



# PS100 ELLIPTICAL OWNER'S MANUAL





Frank Trulaske, founder and CEO of TRUE®, has had the same simple philosophy of delivering superior products, service and support for over 29 years. Today, TRUE is the global leader in premium cardio equipment for the commercial and residential markets. Our goal is to be the leader in technology, innovation, performance, safety and style. TRUE has received many awards for its commercial and retail product over the years and remains the benchmark for the industry. Fitness facilities and consumers invest in TRUE products for their durable commercial platforms used in all its cardio products, commercial, light commercial and residential alike.

The proud manufacturing traditions of quality and the culture of innovation at TRUE has given rise to a full line of truly extraordinary treadmills, indoor cycles and elliptical cross-trainers. As a result, people all over the world are benefiting from the TRUE experience. Innovation across the full product line has made TRUE successful and is a trademark of the TRUE heritage. TRUE's patented Heart Rate Control® technology is just one of the remarkable ways we deliver simple and superior performance every user can enjoy, and most importantly, use to achieve personal health and fitness goals.

TRUE strives to perfect biomechanically correct and orthopedically comfortable, functional products. Whether it be the mesh seat in the recumbent bike, the Soft Step® in the elliptical cross-trainers or the Soft System® in our treadmills, we deliver the best.

At the heart of our success is the relentless and systematic life testing of both our products and their components. We have dedicated employees who understand our philosophy is to deliver the best products in the world.

Our goal is not to sell the most cardio products in the world, but to deliver the world's best premium equipment for our customers' health and fitness solutions.

To own a TRUE machine is to be part of an exclusive fitness community that delivers results – your results.

Thank you for becoming a part of the TRUE experience.

# TABLE OF CONTENTS

Chapter 1: Safety Instructions.....	4
Chapter 2: Assembly Guide.....	7
Chapter 3: Elliptical Overview.....	27
Chapter 4: Display Console.....	28
Chapter 5: Programming & Operation.....	30
Chapter 6: Care & Maintenance.....	32
Chapter 7: Troubleshooting.....	34
Chapter 8: Additional Information.....	36

## IMPORTANT:

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

# CHAPTER 1: SAFETY INSTRUCTIONS



***Chapter 1: Safety Instructions***

Chapter 2: Assembly Guide

Chapter 3: Elliptical Overview

Chapter 4: Display Console

Chapter 5: Programming & Operation

Chapter 6: Care & Maintenance

Chapter 7: Troubleshooting

Chapter 8: Additional Information

## IMPORTANT SAFETY INSTRUCTIONS

**CAUTION:** Health related injuries may result from incorrect or excessive use of exercise equipment.

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. TRUE also 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.

This equipment PS100 light commercial elliptical is intended for light commercial use.

**WARNING:** READ ALL INSTRUCTIONS BEFORE USING THE ELLIPTICAL.

**WARNING:** Do not move the elliptical by lifting the console. Do not use the console as a handlebar during a workout.

**WARNING:** To reduce the risk of burns, fire and electric shock or injury to persons, follow these instructions:

- Do not exceed maximum user weight as outlined in the product specification section of this manual.
- 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 operate the elliptical while being covered with a blanket, plastic, or anything that insulates or stops airflow.
- Close supervision is necessary if the elliptical is used by children, used near children. Also applies to disabled persons.
- Use this elliptical only for its intended use as described in this manual.
- Do not use attachments not recommended by the manufacturer.
- Never operate the equipment with the air vents blocked. Keep air vents free from clogs.
- Never drop or insert any object into any opening.
- Do not reach into or underneath the unit, or tip it on its side during operation.

- Use indoors only.
- Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
- Allow only trained personnel to service this equipment.
- 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.
- Never use near water or while wet. Using this elliptical around a pool, hot tub or sauna will void the warranty.
- Avoid the possibility of bystanders being struck or caught between moving parts by making sure that they are out of reach of the elliptical while it is in motion.
- Allow only one person at a time on the elliptical while it's operating.
- Ensure that the back of the elliptical is placed at least 39" away from a wall or other obstructions.
- Ensure that the sides of the elliptical are placed at least 20" away from a wall or other obstructions.
- Never place liquids of any type directly on the unit except in the accessory tray or bottle holders. Containers with lids are recommended.
- Do not allow animals on or near the elliptical while it's operating.
- Consult your physician before beginning any exercise program. Do not use if you have a cold or fever.

## GROUNDING INSTRUCTIONS

**WARNING:** To reduce the risk of burns, fire, electric shock or injury, it is imperative to connect each product to a properly grounded electrical outlet. A risk of electrical shock may result from improper connection of the equipment's grounding conductor. Check with a qualified electrician if you are unsure about proper grounding techniques. Do not modify the plug provided with this product. If it will not fit an electrical outlet, have a proper outlet installed by a qualified electrician. Your TRUE Fitness product must be properly grounded to reduce risk of shock if the elliptical malfunctions. Your elliptical 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 NEMA 5-15 Receptacle outlet is not available, a qualified electrician must install one.

# CHAPTER 2: ASSEMBLY GUIDE



Chapter 1: Safety Instructions

**Chapter 2: Assembly Guide**

Chapter 3: Elliptical Overview

Chapter 4: Display Console

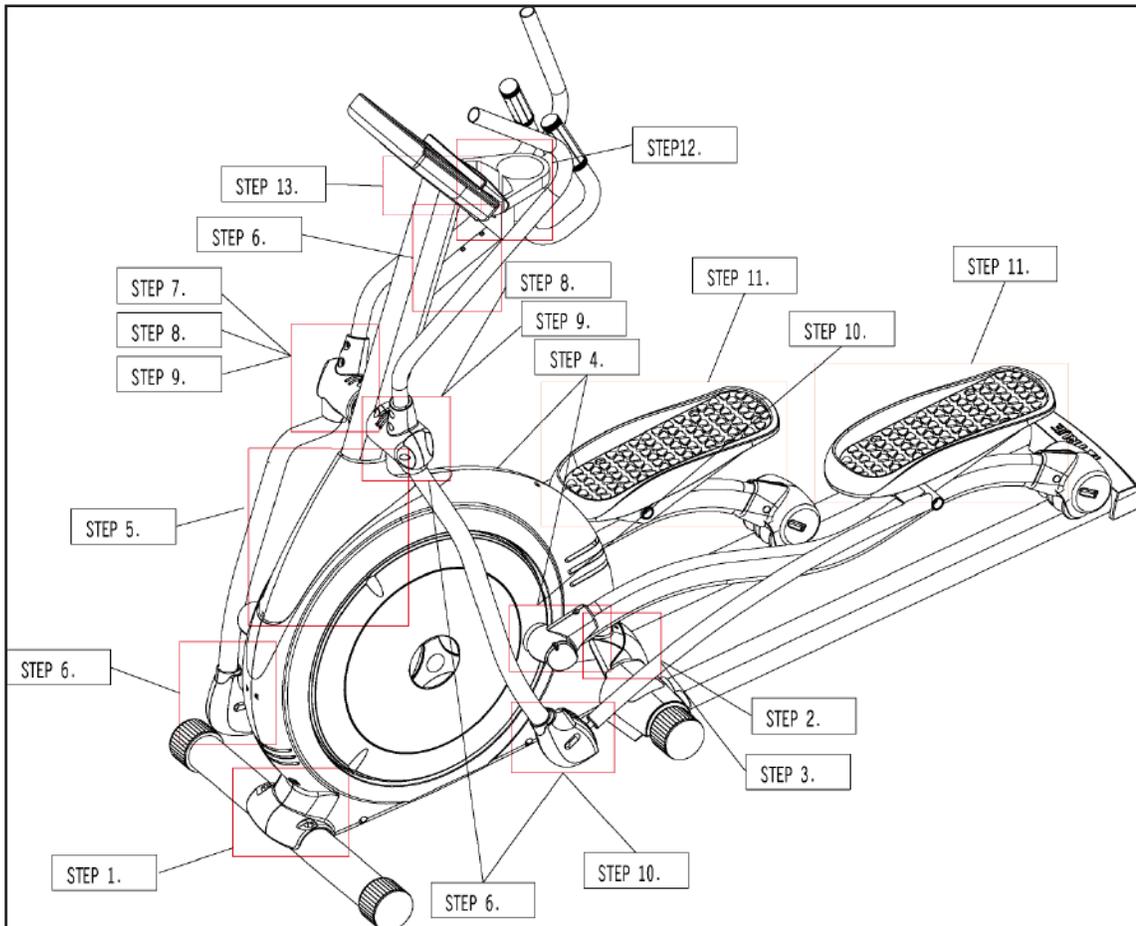
Chapter 5: Programming & Operation

Chapter 6: Care & Maintenance

Chapter 7: Troubleshooting

Chapter 8: Additional Information

# OVERVIEW DRAWING



**Note:** For safety reasons two people are required to assemble the elliptical

## IMPORTANT SAFETY INSTRUCTIONS

Read all instructions before using the elliptical.

When using this exercise machine, basic precautions should always be followed, including the following:

Read and understand all instructions and warnings prior to use.

Obtain a medical exam before beginning any exercise program. If at any time during exercise you feel faint, dizzy, or experience pain, stop and consult your physician.

Obtain proper instruction prior to use.

Inspect the elliptical for incorrect, worn, or loose components and do not use until corrected, replaced, or tightened prior to use.

Do not wear loose or dangling clothing while using exercise equipment.

Care should be used when mounting or dismounting the elliptical.

Read, understand, and test the emergency stop procedures before use.

Disconnect all power before servicing the elliptical.

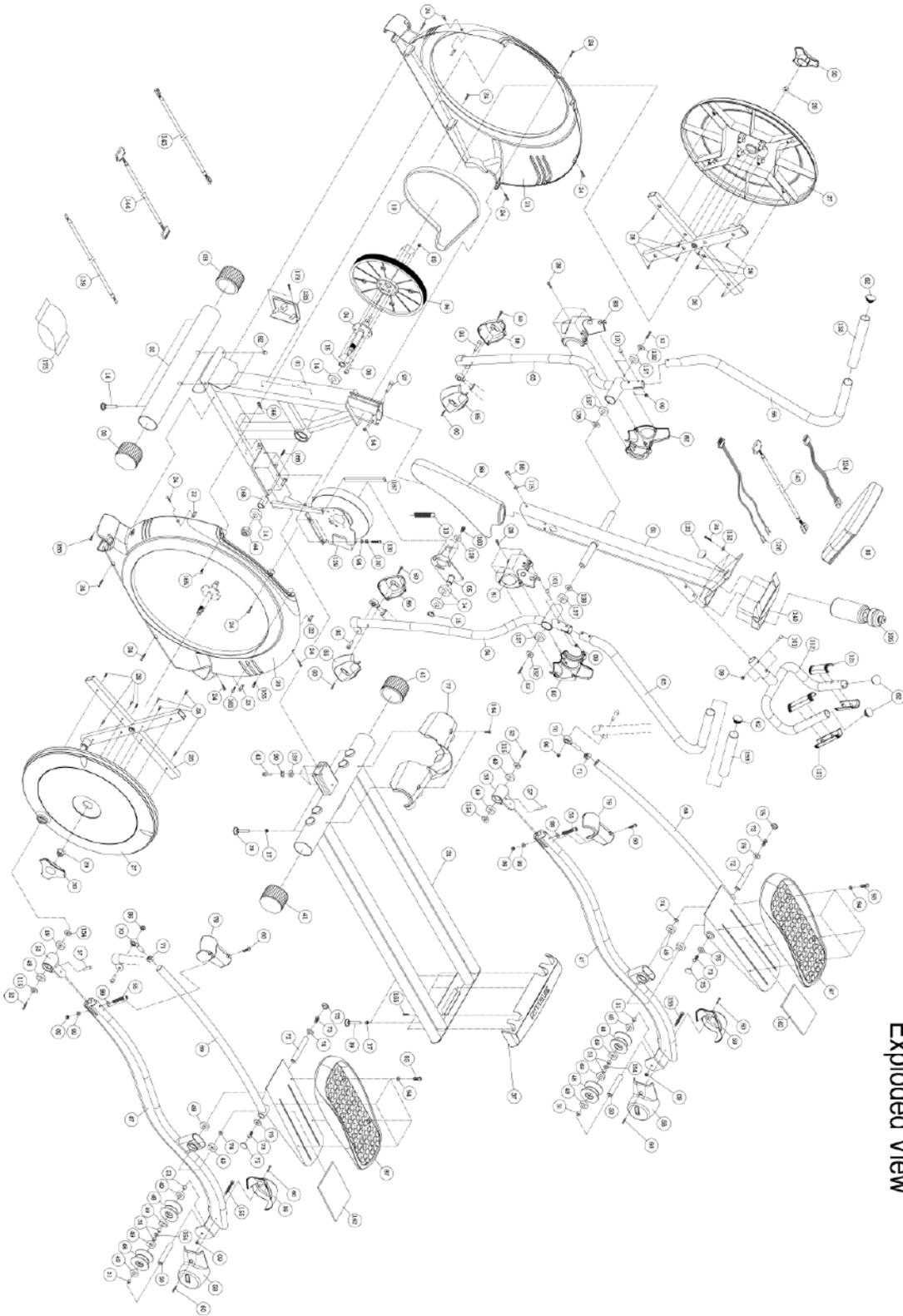
Do not operate electrically powered ellipticals in damp or wet locations.

Do not exceed maximum user weight of 300 lbs.

Keep children and animals away.

All exercise equipment is potentially hazardous. If attention is not paid to the conditions of equipment usage, death or serious injury could occur.

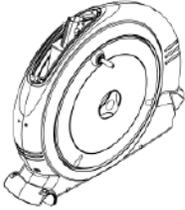
**EXPLODED VIEW DIAGRAM**



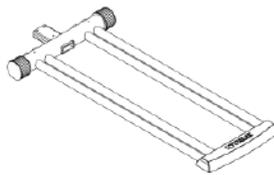
Exploded View

# PARTS LIST

Frame



Running Leg Set



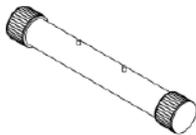
Middle Stabilizer Cover



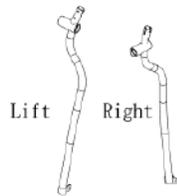
Front Sleeve



Front Lower Tube



Handrail Set



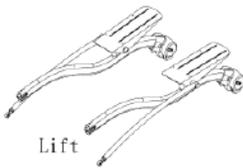
Handrail Bar Cover



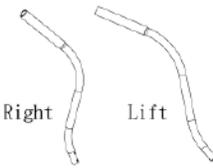
Platform Cover



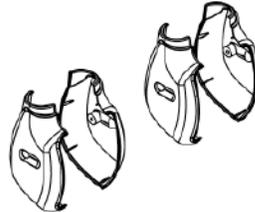
Connecting Rods



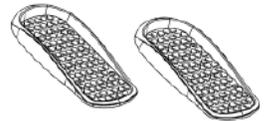
Upper handrail



Linking Bar cover



Footplate



Right

Lift

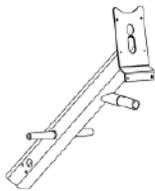
Right

Lift

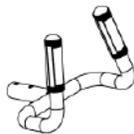
Bottle Holder



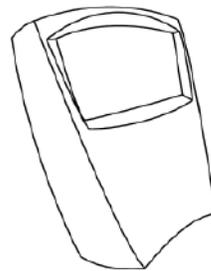
Mast



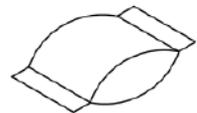
Handgrip bar



Console

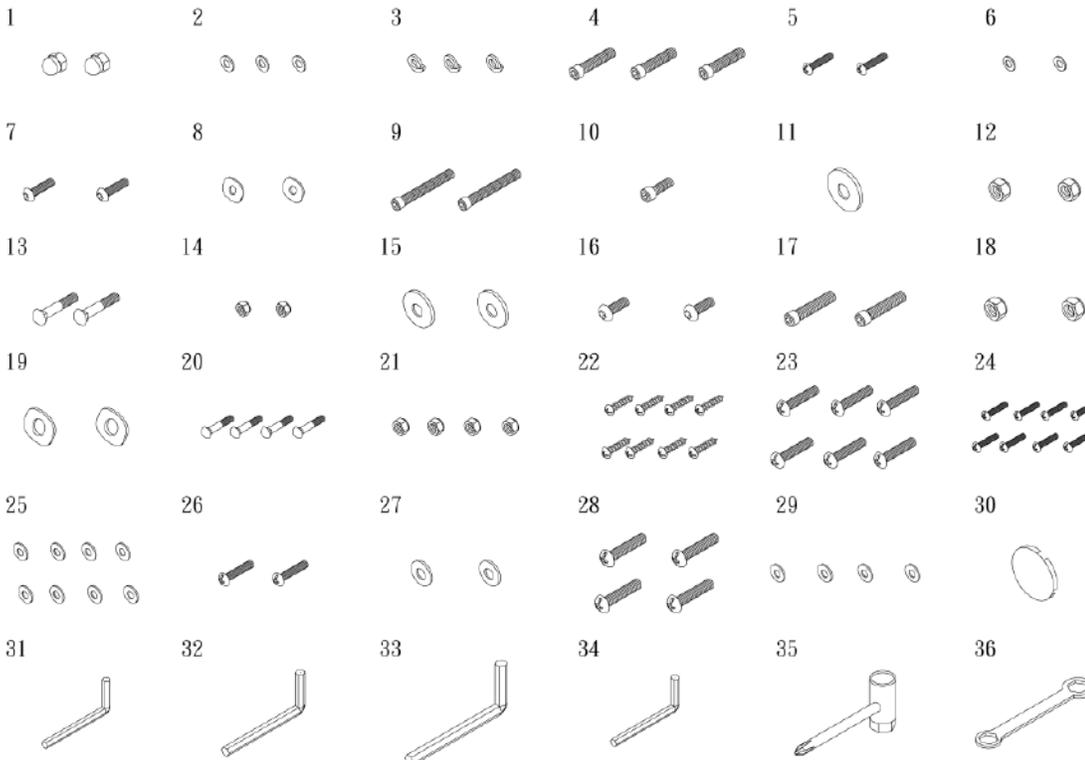


Spare Part



# PARTS LIST

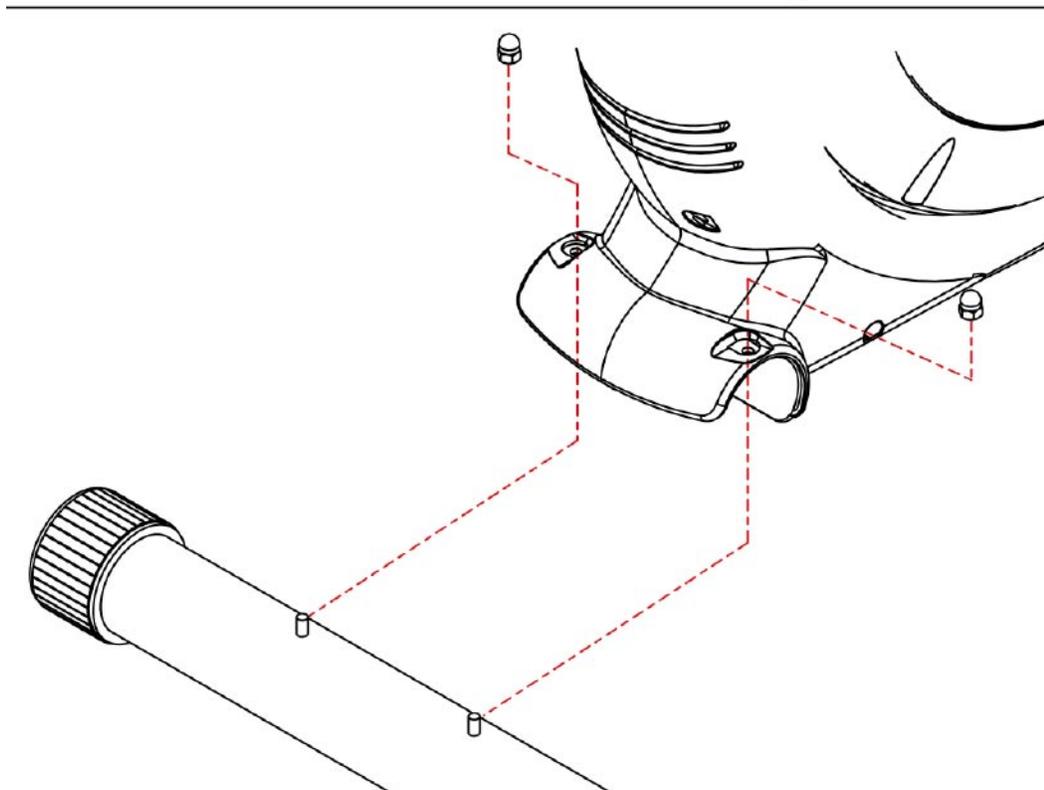
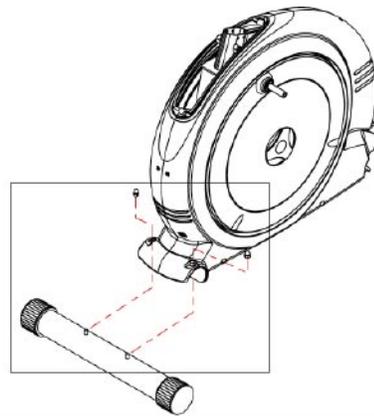
STEP	ITEM	Description	Qty	STEP	ITEM	Description	Qty
1	1	Nut M8	2	7	19	Wave Washer 26.4 X 34.2 X 0.3t	2
2	2	Flat Washer 10 X 20 X 1.5t	3	8	20	Bolt M8X45	4
	3	Spring Washer M10	3		21	Nut M8	4
	4	Bolt M10X40	3		9	22	Bolt 5 X15
3	5	Bolt M5X15	2	10	23	Bolt M4X15	6
4	6	Flat Washer 8 X 25 X 2.0t	2	11	24	Bolt M5X10	8
	7	Bolt M8X15	2		25	Flat Washer 6.5 X 13X 1.0t	8
	8	Wave Washer 17 X 24 X 3.0t	2		12	26	Bolt M5X10
5	9	Bolt M10X70	2	27		Flat Washer 5.5 X 13 X 1.0t	2
	10	Bolt M8X15	1	28		Bolt M5X10	4
	11	Flat Washer 8X 25 X 2.0t	1	29	Flat Washer 5.5 X 13 X 1.0t	4	
5	12	Nut M10	2	13	30	Plastic Lid	1
6	13	Bolt M8X45	2		31	Wrench 25X60 (5 mm)	1
	14	Nut M8	2		32	Wrench 25X70 (6 mm)	1
7	15	Flat Washer 8 X 30 X 2.0t	2		33	Wrench 100X40 (10 mm)	1
	16	Bolt M8X15	2		34	Wrench 150X75 (8 mm)	1
	17	Bolt M12X40	2		35	Socket Wrench +Screw Driver 13mm+17mm	1
	18	Nut M12	2		36	Wrench 19mm+13mm	1



**Step 1.** Fit screws in holes at front of Frame and fasten the Frame and Front Lower Tube with nuts as shown in pictures using:

Hardware for Step 1:

2 - M8 Nuts



**Step 2.** Assemble Frame and Running Leg Set as shown below by using:

Hardware for Step 2:

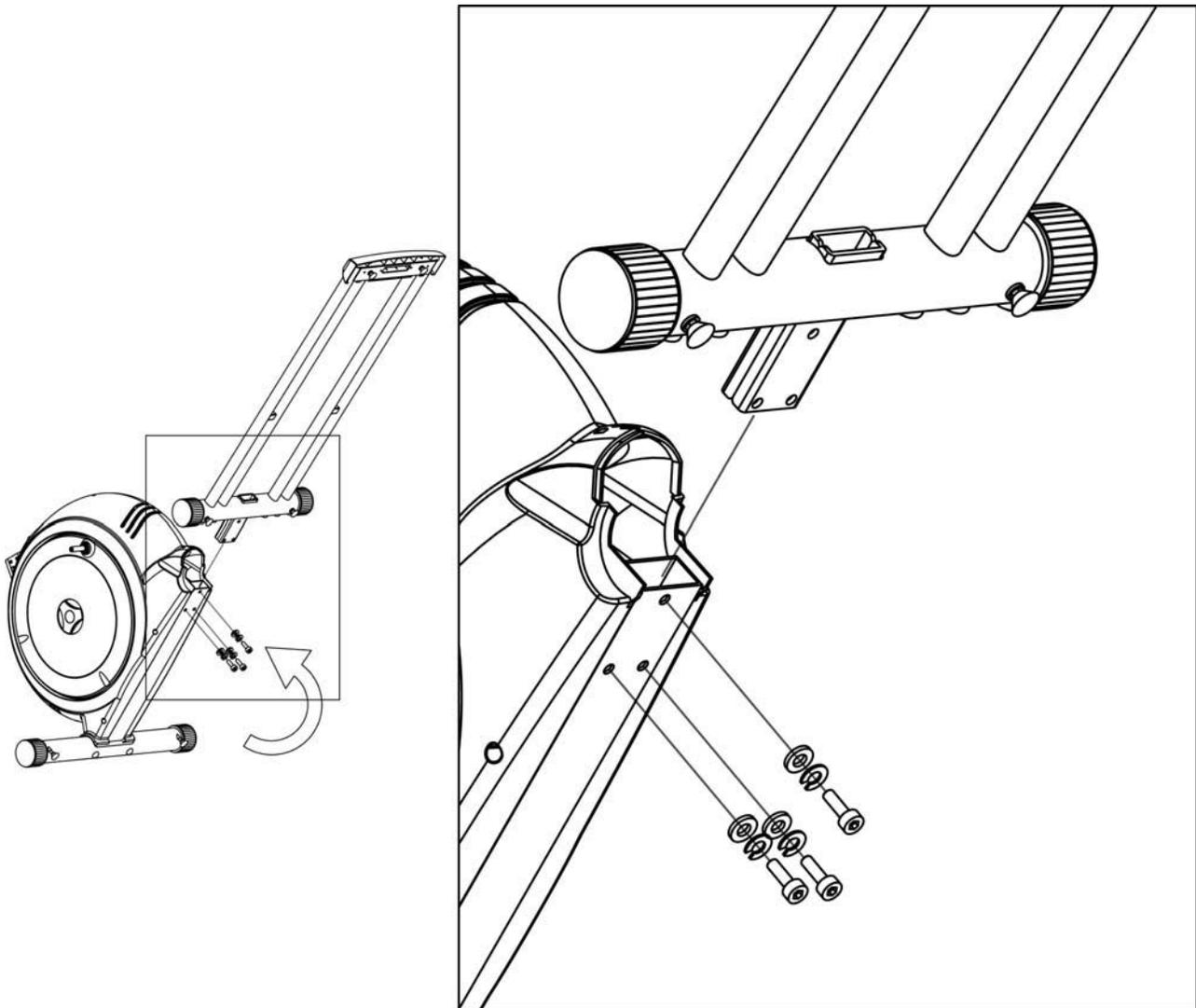
3 - 10 X 20 X 1.5t Flat Washers

3 - M10 Spring Washers

3 - M10 X 40 Bolts/Nuts

NOTE:

Lift frame as shown in picture when assembling, then insert the running leg.

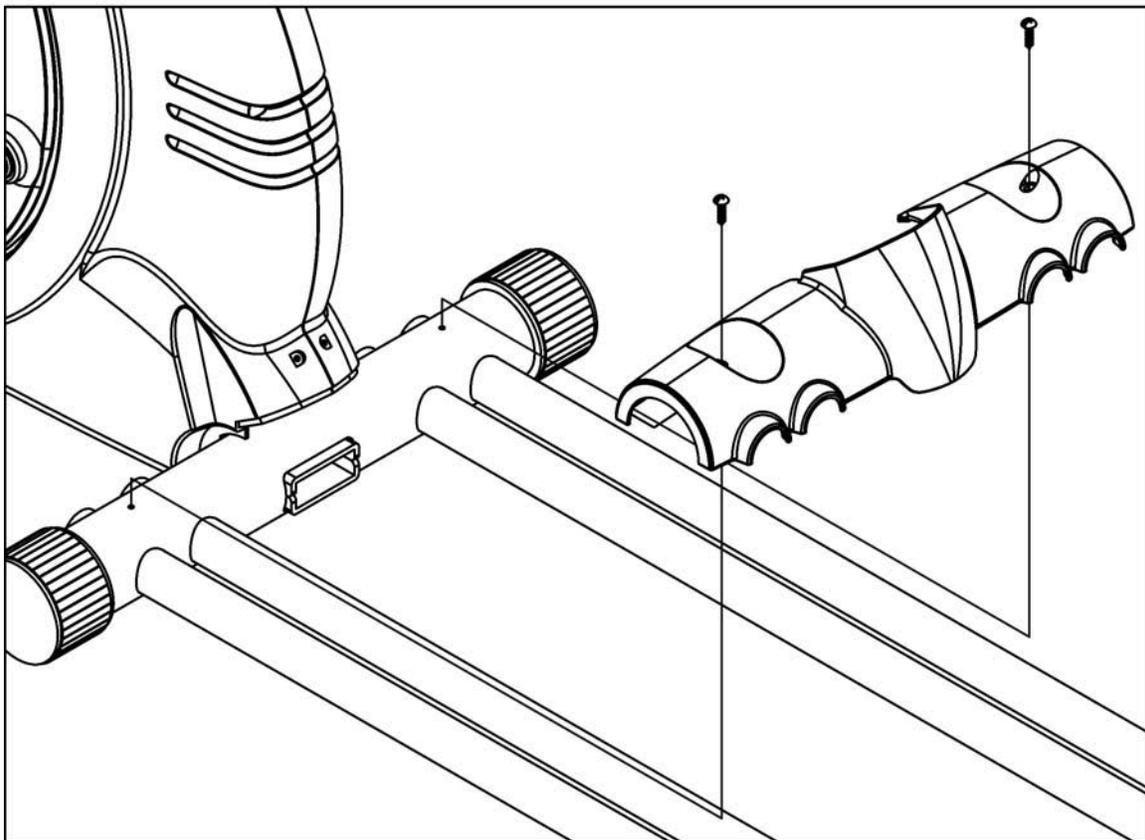
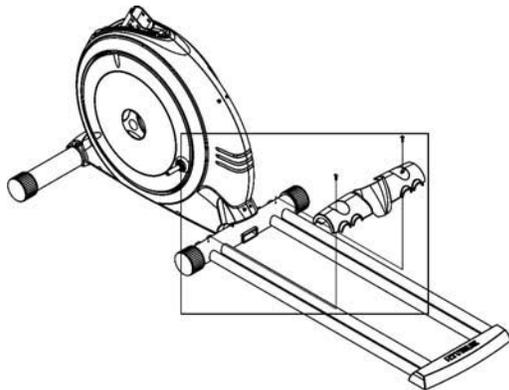


**Step 3.** Assemble Center Shroud and Running Leg Set. Place the Center Shroud and Running Leg Set together and then fasten them using:

Hardware for Step 3:

2 - M5 x 15 Bolts

Be sure the Center Shroud fits firmly in the steel plate before the bolts are tightened

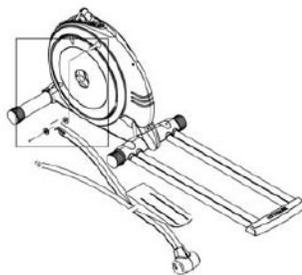
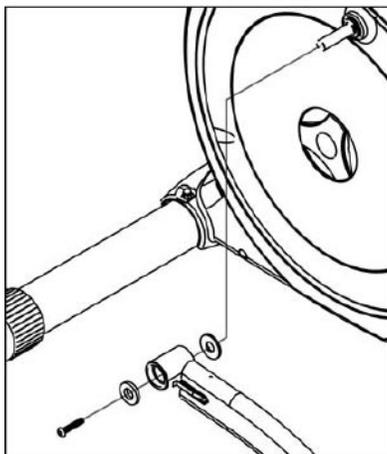
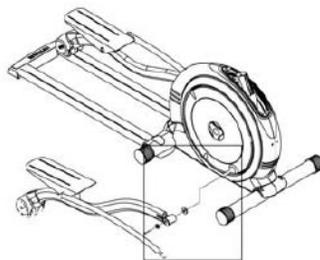
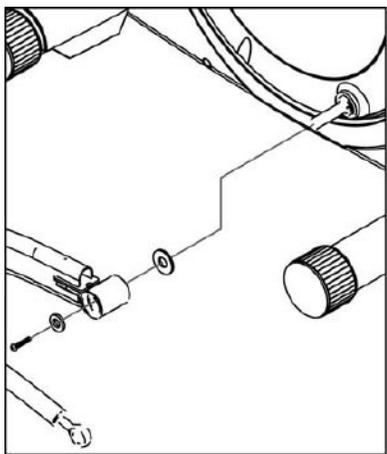


**Step 4.** First, place Wave Washer onto Crank Shaft. Connect the Left Deck Set Steel Tube into the Crank Shaft on the left side of Frame. Then put on Spacer and fasten bolt.

Next, place Wave Washer onto Crank Shaft. Connect the Right Deck Set Steel Tube into the Crank Shaft on the right side of Frame. Then put on Spacer and fasten bolt.

Hardware for Step 4:

- 2 - 8 X 25 X 2.0t Flat Washers
- 2 - M8 X 15 Bolts
- 2 - 17 X 24 X 0.3t Wave Washers



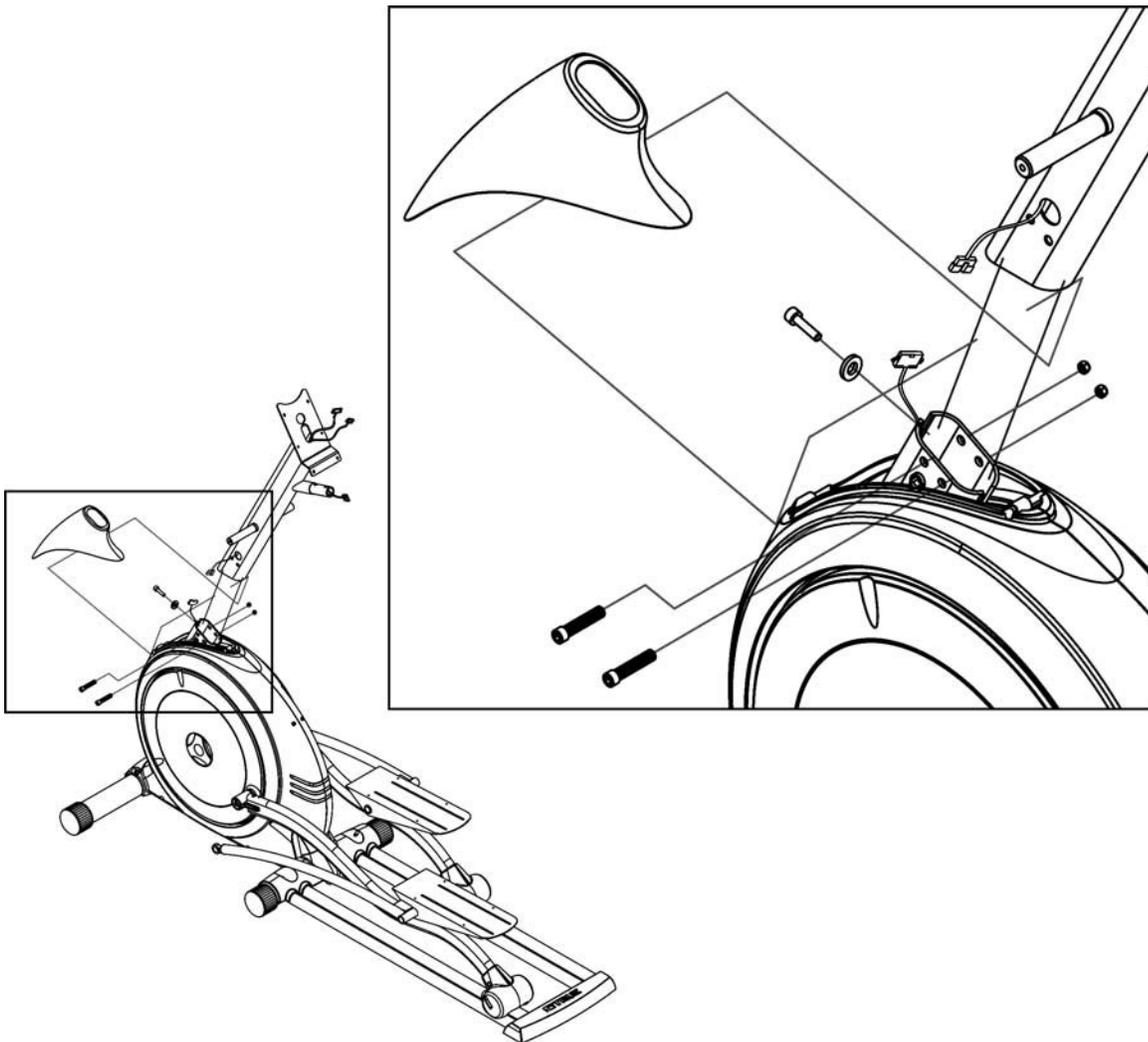
**CAUTION:**

1. During assembly, one person must hold the Deck Set Steel Tube while the other person connects the Shaft and fastens the bolts.
2. Make sure the Deck Set and the Crank Shaft are fastened securely to avoid injury during use of the elliptical.

**Step 5.** To assemble Mast and Frame, first place Mast into the Front sleeve and then place the Mast into the Frame Steel Tube.

Hardware for Step 5:

- 2 – M10 X 70 Bolts/Nuts
- 1 – M8 X 15 Bolt/Nut
- 1 – 8 X 25 X 2.0t Curve Washer
- 2 – M10 Nuts



**CAUTION:**

1. Do not assemble alone.
2. During assembly, one person must hold the Mast while the other person connects the Mast and Frame and then securely fastens the bolts.

**Step 5.** Connect the PCB Cable. Follow instructions below:

Change direction of the FRONT SLEEVE and insert the cables as shown above.



Move FRONT SLEEVE back into correct position.

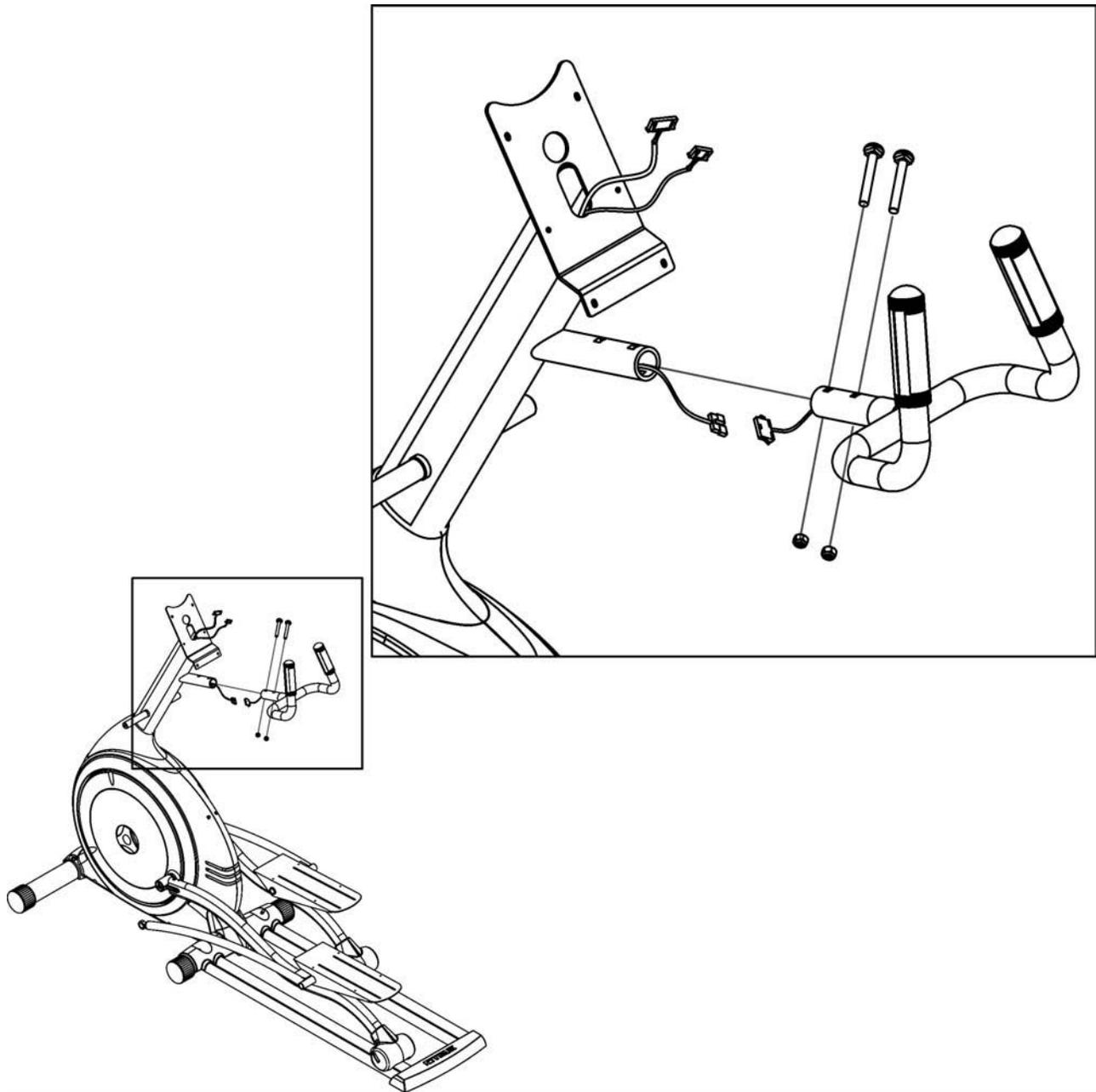


Fasten the Steel Tube by a bolt on each side of the Steel Tube as shown on page 12.



**Step 6.** First, connect the heart rate cable, and then insert the Handgrip bar into Mast, and fasten with bolts as shown in pictures by using:

Hardware for Step 6:  
2 – M8 X 45 Bolts/Nuts  
2 – M8 Nuts



**NOTE:**

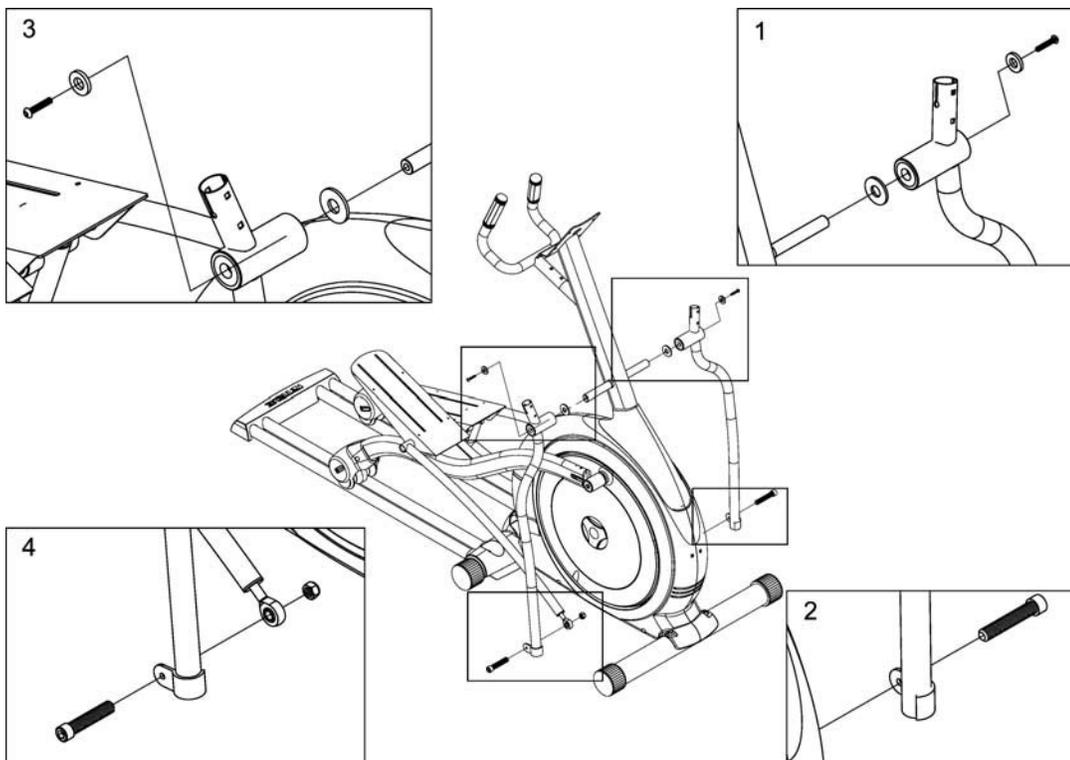
1. Be careful not to hit the cables when you fasten the bolts.

**Step 7.** To Assemble Handrail, Mast and Deck Set

1. Fit Wave Washer to the Horizontal Bar on the Mast. Connect the upper part of the Left Handrail with the Horizontal Bar on the Mast and fasten with hardware.
2. Next, connect the Left Lower Part of Handrail with Bearing at end of the Deck Sets. Fasten with bolts.
3. Fit the Plastic and Wave Washer to the Horizontal Bar on the Mast. Connect the Upper Part of the Right Handle with the Horizontal Bar on the Mast and fasten with hardware.
4. Next, connect the Right Lower Part of the Handrail with the Bearing at the end of the Deck Sets. Fasten with bolts.

Hardware for Step 7:

- 2 - 8 X 30 X 2.0t Flat Washers
- 2 - M8 X 15 Bolts/Nuts
- 2 - M12 X 40 Bolts/Nuts
- 2 - M12 Nuts
- 2 - 26.4 X 34.2 X .3t Wave Washer



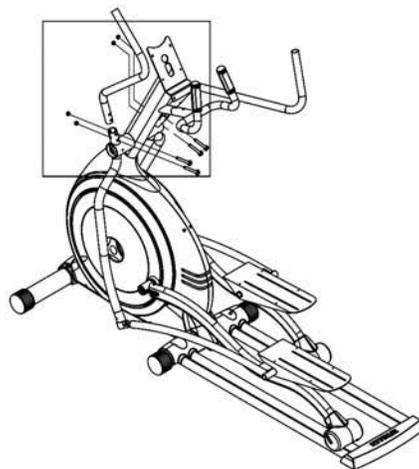
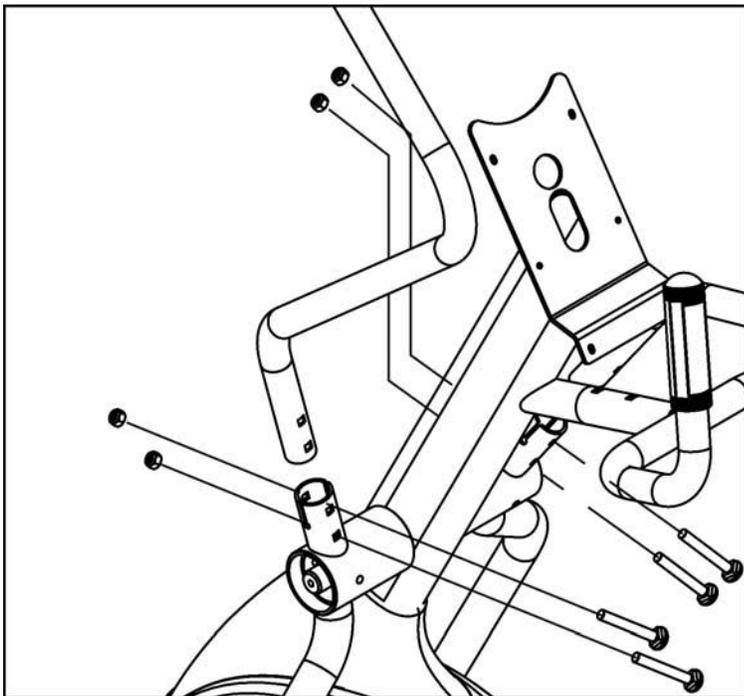
**NOTE:**

1. Handrail has a Right and a Left part. Identify the marking on each Handrail to avoid assembly mistakes.
2. The construction of the Deck Set and Handrail Lower Part may require you to bend down to assemble. Beware of the Steel Bar above this area and use caution when rising to avoid injury.

**Step 8.** To Assemble Handrail and Upper Handrail

1. First, fit Left Upper Handrail into Left Handrail and fasten with bolt.
2. Next, fit Right Upper Handrail into Right Handrail and fasten with bolt.

Hardware for Step 8:  
4 - M8 X 45 Bolts/Nuts  
4 - M8 Nuts

**NOTE:**

1. Handrail has a Right and a Left part. Identify the marking on each Handrail to avoid assembly mistakes

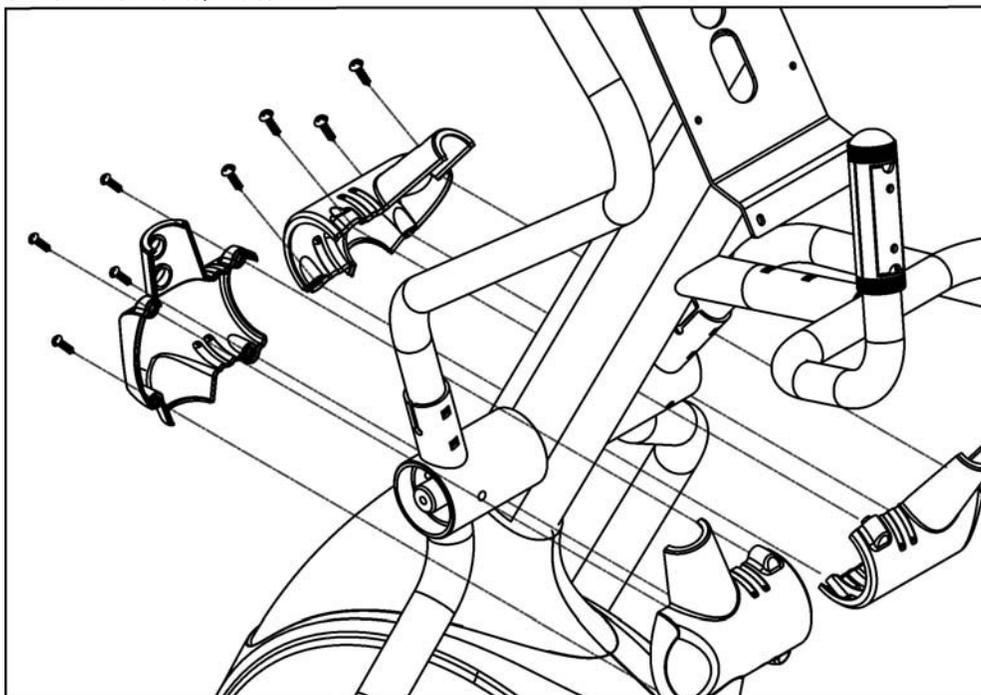
### Step 9. To Assemble Handrail Plastic

1. Place the Left Front Cover Plastic and the Left Rear Cover Plastic on the Horizontal Bar and fasten with bolts.

2. Next, place the Right Front Cover Plastic and the Right Rear Cover Plastic on the Horizontal Bar and fasten with bolts.

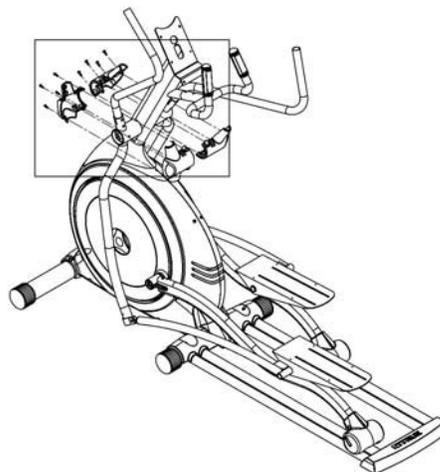
Hardware for Step 9:

8 - 5 X 15 Bolts/Nuts



### NOTE:

1. Make sure the plastic covers are correctly paired to ensure a secure fit.

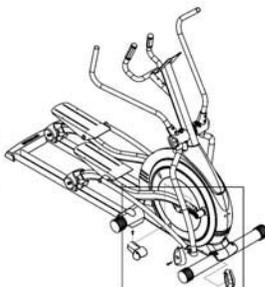
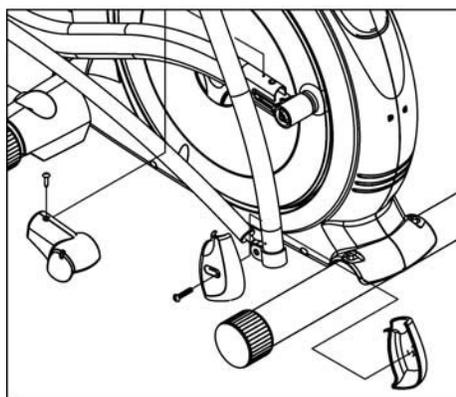
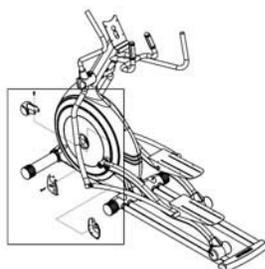
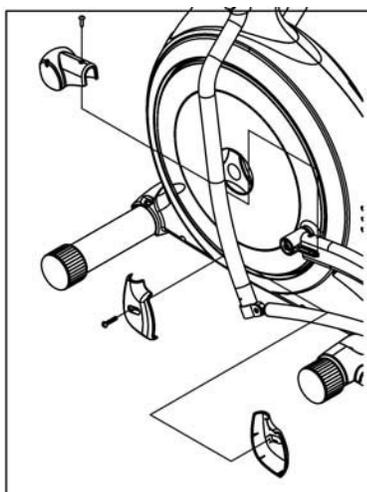


**Step 10.** To Assemble Handrail and Deck Set Plastic

1. Place Plastic on the front of Left Deck Set. Be sure the bolt holes in the Plastic and the bolt holes on the Steel Tube align. Fasten the Plastic Cover with bolts.
2. Place the left and right Plastic Covers on the Handrail Set Lower End and fasten with bolts.
3. On the opposite side of Frame, place the Plastic on the front of Right Deck Set. Be sure the bolt holes in the Plastic and the bolt holes on the Steel Tube align. Fasten the Plastic Cover with bolts.
4. Place the Left and Right Plastic Cover on the Handrail Set Lower End and fasten with bolts.

Hardware for Step 10:

6 - M4 X 15 Bolts/Nuts



**NOTE:**

1. Make sure the plastic covers are correctly paired to ensure a secure fit.

**Step 11.** To Assemble Deck to Footskate

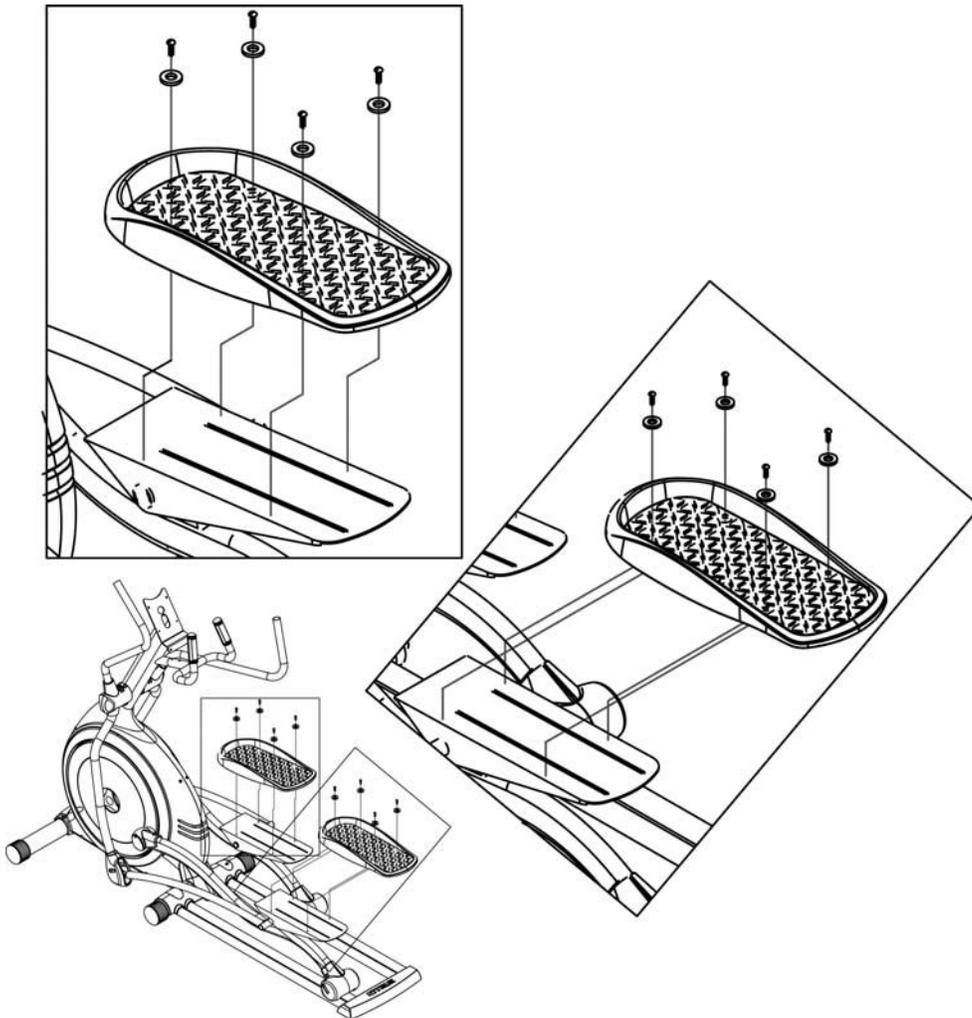
Deck should face forward as shown in diagram below.

1. Make sure the bolt holes on the Left Deck and Left Footskate are aligned and then fasten them together with spacers and bolts.
2. Make sure the bolt holes on the Right Deck and Right Footskate are aligned and then fasten them together with spacers and bolts.

Hardware for Step 11:

8 - M5 X 10 Bolts/Nuts

8 - 6.5 X 13 X 1.0t Flat Washers

**CAUTION:**

1. Be sure the Deck and Footskate are securely fastened before use to avoid injury

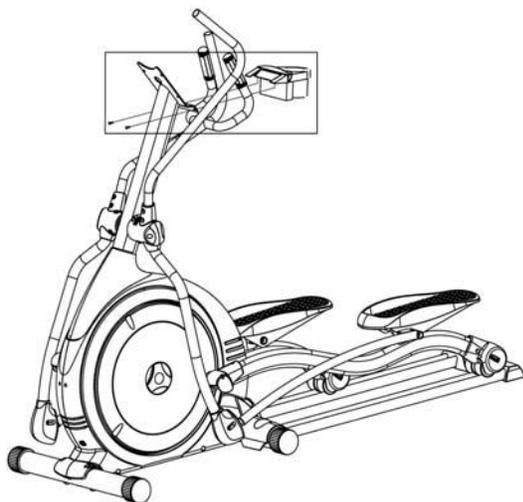
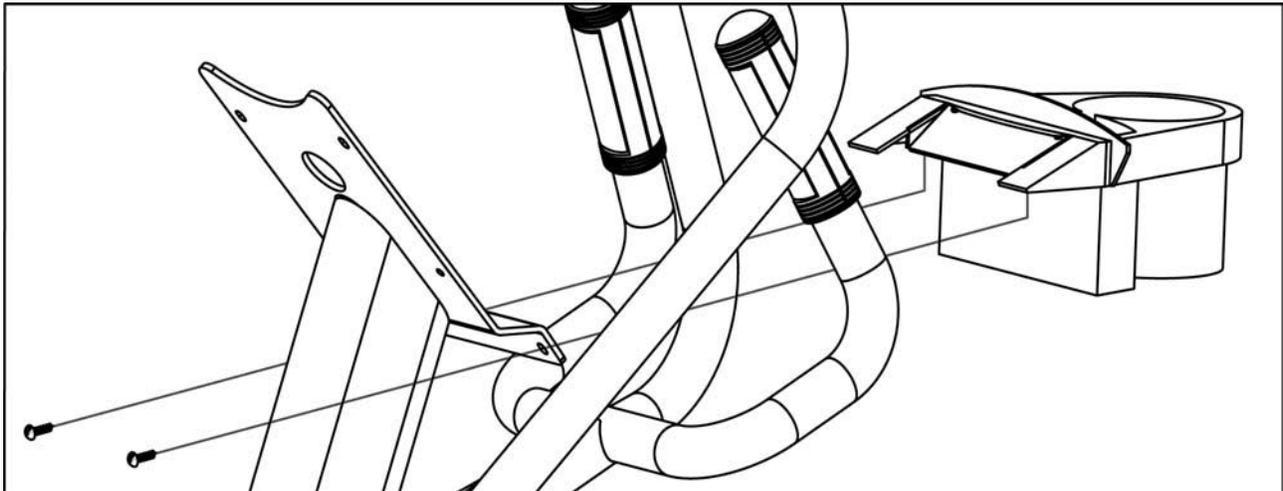
**Step 12.** To Assemble Water Bottle Holder

1. Place Bottle Holder onto Mast and fasten securely with bolts.

Hardware for Step 12:

2 - M5 X 10 Bolts/Nuts

2 - 5.5 X 13 X 1.0t Flat Washers



## Step 13. To Assemble Console

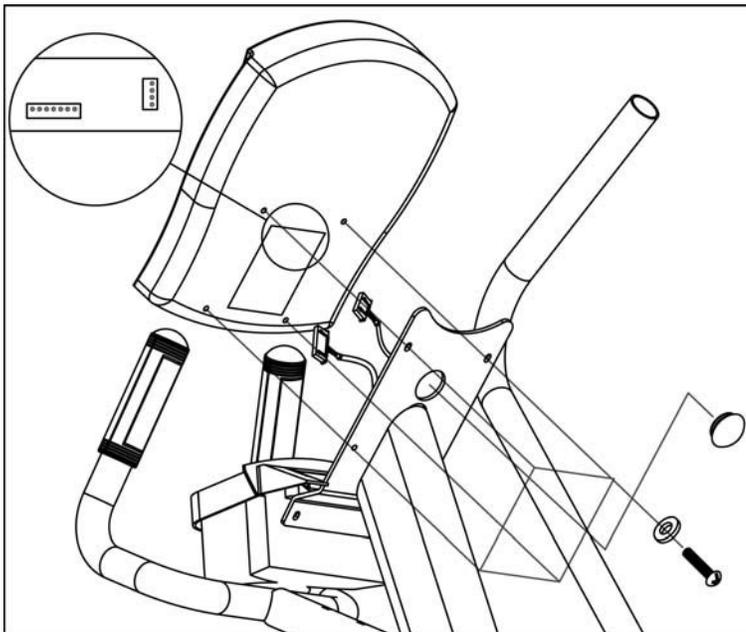
1. Fasten Console to Mast with the bolts in the lower back side of Console. Be sure to fasten Console securely to avoid damage.
2. Connect Cables to the console. Be sure the Cables are running in the correct direction.
3. Fasten the Console Cover onto Console after it has been attached to Mast.

Hardware for Step 13:

4 - M5 X 10 Bolts/Nuts

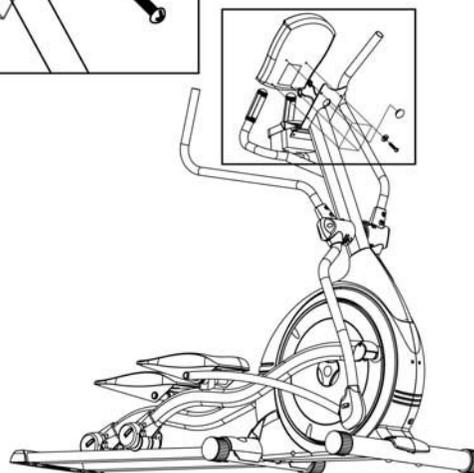
4 - 5.5 X 13 X 1.0t Flat Washers

1 - Plastic lip



### NOTE:

1. Be sure the Console is securely attached to the Mast and that the bolts have been tightly fastened.
2. Check the Console Cables to make sure they are straight to avoid short circuits or electrical shutdowns.



# CHAPTER 3: ELLIPTICAL OVERVIEW



Chapter 1: Safety Instructions
Chapter 2: Assembly Guide
<b>Chapter 3: Elliptical Overview</b>
Chapter 4: Display Console
Chapter 5: Programming & Operation
Chapter 6: Care & Maintenance
Chapter 7: Troubleshooting Chapter
8: Additional Information

# CHAPTER 4: DISPLAY CONSOLE



Chapter 1: Safety Instructions

Chapter 2: Assembly Guide

Chapter 3: Elliptical Overview

**Chapter 4: Display Console**

Chapter 5: Programming & Operation

Chapter 6: Care & Maintenance

Chapter 7: Troubleshooting Chapter

8: Additional Information

## DISPLAY CONSOLE OPTIONS

Depending on the console that came with this elliptical, the workouts, programming and operation of the treadmill may differ. The console option available on this machine is:

Dual Window LED

Please refer to the information in this manual for basic operation information. For more detailed information please visit [www.truefitness.com/](http://www.truefitness.com/).



# CHAPTER 5: PROGRAMMING & OPERATION



Chapter 1: Safety Instructions
Chapter 2: Assembly Guide
Chapter 3: Elliptical Overview
Chapter 4: Display Console
<b>Chapter 5: Programming &amp; Operation</b>
Chapter 6: Care & Maintenance
Chapter 7: Troubleshooting
Chapter 8: Additional Information

## PROGRAMMING & OPERATION

### DUAL WINDOW LED:

Here is a list of programming options available on your PS100 elliptical. Programming and operation may differ depending on the type of console. For more information on programming and operation please visit [www.truefitness.com](http://www.truefitness.com).

#### Program Category:

**Manual Workout:** This is a workout where all aspects of the workout (workout time, distance, workload and level) are decided by the user.

#### Pre-Set Programs:

Several different pre-set programs are available:

- **Random:** A random series of increasing and decreasing WORKLOAD changes throughout a workout.
- **Interval Workouts:** A series of increasing and decreasing WORKLOAD changes over the course of a workout.
- **Cardio Challenge:** WORKLOAD increases to a set maximum for an optimal cardio workout at the mid-point of the workout, then decreases to the finish.
- **Fat Burn:** WORKLOAD increases to a set maximum for an optimal fat burn at the mid-point of the workout, then decreases to the finish.
- **Hill Workouts:** A series of increasing and decreasing WORKLOAD changes that simulate hills.
- Sixteen different levels are available to change the difficulty of a pre-set workout. The workload intensities expand and contract depending on the level.

#### HRC (Heart Rate Control) Workouts

- **Cruise Control:** while in any workout, set your current heart rate as your target heart rate by pressing a single key.

# CHAPTER 6: CARE & MAINTENANCE



Chapter 1: Safety Instructions

Chapter 2: Assembly Guide

Chapter 3: Elliptical Overview

Chapter 4: Display Console

Chapter 5: Programming & Operation

**Chapter 6: Care & Maintenance**

Chapter 7: Troubleshooting

Chapter 8: Additional Information

## CARE & MAINTENANCE

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

### INSPECTION:

Inspect the elliptical daily. Look and listen for loose fasteners, unusual noises, worn or frayed power cords, and any other indications that the equipment may be in need of service. If you notice any of these, obtain service.

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

### CLEANING THE EQUIPMENT:

TRUE recommends the elliptical be cleaned before and after each workout. Use mild soap and water to dampen a soft cloth and wipe all exposed surfaces. This helps remove any dust or dirt.

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

### 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.

### LONG TERM STORAGE:

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

# CHAPTER 7: TROUBLESHOOTING



Chapter 1: Safety Instructions

Chapter 2: Assembly Guide

Chapter 3: Elliptical Overview

Chapter 4: Display Console

Chapter 5: Programming & Operation

Chapter 6: Care & Maintenance

**Chapter 7: Troubleshooting**

Chapter 8: Additional Information

## BASIC ELLIPTICAL TROUBLESHOOTING GUIDE

The following are common questions that are asked. For all other inquiries we would ask that you call your local dealer/service provider in your area for support.

**Q. What does it mean when my panel displays no lights?**

A. Check the following:

- Verify you are receiving power to your outlet by using an alternative device.
- It could mean that your unit is not plugged in.
- You will need to check the toggle switch on the front base of the unit to make sure it is in the ON position.
- You can check to see if your circuit breaker switch on your unit has been tripped. If so, you can reset it and the lights should reappear on your display. If it will not reset, you will need to call your local dealer or service provider to set up a service call.

**Q. The upper display shows an error code or has odd characters.**

A. If your display has any error messages on it TRUE Fitness recommends that you contact your local dealer or service provider to arrange a service call. The error codes are there for your protection and we do not recommend that you continue using the unit without consulting a professional.

**Q. Is there any maintenance that I need to do to my elliptical?**

A. TRUE Fitness encourages our customers to set themselves up with a preventative maintenance contract. These can be provided through your dealer or local service provider.

**Q. How do I arrange for a service or preventative maintenance appointment?**

A. TRUE Fitness recommends that you gather the serial number, model number, and a brief description of the reason for the request before contacting anyone. Once that information has been gathered you may 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 in your area.)

If you would like you may also contact TRUE Fitness' customer support team by calling 800.883.8783 or e-mailing us at [info@truefitness.com](mailto:info@truefitness.com) Monday – Friday during normal business hours with any further questions or comments.

## CHAPTER 8: ADDITIONAL INFORMATION



Chapter 1: Safety Instructions

Chapter 2: Assembly Guide

Chapter 3: Elliptical Overview

Chapter 4: Display Console

Chapter 5: Programming & Operation

Chapter 6: Care & Maintenance

Chapter 7: Troubleshooting

**Chapter 8: Additional Information**

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

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

Frame*	Lifetime
<b>Parts</b>	
<b>Electrical</b>	<b>2 Years</b>
<b>Wear Items</b>	<b>2 Years</b>
<b>Cosmetics</b>	<b>6 Months</b>
<b>Labor</b>	
<b>Parts</b>	<b>1 Year</b>
<b>Cosmetics</b>	<b>6 Months</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 Light Commercial use which includes non-dues paying facilities where usage does not exceed 8 hours per day. If this product will not be used in this particular setting, please contact TRUE as this warranty is void.**

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

**Parts:** The elliptical electrical parts and wear items are warranted for defects in material and workmanship for two years with one year labor warranty. This limited warranty does not cover damage or equipment failure resulting from or caused by improper assembly/installation, failure to follow instructions and warnings in owner’s manual, accident, misuse, abuse, unauthorized modification, or failure to provide reasonable and necessary maintenance. \*TRUE Fitness shall not warrant the performance of the heart rate system on its products, as the heart rate system performance varies, based on user’s physiology, age, method of use and other factors. \*This limited warranty shall not apply to software version

upgrades.

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

**Labor:** Labor is covered for a period of one year from the date of purchase unless otherwise expressed within this limited warranty as long as a TRUE authorized service provider performs the service. Service that requires over 50 miles of travel may be subject to additional charges. Reasonable and necessary maintenance 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

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

1. This Limited Warranty can be processed only if the Warranty Registration Form is completed on-line; or if the attached form is filled in, signed by the original purchaser and mailed to TRUE within 30 days of purchaser’s receipt of this Product. The serial number must be intact on the Product for this Limited Warranty to be valid.
2. This Limited Warranty applies to the product only while the Product remains in the possession of the original purchaser and is not transferable.

**Save Time and Register Online!**

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

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

**NOTE TO AUTHORIZED WARRANTY LABOR PROVIDERS:** Warranty labor reimbursement or warranty parts rights may not be transferred to, reassigned to, a third party without the express written consent of TRUE. Even jobbing out warranty labor requires TRUE’s written approval.

**PS100 ELLIPTICAL SERIAL NUMBER:**

The PS100 elliptical comes with one serial number on the base of the machine. The serial number on the base is located on the bottom portion of the machine facing the back. Please write down your serial number below and keep for your records.

**BASE SERIAL NUMBER:**

		-							



**BASE SERIAL NUMBER:**  
←

**SAMPLE SERIAL NUMBER STICKER:**



**SAMPLE SERIAL NUMBER:**  
←

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

*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/support](http://www.truefitness.com/support))



## Light Commercial Warranty Registration

**PLEASE PROVIDE THE SERIAL NUMBER BELOW.  
REQUIRED FOR WARRANTY REGISTRATION:**

**BASE SERIAL NUMBER:**

		-							

Model Type: PS100 Light Commercial Elliptical

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

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

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

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

Address \_\_\_\_\_

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

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

Phone \_\_\_\_\_ Fax \_\_\_\_\_

1. Where did you first learn about TRUE?

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

2. Why did you purchase a TRUE product?

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

3. Please indicate your type of facility:

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

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

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

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

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

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

- Yes     No

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

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

8. Would you recommend TRUE to other club owners?

- Yes     No

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

## CONTACT INFORMATION

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

TRUE FITNESS HOME OFFICE

865 HOFF ROAD

ST. LOUIS, MO 63366

1.800.426.6570

1.636.272.7100