



# XFW8300

## Dual Sided Half Rack



## OWNER'S MANUAL

Model # XFW8300  
Revision 091418

# A MESSAGE TO OUR CUSTOMERS

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*Thank you for purchasing products from the TRUE XFW line. Because of the many unique features included in these machines, this manual was created to provide you with information on how to properly install and maintain your equipment. Proper maintenance will ensure that your new equipment will last for years.*

*For your convenience, product questions can be answered by an Authorized TRUE Dealer or by contacting a TRUE Customer Service Representative at:*

*1-800-883-8783*

*Office hours are Monday-Friday, 8:00 am - 4:30 pm CST*

*Or email us at [service@truefitness.com](mailto:service@truefitness.com)*

*Thank You for your patronage.*

*TRUE Fitness Technology  
865 Hoff Road  
St. Louis, MO 63366*



## **WARNING**

**SERIOUS INJURIES TO USERS, BYSTANDERS OR INSTALLERS CAN OCCUR IF THE INSTRUCTIONS AND WARNINGS CONTAINED IN THIS MANUAL ARE NOT FOLLOWED. TO MINIMIZE THIS RISK, READ THE MANUAL BEFORE BEGINNING THE INSTALLATION TO FAMILIARIZE YOURSELF WITH ITS CONTENTS AND THEN BE CERTAIN TO FOLLOW EACH OF THE STEPS AND PRACTICES DESCRIBED. IN ADDITION, REVIEW THE GENERAL MAINTENANCE MANUAL, FACILITY SIGN AND OTHER DOCUMENTS THAT MAY ACCOMPANY EACH MACHINE, FOR IMPORTANT SAFETY AND MAINTENANCE TIPS. THE MANUAL HAS BEEN INCLUDED WITH YOUR MACHINE ORDER AND CAN ALSO BE DOWNLOADED FROM OUR WEBSITE AT: <http://www.truefitness.com>**

**PLEASE RETAIN THIS MANUAL FOR FUTURE REFERENCE.**

# TABLE OF CONTENTS

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<b>SAFETY.....</b>	<b>4</b>
<b>GENERAL CARE AND MAINTENANCE.....</b>	<b>7</b>
<b>MACHINE DIMENSIONS &amp; WEIGHTS.....</b>	<b>8</b>
<b>RACK OPTIONS &amp; DIMENSIONS.....</b>	<b>9</b>
<b>ASSEMBLY.....</b>	<b>10</b>
<b>CHIN BAR OPTION.....</b>	<b>15</b>
<b>BAND PEG OPTION.....</b>	<b>16</b>
<b>PLATE HOLDER OPTION.....</b>	<b>17</b>
<b>LAND MINE OPTION.....</b>	<b>18</b>
<b>ANCHORING TO THE FLOOR.....</b>	<b>19</b>
<b>FINAL CHECK &amp; SERVICE.....</b>	<b>20</b>
<b>INTENDED USE &amp; WARNING LABELS.....</b>	<b>21</b>
<b>TRUE LIMITED WARRANTY.....</b>	<b>22</b>

# SAFETY

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## **FACILITY AND USER SAFETY PRECAUTIONS**

1. Review and understand all of the warning labels affixed to this machine and on the facility safety sign.
2. Be certain that the machine operation is understood before it is used. Refer to the instructional Procedure Label affixed to the machine.
3. Make sure all users are properly trained on how to use this equipment. If this machine is being used in a commercial setting, end users may not have access to this Owners Manual. It is the responsibility of the facility to instruct users as to the proper usage of the equipment as well as making them aware of potential hazards. Maximum user weight is 300 lbs (136 kg).
4. Use each machine only for the intended exercise. Do not allow anyone to invent exercises not included on the Instructional Procedure Label or the Intended Use Label.
5. Do not modify the machine.
6. This equipment meets industry safety standards for stability when used for the intended exercise. Do not allow straps, resistance bands or other means to be attached to the framework of this machine to perform stretching or body weight exercises. This can result in machine instability and lead to serious crushing injuries.
7. Keep children away from this equipment. Adults should closely supervise use by teenagers.
8. It is recommended that users receive a thorough medical exam before commencing an exercise program. All medical issues should be reviewed to ensure that weight training will not aggravate pre-existing medical conditions.
9. If the machine appears damaged or inoperable, contact a facility staff member to place an "OUT OF ORDER, DO NOT USE" sign on the machine until it is repaired. Only use TRUE supplied replacement components to service this machine.
10. Instruct users not to wear loose or dangling clothes or have headphone wires hanging when using this equipment.
11. Do not attempt to free any jammed assemblies by yourself as this may cause injury.
12. On Plate Loaded and Free Weight machines:
  - 12a. Use of spotter(s). Instruct users to seek the advice of the facility staff as to the appropriate use of spotters when lifting. More than one spotter may be required depending upon the amount of weight being lifted.
  - 12b. Instruct users to load weight plates evenly and carefully (one side and then the other) to avoid tipping equipment and crushing injuries.
  - 12c. If the machine is equipped with safety stops or catches, inspect them and verify their proper operation before use and make sure they are securely in place before using or exiting the machine. Be certain members are instructed on how to operate and adjust all safety mechanisms.

12d. This equipment is designed for standard olympic size weight plates with a 50mm bore (1.9").

12e. Do not exceed the maximum weight capacity of the machine. Maximum plate size is 45 lbs. (25 kg.).

**13. On Selectorized and Cable equipped machines:**

13a. Do not allow users to perform any exercise by holding the end of the cable and/or the cable end fitting. Use only appropriate handles or attachments properly connected to the cable end.

13b. Do not high-pin or double-pin the weight stack. Do not allow the machine to be used if the top plate or weight stack is pinned in a raised position. Use an assistant and carefully return the machine to the proper position with the cap plate resting on the top weight. Inspect the entire length of the cable to ensure that it is properly seated in all of the pulley grooves.

13c. Do not allow the use of weight plates or dumbbells to be used as a means to add additional weight to the weight stacks. Use only the TRUE adder weight system specifically designed for the machine.



## **INSTALLATION SAFETY PRECAUTIONS**

1. Read this Installation Manual entirely before assembling this equipment.
2. Verify that there is adequate space surrounding this piece of equipment for safe access and operation. Installation must meet ADA requirements for accessibility.
3. Install this piece of equipment on a solid level surface that does not deviate more than 1/8" over a 10' distance (or as defined and required by local building and architectural codes.
4. TRUE strongly recommends that all equipment be anchored to the floor to prevent movement and increase stability.
  - Due to the wide variation of flooring on which the unit can be installed, contact a qualified contractor to determine an appropriate fastening system for your floor.
  - Use 3/8" diameter hardware (10 mm) to anchor the machine. Anchors should have a minimum pull out force of 220 lbs (110 kgs) for each position.
  - When attaching the machine to the floor, if there is a gap between the machine foot and the floor, do not use the anchor to remove the gap as this can cause the machine frame to deform. Instead, place a shim between the bottom of the foot and the floor, then tighten the anchor.
  - Anchoring holes are provided on the feet of the frame. All anchoring locations must be used when anchoring the equipment to the floor.
5. DO NOT install any fitness equipment near a pool, hot tub or other damp locations. Corrosion caused by installation in these locations can lead to premature failure of components.
6. Be sure all hardware is tight before using this machine.

# SAFETY

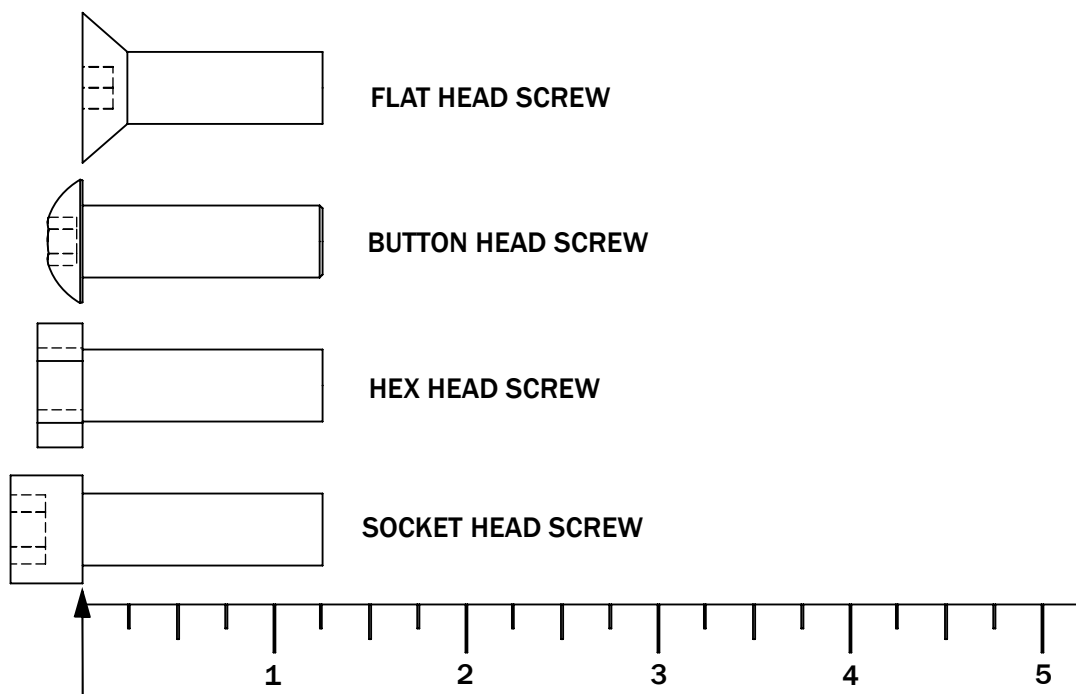
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## **MAINTENANCE SAFETY PRECAUTIONS**

1. Refer to Maintenance Schedule label on the machine as well as this manual for when to perform maintenance.
2. Check the function of your machine **DAILY** by verifying the following:
  - Inspect cables and end fittings for any signs of wear. Replace if worn, frayed or damaged with original TRUE replacement components.
  - Verify that all adjustments are possible and carried out with ease. Make sure that each adjustment pin inserts completely into each position without binding.
  - Verify that safety catches and stops are in proper working order and engaged.
  - Verify that the exercise is performed smoothly, free of noise and/or binding.
  - If equipped with a weight stack, verify that the proper weight selector pin is in place.
3. Check the function of your machine **WEEKLY** by verifying the following:
  - **Nuts, Bolts, and Fasteners:** Check tightness weekly. If any hardware has become loose, retighten and/or use Loctite™ Threadlocker 242.
  - **Frames and Lifting Arms:** Inspect weekly for integrity and function. Replace any component at first signs of wear. Use only TRUE supplied components.
4. Replace any warning label at first sign of wear. Labels and the Facility Safety Sign may be obtained from TRUE free of charge.

## **BOLT LENGTH MEASURING GUIDE**



# GENERAL CARE AND MAINTENANCE

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## **IMPORTANT**

Preventative maintenance is crucial to maintaining the function and safety of this equipment. Your facility must establish written guidelines for preventative maintenance and keep written or online records of the maintenance performed on these products. As a minimum, the items presented in the SAFETY section of this document and the items that follow here, should be included in your maintenance program.

1. **Cables:** Inspect end fittings daily for wear. Inspect the entire length of the cable weekly. Replace cables at the first sign of wear and on an annual basis. If the cable tension has been adjusted, be certain that the cable nut is tight.
2. **Nuts, Bolts, and Fasteners:** Check tightness weekly. If any hardware has become loose, retighten and/or use Loctite™ brand Threadlocker 242. Be sure all hardware is tight before using the machine.
3. **Safety Catches:** Inspect catches, stop rods and their associated fasteners weekly. Tighten any loose hardware and replace any components at first signs of wear.
4. **Frames:** Sweat, disinfecting sprays and spills can lead to corrosion which may lead to premature failure of components. Wipe all machines down with a damp cloth and dry completely each day. This includes painted parts, chrome parts and upholstered pads.
5. **Painted and chrome plated parts:** Use Simple Green or similar cleaner for light dirt and grime. Use Turtle Wax Polishing Compound or a good car polish to remove heavier dirt and grease as well as for polishing. DO NOT use solvents, lacquer thinner, acetone or finger nail polish remover. For scuffs and marks that are not removed by the above methods use a soft scrub cleanser. Make sure all parts are dry upon completion.
6. **Weight stack enclosures (shrouds):** Wipe down with a damp cloth as needed.
7. **Exercise instruction labels:** Clean with soap and water as needed.
8. **Guide rods:** Wipe all dirt and dust from the guide rods before applying a light application of Tri-Flow™ or other teflon spray lubricant. Spray the Tri-Flow™ on a rag and then wipe the guide rods with the rag. DO NOT use oil lubricants such as WD-40. Caution: Tri-Flow™ will stain carpet and clothing.
9. **Bronze bushings:** Check monthly for signs of wear and replace as needed.
10. **Linear Bearing Shafts:** Wipe any accumulation of dust or other contaminants from the shafts on a weekly basis. Apply a thin layer of a Teflon® (PTFE) grease on a weekly basis. Paramount recommends Magnalube® brand.
11. When replacing any component, use only TRUE supplied parts.
12. Please refer to the General Maintenance Manual (part number: AM-GMM) for other important safety and maintenance information.
13. Be sure all hardware is tight before using the machine.

**Retain these instructions** for future reference.

If you have any questions, do not hesitate to contact your TRUE dealer or TRUE Fitness Technology at (800)883-8783 or [service@truefitness.com](mailto:service@truefitness.com).

# BASE UNIT DIMENSIONS AND WEIGHTS

Assembled Weight (no options as shown to the right):

547 lbs (157 kg)

Maximum Load Capacity = 765 LBS. (347 KG.)

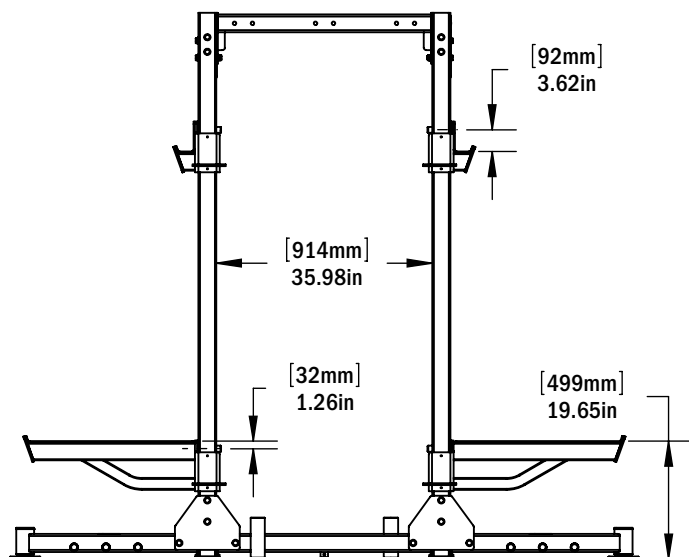
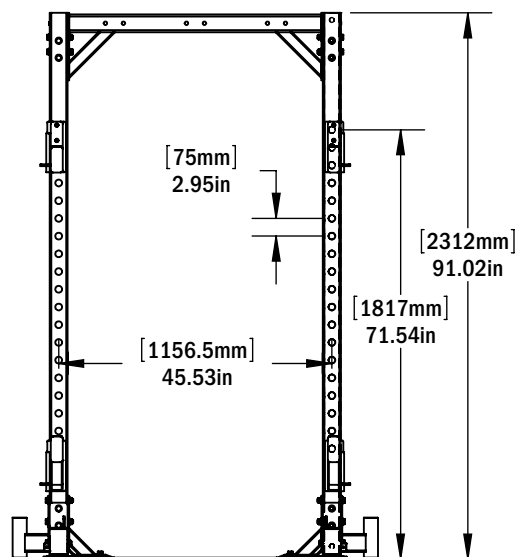
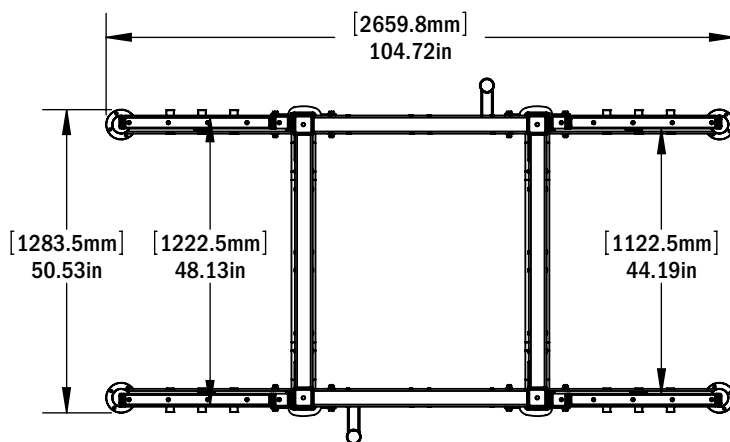
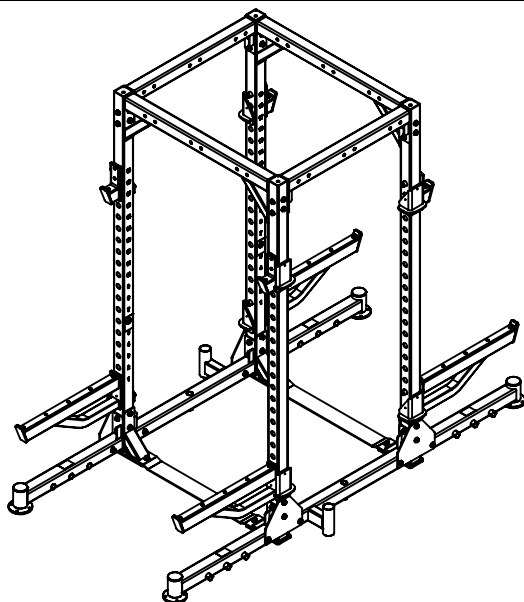
## Tools Required:

9/16" & 3/4" socket

Ratchet Handle

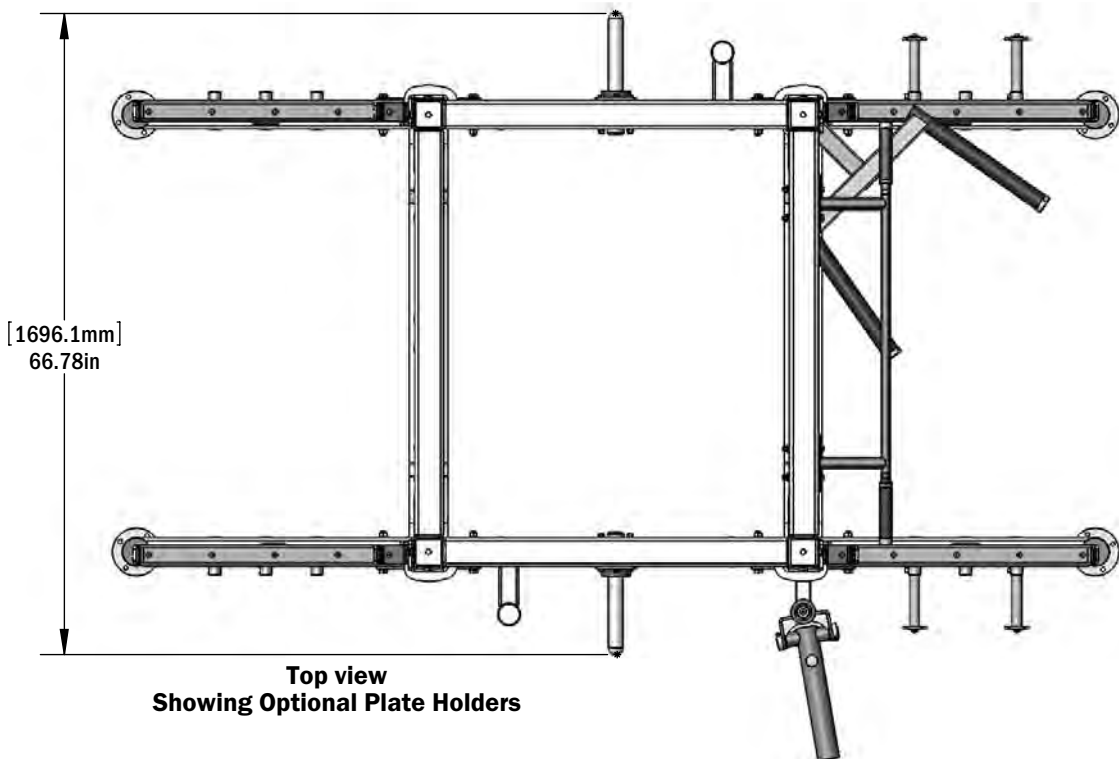
9/16" & 3/4" box/open end wrench

Hammer

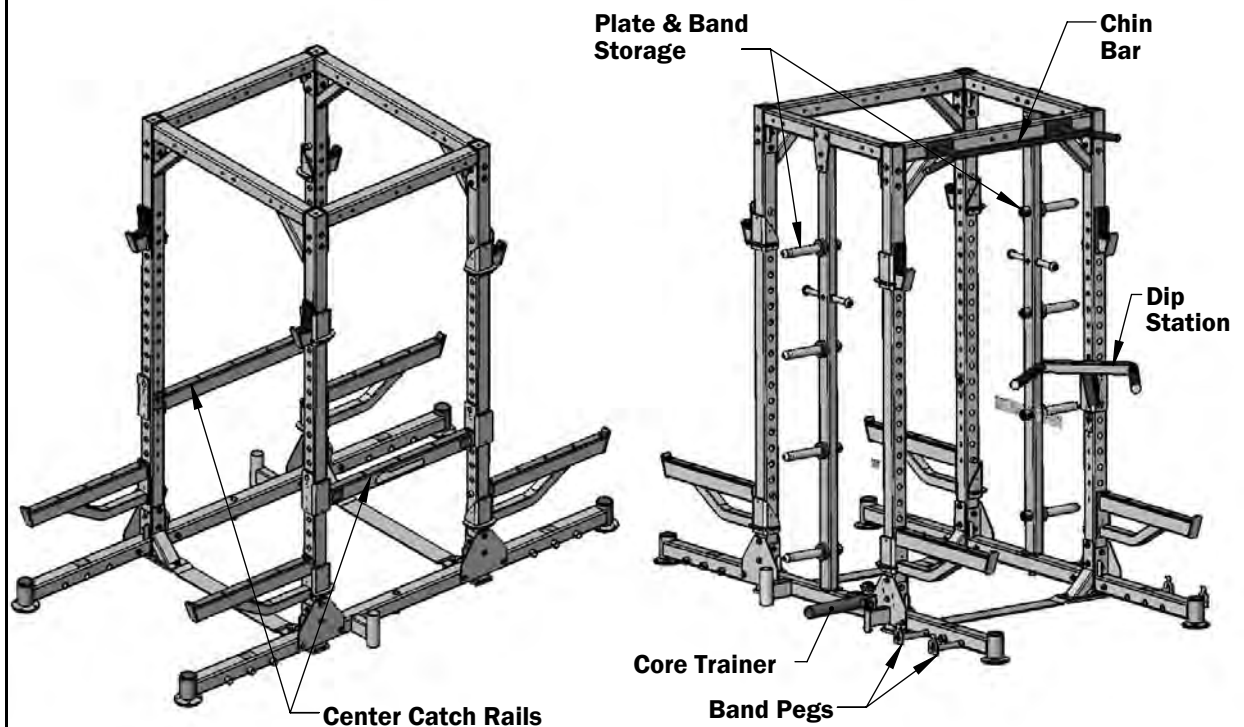




# RACK OPTIONS & DIMENSIONS



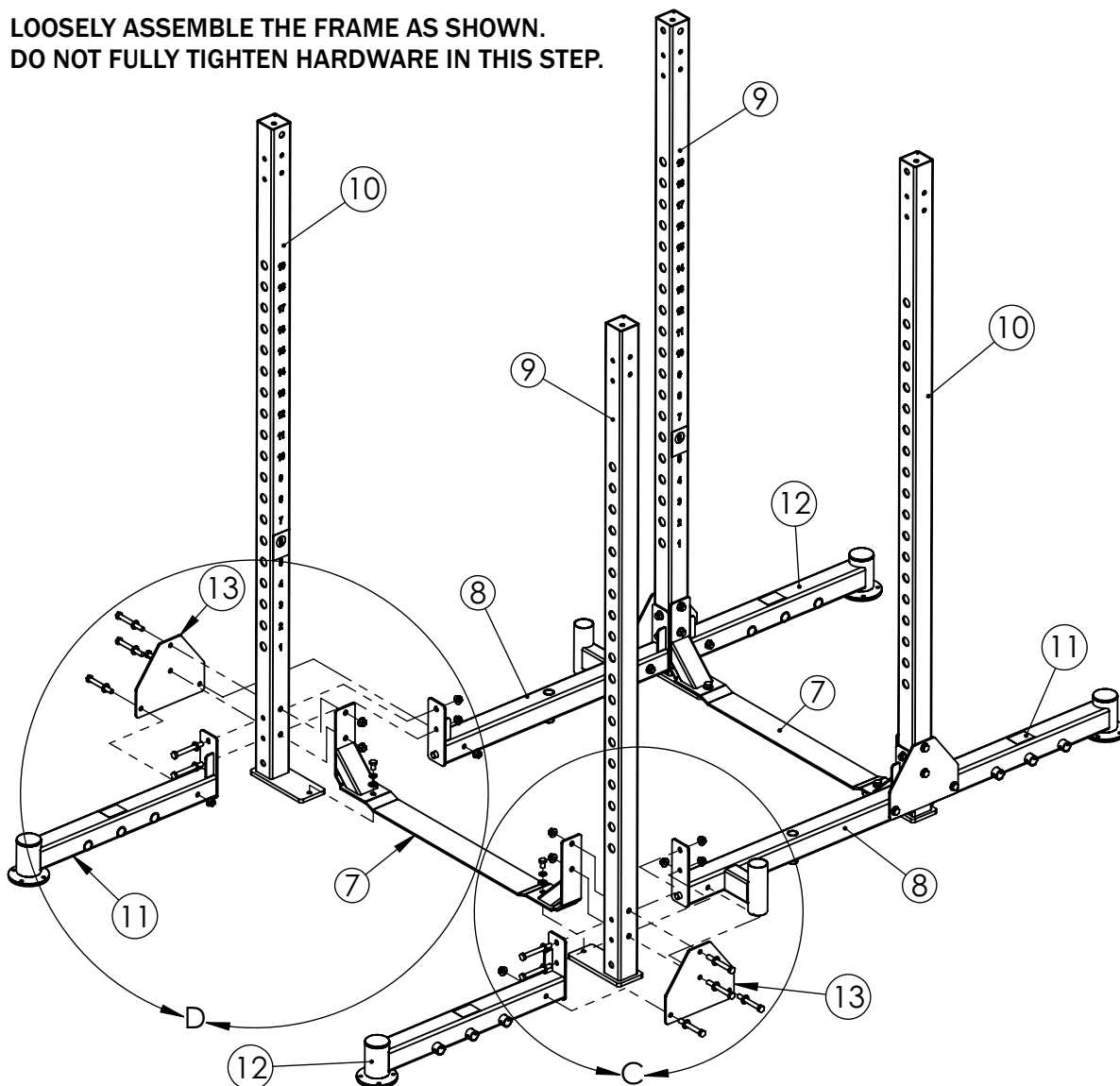
## TOP VIEW SHOWING PLATE HOLDER OPTION



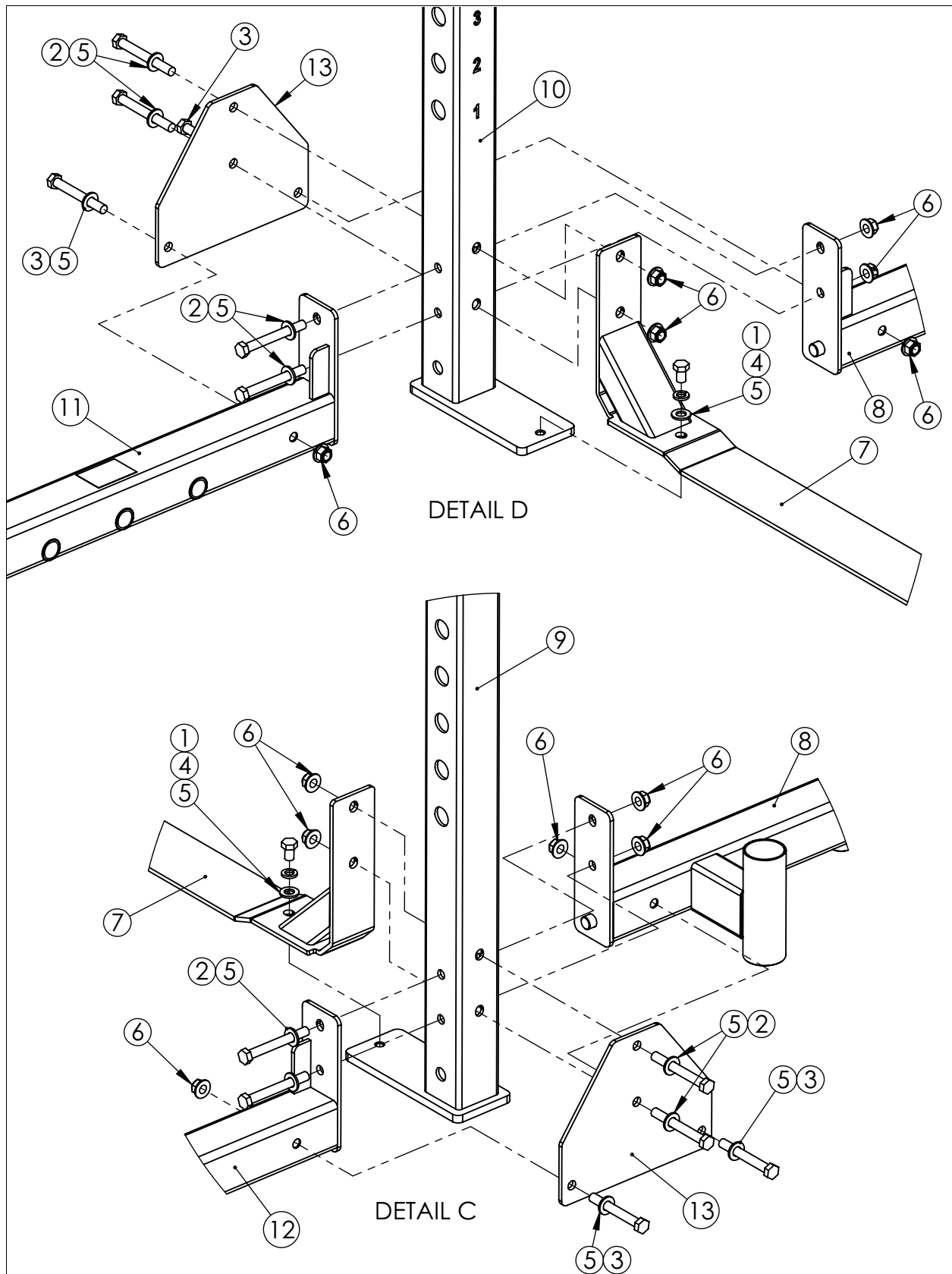
# STEP 1: BASE ASSEMBLY

ITEM	PART NUMBER	DESCRIPTION	QTY
1	C-467	HH SCREW, 1/2"-13, 3/4"	4
2	C-471	HH SCREW, 1/2"-13, 4-1/4"	16
3	C-476	HH SCREW, 1/2"-13, 4"	8
4	C-750	WASHER, LOCK, 1/2", ZP	4
5	C-755B	WASHER, FLAT, 1/2" SAE Z.P.	28
6	C766, C-755B	WASHER AND LOCK NUT, 1/2"-13	24 EA
7	XFW83-BR0008BK	LATERAL BASE FRAME	2
8	XFW83-CF0309BK	INNER BASE FRAME WELDMENT	2
9	XFW83-CLM000XBK	COLUMN ASSEMBLY, RIGHT	2
10	XFW83-CLM010XBK	COLUMN ASSEMBLY, LEFT	2
11	XFW83-FF000XBK	OUTER BASE FRAME ASSY, LEFT	2
12	XFW83-FF010XBK	OUTER BASE FRAME ASSY, RIGHT	2
13	XFW83-GS001BK	GUSSET PLATE	4

**LOOSELY ASSEMBLE THE FRAME AS SHOWN.  
DO NOT FULLY TIGHTEN HARDWARE IN THIS STEP.**

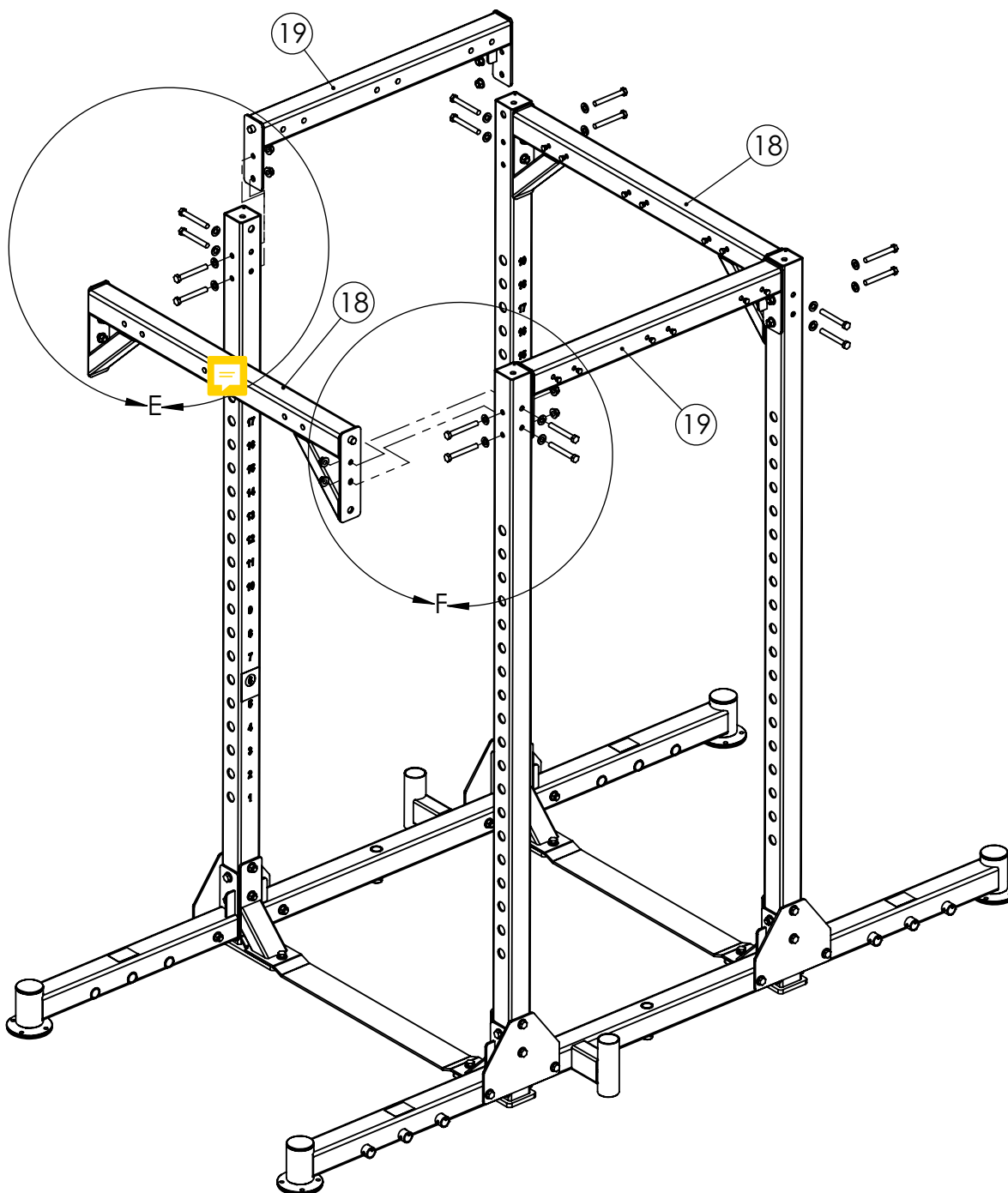


# STEP 1: BASE ASSEMBLY

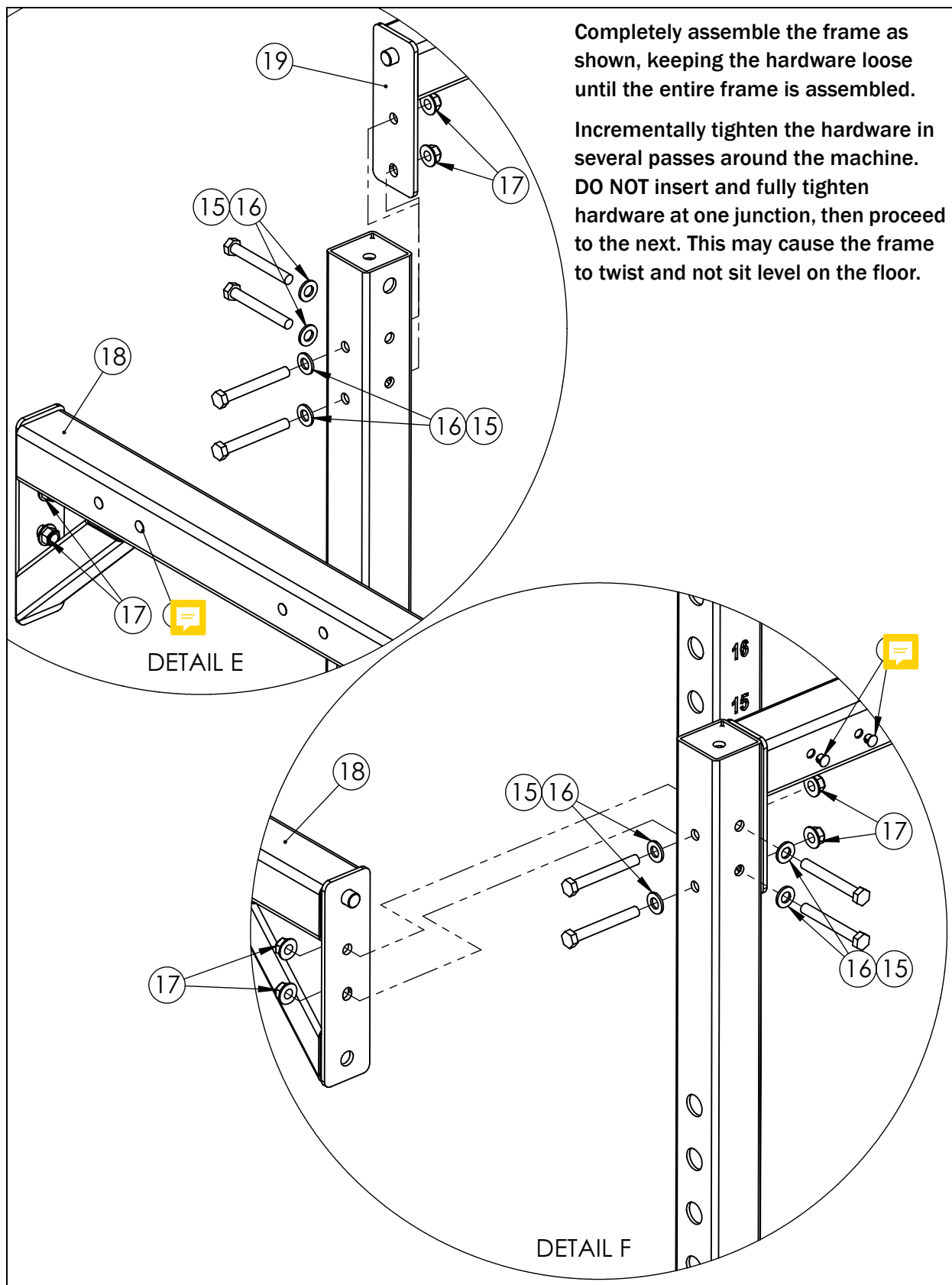


## STEP 2: UPPER FRAME ASSEMBLY

ITEM	PART NUMBER	DESCRIPTION	Upper Frame Assy/QTY.
15	C-476	HH SCREW, 1/2"-13, 4"	16
16	C-755B	WASHER, FLAT, 1/2" SAE Z.P.	16
17	C766 C-755B	WASHER AND LOCK NUT, 1/2"-13	16 EA
18	XFW83-CF015	UPPER FRAME BRACE, FRONT/BACK	2
19	XFW83-CF020	UPPER FRAME BRACE, LEFT/RIGHT	2



## STEP 2: UPPER FRAME ASSEMBLY

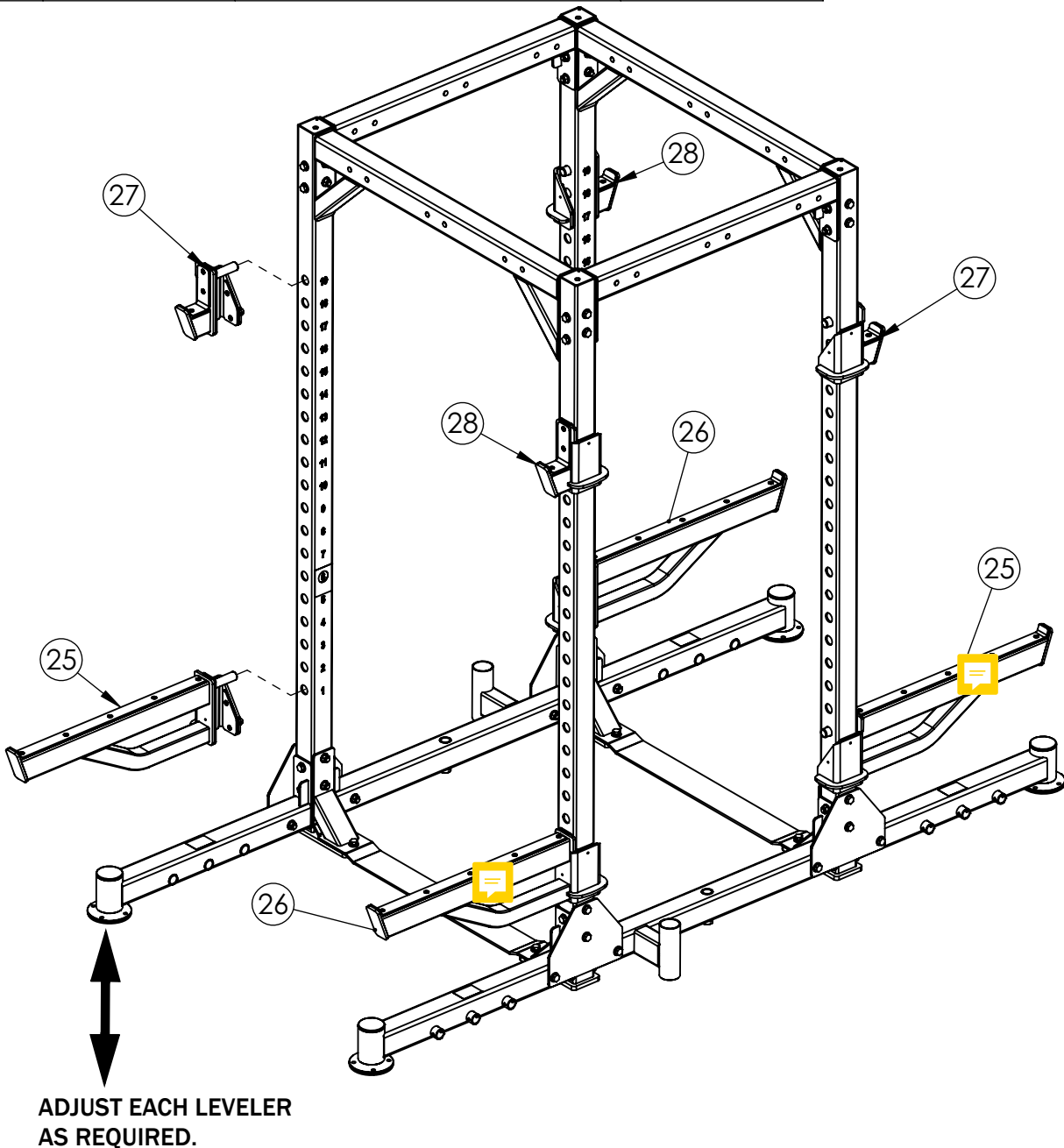


## STEP 3: ASSEMBLE CATCH HOOKS

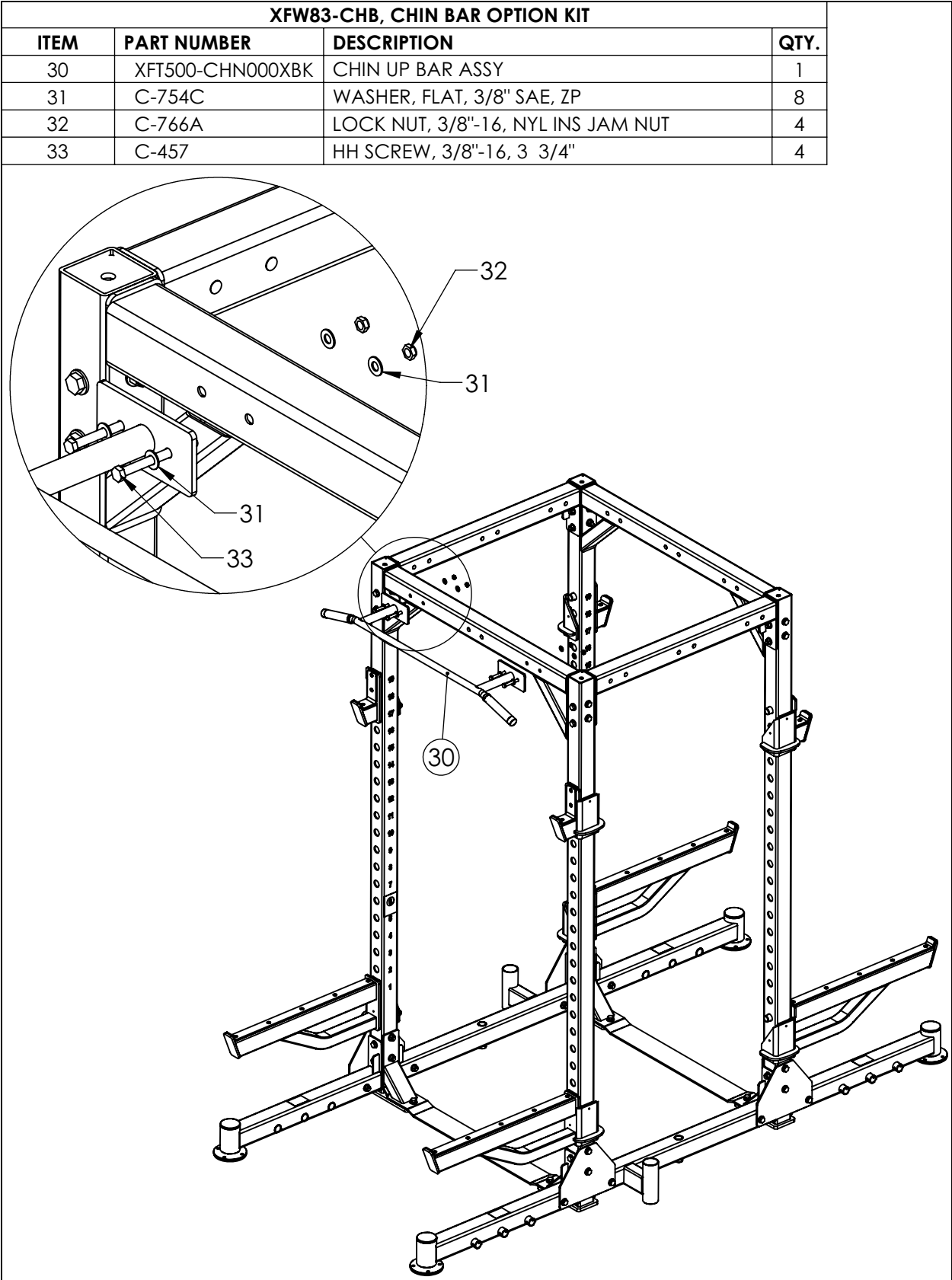
After verifying that all hardware is tight, assemble the catch hooks.

Check to see if all four leveler feet are in contact with the ground and that the unit is stable. The levelers can be adjusted to contact the ground by rotating them in or out.

ITEM	PART NUMBER	DESCRIPTION	Base Unit/QTY.
25	XFW81-HK000LXB	LONG BAR STOP ASSEMBLY, LEFT	2
26	XFW81-HK000RXB	LONG BAR STOP ASSEMBLY, RIGHT	2
27	XFW81-HK050LXB	CATCH ASSEMBLY, LEFT	2
28	XFW81-HK050RXB	CATCH ASSEMBLY, RIGHT	2

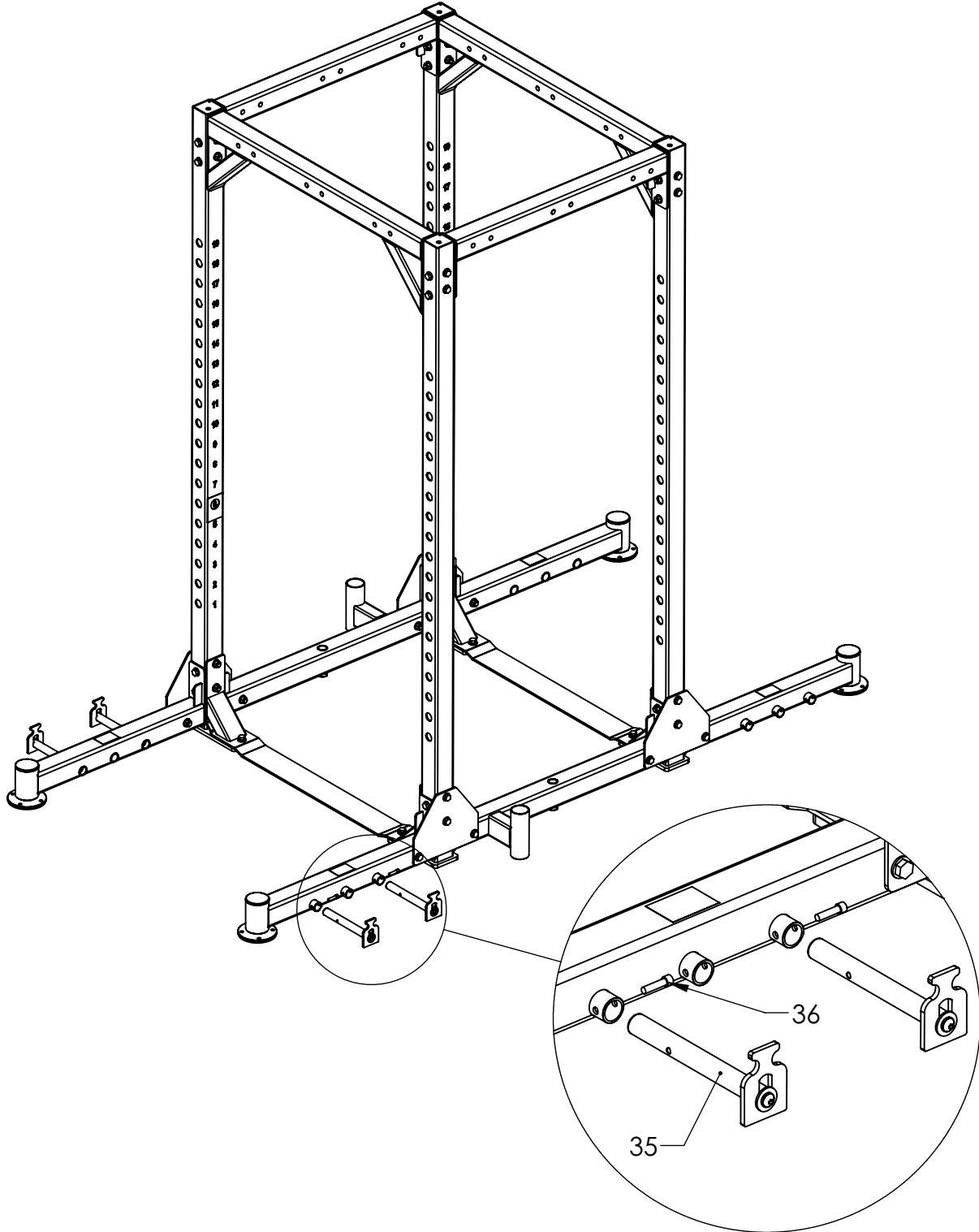


# CHIN BAR OPTION



# BAND PEG OPTION

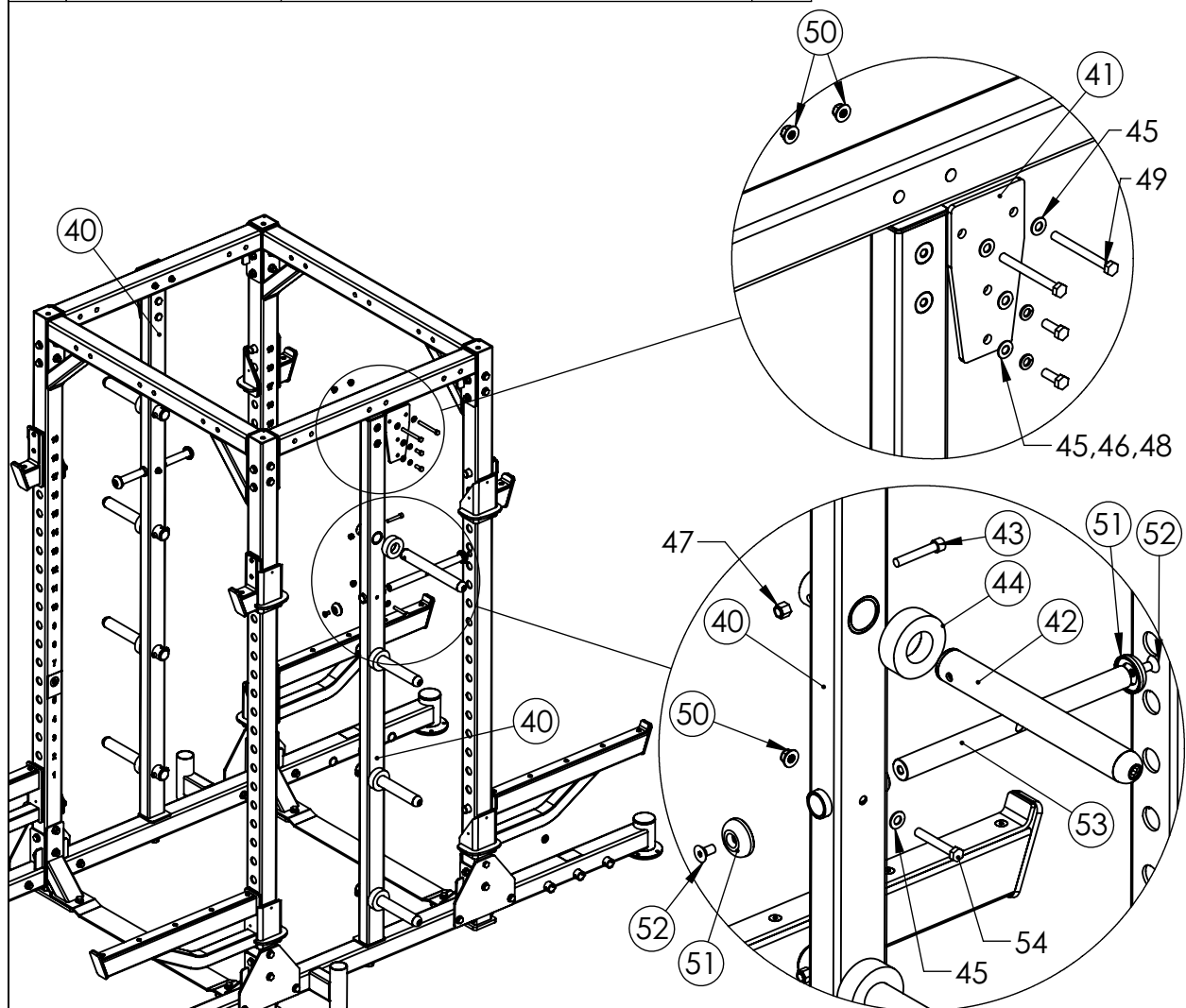
XFW83-BPG, BAND PEG OPTION KIT			
ITEM	PART NUMBER	DESCRIPTION	QTY.
35	XFT500-HRK025	BAND BRACE ASSY	2
36	C-617	SH SCREW, 5/16"-18, 1-1/4"	2





# PLATE HOLDER OPTION

XFW83-PLT, PLATE HOLDER KIT, FOR EACH			
ITEM	PART NUMBER	DESCRIPTION	QTY.
40	XFW83-PT000XBK	UPRIGHT WT.PLATE COLUMN ASSY	1
41	XFW83-PT004BK	MOUNTING PLATE	1
42	XFW79-WH000X	ASSY, WEIGHT HORN	4
43	C-629	SH SCREW, 3/8"-16, 2-1/2"	4
44	RPL54034700	BUMPER, ROUND, 1-1/2" ID X 3" OD X 1"	4
45	C-754C	WASHER, FLAT, 3/8" SAE, ZP	8
46	C-749	WASHER, LOCK, 3/8", ZP	2
47	C-742	LOCK NUT, 3/8"-16 NYL INS	4
48	C-445	HH SCREW, 3/8"-16, 1"	2
49	C-455	HH SCREW, 3/8"-16, 4"	2
50	C 766A	3/8-16 LOCKNUT	3
51	S_556	COVER, BRUSHED ALM	2
52	C-657A	FH SCREW, 3/8"-16, 3/4"	2
53	XFW83-PT007	INSERT ROD	1
54	C-451	HH SCREW, 3/8"-16, 2-3/4"	1

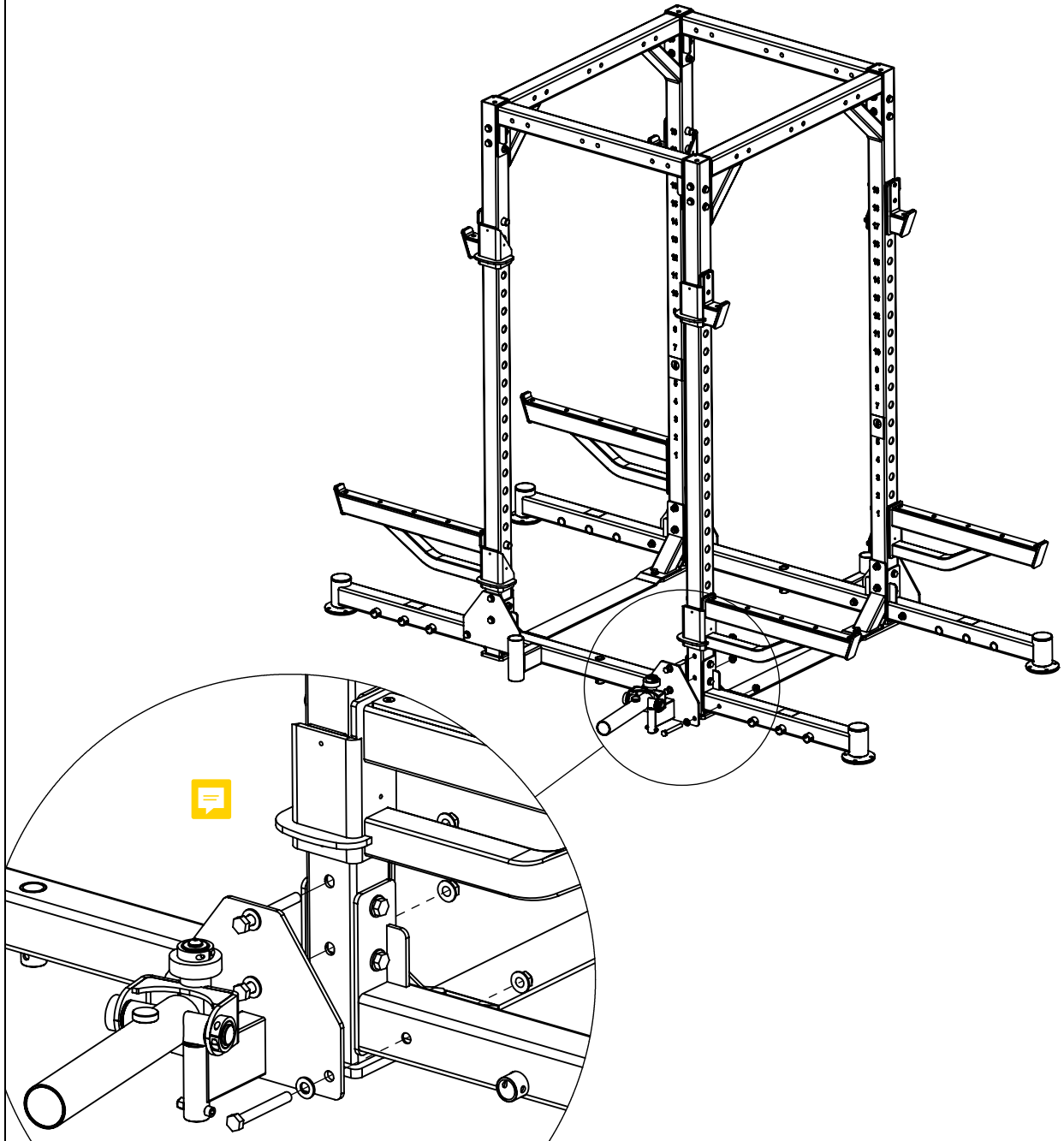


# CORE TRAINER


Remove an existing gusset plate from the base of any of the columns. Install the land mine attachment using the same hardware.

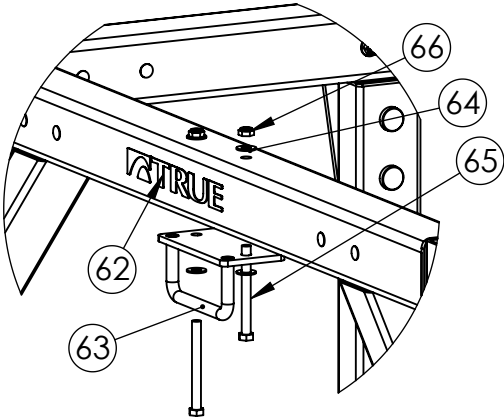
## XFW83-CRT, CORE TRAINER OPTION WITH GUSSET BRACKET

ITEM	PART NUMBER	DESCRIPTION	QTY.
60	XFW83-CF050BK	WELDMENT, LAND MINE BRACKET	1
61	XFW83-CTR	LANDMINE / PIVOT AXLE	1

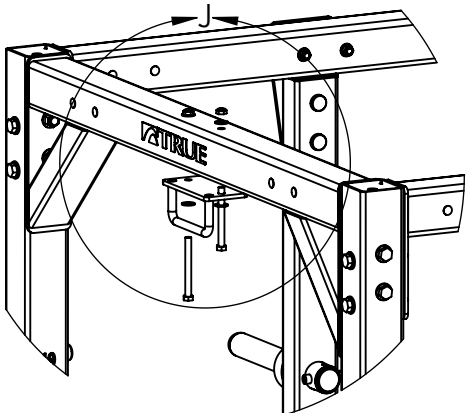


# SUSPENSION BRACKET OPTION XFW83-SUS

ITEM NO.	PART NUMBER	DESCRIPTION	QTY.
			
63	XFW83-SB000	SUSPENSION BRACKET	1
64	C-754C	WASHER, FLAT, 3/8" SAE, ZP	4
65	C-457	HH SCREW, 3/8"-16, 3- 3/4"	2
66	C-766A	LOCK NUT, 3/8"-16, NYL INS JAM NUT	2



DETAIL J

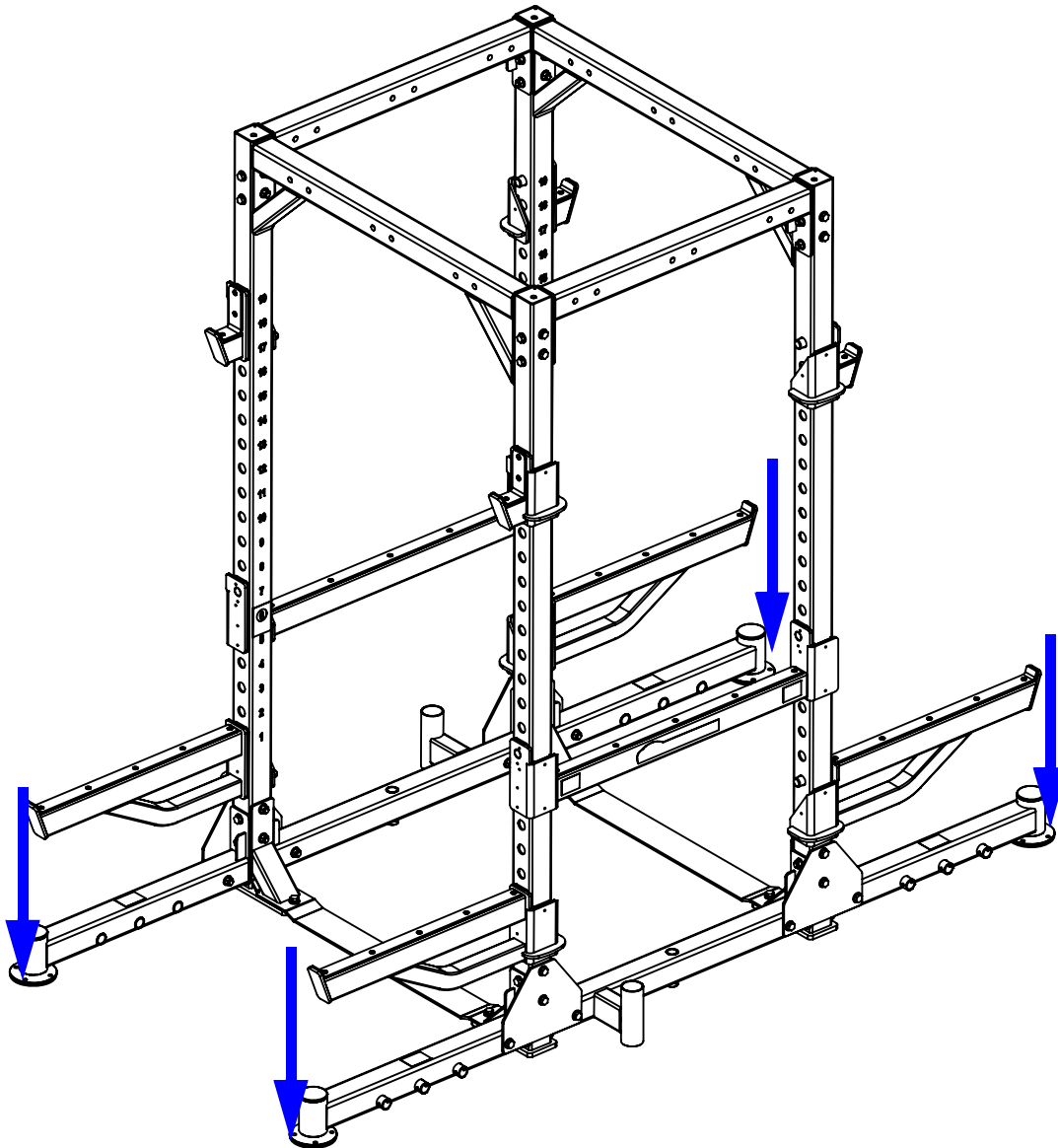


# ANCHORING TO THE FLOOR

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Shown below are the provisions in the frame for anchoring the machine to the floor. TRUE strongly recommends that all equipment be anchored to the floor to prevent movement and increase stability.

- Due to the wide variation of flooring on which the unit can be installed, contact a qualified contractor to determine an appropriate fastening system for your floor.
- Use 3/8" diameter hardware (10 mm) to anchor the machine. Anchors should have a minimum pull out force of 220 lbs (110 kgs) for each position.
- When attaching the machine to the floor, if there is a gap between the machine foot and the floor, do not use the anchor to remove the gap as this can cause the machine frame to deform. Instead, place a shim between the bottom of the foot and the floor, then tighten the anchor.
- All anchoring locations must be used when anchoring the equipment to the floor.



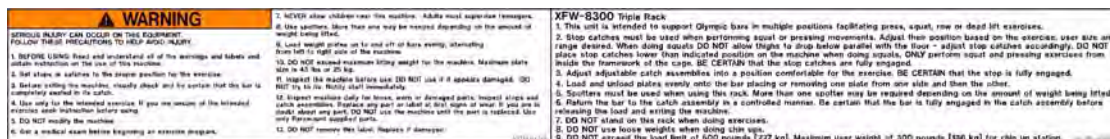
# INTENDED USE & WARNING LABELS

## INTENDED USE

1. This unit is intended to support Olympic bars in multiple positions facilitating press, squat, row or dead lift exercises.
2. Stop catches must be used when performing squat or pressing movements. Adjust their position based on the exercise, user size and range desired. When doing squats DO NOT allow thighs to drop below parallel with the floor - adjust stop catches accordingly. DO NOT place stop catches lower than the position indicated on the machine when doing squats. ONLY perform squat and pressing exercises from inside the framework of the cage. BE CERTAIN that the stop catches are fully engaged.
3. Adjust adjustable catch assemblies into a position comfortable for the exercise. BE CERTAIN that the stop is fully engaged.
4. Load and unload plates evenly onto the bar placing or removing one plate from one side and then the other.
5. Spotters must be used when using this rack. More than one spotter may be required depending upon the amount of weight being lifted.
6. Return the bar to the bar catches in a controlled manner. Be certain that the bar is fully engaged in the catch assembly before releasing the load and exiting the machine.
7. DO NOT stand on this rack when doing exercises.
8. DO NOT exceed the load limit of 765 pounds (347 kg). Maximum user weight of 300 pounds (136 kg) for the chin up station, dip station and suspension brackets.

## WARNING LABELS

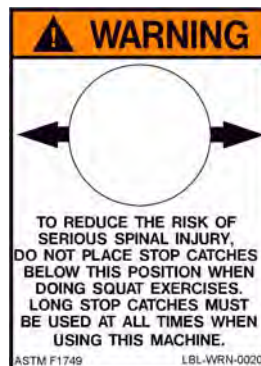
The following are the warning labels required for this product. If any of these labels are missing or become unreadable.



LBL-PR-XFW83



LBL-WRN-0021



LBL-WRN-0020

# FINAL CHECK & SERVICE

## FINAL CHECK

1. Verify that all hardware is tight.
2. Verify that the machine is stable and that all four feet are in contact with the floor. If a foot is raised off the floor, adjust one the leveler feet.
3. On the vertical columns, verify that the bar catch assemblies and the long bar stop assemblies fit into each position.

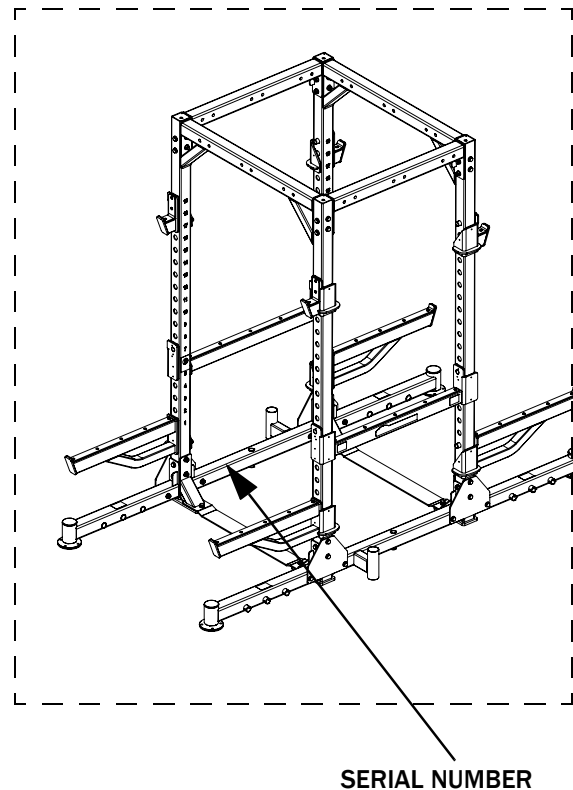
## HOW TO OBTAIN SERVICE

For warranty service, contact an Authorized TRUE Dealer or a TRUE Customer Service representative at 1-800-883-8783 You can also email us at [service@truefitness.com](mailto:service@truefitness.com).

Before you call, please have the following information ready:

- Model Number: XFW-8300
- Serial Number: \_\_\_\_\_
- Date of Installation: \_\_\_\_\_
- A brief description of the problem

The serial number tag is located on the back of the left upright (as you are facing the front of the machine). The rear view of the machine is shown to the right.



## CHAPTER 5: WARRANTY INFORMATION

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:

<b>Frame*</b>	<b>10 Years</b>
<b>Parts</b>	
<b>Bearings, Bushings, and Weight Plates</b>	<b>5 Years</b>
<b>Guide Rods and Pulleys</b>	<b>5 Years</b>
<b>Cables and Belts</b>	<b>1 Year</b>
<b>Cosmetics, Coatings, Grips, and Upholstery</b>	<b>3 Months</b>
<b>Labor</b>	
<b>Frame</b>	<b>1 Year</b>
<b>Bearings, Bushings, Weight Plates</b>	<b>1 Year</b>
<b>Guide Rods and Pulleys</b>	<b>1 Year</b>
<b>Cables and Belts</b>	<b>1 Year</b>
<b>Cosmetics, Coatings, Grips, and Upholstery</b>	<b>3 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 Commercial use. If this product will not be used in this particular setting, please contact TRUE as is warranty is void.

**Frame:** The frame is warranted for defects in material and workmanship for a 10 years. 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 XFW Strength Line's mechanical parts are warranted for defects in material and workmanship for five years with one year labor warranty. Cables and belts are warranted for defects in material and workmanship for one year 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.

**Cosmetics:** The XFW Strength Line's cosmetic parts, coatings, grips and upholstery are warranted for defects in material and workmanship for three 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 using the following contact information:

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

## CHAPTER 5: WARRANTY INFORMATION

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

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

**1. THIS LIMITED WARRANTY GIVES YOU SPECIAL LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.**

2. This Limited Warranty can be processed only if the Warranty Registration Form is completed online, or if the attached form is filled in, signed by the original purchaser, and mailed to TRUE within 30 days of purchaser's receipt of this Product. The serial number must be intact on the Product for this Limited Warranty to be valid.

3. This Limited Warranty applies to the product only while the Product remains in the possession of the original purchaser and is not transferable

4. This Limited Warranty becomes VALID ONLY if the Product is initially assembled/installed by a TRUE authorized dealer/technician (if anyone other than a TRUE authorized dealer/technician initially assembles and installs the Product, this Limited Warranty will be void unless the written authorization of TRUE is first obtained).

5. This Limited Warranty does not cover damage or equipment failure resulting from or caused by improper assembly/installation, failure to follow instructions and warnings in owner's manual, accident, misuse, abuse, unauthorized modification, or failure to provide reasonable and necessary maintenance (as referenced in the owner's manual.)

6. This Limited Warranty applies only to the cost of repair or replacement of parts and does not include labor (beyond the above warranty period), transportation, service, return and freight charges associated therewith except as expressly specified herein.

7. This Limited Warranty shall not apply to: Service calls to correct installation of the equipment or instruction to owners on how to use the equipment; or any labor costs incurred beyond the applicable labor warranty period.

8. This Limited Warranty, which is given expressly and in lieu of all other express warranties, constitutes the only warranty made by TRUE.

**9. ANY IMPLIED WARRANTY, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, IS LIMITED IN DURATION AND REMEDY TO THE TIME PERIOD COVERED BY THE LIMITED WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.**

**10. THE REMEDIES DESCRIBED ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND TRUE'S ENTIRE LIABILITY**

**FOR ANY BREACH OF THIS LIMITED WARRANTY. TRUE'S LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE PRODUCT, NOR SHALL TRUE UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL, OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.**

**NOTE TO AUTHORIZED WARRANTY LABOR PROVIDERS:**

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

**COMPOSITE STRENGTH LINE SERIAL NUMBER:**

The XFW 8300 comes with one serial number on the base of the machine. Please write down your serial number below and keep for your records.

**SERIAL NUMBER:**

**SAMPLE SERIAL NUMBER STICKER:**



Keep this page for your records



## CHAPTER 5: WARRANTY INFORMATION

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.

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

### Commercial Warranty Registration

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

**SERIAL NUMBER:**

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

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

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

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

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

Address \_\_\_\_\_

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

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

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

1. Where did you first learn about TRUE?

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

2. Why did you purchase a TRUE product?

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

3. Please indicate your type of facility:

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

4. What other types of equipment does your company ly 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: