

# VC900 PALISADE CLIMBER

 **TRUE<sup>®</sup>**



MODEL VC900  
(MAN-VC900 REV00)

**OWNER'S  
MANUAL**



**IMPORTANT!**

All products shown are prototype. Actual product delivered may vary.  
Product specifications, features, and software are subject to change without notice.  
For the current owner's manual and documents in additional languages please visit  
<https://truefitness.com/support/user-manuals/>

**IMPORTANTE!**

Todos los productos mostrados son prototipos. La realidad el producto suministrado puede diferir. Especificaciones de productos, características y software están sujetas a cambios sin previo aviso.  
Para la más actualizada de este manual del propietario y para los documentos en otros idiomas, por favor visite  
<https://truefitness.com/support/user-manuals/>

**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 et pour documents dans des langues supplémentaires, veuillez <https://truefitness.com/support/user-manuals/> de visite

**重要提示!**

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

**اہم!**

اہم! سب سے پہلے یہ غلط فہمی سے بچیں۔ حقیقی پروڈکٹ فراہم کیا جاسکتا ہے۔  
راجسٹرڈ نوڈریں غلط فہمی سے بچیں۔ حقیقی پروڈکٹ فراہم کیا جاسکتا ہے۔  
[www.truefitness.com /support/user-manuals/](https://truefitness.com/support/user-manuals/) پر جاری کی گئی ہے۔  
<https://truefitness.com/support/user-manuals/> پر جاری کی گئی ہے، فیاض! تاغیل

**WICHTIG!**

Alle hier gezeigten Produkte sind Prototypen. Das tatsächliche Produkt ausgeliefert wird, kann variieren. Produkt-Spezifikationen, Funktionen und Software können sich ohne vorherige Ankündigung ändern. In den meisten Fällen bis zu Bedienungsanleitung Bisher besuchen und für Dokumente in weiteren Sprachen finden Sie unter <https://truefitness.com/support/user-manuals/>

**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 & voor documenten in andere talen kunt u terecht op <https://truefitness.com/support/user-manuals/>

**ВАЖНО!**

Все товары указаны прототипа. Фактический продукт, поставляемый могут отличаться. Технические характеристики, особенности и программного обеспечения могут быть изменены без предварительного уведомления. Для получения самой последней на сегодняшний день руководство по эксплуатации и Для документов на другие языки, пожалуйста, посетите <https://truefitness.com/support/user-manuals/>

## Thank You for Choosing TRUE!

Since its founding in 1981, TRUE Fitness has been built on two core guiding principles: Build the highest quality products and support them with superior service. Today, TRUE is the global leader in premium fitness equipment for the commercial and residential markets.

Over the years, the fitness industry has changed, new markets have sprung up, and the needs of our customers have evolved, but those principles remain constant, and we remain ever-vigilant in working to achieve them.

In keeping with our values, TRUE has always striven to equip our machines with the latest technology and safety features since the beginning, giving our customers the very best exercise experience possible while providing peace of mind.

As your dedicated partner, we will do whatever it takes to keep your facility going strong. Our experienced team provides end-to-end service, from facility planning and maintenance to providing your machines with the newest technologies. You can count on TRUE Fitness for the best service in the industry, provided by a team focused on optimizing the life of your equipment.

## Contacting Our Support Team

Before you contact TRUE, we recommend gathering the serial number, model number, and a brief description of the reason for your request. After you have all the pertinent information, we suggest you contact your selling dealer or local service company to set up an appointment. If you are not familiar with who is in your area, you can visit <https://shop.truefitness.com/store-locator/> and use our store locator to obtain the contact information for the closest dealer.

If you still need help, please contact our product support team.

Address	TRUE Fitness Attn: Product Support 865 Hoff Road St. Louis, MO 63366
Phone	800.883.8783
Email	<a href="mailto:service@truefitness.com">service@truefitness.com</a>
Hours of Operation	Monday - Thursday 8:30am - 6:00pm (CST) Friday 8:30am - 5:00pm (CST)

## Contacting Our Sales Team

Interested in owning more TRUE products? Please contact us with any product inquiries so that we may direct you to the appropriate sales representative to help answer your questions.

Address	TRUE Fitness Attn: Sales Department 865 Hoff Road St. Louis, MO 63366
Phone	800.426.6570
Email	<a href="mailto:sales@truefitness.com">sales@truefitness.com</a>
Hours of Operation	Monday - Friday 8:30am - 5:00pm (CST)

## Reporting Freight Claims or Parts Damage

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

### **Severe Damage—Obvious damage to external packaging and internal product.**

Please refuse the shipment and it will be returned to TRUE by the carrier. Contact TRUE product support by calling 800.883.8783 or sales support 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. If the shipment comes in multiple boxes, only refuse boxes with damage.

### **Slight Damage—Minimal damage to external packaging with unknown internal damage to product.**

If the shipment has minimal damages and you are not sure if the actual product is damaged, 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 of damage, and photos of damage. Please make sure the photos include the damaged product as well as the damaged box the product arrived in. Contact TRUE product support ([service@truefitness.com](mailto:service@truefitness.com) // 800.883.8783) or TRUE sales support ([sales@truefitness.com](mailto:sales@truefitness.com) // 800.426.6570) Monday-Friday during normal business hours.

### **Concealed Damage—No damage to external packaging but internal damage to product.**

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. TRUE 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 of damage, and photos of damage. Contact TRUE product support ([service@truefitness.com](mailto:service@truefitness.com) // 800.883.8783) or TRUE sales support ([sales@truefitness.com](mailto:sales@truefitness.com) // 800.426.6570) Monday-Friday during normal business hours.

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## SAFETY INSTRUCTIONS

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### IMPORTANT SAFETY INSTRUCTIONS—SAVE THESE INSTRUCTIONS

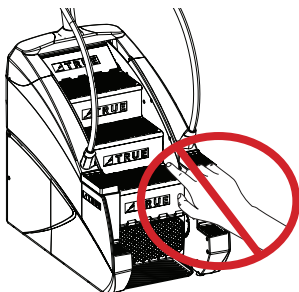
This equipment is intended for a commercial or institutional setting. This owner's manual should be accessible to all personal trainers, faculty, and members.

- 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 (181 kg).
  - 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.
- 

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

- Heart rate monitoring systems may be inaccurate. Over-exercising may result in serious injury or death. If you feel faint, dizzy, or experience pain, stop exercising immediately.
- 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. Additionally, TRUE recommends consulting a fitness professional on the correct use of this product.
- Equipment should be immediately taken out of use if it fails to work properly or when a warning is presented electronically.
- 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 move the equipment by lifting the console. Do not use the console as a handlebar during a workout.
- This product can expose you to chemicals including Toluene and Acrylamide which are known to the State of California to cause Cancer and birth defects or other reproductive harm. For more information, go to [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).
- Keep equipment stable on flat ground.
- Risk of personal injury-crushing hazard when equipment is in operation. Keep feet, hands, and fingers away from moving parts.
- Replace warning labels that may be worn, damaged, or missing.
- Replace any non-working or damaged components, remove the unit from service until repair is performed.
- Do not operate the equipment while being covered with a blanket, pillow, plastic, or anything that insulates or stops airflow. Keep air openings free of lint, hair or any obstructing material.
- Any changes or modifications to this equipment could void the product warranty.
- 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.
- Do not use this product outdoors, near water, while wet, or in areas of high humidity including extreme temperature changes.
- Close supervision is necessary when used near children under the age of 15, or disabled persons.

- 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.
- 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.
- Do not use typing or web surfing features at excessive speeds. Always stabilize yourself when using typing or web surfing features. (Varies by console option.)
- Never place liquids of any type directly on the unit except in the accessory tray or bottle holders. Containers with lids are recommended.
- Always follow the console instructions for proper operation.
- Allow only one person at a time on the equipment while it's operating.
- 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.
- To avoid injury, stand on the side steps before starting the equipment.
- Avoid exiting the equipment while the steps are in motion.
- Never walk backwards on the equipment.
- When mounting the equipment, ensure the steps are not in motion and then proceed with one step at a time to maintain balance using the handrails as needed.
- While the equipment 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 machine if necessary.
- Do not allow animals on or near the equipment while in operation.
- Do not reach into or underneath the unit, or tip it on its side during operation.
- To avoid serious injury, never touch the steps while the machine is in use.



- Do not use if you have a cold or fever.
- This equipment is not intended for use by persons with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they are supervised or have been given instruction concerning use of the equipment by a person responsible for their safety.
- Children shall not play with the appliance.
- Cleaning and user maintenance shall not be made by children without supervision.
- Do not use attachments not recommended by the manufacturer.
- Allow only trained personnel to service this equipment.
- It is the sole responsibility of the owner/operator to ensure regular and scheduled maintenance is performed.

## **DANGER:**

- To reduce the risk of electric shock, always unplug this product when not in use, before cleaning, or attempting any maintenance activity. Do not handle the plug with wet hands.
- Use a TRUE AC power cord only.
- Position this product so the power cord plug is accessible to the user.
- Keep the power cord away from heated surfaces. Do not pull the equipment by the power cord or use the cord as a handle. Do not run the power cord along the side or under the equipment.
- If the electrical supply cord is damaged it must be replaced by the manufacturer, an authorized service agent, or a similarly qualified person to avoid a hazard.
- This product must be connected to a properly grounded electrical outlet.
- 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 product support.
- To avoid serious injury, remove and store the power cord when the machine is not in use.
- This appliance should never be left unattended when plugged in.
- Do not use any type of extension cord with this product.
- 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.



## POWER REQUIREMENTS

Read and understand all instructions before plugging any TRUE power cord into an electrical outlet.

### DEDICATED LINE

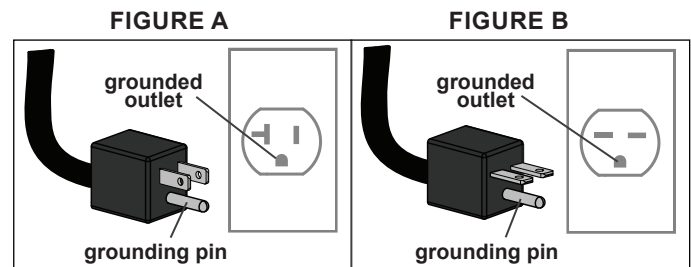
This product does not require a dedicated line.



### GROUNDING INSTRUCTIONS

This product must be grounded. If the product malfunctions or breakdowns, 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 risk of electrical 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.
- To reduce the risk of burns, fire, electric shock, or injury, it is imperative to connect each product to a properly grounded 110V or 220V electrical outlet. The 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.
- Some TRUE products require a circuit rated 110V, 60 Hz, and 20 amps. In the United States, most residential homes have circuits rated 110V, 60 Hz, and 15 amps. If your unit requires a 20 amp outlet, contact an electrician to install a dedicated 20 amp circuit prior to use.
- **110 Volt**—This model is for use on a nominal 110V circuit and has a grounding plug that looks like the plug illustrated in figure A. Make sure the product is connected to an outlet having the same configuration as the plug. No adapter should be used with this product.
- **220 Volt**—This model is for use on a circuit having a nominal rating no less than 208V and more than 240V 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.



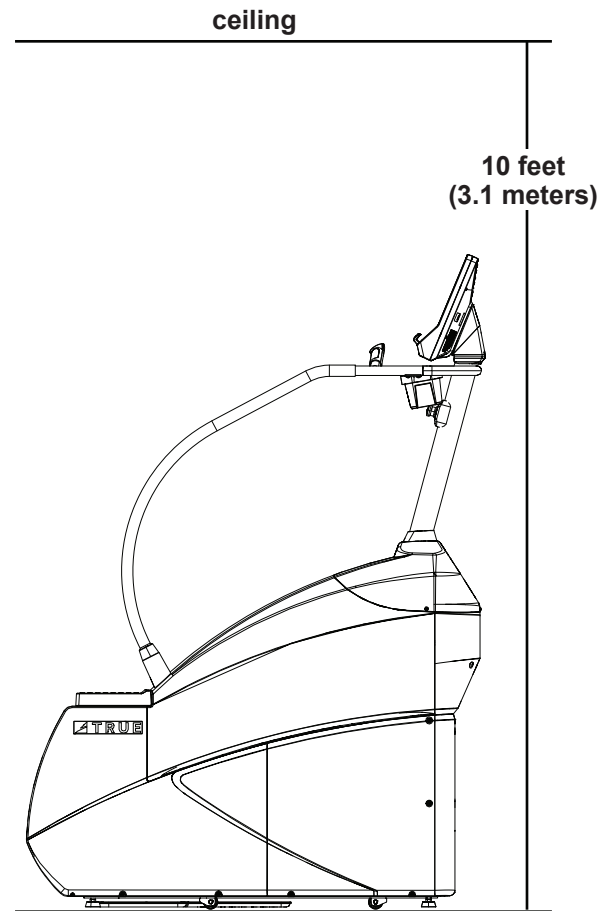
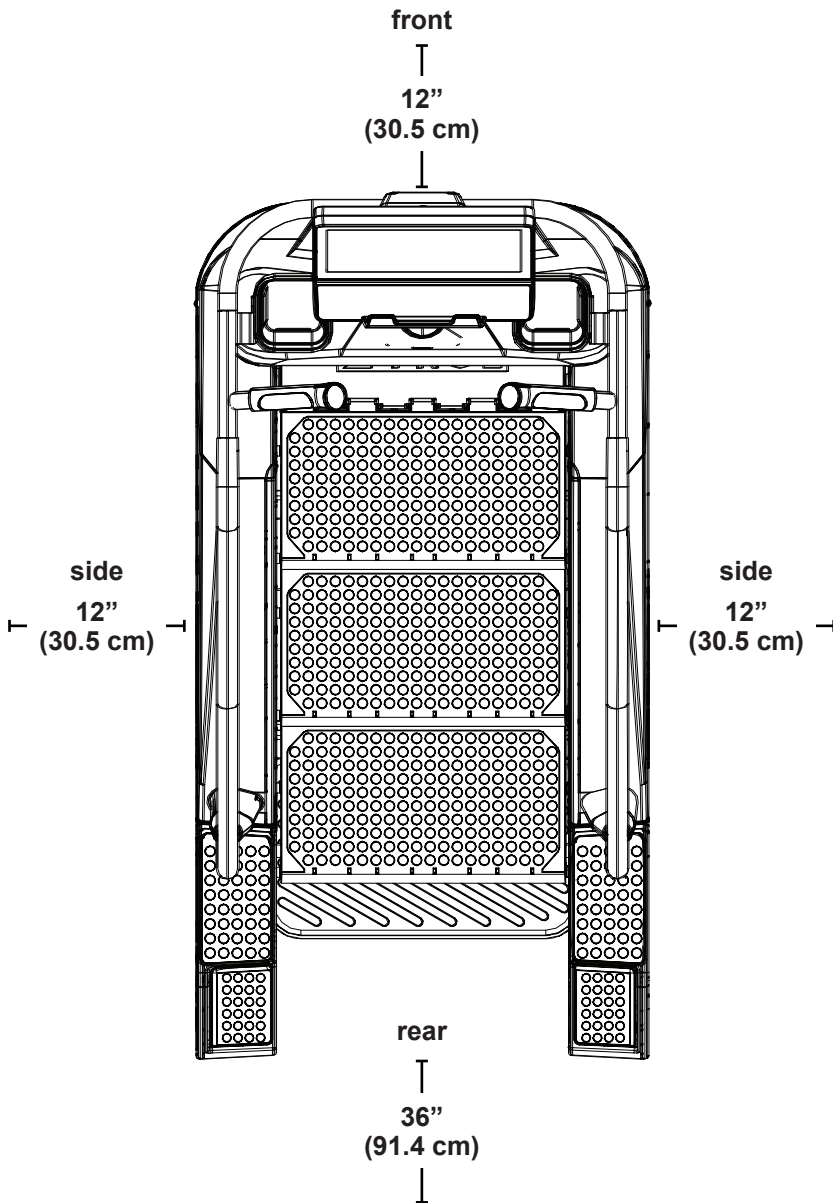
Power Information						
Model	Line Voltage (V)	Frequency (Hz)	Rated Current (Amps)	Number of Units per Circuit	Plug/Outlet*	Max Power Dissipation (Watt)
VC900	110	50/60Hz	20	Up to 3 machines per circuit—DO NOT exceed	NEMA 5-20 	550 watts per machine
	220	50/60Hz	15	Up to 3 machines per circuit—DO NOT exceed	NEMA 6-15* 	550 watts per machine

\*The plug configuration for the power adapter may vary by country.

## SPACE REQUIREMENTS

TRUE recommends a minimum of:

- 12" (30.5cm) on each side and the front of the equipment
- 36" (91.4cm) safety zone at the rear of the equipment
- 10 feet (3.1 meters) for a ceiling height



## SPECIFICATIONS

- **DIMENSIONS (L X W X H)**  
60.4" x 31.5" x 87.5" / 153.4 cm x 80 cm x 222.3 cm
- **STEP DIMENSIONS (L X W X H)**  
8" x 11.2" x 20" / 20.3 cm x 28.4 cm x 50.8 cm
- **STEP-UP HEIGHT**  
13.3" / 33.7 cm
- **MAXIMUM USER WEIGHT**  
400 lbs / 181.4 kg

## PALISADE CLIMBER ENTRY AND EXIT SAFETY

### To Enter:

- Step up onto the lower, rear steps one at a time while gripping both handrails for support.
- Step up onto the upper, rear steps one at a time while gripping both handrails for support.
- Position both feet on the lowest step closest to the upper, rear steps while gripping the contact heart rate handlebars.

### To Exit:

- At the conclusion of the workout after the steps have ceased all movement, position both feet on the upper, rear steps one at a time while gripping the handrails.
- Step down onto the lower, rear steps one at a time while maintaining a grip with both hands on the handrails.
- Step down onto the floor one foot at a time while maintaining a grip with both hands on the handrails.

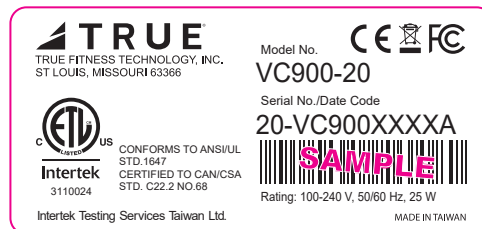
## WARNING DECALS

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

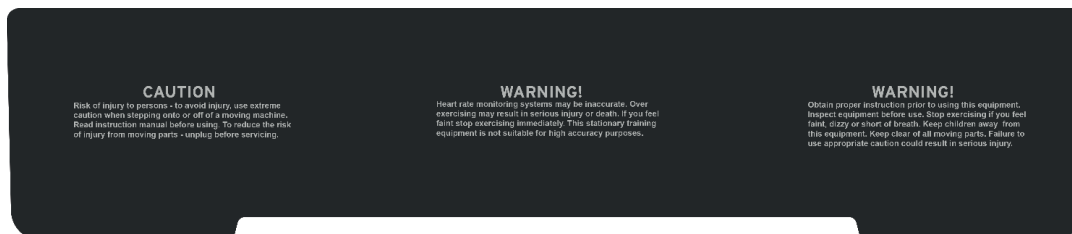
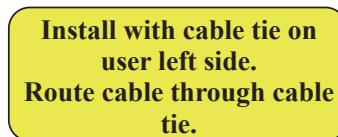
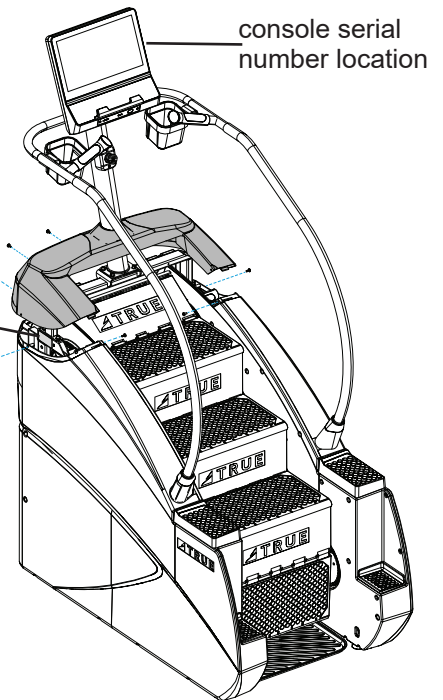
To replace any worn or missing decals contact TRUE product support (service@truefitness.com // 800.883.8783).



upper frame weldment decals



base serial number location



## 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).

## ASSEMBLY INSTRUCTIONS



**NOTE:** Supplemental video available on vimeo.com:  
<https://vimeo.com/octanefitness/truefitness-palisade-assembly>

### PREASSEMBLY CHECKLIST

#### 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.

**⚠ 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.

#### ⚠ CAUTION:




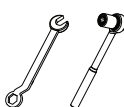




Use caution when assembling this product. Unpacking and assembling of this product is a two person task.

#### VERIFY BOX CONTENTS

**IMPORTANT!** Please verify box contents. If you have questions, or if there are any missing parts, contact product support ([service@truefitness.com](mailto:service@truefitness.com) // 800.883.8783).

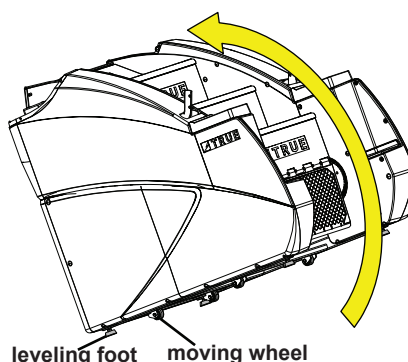
#### TO UNBOX THE MACHINE

1. After opening the product box, remove all smaller parts, boxes, and plastic wrapping.
2. On each side of the machine, remove the protective wood from the top of the base and from each handrail.
3. From each side of the machine, remove the three zip ties securing the product to the shipping palette.
4. Carefully tilt the product base upward to position the lifting straps underneath. Using two people, carefully lift the product off the shipping palette and place on the ground.
5. If the product is near its final resting position, carefully tilt the product on each side and adjust the leveling feet until the product base is parallel with the ground. DO NOT tilt the product base too far on either side to avoid damaging the plastics.
6. If the product is far from its final resting position, use the moving wheels to move the product into place and then adjust the four leveling feet to verify the machine is level with the ground.

TOOLS NEEDED FOR ASSEMBLY	
6mm Allen Wrench	
17mm Wrench and 17mm Socket Wrench	
#2 Phillips Screwdriver	
Wire Cutters	
Level (recommended)	
Lifting Straps (recommended)	

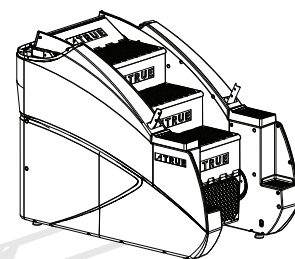
on each side, and for each handrail, remove protective wood

on each side, snip zip ties



leveling foot

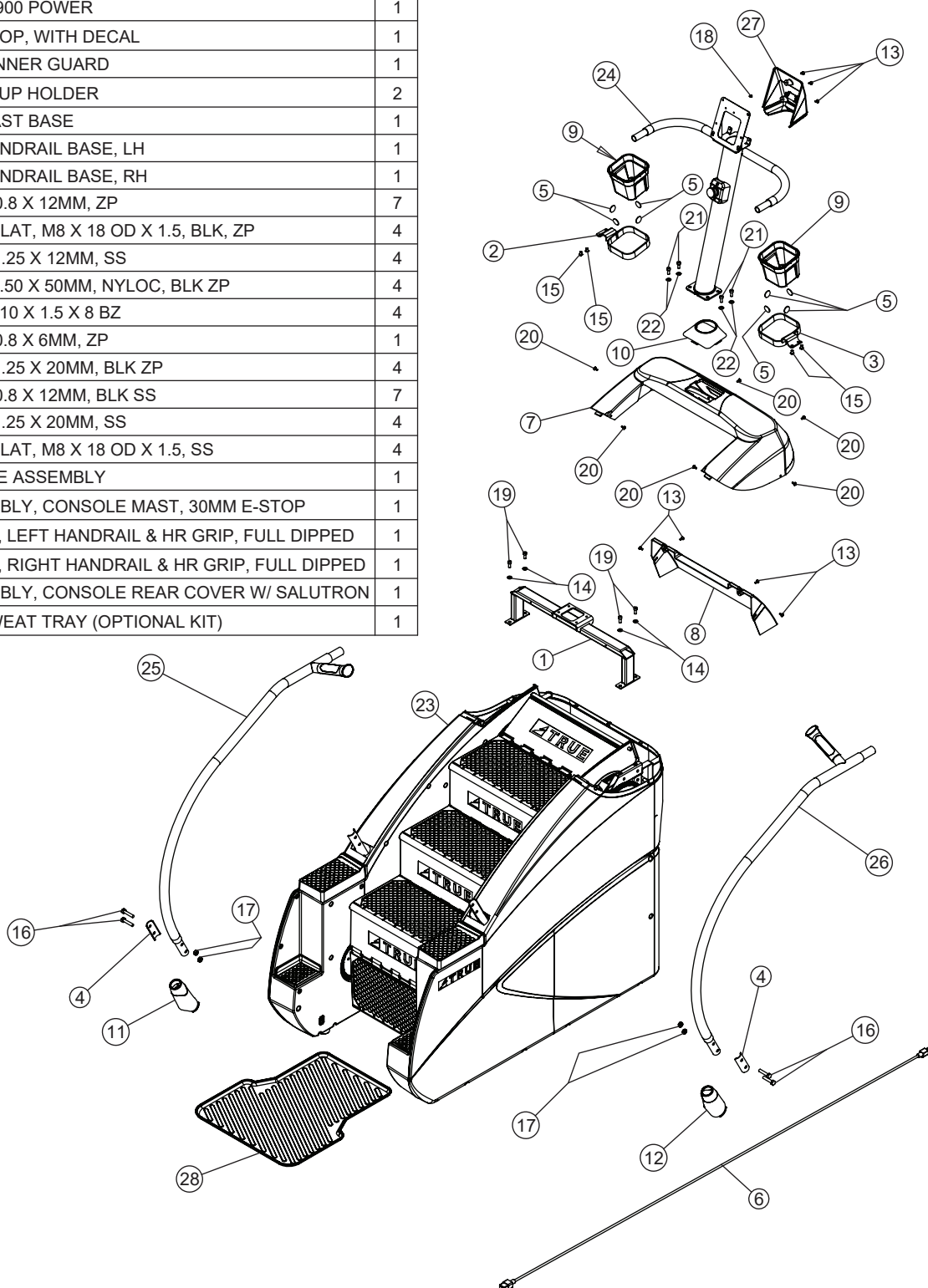
moving wheel



lifting straps


## BOX CONTENTS

ITEM	PART	DESCRIPTION	QTY
1	VC90003	WELDMENT, UPPER FRAME	1
2	VC90009	WELDMENT, CUP HOLDER RING, LH	1
3	VC90010	WELDMENT, CUP HOLDER RING, RH	1
4	VC90019	BRACKET, HAND RAIL CLAMP	2
5	VC90030	INSERT, CUP HOLDER PAD	8
6	VC90080	CABLE, VC900 POWER	1
7	VC90090	SHROUD, TOP, WITH DECAL	1
8	VC90103	SHROUD, INNER GUARD	1
9	VC90111	PLASTIC, CUP HOLDER	2
10	VC90112	COVER, MAST BASE	1
11	VC90117	COVER, HANDRAIL BASE, LH	1
12	VC90118	COVER, HANDRAIL BASE, RH	1
13	VC90148	PHMS, M5-0.8 X 12MM, ZP	7
14	VC90151	WASHER, FLAT, M8 X 18 OD X 1.5, BLK, ZP	4
15	VC90167	BHCS, M8-1.25 X 12MM, SS	4
16	VC90168	HHS, M10-1.50 X 50MM, NYLOC, BLK ZP	4
17	VC90169	HEX NUT M10 X 1.5 X 8 BZ	4
18	VC90175	PHMS, M5-0.8 X 6MM, ZP	1
19	VC90176	SHCS, M8-1.25 X 20MM, BLK ZP	4
20	VC90179	PHMS, M5-0.8 X 12MM, BLK SS	7
21	VC90205	SHCS, M8-1.25 X 20MM, SS	4
22	VC90206	WASHER, FLAT, M8 X 18 OD X 1.5, SS	4
23	VC90250	VC900 BASE ASSEMBLY	1
24	VC90251-20	SUBASSEMBLY, CONSOLE MAST, 30MM E-STOP	1
25	VC90254-01	ASSEMBLY, LEFT HANDRAIL & HR GRIP, FULL DIPPED	1
26	VC90255-01	ASSEMBLY, RIGHT HANDRAIL & HR GRIP, FULL DIPPED	1
27	VC90258	SUBASSEMBLY, CONSOLE REAR COVER W/ SALUTRON	1
28	VC900-TRAY	COVER, SWEAT TRAY (OPTIONAL KIT)	1

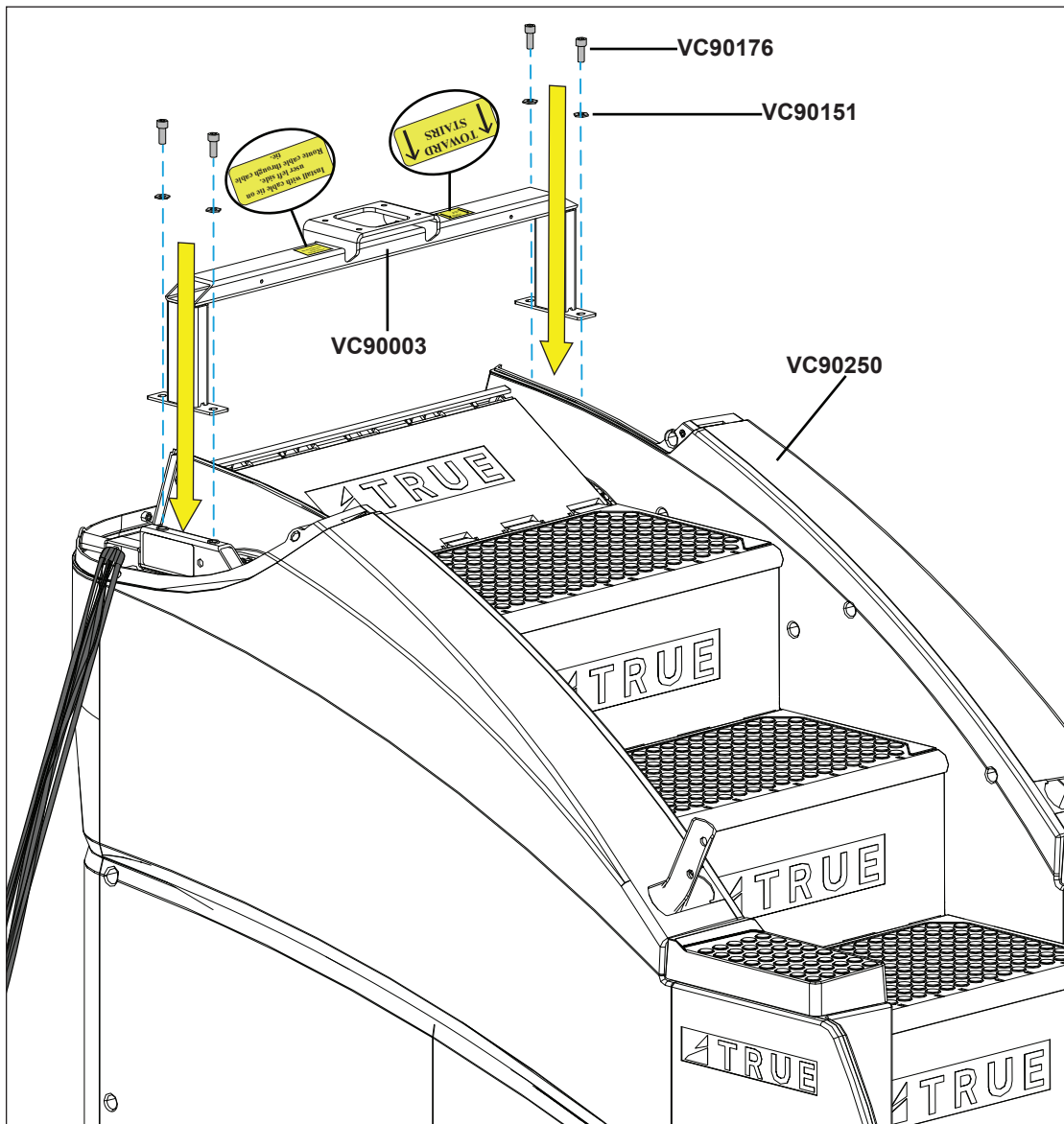


## ASSEMBLY STEPS

### STEP 1—ATTACH THE UPPER FRAME TO THE BASE

Tools Used in this Step	
6mm Allen Wrench	

Parts Used in this Step		
PART	DESCRIPTION	QTY
VC90003	WELDMENT, UPPER FRAME	1
VC90250	VC900 BASE ASSEMBLY	1
VC90176	SHCS, M8-1.25 X 20MM, BLK ZP	4
VC90151	WASHER, FLAT, M8 X 18 OD X 1.5, BLK, ZP	4





## STEP 2—ATTACH THE INNER GUARD SHROUD TO THE FRAME

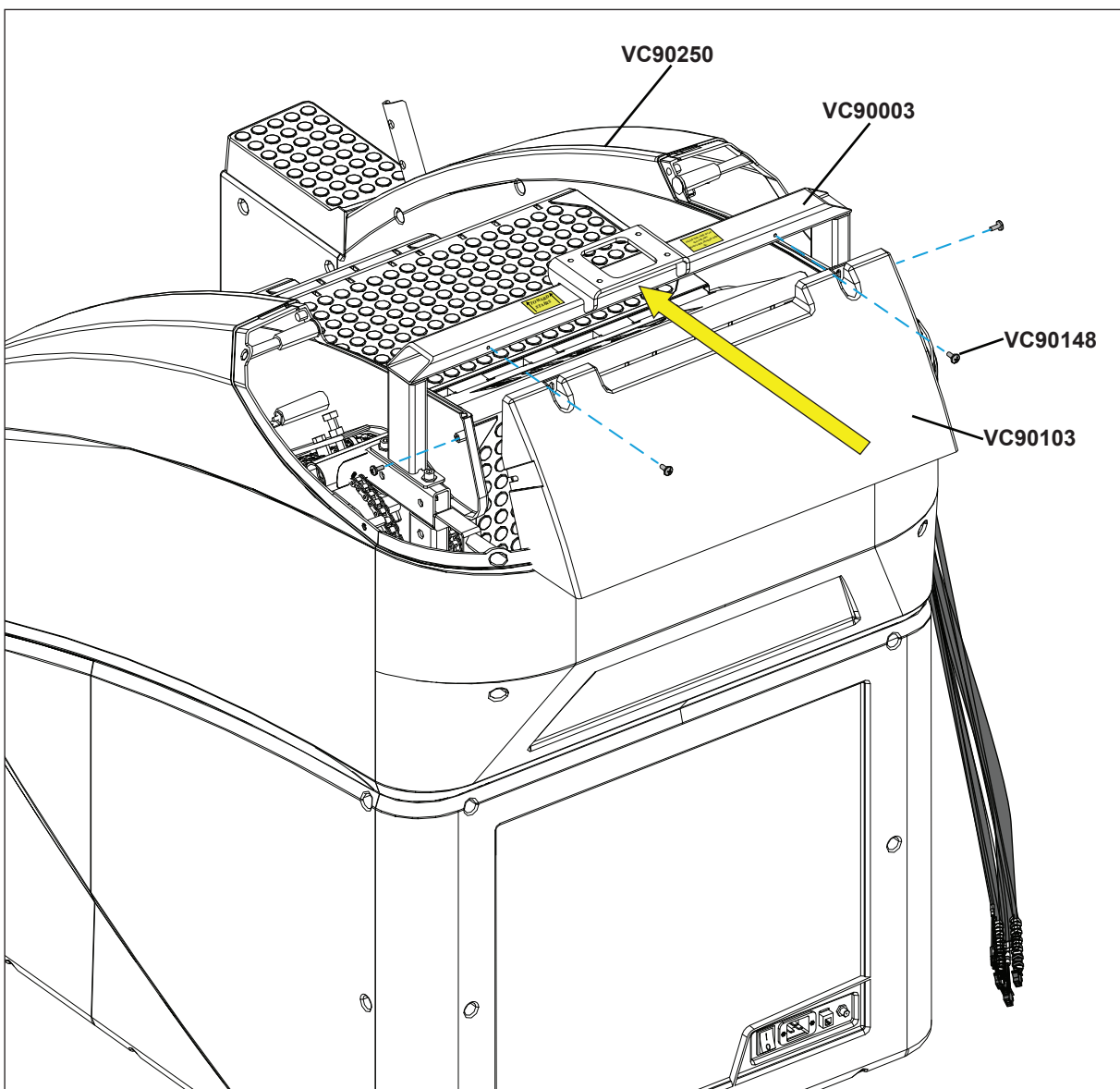
### Tools Used in this Step

#2 Phillips Screwdriver



### Parts Used in this Step

PART	DESCRIPTION	QTY
VC90003	WELDMENT, UPPER FRAME	1
VC90250	VC900 BASE ASSEMBLY	1
VC90103	SHROUD, INNER GUARD	1
VC90148	PHMS, M5-0.8 X 12MM, ZP	4



## STEP 3—ROUTE CABLES FROM BASE UP CONSOLE MAST AND ATTACH MAST TO FRAME

### Tools Used in this Step

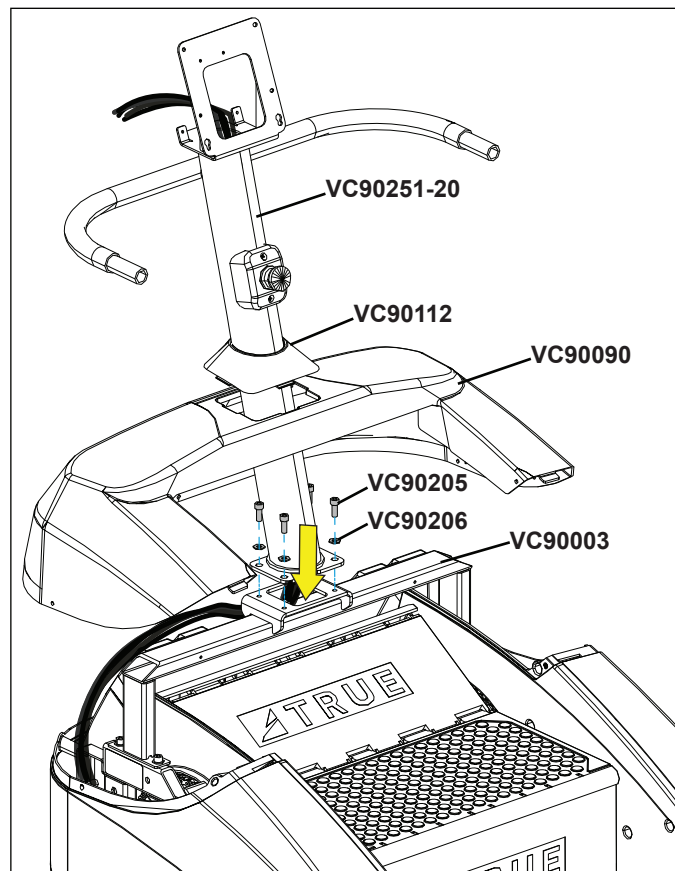
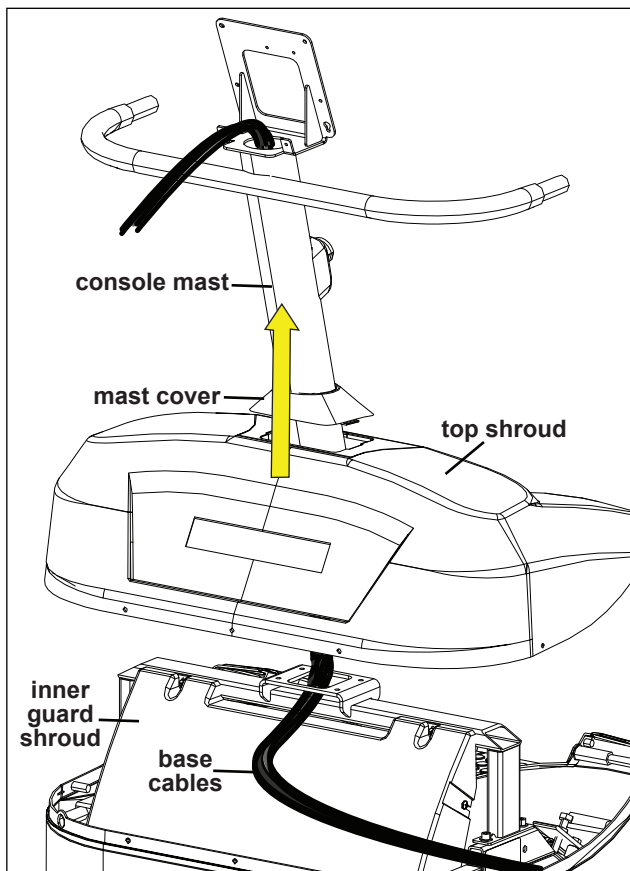
6mm Allen Wrench



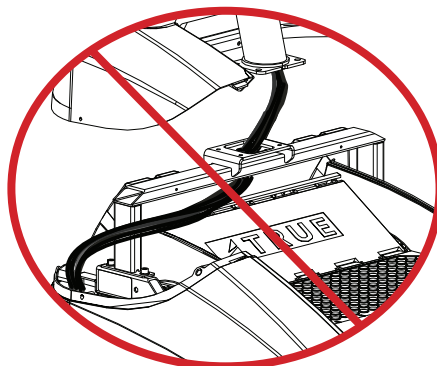
### Parts Used in this Step

PART	DESCRIPTION	QTY
VC90003	WELDMENT, UPPER FRAME	1
VC90090	SHROUD, TOP, WITH DECAL	1
VC90112	COVER, MAST BASE	1
VC90251-20	SUBASSEMBLY, CONSOLE MAST, 30MM E-STOP	1
VC90205	SHCS, M8-1.25 X 20MM, SS	4
VC90206	WASHER, FLAT, M8 X 18 OD X 1.5, SS	4

1. Slide the mast cover and top shroud onto the console mast.
2. Route the base cables around the inner guard shroud, up through the hole of the upper frame, and through the console mast. To pull the cables through the console mast, use the provided pull string to attach the base cables to the inside of the console mast, and then pull the string/base cables up through the console mast.
3. Attach the console mast to the upper frame. Use a 6mm allen wrench to fasten securely.



**CAUTION:** Avoid damage to the cables. NEVER route cables near the steps or by any moving part of the machine.



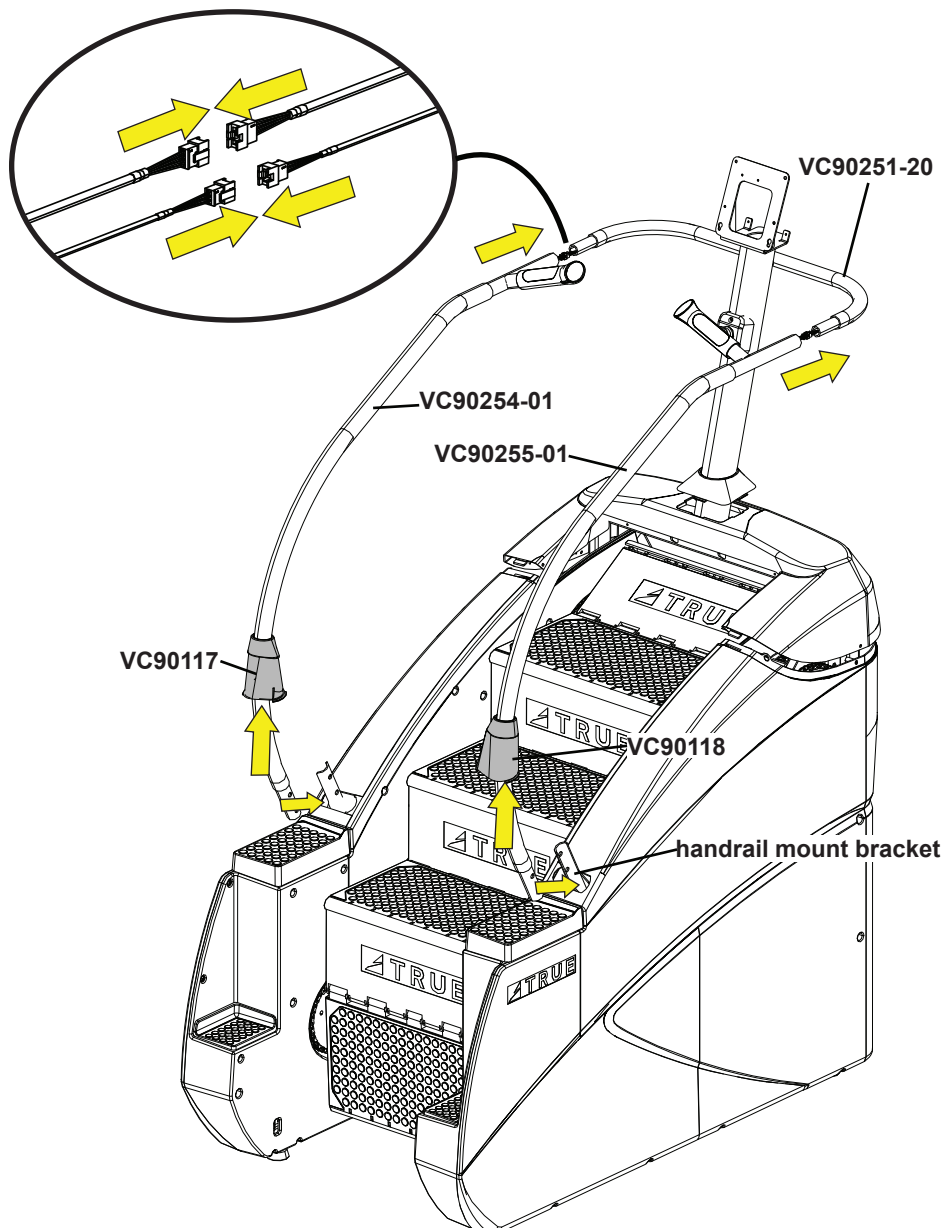
**NOTE:** You will be securing the cables to the frame with zip ties and then fastening the top shroud in step 9.



## STEP 4—CONNECT HANDRAIL AND CONSOLE MAST CABLES

Parts Used in this Step		
PART	DESCRIPTION	QTY
VC90251-20	SUBASSEMBLY, CONSOLE MAST, 30MM E-STOP	1
VC90254-01	ASSEMBLY, LEFT HANDRAIL & HR GRIP, FULL DIPPED	1
VC90255-01	ASSEMBLY, RIGHT HANDRAIL & HR GRIP, FULL DIPPED	1
VC90117	COVER, HANDRAIL BASE, LH	1
VC90118	COVER, HANDRAIL BASE, RH	1

1. Slide the handrail covers onto the handrails.
2. Connect the contact heart rate and thumb switch cables between the handrails and console mast and then slide the handrails onto the console mast.
3. Position the bottom of the handrails by the handrail mount brackets.



## STEP 5—ATTACH CUP HOLDER RINGS

### Tools Used in this Step

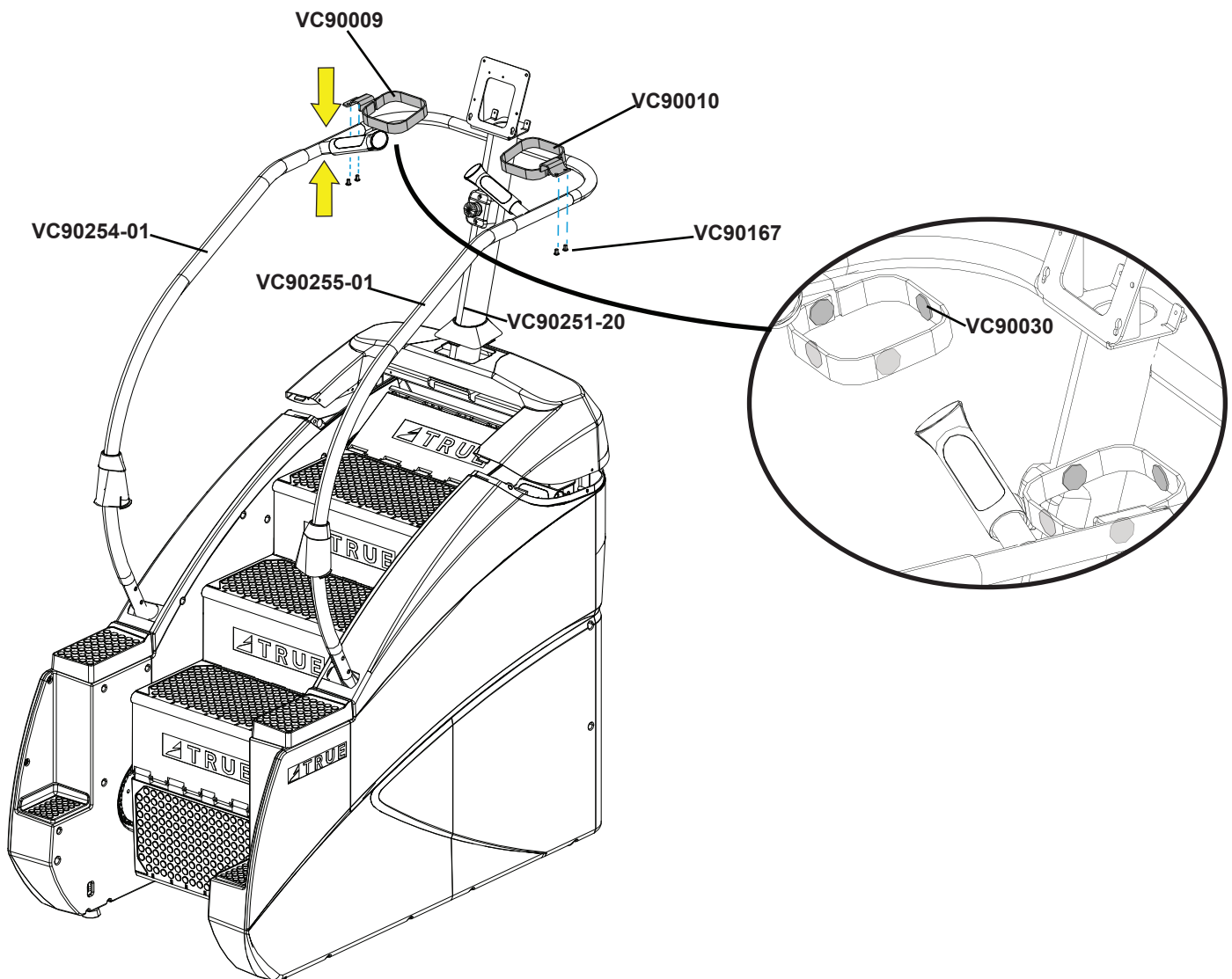
6mm Allen Wrench



### Parts Used in this Step

PART	DESCRIPTION	QTY
VC90251-20	SUBASSEMBLY, CONSOLE MAST, 30MM E-STOP	1
VC90254-01	ASSEMBLY, LEFT HANDRAIL & HR GRIP, FULL DIPPED	1
VC90255-01	ASSEMBLY, RIGHT HANDRAIL & HR GRIP, FULL DIPPED	1
VC90009	WELDMENT, CUP HOLDER RING, LH	1
VC90010	WELDMENT, CUP HOLDER RING, RH	1
VC90030	INSERT, CUP HOLDER PAD	8
VC90167	BHCS, M8-1.25 X 12MM, SS	4

1. Loosely fasten the cup holder rings to the console mast and handrails. DO NOT fully tighten the hardware until step 7.
2. Attach the cup holder pads onto the inner side cup holder rings (4 pads per ring).



## STEP 6—ATTACH HANDRAILS TO BASE FRAME

### Tools Used in this Step

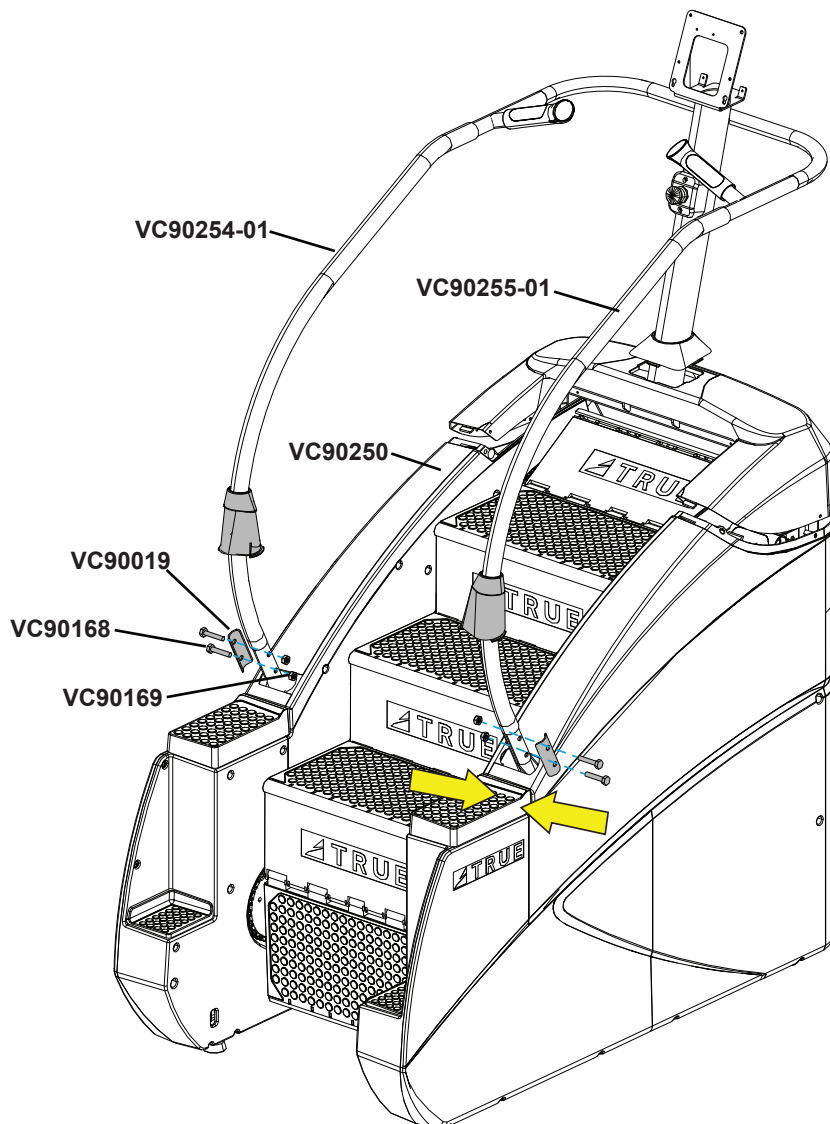
17mm Wrench and 17mm  
Socket Wrench



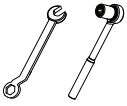

### Parts Used in this Step

PART	DESCRIPTION	QTY
VC90250	VC900 BASE FRAME	1
VC90254-01	ASSEMBLY, LEFT HANDRAIL & HR GRIP, FULL DIPPED	1
VC90255-01	ASSEMBLY, RIGHT HANDRAIL & HR GRIP, FULL DIPPED	1
VC90019	BRACKET, HAND RAIL CLAMP	2
VC90168	HHS, M10-1.50 X 50MM, NYLOC, BLK ZP	4
VC90169	HEX NUT M10 X 1.5 X 8 BZ	4

Loosely attach the handrails and brackets to the base frame. DO NOT fully tighten hardware until step 7.

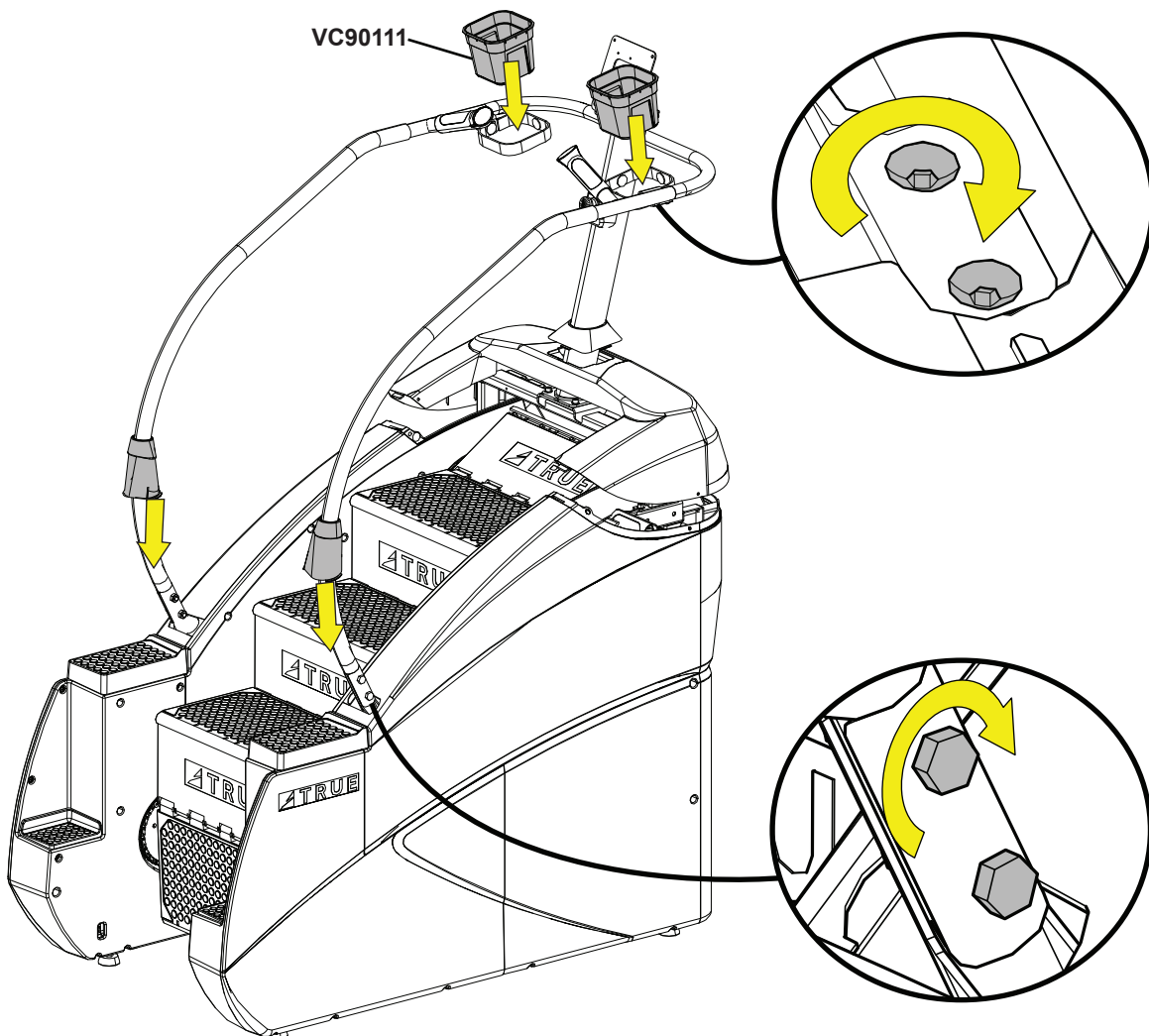


## STEP 7—TIGHTEN HARDWARE AND PLACE CUP HOLDERS AND COVERS IN PLACE


Tools Used in this Step	
17mm Wrench and 17mm Socket Wrench	
6mm Allen Wrench	

Parts Used in this Step		
PART	DESCRIPTION	QTY
VC90250	VC900 BASE FRAME	1
VC90254-01	ASSEMBLY, LEFT HANDRAIL & HR GRIP, FULL DIPPED	1
VC90255-01	ASSEMBLY, RIGHT HANDRAIL & HR GRIP, FULL DIPPED	1
VC90117	COVER, HANDRAIL BASE, LH	1
VC90118	COVER, HANDRAIL BASE, RH	1
VC90111	PLASTIC, CUP HOLDER	2

1. Using a 6mm allen wrench, securely fasten the cup holder rings, and then insert the cup holders into place.
2. Using a 17mm wrench and socket wrench, securely fasten the handrails, and then slide the handrail covers down and tuck into the base.



## STEP 8—ATTACH THE CONSOLE AND THE CONSOLE REAR COVER TO THE CONSOLE MAST

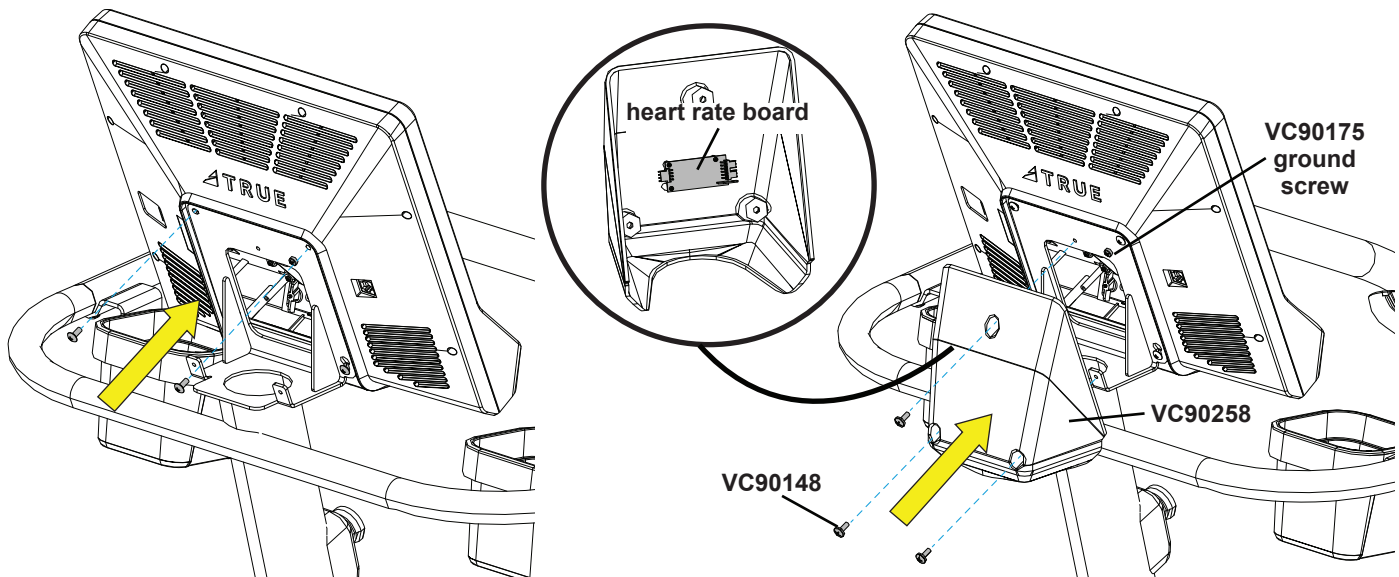
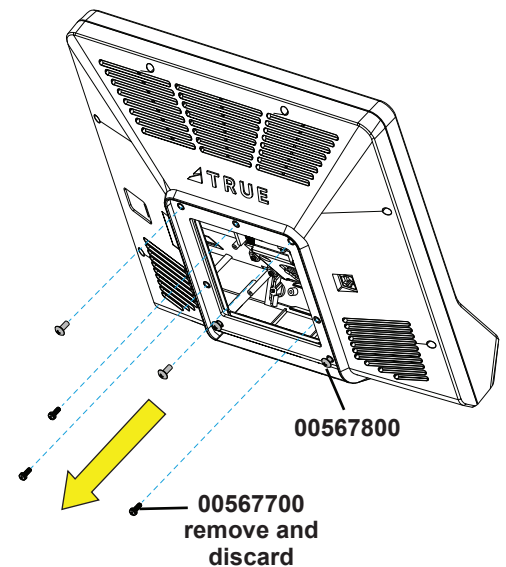
Tools Used in this Step	
#2 Phillips Screwdriver	

Parts Used in this Step		
PART	DESCRIPTION	QTY
VC90258	SUBASSEMBLY, CONSOLE REAR COVER W/ SALUTRON	1
VC90148	PHMS, M5-0.8 X 12MM, ZP	3
VC90175	PHMS, M5-0.8 X 6MM, ZP	1
N/A	CONSOLE	1
00567800	SCREW, M5-.8X12 COMBO PHILLIPS/Common TRUSS HEAD - ACG BLACK	4
00567700	SCREW, M4-.7 X 12 PPHMS SEMS (ATTACHED FLAT & SPLIT LOCK) ACG BLACK	3



### NOTES:

- Refer to the respective console manual included with your console for detailed wiring connections.
- Depending on your console, remove and discard the three smaller screws (00567700) that come preassembled to the console.
- Remove and set aside the top two screws (00567800) that come preassembled to the console.
- Slightly loosen, do not remove, the two bottom screws (00567800) that come preassembled to the console.

1. Place the bottom two console mounting screws into the button hole slots on the console mast, and then partially thread the top two console mounting screws into the console mast/console.
2. Fully tighten all four console mounting screws.
3. Make all cable connections, including the heart rate connections on the console rear cover.
4. Attach the ground cables using the preassembled ground screw.
5. Ensure all cable connections are routed inside the console mast assembly to prevent cable pinching.
6. Attach the console rear cover.

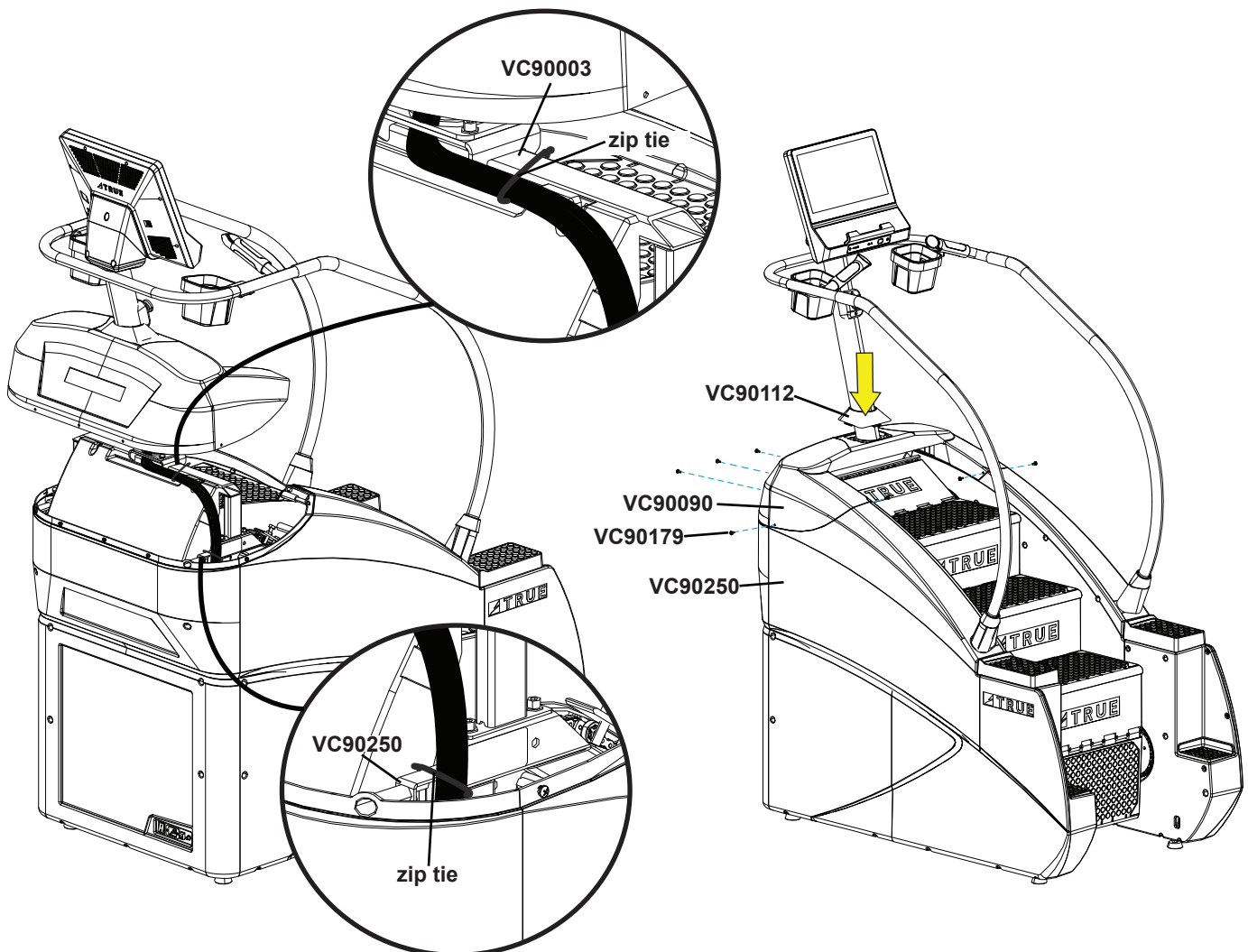


## STEP 9—SECURE CABLES AND FASTEN TOP SHROUD

Tools Used in this Step	
#2 Phillips Screwdriver	
Wire Cutters	



Parts Used in this Step		
PART	DESCRIPTION	QTY
VC90003	WELDMENT, UPPER FRAME	1
VC90250	VC900 BASE FRAME	1
VC90090	SHROUD, TOP, WITH DECAL	1
VC90112	COVER, MAST BASE	1
VC90179	PHMS, M5-0.8 X 12MM, SS	7
N/A	ZIP TIES	2

- Using zip ties, secure the base cables to the upper frame and base frame so that they do not hang below the inner cover. Snip excess zip tie material.
- ⚠ CAUTION: Avoid damage to the cables. Always keep cables away from moving parts inside the machine.**
- Using a #2 Phillips screwdriver, secure the top shroud to the base.
- Tuck the mast base cover into the top shroud.

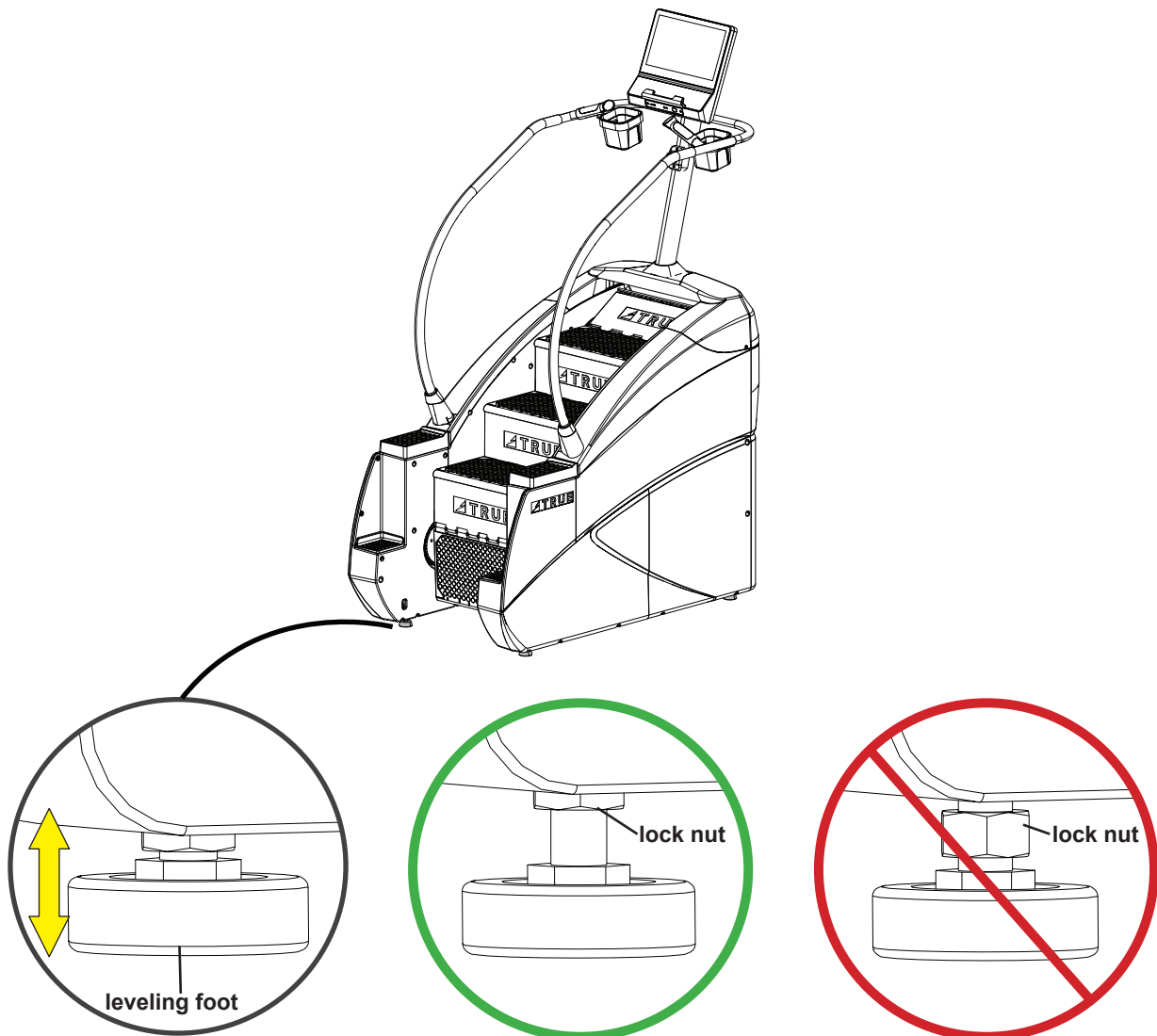




## STEP 10—LEVEL THE MACHINE

Tools Used in this Step	
17mm Wrench	
Level (recommended)	

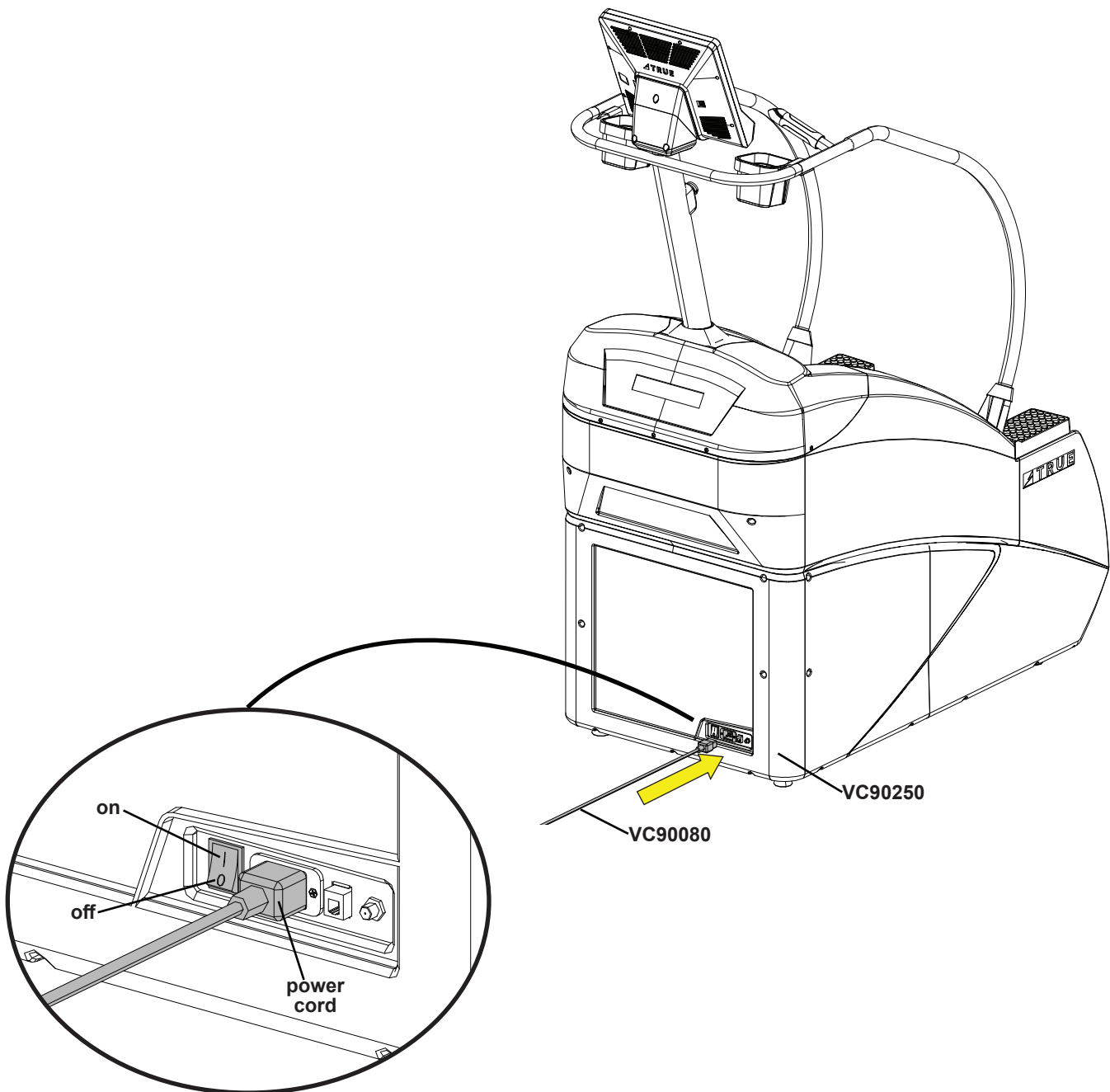
- Adjust all four leveling feet until they contact the floor.  
**IMPORTANT! Do not adjust the leveling feet to such a height that they detach or unscrew from the machine.**
- Using a 17mm wrench, verify all four lock nuts are securely tightened and flush against the bottom of the frame.



## STEP 11—ATTACH POWER CORD

Parts Used in this Step		
PART	DESCRIPTION	QTY
VC90080	CABLE, VC900 POWER	1
VC90250	VC900 BASE FRAME	1

1. Insert the power cord and power on the machine.
2. Set up the console using the console owner's manual.







## PRODUCT OVERVIEW

### PRODUCT FEATURES



#### Console Assembly

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

#### Quick Access Keys

Allows the user to quickly start, stop, and wake the Palisade Climber or make fast, convenient adjustments to the speed of the Palisade Climber.

#### Contact Heart Rate Pads

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

#### Safety Stop (E-Stop) Knob

A safety stop knob permanently attached to the Palisade Climber. Push the safety stop knob to stop the steps in motion to prevent injury in an emergency.

#### On/Off Switch

Allows users or faculty to turn the power on or off to the Palisade Climber.

#### Power Cord

Delivers power from the wall outlet to the Palisade Climber.

#### Leveling Feet

An adjustable system used to aid in the leveling the Palisade Climber.

#### Cup Holders

Holds average size drink bottles for convenient use during a workout.

#### Handrails

A place for users to put their hands during a workout and helps provide balance.

#### Steps

Moving part of the Palisade Climber that user climbs to exercise.

## CARE AND MAINTENANCE

It is important to perform the minor maintenance tasks described in this section. Failure to maintain the equipment 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 machine 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 any of these are noticed, obtain service. Do not attempt to use the machine until proper service has been performed or damaged parts have been replaced.

#### IMPORTANT!

If you determine that the machine needs service, make sure it 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 machine 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 machine. Clogged air vents can prevent adequate cooling, causing a shortened life.

#### ⚠ CAUTION:

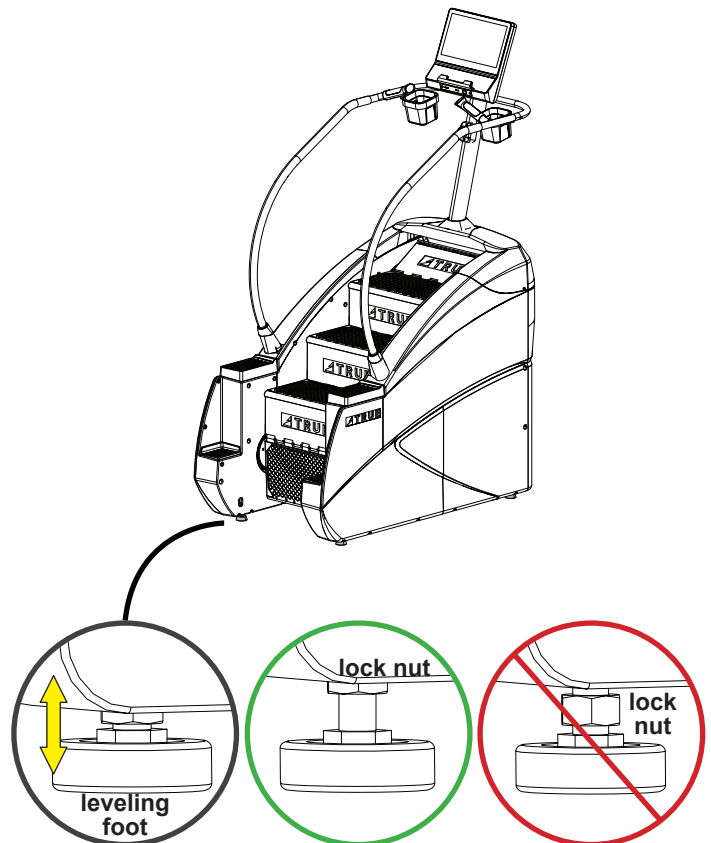
- Do not use any acidic cleaners. Doing so will weaken the paint or powder coatings and may void the TRUE Fitness Warranty.
- Never pour water or spray liquids on any part of the machine.
- Allow the machine to dry completely before using.
- Frequently vacuum the floor underneath the unit to prevent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

### LEVEL THE MACHINE

1. Adjust all four leveling feet until they contact the floor.

**IMPORTANT! Do not adjust the leveling feet to such a height that they detach or unscrew from the machine.**

2. Using a 17mm wrench, verify all four lock nuts are securely tightened and flush against the bottom of the frame.



## PREVENTATIVE 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.

**IMPORTANT! Use only TRUE Fitness certified service providers.**

Frequency	Tasks
Daily	<ul style="list-style-type: none"> <li>Look and listen for loose fasteners, unusual noises, worn or frayed cables, and any other indications that the equipment may be in need of service.</li> <li>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.</li> <li>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.</li> </ul>
Weekly	<ul style="list-style-type: none"> <li>Vacuum any dust or dirt that might have accumulated under or around the machine.</li> </ul>
Quarterly	<ul style="list-style-type: none"> <li>Record time, distance, and hours from the console.</li> <li>Check error log in console.</li> <li>Remove shroud covers and vacuum any debris out of the speed sensor, control electronics and moving parts.</li> <li>Move and vacuum underneath the machine.</li> <li>Inspect all fasteners.</li> <li>Inspect all electrical connections.</li> <li>Inspect components for abnormal or premature wear.</li> </ul>

## LONG TERM STORAGE

When the machine 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.

## ADDITIONAL INFORMATION

### TROUBLESHOOTING

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 TRUE product support 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
	Safety e-stop key not fully engaged	Re-engage the safety/e-stop key to the console
	Motor control board damaged	Contact TRUE Product Support
Unit resets or pauses randomly	Damaged power cord	Replace power cord
	Power cord not fully seated in socket	Inspect power connection at the unit and outlet
	Insufficient power	Verify output voltage from 20A outlet with a voltmeter
	Safety e-stop key not fully engaged	Re-engage the safety/e-stop key to the console
	Error code is displayed on console	Contact TRUE Product Support
	Pinched or loose main communication cable	
	Bad resistor (if unit shuts down or resets between level 5 and level 10)	Contact TRUE Product Support to replace resistor subassembly P/N 7VC90057
No TV displayed or low quality	Low or bad video signal	Contact video provider
		NTCS dBmV0 through 15.6 ATCS/QAM dBmV-10 through 15.5
	Loose F type connector (coaxial cable)	Inspect all connections
	Encrypted video	Obtain set top box from video provider
	Channels or format type not correct	Verify video type with provider; analog (NTCS), digital air (ATCS), digital cable (QAM)
		Rescan TV channels
	Tuner Invalid	Contact TRUE Product Support

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
	Transmitter belt is not the correct frequency or is encoded	Polar equip or compatible receiver use 4.8kHz un-encoded receiver
	The battery inside the transmitter belt is depleted	Replace the transmitter belt with a compatible transmitter belt
	Another user wearing a compatible transmitter strap is within 3 foot (1 meter) of the unit	Move the units so that there is more space in-between units
	Environmental interference from high voltage power lines	Move the unit to another position within the room or move the cause of the interference until heart rate reading are stable. If the probable source of interference is plugged into the same outlet move the suspect source to another outlet.
	Environmental interference from computers	
	Environmental interference from motor driven appliances	
	Environmental interference from cell or cordless phone	
	Environmental interference from Wi-Fi router	

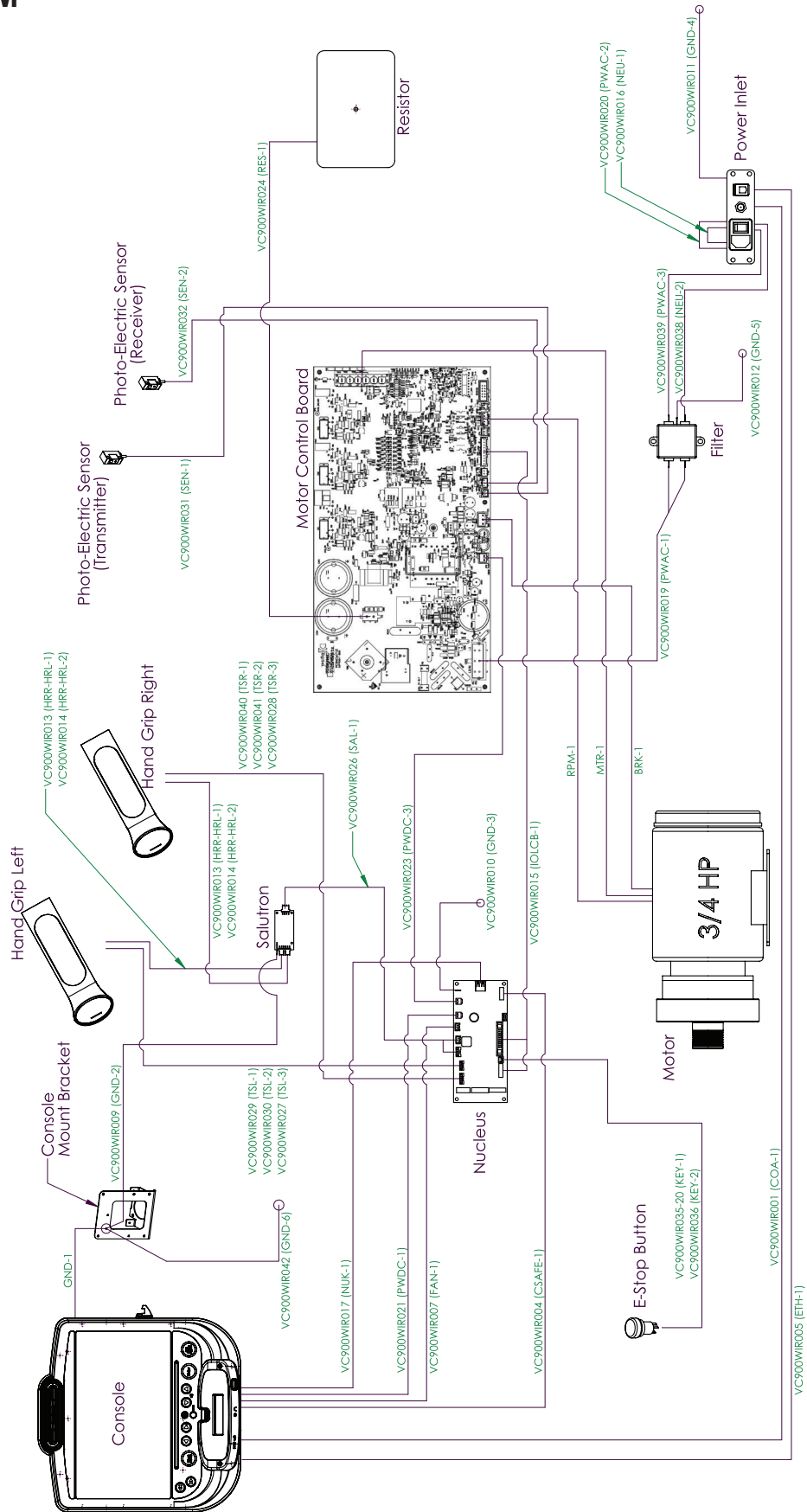
Fault Code	Category	Description	Cause	Corrective Action
Fault CN00: Corrupted Console Configuration	Console	Corrupted brainboard configuration - fails integrity check	Corrupt software	Power cycle
				Re-configure console
			Firmware and software versions are not compatible	Re-install software/firmware
				Contact TRUE Product Support
Fault CN01: Internal Fault	Console	Math error - software	Console Configure Incorrectly	Power cycle
				Re-configure console
			Corrupt Software	Re-install software/firmware
				Contact TRUE Product Support
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
			Loose Cable	Contact TRUE Product Support
Fault CN03: Stuck Key	Console	Membrane Key stuck down/closed	Membrane key is damaged	Contact TRUE Product Support
Fault CN04: Lower Board Comm Fault (Treadmill Only)	Console	Brainboard fails to receive timely communication responses from lower board - Fault after 3 retries	Unit is configured as a treadmill	Re-configure console
Fault CN05: No Lower Control	Console	No lower board connected to console - detection wires not connected	Loose Cable	Power cycle
				Check cable connections
			Console Configured Incorrectly	Re-configure console

Fault Code	Category	Description	Cause	Corrective Action
Fault CN06: Config Mismatch	Console	Console is configured for a product different than that to which it is connected.	Console Configure incorrectly	Power cycle
				Re-configure console
			Loose Cable	Check cable connections
Fault CN24: BB Comm Fault	Console	SBC cannot communicate with Brainboard	Console	Power cycle
				Contact TRUE Product Support
Fault CN25: Firmware Mismatch	Console	Firmware on brainboard not compatible with SBC software	Corrupt software	Power cycle
				Reconfigure Console
			Firmware and software versions are not compatible	Re-install software/firmware
				Contact TRUE Product Support
Fault SP04: No Speed Signal	Speed	Speed sensor is not providing speed data	Dirty or misaligned speed sensor	Contact TRUE Product Support
			Low Line Voltage	Check AC line voltage
Fault A101: Motor Controller Fault	AC MCB	2.5 VDC Ref Status	Motor Control Board	Power cycle
				Contact TRUE Product Support
Fault A102: Motor Controller Fault	AC MCB	2.5 VDC RefA Status	Motor Control Board	Power cycle
				Contact TRUE Product Support
Fault A103: Motor Controller Fault	AC MCB	Phase B Current Sensor	Loose Cable	Check cable connections
			Motor Control Board	Contact TRUE Product Support
Fault A104: Motor Controller Fault	AC MCB	Phase A Current Sensor	Loose Cable	Check cable connections
			Motor Control Board	Contact TRUE Product Support
Fault A105: Motor Controller Fault	AC MCB	Phase C Circuit Open	Loose Cable	Check cable connections
			Motor Control Board	Contact TRUE Product Support
Fault A106: Motor Controller Fault	AC MCB	Phase B Circuit Open	Loose Cable	Check cable connections
			Motor Control Board	Contact TRUE Product Support
Fault A107: Motor Controller Fault	AC MCB	Phase A Circuit Open	Loose Cable	Check cable connections
			Motor Control Board	Contact TRUE Product Support
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 TRUE Product Support
			Bad Resistor	Contact TRUE Product Support to replace resistor subassembly P/N 7VC90057
Fault A110: Motor Controller Fault	AC MCB	DCLink Bus Under Voltage	Line Voltage	Check AC line voltage
			Motor Control Board	Contact TRUE Product Support

Fault Code	Category	Description	Cause	Corrective Action
Fault A112: Motor Controller Fault	AC MCB	Phase over current(RMS)	Loose Cable Connection	Power cycle
				Check cable connections
			Motor Control Board	Contact TRUE Product Support
Fault A113: Speed Sensor Fault	AC MCB	Faulty Speed Sensor	Dirty or misaligned speed sensor	Contact TRUE Product Support
			Low Line Voltage	Check AC line voltage
Fault A114: Motor Over Temp	AC MCB	Motor Controller Heat Sink Over Temperature	Low Line Voltage	Check AC line voltage
Fault A115: Motor Over Temp	AC MCB	Motor Over Temperature	Low Line Voltage	Check AC line voltage
Fault A120: Motor Controller Fault	AC MCB	Phase C Low Gate Driver	Loose Cable Connection	Check cable connections
			Drive Motor	Contact TRUE Product Support
			MCB	
Fault A124: Motor Controller Fault	AC MCB	Phase C High Gate Driver	Loose Cable Connection	Check cable connections
			Drive Motor	Contact TRUE Product Support
			MCB	
Fault A125: Motor Controller Fault	AC MCB	DC Link Bus Overvoltage	Loose Cable Connection	Check cable connections
			Drive Motor	Contact TRUE Product Support
			MCB	



## WIRING DIAGRAM



## WARRANTY INFORMATION

### VC900 COMMERCIAL LIMITED WARRANTY

**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.

WARRANTY ITEM	DURATION
Frame*	Lifetime
<b><u>Parts</u></b>	
Motor	5 Years
Electrical and Mechanical	3 Years
LED Consoles	3 Years
Touch Screen or PVS Consoles	3 Years
Wear Items	90 Days
<b><u>Labor</u></b>	
Electrical and Mechanical	3 Years
Consoles	3 Years
Wear Items	0 Days

#### NOTES:

- Warranty valid for USA and Canada only.
- Failure to register this product will result in no servicing or authorization of parts to be shipped.
- Buying after-market products from a 3rd party will result in voided warranty.
- 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.

#### DO NOT RETURN TO THE RETAILER

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, TRUE limited warranty may be obtained by contacting TRUE Product Support:

- [service@truefitness.com](mailto:service@truefitness.com)
- 800.883.8783

Monday - Thursday 8:30am - 6:00pm (CST)

Friday 8:30am - 5:00pm (CST)

#### FRAME

\*This limited warranty on the structural frame does not include paint or coatings. The frame is defined as the serialized base of the unit and does not include any parts that can be removed. Warranty applies to the value of the frame only and does not cover labor, shipping, or other costs associated with removal or replacement of the covered unit. Frame warranty shall not exceed seven years after discontinuation of this specific model.

#### REASONABLE AND NECESSARY MAINTENANCE

Failure to perform proper maintenance as specified in the owner's manual will void this limited warranty. Proof/ receipts of necessary maintenance may be required within 30 days of requested warranty part or service.

#### ELECTRICAL, MECHANICAL, AND CONSOLES

TRUE 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, compatibility with third party/aftermarket hardware, software, applications, or websites.

#### WEAR ITEMS

This limited warranty applies to but may not be limited to Coax/TV, HDMI, USB, Mirroring or Ethernet connections, paint/coatings, covers/caps, badges, overlays or safety key.

#### LABOR

Labor is covered for the specified period of time 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.

## VC900 RESIDENTIAL LIMITED WARRANTY

**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.

WARRANTY ITEM	DURATION
Frame*	Lifetime
<b><u>Parts</u></b>	
Motor	7 Years
Electrical and Mechanical	3 Years
LED Consoles	10 Years
Touch Screen or PVS Consoles	3 Years
Wear Items	90 Days
<b><u>Labor</u></b>	
Electrical and Mechanical	1 Years
Consoles	1 Years
Wear Items	0 Days

### NOTES:

- Warranty valid for USA and Canada only.
- Failure to register this product will result in no servicing or authorization of parts to be shipped.
- Buying after-market products from a 3rd party will result in voided warranty.
- This product is intended for residential use. If this product will not be used in this particular setting, please contact TRUE as this warranty is void.

### DO NOT RETURN TO THE RETAILER

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, TRUE limited warranty may be obtained by contacting TRUE Product Support:

- [service@truefitness.com](mailto:service@truefitness.com)
- 800.883.8783

Monday - Thursday 8:30am - 6:00pm (CST)

Friday 8:30am - 5:00pm (CST)

### FRAME

\*This limited warranty on the structural frame does not include paint or coatings. The frame is defined as the serialized base of the unit and does not include any parts that can be removed. Warranty applies to the value of the frame only and does not cover labor, shipping, or other costs associated with removal or replacement of the covered unit. Frame warranty shall not exceed seven years after discontinuation of this specific model.

### REASONABLE AND NECESSARY MAINTENANCE

Failure to perform proper maintenance as specified in the owner's manual will void this limited warranty. Proof/ receipts of necessary maintenance may be required within 30 days of requested warranty part or service.

### ELECTRICAL, MECHANICAL, AND CONSOLES

TRUE 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, compatibility with third party/aftermarket hardware, software, applications, or websites.

### WEAR ITEMS

This limited warranty applies to but may not be limited to Coax/TV, HDMI, USB, Mirroring or Ethernet connections, paint/coatings, covers/caps, badges, overlays or safety key.

### LABOR

Labor is covered for the specified period of time 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.

## VC900 LIMITED WARRANTY

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**THE TRUE LIMITED WARRANTY IS SUBJECT TO AND WILL BE IN ACCORDANCE WITH THE CONDITIONS SET FORTH BELOW:**

1. This limited warranty is valid for the United States and Canada only.
2. This product is intended for specified use. If this product will not be used in the specified setting, please contact TRUE as this warranty is void, unless otherwise stated and within this warranty.
3. This limited warranty gives you specific legal rights, and your rights may vary from state to state.
4. This limited warranty is in lieu of all other warranties of any kind either expressed or including but not limited to implied warranties of merchant.
5. 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.
6. TRUE will neither assume nor authorize any person to assure for us any other obligation or liability concerning the sale of this Product. Under no circumstances shall TRUE be liable under this warranty, or otherwise, of any damage to any person or property, including any lost profits or lost savings, for any special, indirect, secondary, incidental, or consequential damages arising out of the use of or inability to use this Product.
7. Failure to register this product within 30 days of purchase will result in no servicing or authorization of parts to be shipped.
8. Installation or download of any 3rd party or after-market products will result in voided warranty. Includes but not limited to electrical and mechanical parts, software, or applications.
9. TRUE will ship to any authorized service provider any new or rebuilt replacement part or component, or at our option,
10. replace or refund the Product. Replacement parts are warranted for the remaining portion of the original warranty period.
11. No one is authorized to change, modify, or extend the terms of this limited warranty.
12. This limited warranty applies to the Product only while the Product remains in the possession of the original purchaser and is not transferable.
13. 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).
14. 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). Proof/receipts of necessary maintenance may be required within 30 days of requested warranty part or service.
15. 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 except as expressly specified herein.
16. 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.
17. This limited warranty, which is given expressly and in lieu of all other express warranties, constitutes the only warranty made by TRUE.
18. **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.**
19. **THE REMEDIES DESCRIBED HEREIN 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, or reassigned to, a third party without the express written consent of TRUE. Even jobbing out warranty labor requires TRUE's written approval.

## VC900 LIMITED WARRANTY

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**KEEP THIS PAGE FOR YOUR RECORDS**

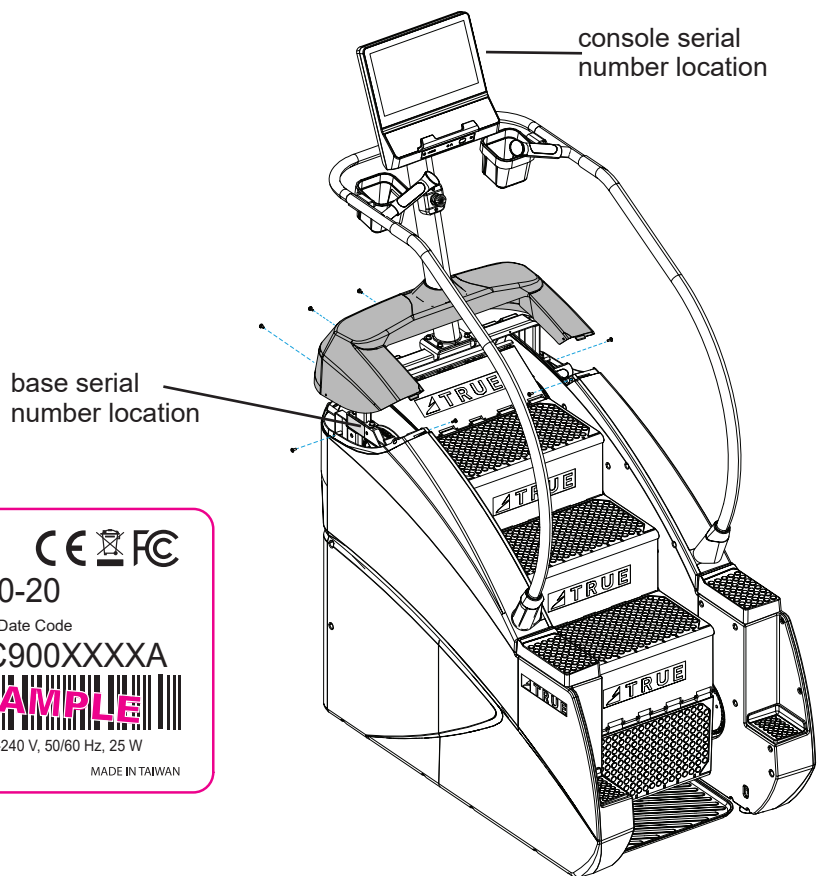
### SERIAL NUMBERS

The product comes with two serial numbers; one on the base and one on the console. The serial number on the base is under the top shroud on upper left side of the frame. The serial number on the console is on the right side back. Please write down your serial numbers below and keep for your records.

**PLEASE RETAIN THIS PORTION FOR YOUR RECORDS**

**BASE SERIAL NUMBER:**

**CONSOLE SERIAL NUMBER:**



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



Intertek Testing Services Taiwan Ltd.

CONFORMS TO ANSI/UL  
 STD. 1647  
 CERTIFIED TO CAN/CSA  
 STD. C22.2 NO.68

Model No. **VC900-20**

Serial No./Date Code  
**20-VC900XXXXA**



Rating: 100-240 V, 50/60 Hz, 25 W

MADE IN TAIWAN

## VC900 LIMITED WARRANTY

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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.

**IMPORTANT! 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)).



### Warranty Registration

Base Serial Number

Console Serial Number

Purchase Date

Company (if applicable)

Customer Name (First and Last)

Email Address

Phone Number

Street Address

City

State

Postal Code

Country



T R U E F I T N E S S . C O M



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