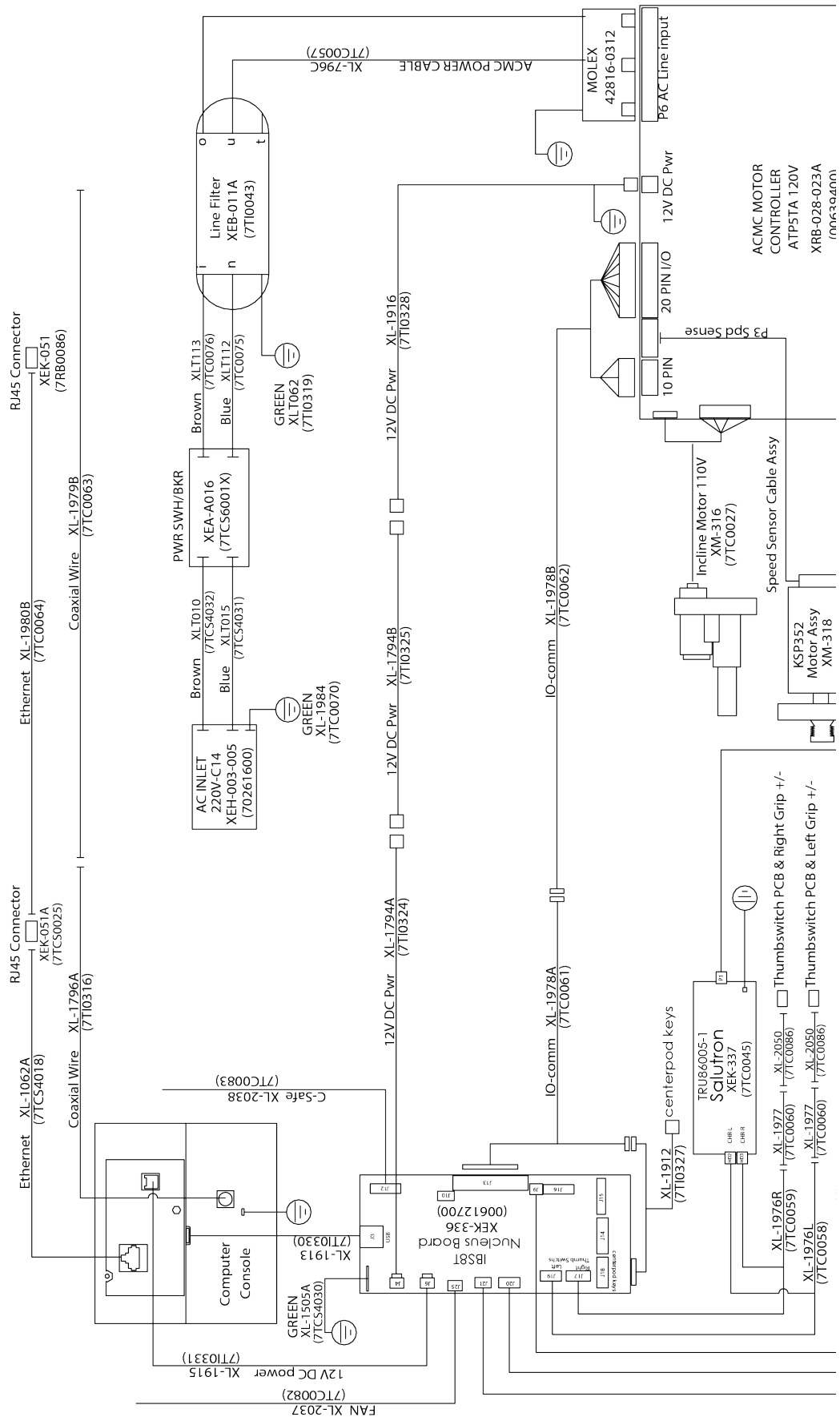
### TC900\_110V Treadmill 2017/03/27



# CHAPTER 6: ADDITIONAL INFORMATION

## WIRING DIAGRAMS:

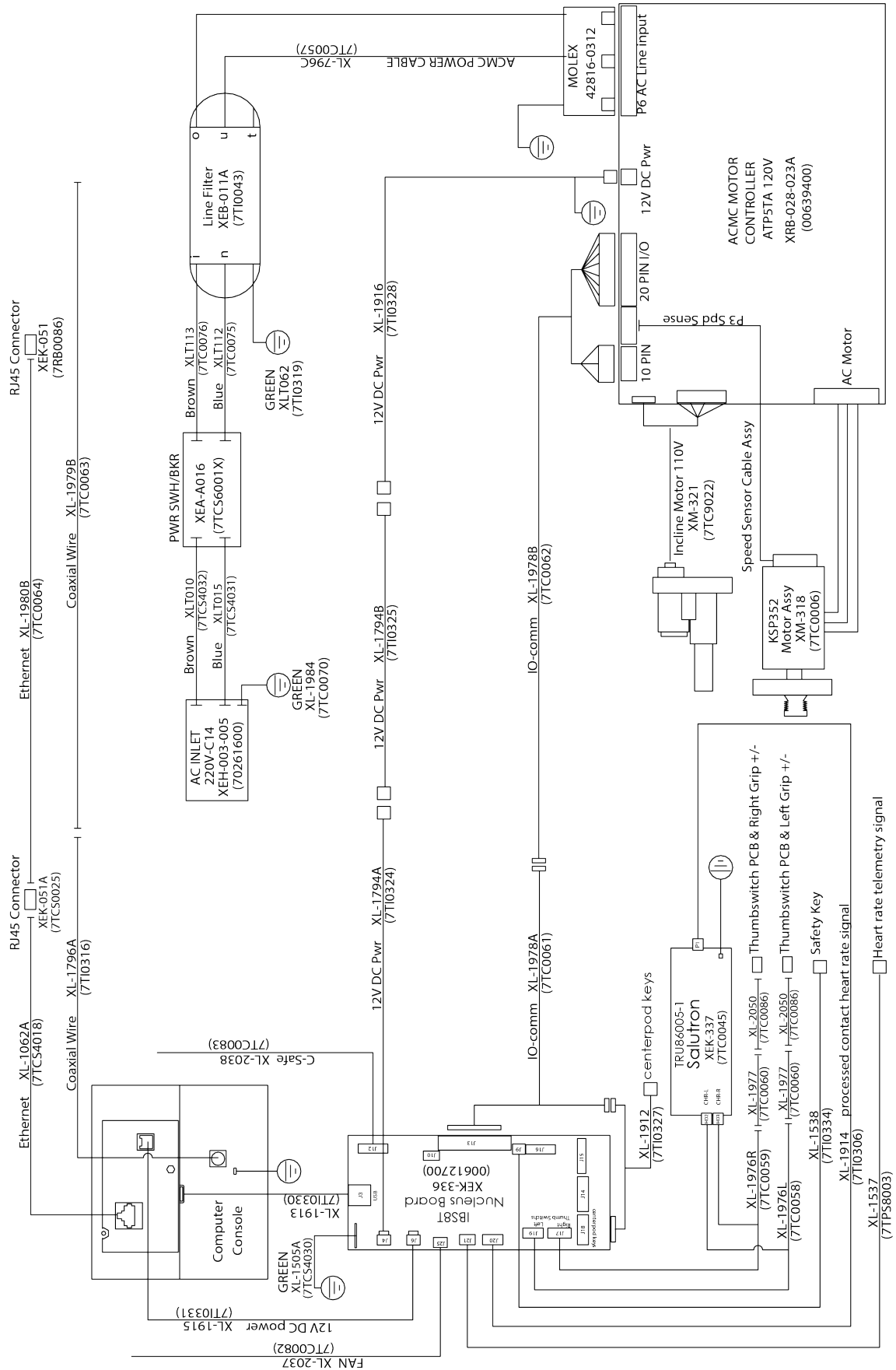
TC650\_220V Treadmill 2017/04/28



# CHAPTER 6: ADDITIONAL INFORMATION

## WIRING DIAGRAMS:

TC900\_220V Treadmill 2017/04/28





# CHAPTER 7: WARRANTY INFORMATION



## COMMERCIAL LIMITED WARRANTY TC650 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:

Frame*	Lifetime
<b>Motor</b> <b>Drive Motor</b> <b>Motor Controller</b>	<b>5 Years</b> <b>5 Years</b>
<b>Parts</b> <b>Transcend Touchscreen</b> <b>Escalate<sup>15</sup> Console</b> <b>Electrical</b> <b>Wear Items</b> <b>Cosmetics</b>	<b>3 Year</b> <b>3 Year</b> <b>3 Year</b> <b>3 Year</b> <b>6 Months</b>
<b>Labor</b> <b>Parts</b> <b>Motor</b> <b>Cosmetics</b>	<b>3 Years</b> <b>3 Years</b> <b>6 months</b>
<b>Device Connectivity</b> <b>Headphone Jack &amp;</b> <b>USB Port</b>	<b>90 Days Parts,</b> <b>No Labor</b>

**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 facilities where usage is in excess of 8 hours per day. This includes all dues-paying facilities (regardless of usage) as well as many non-dues-paying facilities. 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 three years from date of purchase.\* This limited warranty on structural frame does not include paint or coatings.

**Parts:** The treadmill electrical parts and wear items are warranted for defects in material and workmanship for three years with three years labor warranty. The Transcend

touchscreens and Escalate<sup>15</sup> consoles are warranted for defects in material and workmanship for three years with three years labor warranty. This limited warranty does not cover damage or equipment failure resulting from or caused by improper assembly/installation, failure to follow instructions and warnings in owner's manual, accident, misuse, abuse, unauthorized modification, or failure to provide reasonable and necessary maintenance.\* 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 plastic covers, shrouds, caps, badges, overlays, paint, coatings, and grips.

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

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

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

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

# CHAPTER 7: WARRANTY INFORMATION



## COMMERCIAL LIMITED WARRANTY TC650 TREADMILL

Save Time and Register Online!  
Activate Multiple Warranties at [truefitness.com](http://truefitness.com)

**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.

**TC650 TREADMILL SERIAL NUMBERS:**

The TC650 treadmill comes with two serial numbers; one on the base and one on the display console (see diagram below). The serial number on the base is on the lower portion of the treadmill directly adjacent to the power inlet. The console serial number is located on the bottom right side of each console. Please write down your serial numbers below and keep for your records.

**CONSOLE SERIAL NUMBER:**

**BASE SERIAL NUMBER:**



**SAMPLE SERIAL NUMBER STICKER:**

	Model No. <b>TC650-19</b>	
TRUE FITNESS TECHNOLOGY, INC. ST LOUIS, MISSOURI 63366	PRODUCT: Treadmill CLASS: SB STANDARD: EN ISO 20957-1 & EN957-6 MAXIMUM USER WEIGHT: 226kg(500lbs)	
CONFORMS TO ANSII/UL STD. 1647	Serial No./Date Code <b>16-TC6500001A</b>	
		<b>MADE IN TAIWAN</b>
3135202		
Intertek Testing Services Taiwan Ltd.		

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# CHAPTER 7: WARRANTY INFORMATION



## COMMERCIAL LIMITED WARRANTY TC650 TREADMILL

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](http://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.

*Please Note: Failure to register this product will result in no servicing or authorization of parts to be shipped.*

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))

### Commercial Warranty Registration

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

**CONSOLE SERIAL NUMBER:**

**BASE SERIAL NUMBER:**

Model Type \_\_\_\_\_

Date of Purchase \_\_\_\_\_

Your Company Name \_\_\_\_\_

Contact First Name \_\_\_\_\_

Contact Last Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Email Address \_\_\_\_\_ Website \_\_\_\_\_

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:

# CHAPTER 7: WARRANTY INFORMATION



## COMMERCIAL LIMITED WARRANTY TC900 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:

Frame*	Lifetime
<b>Motor</b> <b>Drive Motor</b> <b>Motor Controller</b>	<b>5 Years</b> <b>5 Years</b>
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<b>Labor</b> <b>Parts</b> <b>Motor</b> <b>Cosmetics</b>	<b>3 Years</b> <b>3 Years</b> <b>6 months</b>
<b>Device Connectivity</b> <b>Headphone Jack &amp;</b> <b>USB Port</b>	<b>90 Days Parts,</b> <b>No Labor</b>

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1.800.883.8783  
Hours of operation 8:30am - 5:00 pm CST

# CHAPTER 7: WARRANTY INFORMATION



## COMMERCIAL LIMITED WARRANTY TC900 TREADMILL

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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.**

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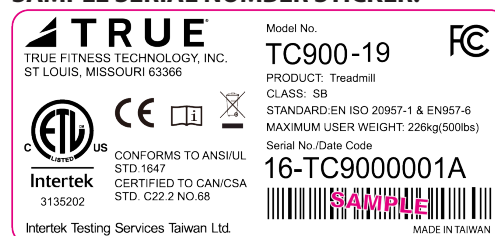
**TC900 TREADMILL SERIAL NUMBERS:**  
The TC900 treadmill comes with two serial numbers; one on the base and one on the display console (see diagram below). The serial number on the base is on the lower portion of the treadmill directly adjacent to the power inlet. The console serial number is located on the bottom right side of each console. Please write down your serial numbers below and keep for your records.

**CONSOLE SERIAL NUMBER:**

**BASE SERIAL NUMBER:**



**SAMPLE SERIAL NUMBER STICKER:**



Keep this page for your records

# CHAPTER 7: WARRANTY INFORMATION



## COMMERCIAL LIMITED WARRANTY TC900 TREADMILL

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](http://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.

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### Commercial Warranty Registration

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

**CONSOLE SERIAL NUMBER:**

**BASE SERIAL NUMBER:**

Model Type \_\_\_\_\_

Date of Purchase \_\_\_\_\_

Your Company Name \_\_\_\_\_

Contact First Name \_\_\_\_\_

Contact Last Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Email Address \_\_\_\_\_ Website \_\_\_\_\_

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: