



# TV Mounting Kit



Note: The TV Mounting Kit is an optional attachment only for the TI1000, TC900, or TC650 with the Envision 9, Emerge LED, or Ignite HIIT consoles.

Model # 00699500 or 00699600  
Revision 011020

# OWNER'S MANUAL

**IMPORTANT:**

All products shown are prototype. Actual product delivered may vary.  
Product specifications, features & software are subject to change without notice.  
For the most up-to-date owner's manual please visit [www.truefitness.com](http://www.truefitness.com).  
For documents in additional languages please visit [www.truefitness.com/resources/document-library/](http://www.truefitness.com/resources/document-library/)

**IMPORTANTE:**

Todos los productos mostrados son prototipos. La realidad el producto suministrado puede diferir.  
Especificaciones de productos, características y software están sujetas a cambios sin previo aviso.  
Para la más actualizada de este manual del propietario, por favor visite [www.truefitness.com](http://www.truefitness.com)  
Para los documentos en otros idiomas, por favor visite [www.truefitness.com/resources/document-library/](http://www.truefitness.com/resources/document-library/)

**IMPORTANT:** Tous les produits présentés sont prototype. Le produit réel livré peut varier. Spécifications du produit, caractéristiques et logiciels sont sujettes à modification sans préavis. Pour la plus à jour le manuel du propriétaire s'il vous plaît visitez [www.truefitness.com](http://www.truefitness.com). Pour documents dans des langues supplémentaires, veuillez [www.truefitness.com/resources/document-library/](http://www.truefitness.com/resources/document-library/) de visite

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

**ماہ:**  
اہم یلست یل عفل ا جتنملا فل ت خت دق . ج ذوم نلا ی ہ ضرور عمل ا تاجت نملا ع می ج .  
راعش! نود ری ی غتل ل فل باق ج ماربل او تازی مل او ، جتنملا تافص او م .  
[www.truefitness.com](http://www.truefitness.com) قرازی ی جری لکل املا لیلد نالا یت ح لصی ام مظعمل  
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**WICHTIG:** Alle hier gezeigten Produkte sind Prototypen. Das tatsächliche Produkt ausgeliefert wird, kann variieren. Produkt-Spezifikationen, Funktionen und Software können sich ohne vorherige Ankündigung ändern. In den meisten Fällen bis zu Bedienungsanleitung Bisher besuchen Sie bitte [www.truefitness.com](http://www.truefitness.com). Für Dokumente in weiteren Sprachen finden Sie unter [www.truefitness.com/resources/document-library/](http://www.truefitness.com/resources/document-library/)

**BELANGRIJK:** Alle getoonde producten zijn prototype. Daadwerkelijke product geleverd kan verschillen. Product specificaties, eigenschappen & software zijn onderhevig aan verandering zonder kennisgeving. Voor de meest actuele handleiding van de eigenaar kunt u terecht [www.truefitness.com](http://www.truefitness.com). Voor documenten in andere talen kunt u terecht op [www.truefitness.com/resources/document-library/](http://www.truefitness.com/resources/document-library/)

**ВАЖНО:** Все товары указаны прототипа. Фактический продукт, поставляемый могут отличаться. Технические характеристики, особенности и программного обеспечения могут быть изменены без предварительного уведомления. Для получения самой последней на сегодняшний день руководство по эксплуатации пожалуйста, посетите [www.truefitness.com](http://www.truefitness.com)  
.Для документов на другие языки, пожалуйста, посетите [www.truefitness.com/resources/document-library/](http://www.truefitness.com/resources/document-library/)

## A MESSAGE TO OUR CUSTOMERS

Frank Trulaske began TRUE Fitness® over thirty-five year ago with the simple philosophy of delivering superior fitness products, service, and support. Today, TRUE is the global leader in premium fitness equipment for the commercial and residential markets. Our goal is to be the leader in technology, innovation, performance, safety and style. TRUE has received many awards for its product over the years and remains the benchmark for the industry. Fitness facilities and consumers invest in TRUE products for their durable commercial platforms used in all its products, both commercial and residential alike.

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

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

Our goal is to deliver the world's best premium equipment for our customers' health and fitness solutions.

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## CHAPTER 1: SAFETY INSTRUCTIONS






### IMPORTANT SAFETY INSTRUCTIONS

### SAVE THESE SAFETY INSTRUCTIONS






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

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

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

-  **WARNING:** To reduce the risk of electrical shock, always unplug this TRUE product before cleaning or attempting any maintenance activity. Do not handle the plug with wet hands.
-  **WARNING:** To reduce the risk of burns, fire, electric shock, or injury, it is imperative to connect each product to a properly grounded 110V electrical outlet. A risk of electrical shock may result from improper connection of the equipment's grounding conductor. Check with a qualified electrician if you are unsure about proper ground techniques. Do not modify the plug provided with this product. If it will not fit an electrical outlet, have a proper outlet installed by a qualified electrician. Your TRUE Fitness product must be properly grounded to reduce risk of shock if the equipment malfunctions. Your equipment is equipped with an electrical cord, which includes an equipment grounding conductor and a grounding plug. The plug must be inserted into an outlet that has been properly installed and grounded in accordance with all local codes and ordinances. A temporary adapter cannot be used to connect this plug to a two-pole receptacle in North America. If a properly grounded 15 amp outlet is not available, a qualified electrician must install one.
-  **WARNING:** Do not move the equipment by lifting the console. Do not use the console as a handlebar during a workout.
-  **WARNING:** This product contains chemicals known to the state of California to cause cancer and birth defects or other reproductive harm.
-  **WARNING:** Keep equipment stable on flat ground.

## CHAPTER 1: SAFETY INSTRUCTIONS

-  **WARNING:** Replace warning labels that may be worn, damaged, or missing.
-  **WARNING:** Replace any non-working or damaged components, remove the unit from service until repair is performed.
-  **WARNING:** To reduce the risk of burns, fire, and electric shock or injury to persons, follow these instructions:
- This appliance should never be left unattended when plugged in.
  - Do not use any type of extension cord with this product.
  - Unplug it from the outlet when not in use and before any servicing.
  - Do not operate the equipment while being covered with a blanket, plastic, or anything that insulates or stops airflow.
-  **WARNING:** Risk of personal injury-crushing hazard when equipment is in operation - Keep feet, hands, and fingers away from moving parts.
-  **CAUTION:**
- Do not use typing or web surfing features at excessive speeds. Always stabilize yourself by holding a stationary handle when using typing or web surfing features. (Varies by console option)
  - Health related injuries may result from incorrect or excessive use of exercise equipment.
  - Do not use the contact heart rate grips as a handlebar during a workout.
  - Any changes or modifications to this equipment could void the product warranty.
  - To disconnect, turn power OFF at the ON/OFF switch if applicable, then remove plug from electrical outlet.
  - Never operate a TRUE product if it has a damaged power cord or electrical plug, or if it has been dropped, damaged, or even partially immersed in water. Contact TRUE Customer Service for a replacement.
  - Use a TRUE AC power cord or AC/DC adapter only.
  - \*Note the plug configuration for the power adapter may vary by country.
  - Position this product so the power cord plug is accessible to the user.
  - Keep the power cord away from heated surfaces. Do not pull the equipment by the power cord or use the cord as a handle. Do not run the power cord along the side or under the treadmill.
  - If the electrical supply cord is damaged it must be replaced by the manufacturer, an authorized service agent, or a similarly qualified person to avoid a hazard.
  - Do not use this product in areas where aerosol spray products are being used or where oxygen is being administered. Such substances create the danger of combustion and explosion.
  - Always follow the console instructions for proper operation.
  - Close supervision is necessary when used near children under the age of 15, or disabled persons.
  - Do not use this product outdoors, near water, while wet, or in areas of high humidity including extreme temperature changes.
  - Never operate a TRUE product with the air openings blocked. Keep air openings free of lint, hair or any obstructing material.
  - Never insert objects into any openings in this product. If an object should drop inside, turn off the power, unplug the power cord from the outlet and carefully retrieve it. If the item cannot be reached, contact TRUE Customer Service.
  - Never place liquids of any type directly on the unit except in the accessory tray or bottle holders. Containers with lids are recommended.
  - Wear shoes with rubber or high traction soles. Do not use shoes with heels, leather soles, cleats or spikes. Make sure no stones are embedded in the soles. Do not use this product in bare feet. Keep all loose clothing, shoelaces and towels away from moving parts.
  - Do not reach into or underneath the unit, or tip it on its side during operation.
  - Use correct ergonomic positioning while running on treadmill.
  - Do not allow animals on or near the equipment while in operation.

## CHAPTER 1: SAFETY INSTRUCTIONS

### CAUTION:

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

### NOISE EMISSIONS:

Noise emission under load is higher than without load.

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

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

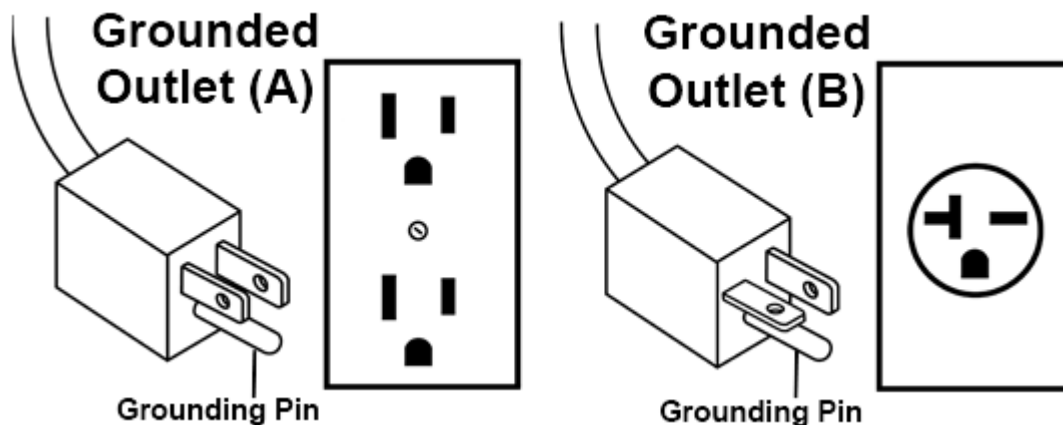
## CHAPTER 1: SAFETY INSTRUCTIONS

### GROUNDING INSTRUCTIONS:

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

#### **DANGER:**

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





## CHAPTER 1: SAFETY INSTRUCTIONS

# POWER REQUIREMENTS FOR TRUE PRODUCTS

**NOTE:** Read and understand all instructions on this sheet and in the Owner's manual before plugging any TRUE power cord into an electrical outlet. This information sheet will help you identify the voltage and cords you need where you live and will outline requirements for:

- Grounded, dedicated lines
- Voltage
- Power cords
- Power adapters
- Extension cords

**!DANGER:** Improper connection of the equipment-grounding conductor can result in risk of electric shock. Check with a qualified electrician or service provider if you are in doubt as to whether the equipment is properly grounded or installed on a dedicated line. Seek a qualified electrician to perform any modifications to the cord or plug. TRUE is not responsible for injuries or damages as a result of cord or plug modification.

**!CAUTION:** Place cords away from heat (such as baseboards). Use care to arrange any cord so it doesn't become an obstacle.

### Extension Cords

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

### Grounded, Dedicated Line

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

### Voltage

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

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

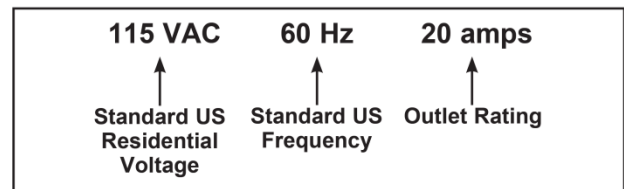


Figure 1

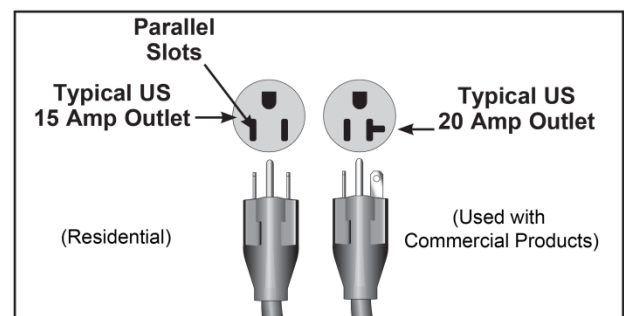


Figure 2

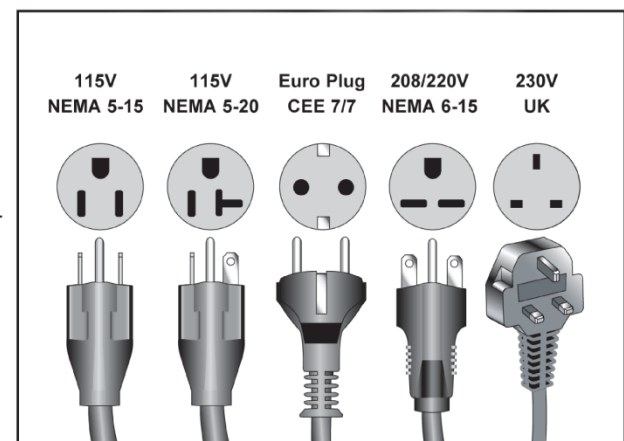


Figure 3

## CHAPTER 1: SAFETY INSTRUCTIONS

## CHAPTER 2: ASSEMBLY GUIDE

### **IMPORTANT SAFETY INSTRUCTIONS**

- **Read and understand all instructions and warnings prior to use.**
- Obtain a medical exam before beginning any exercise program. If at any time during exercise you feel faint, dizzy, or experience pain, stop and consult your physician.
- Obtain proper instruction prior to use.
- This unit is intended for commercial use only.
- Inspect the unit for incorrect, worn, or loose components and do not use until corrected, replaced, or tightened prior to use.
- Do not wear loose or dangling clothing while using the unit.
- Care should be used when mounting or dismounting the unit.
- Read, understand, and test the emergency stop procedures before use.
- Disconnect all power before servicing the unit.
- Do not exceed maximum user weight of 400 lbs.
- Keep the top side of the moving surface clean and dry.
- Keep children and animals away.
- Use caution when moving and assembling unit.
- All exercise equipment is potentially hazardous. If attention is not paid to the conditions of equipment usage, death, or serious injury could occur.
- Save these instructions.

#### Basic Guidelines for Setting Up the Equipment:

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

#### Important Electrical Requirements – 120V:

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

#### Important Electrical Requirements – 220V:

Your TRUE equipment requires a dedicated 230 volt, alternating current (AC), 15 amp grounded outlet circuit. This means nothing else can be plugged into the same circuit. Most power circuits are rated for this 230V AC 15 amp requirement, but you must ensure the equipment does not share the circuit with anything else.

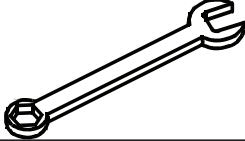
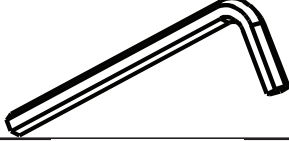
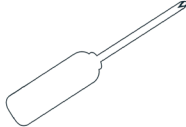


#### **DANGER: Do not use an extension cord or ungrounded outlet:**

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

## CHAPTER 2: ASSEMBLY GUIDE

### REQUIRED TOOLS:

	<ul style="list-style-type: none"> <li>• 7/16" open end wrench (Qty. 2)</li> </ul>
	<p>Allen wrench (supplied):</p> <ul style="list-style-type: none"> <li>• 3 mm</li> </ul>
	<ul style="list-style-type: none"> <li>• #2 Philips screwdriver</li> </ul>

### COMPLIANCES:

This equipment complies with all fitness product standards. For a complete list of compliances, please visit [www.TrueFitness.com](http://www.TrueFitness.com).

## CHAPTER 2: ASSEMBLY GUIDE

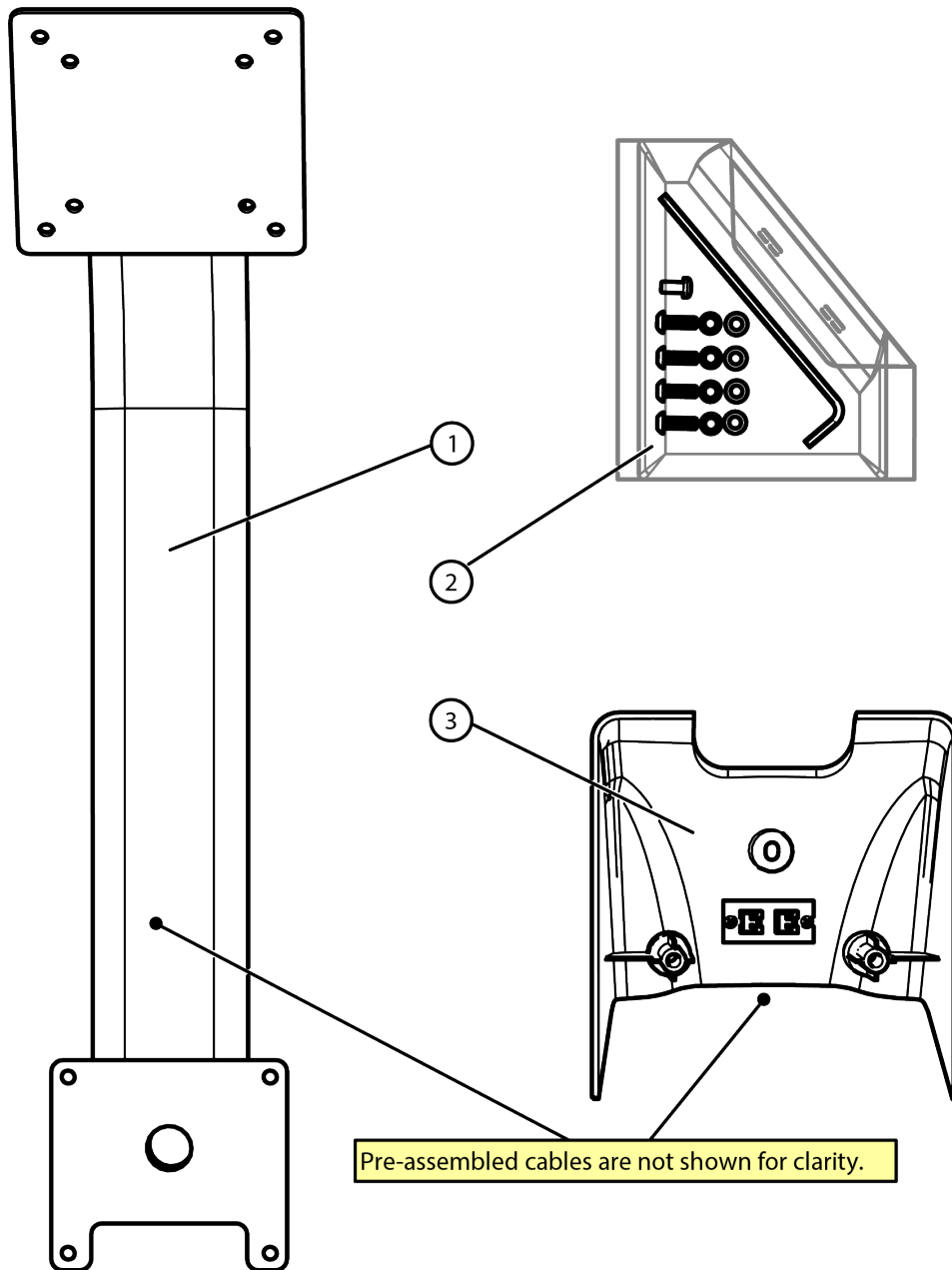
### PRE-ASSEMBLY CHECKLIST:

#### Carton One Contents for TI1000 TV Mounting Kit

Note: MYE® TV packaged and sold separately.

Note: All wires are already routed and attached inside of the Mast Weldment.

Item	Description	Quantity
1	Mast Weldment for TI1000	1
2	Hardware Pack	1
3	Rear Console Cover with Inline Power Coupler Board Assembly attached	1



## CHAPTER 2: ASSEMBLY GUIDE

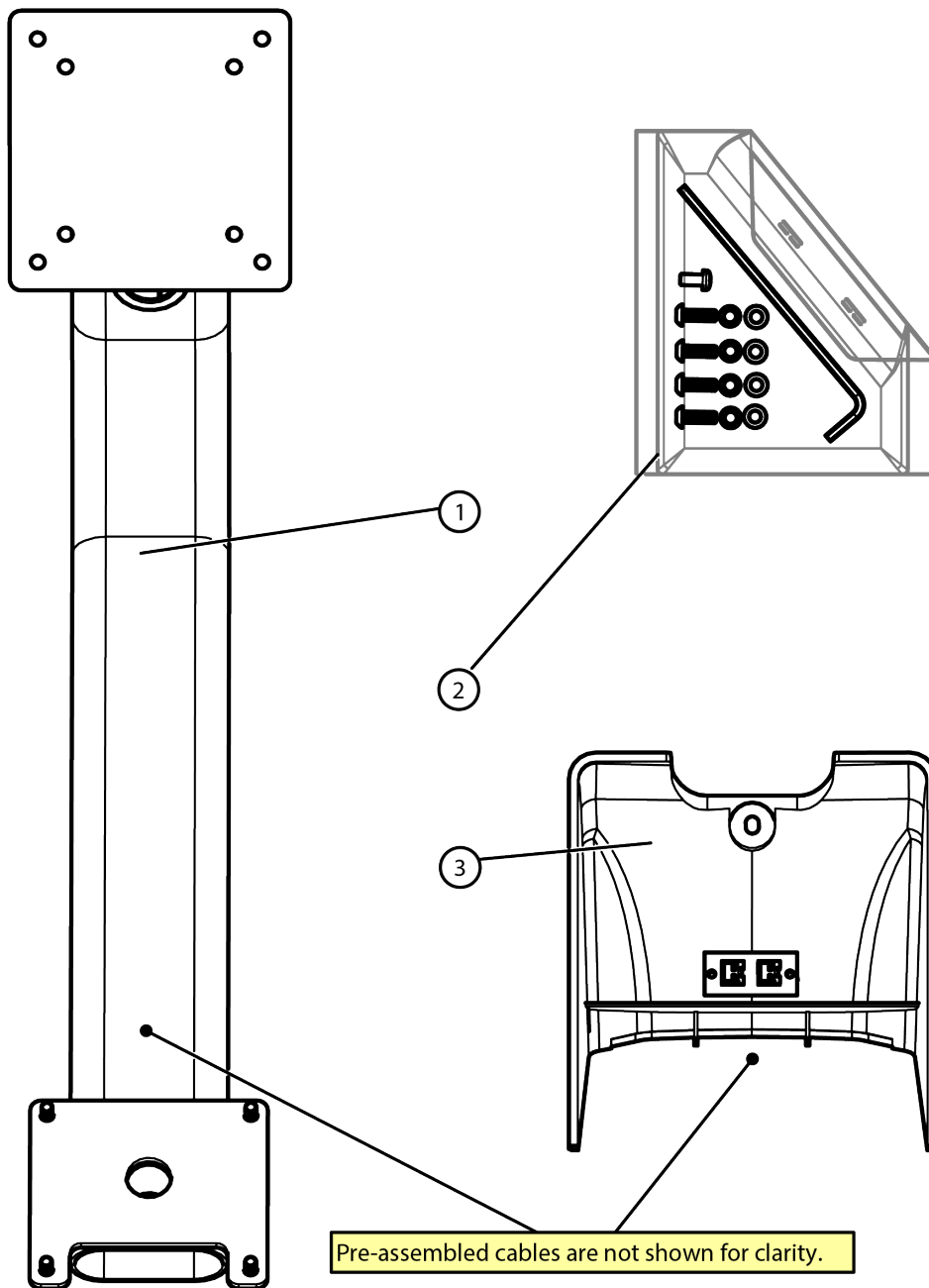
### PRE-ASSEMBLY CHECKLIST:

#### Carton One Contents for TC900/TC650 TV Mounting Kit

Note: MYE® TV packaged and sold separately.

Note: All wires are already routed and attached inside of the Mast Weldment.

Item	Description	Quantity
1	Mast Weldment for TC900/TC650	1
2	Hardware Pack	1
3	Rear Console Cover with Inline Power Coupler Board Assembly attached	1



## CHAPTER 2: ASSEMBLY GUIDE

### ASSEMBLY STEPS:

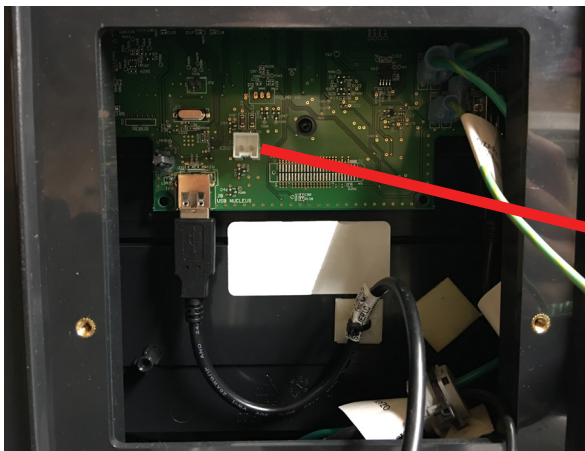
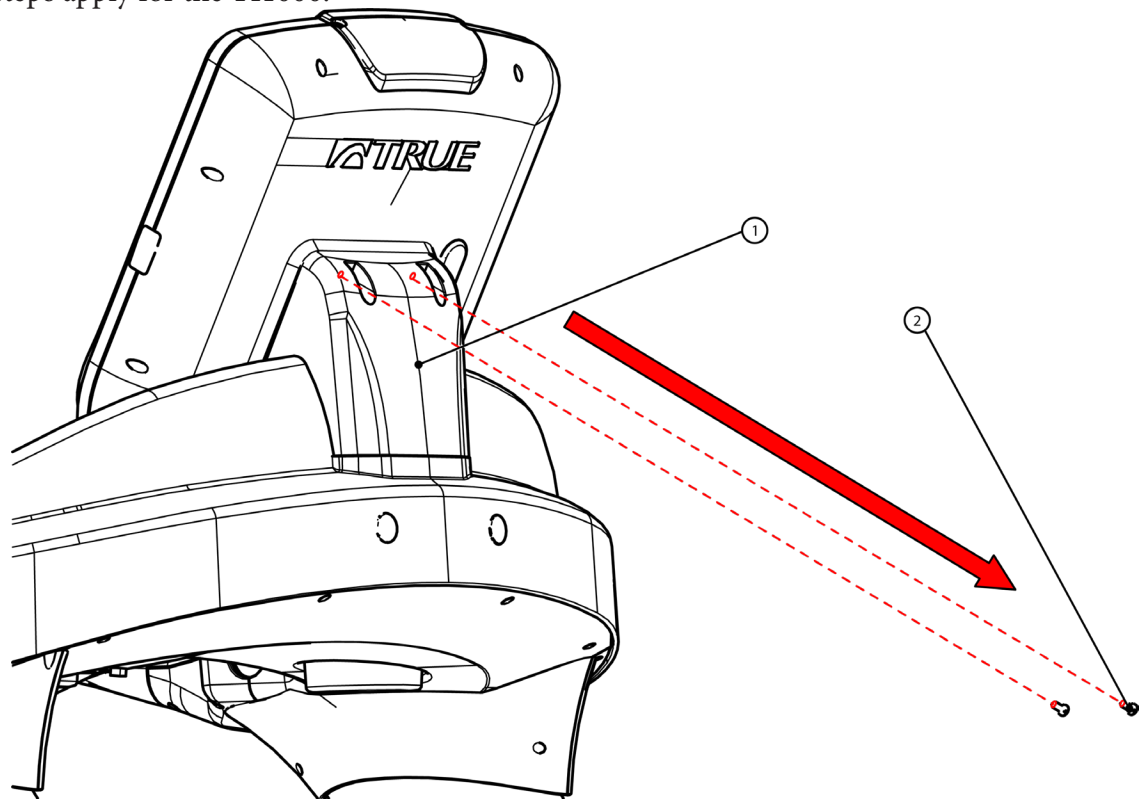
#### Step 1 (TI1000, TC900, or TC650 Rear Console Cover):

Remove the Rear Console Cover that came with the TI1000, TC900, or TC650.

Disconnect the base unit power cable from the console in preparation for Step 2 (Base Unit Power Cable).

Item	Description	Quantity
1	TI1000, TC900, or TC650 Rear Console Cover	1
2	M5 x 10mm bolts (TC900/TC650) M4 x 80mm bolts (TI1000)	2

Note: The TC900/TC650 is shown for all assembly steps, but the same assembly steps apply for the TI1000.



## CHAPTER 2: ASSEMBLY GUIDE

### ASSEMBLY STEPS:

#### Step 2 (Base Unit Power Cable):

Connect the base unit power cable to the white socket of the Inline Power Coupler Board mounted inside the Rear Console Cover.



## CHAPTER 2: ASSEMBLY GUIDE

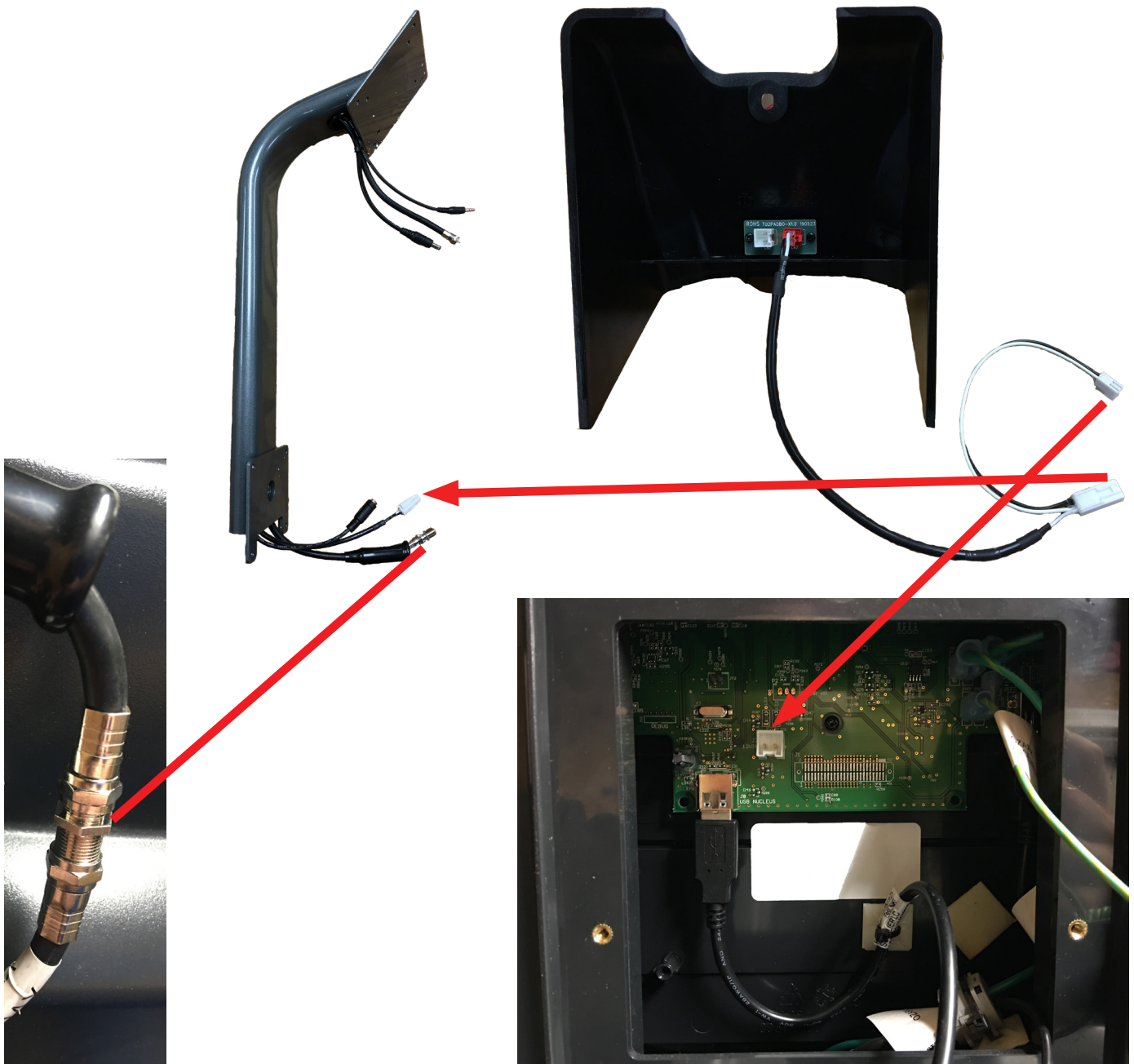
### ASSEMBLY STEPS:

#### Step 3 (TV Mounting Kit Wiring):

Connect the DC Power cable to the TV Mast Weldment and console as shown below.

Complete the Coaxial cable connection as shown below.

Note: The 3.5mm Stereo Audio cable is reserved for a future enhancement.





## CHAPTER 2: ASSEMBLY GUIDE

### ASSEMBLY STEPS:

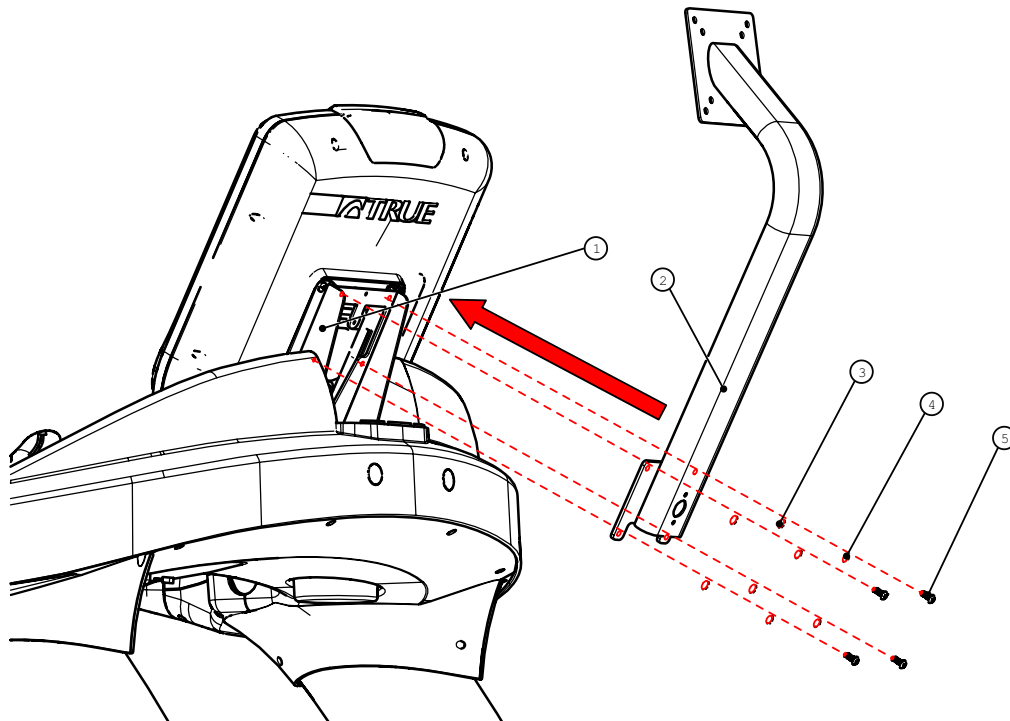
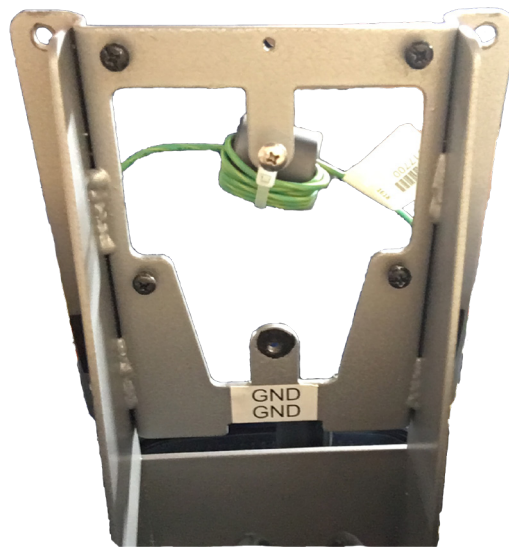
#### Step 4 (TV Mast Weldment):

Secure the Ground Wire with Ferrite to the Console Mast using the orientation shown below.

Secure the TV Mast Weldment to the Console Mast using the identified hardware.

Note: Use caution when assembling to prevent cable pinching.

Item	Description	Quantity
1	Console Mast	1
2	TV Mast Weldment	1
3	Flat Washer	4
4	Lock Washer	4
5	Bolt	4



## CHAPTER 3: CARE & MAINTENANCE

### ASSEMBLY STEPS:

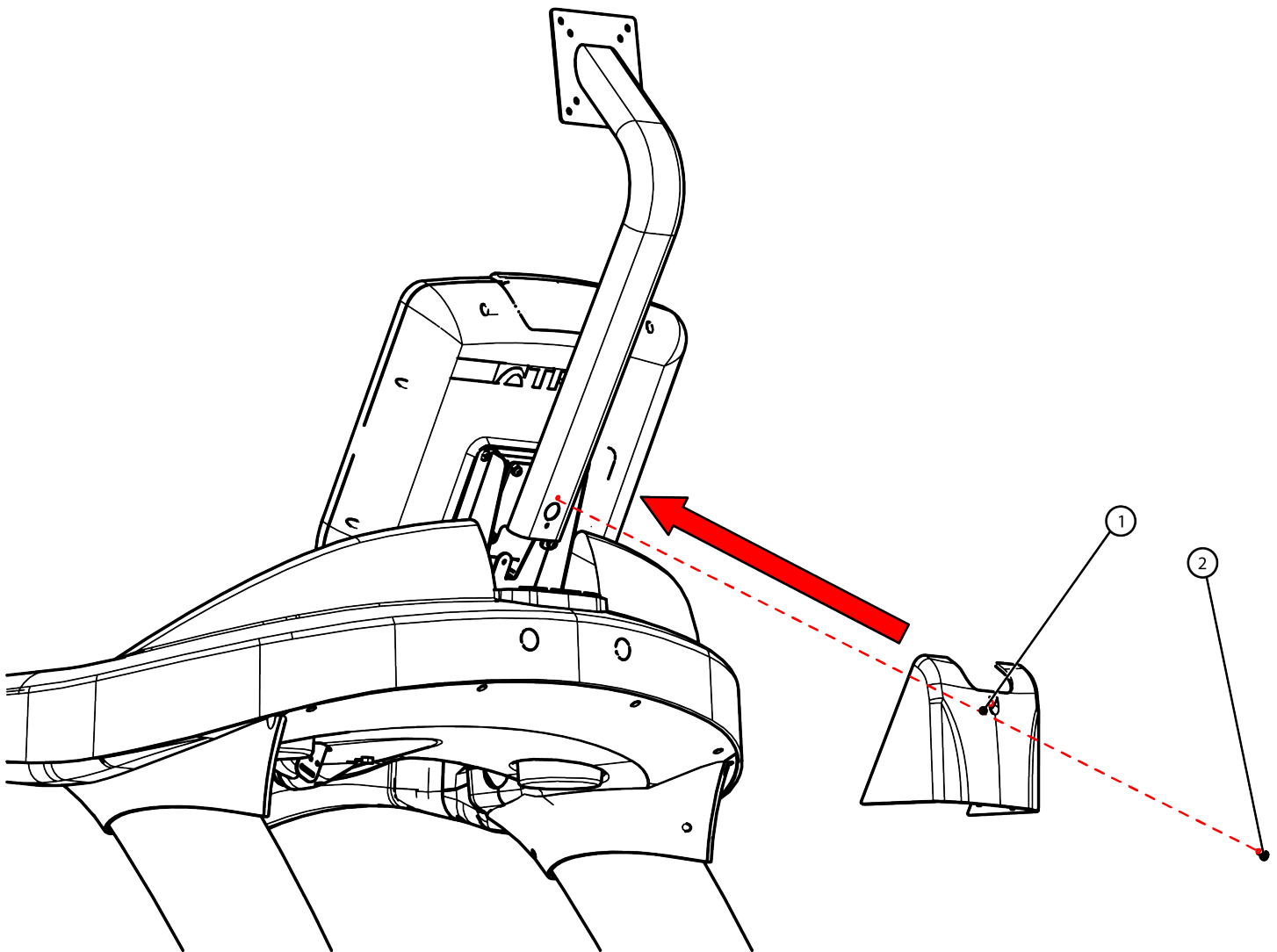
#### Step 5 (TV Mounting Kit Rear Console Cover):

Secure the Rear Console Cover that came with the TV Mounting Kit to the TV Mast Weldment.

Note: The Rear Console Cover shown here is not the same Rear Console Cover shown in Step 1 (TI1000, TC900, or TC650 Rear Console Cover).

Note: Use caution when assembling to prevent cable pinching.

Item	Description	Quantity
1	Rear Console Cover from TV Mounting Kit	1
2	Bolt	1



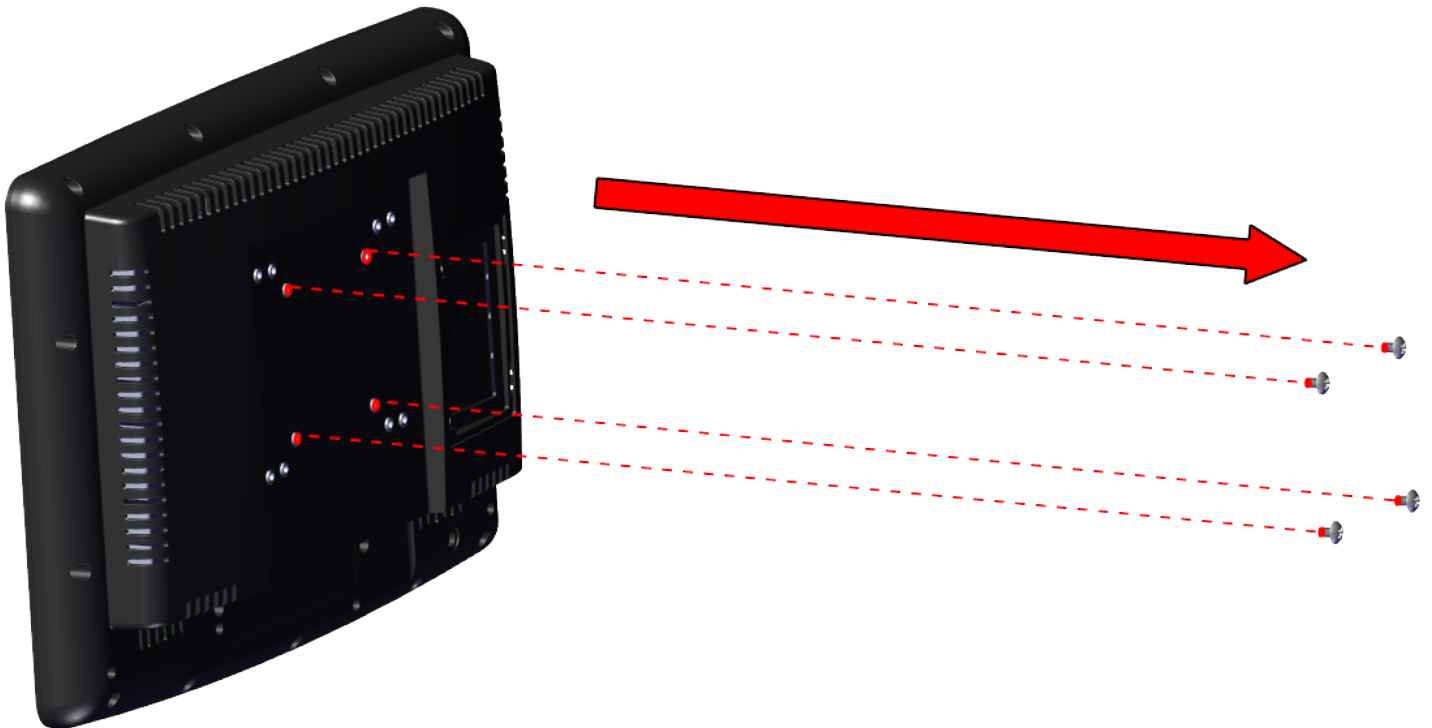
## CHAPTER 3: CARE & MAINTENANCE

### ASSEMBLY STEPS:

#### Step 6 (TV):

Remove the four mounting screws from the MYE<sup>®</sup> TV.

<u>Item</u>	<u>Description</u>	<u>Quantity</u>
1	TV	1
2	Bolt	4



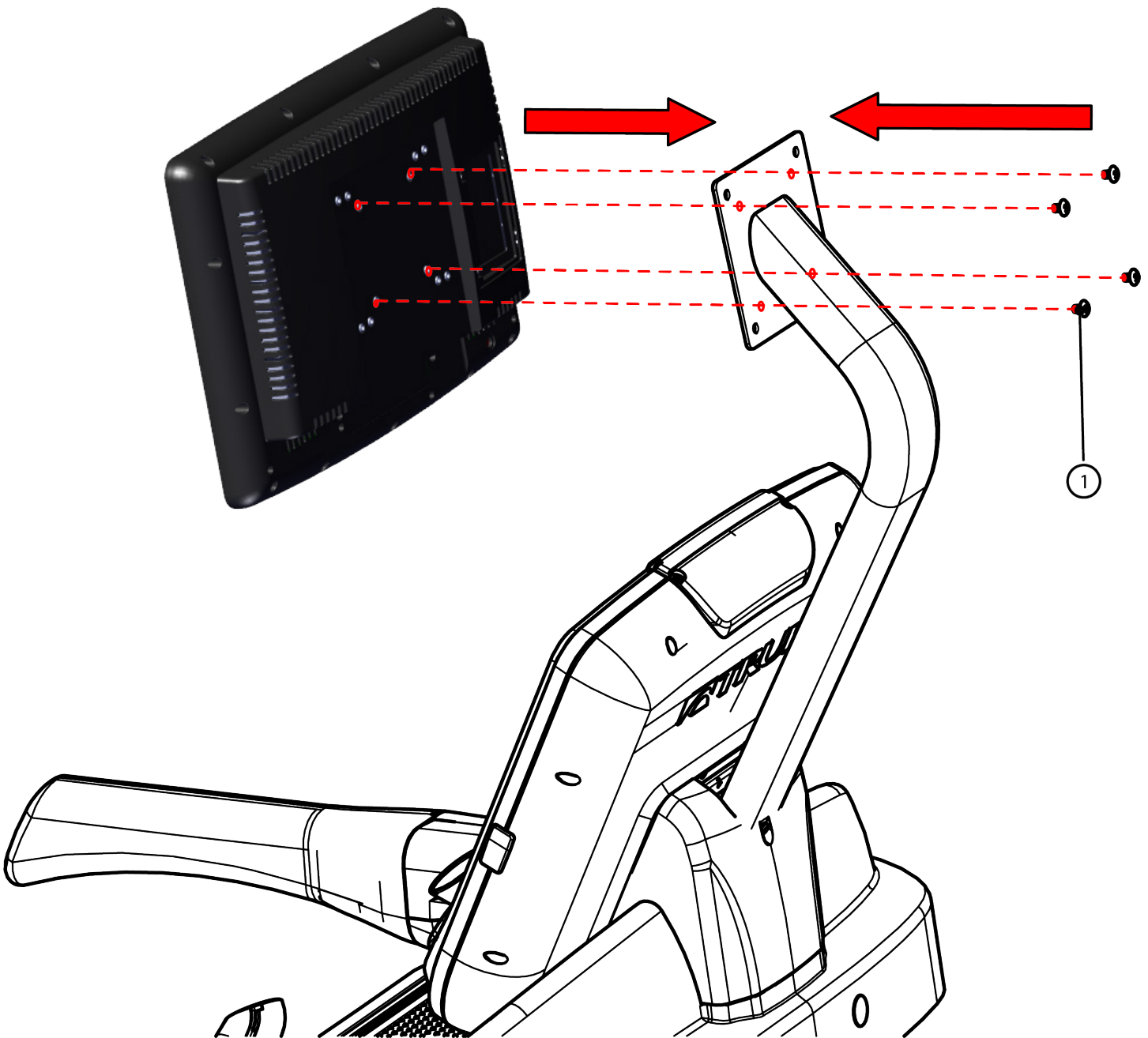
## CHAPTER 3: CARE & MAINTENANCE

### ASSEMBLY STEPS:

#### Step 7 (TV):

Secure the MYE® TV to the TV Mast Weldment using the hardware from Step 6 (TV).

Item	Description	Quantity
1	Bolt	4



## CHAPTER 3: CARE & MAINTENANCE

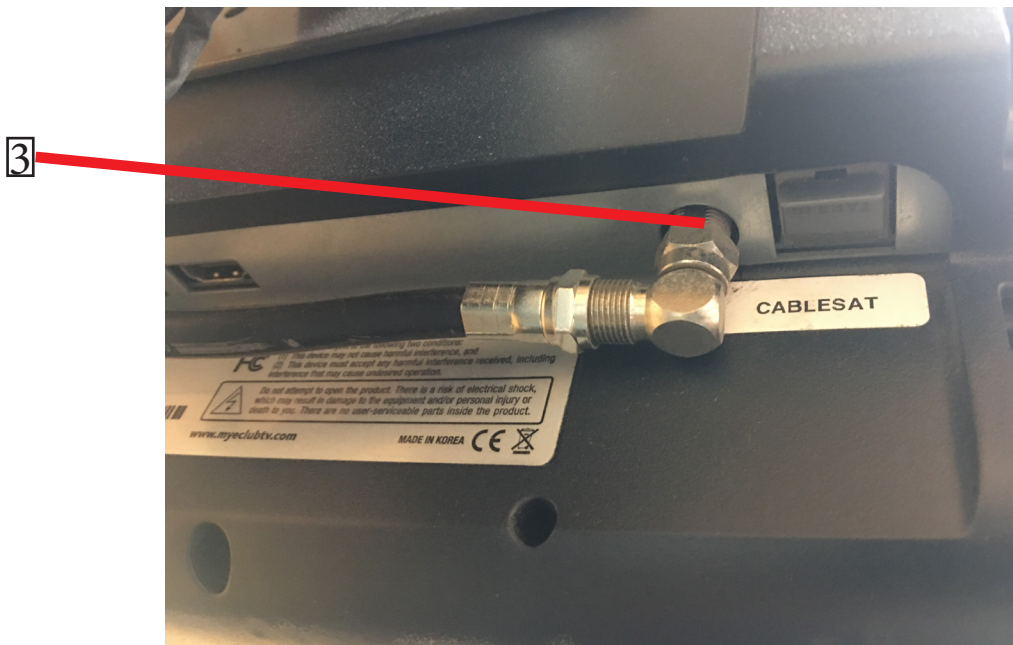
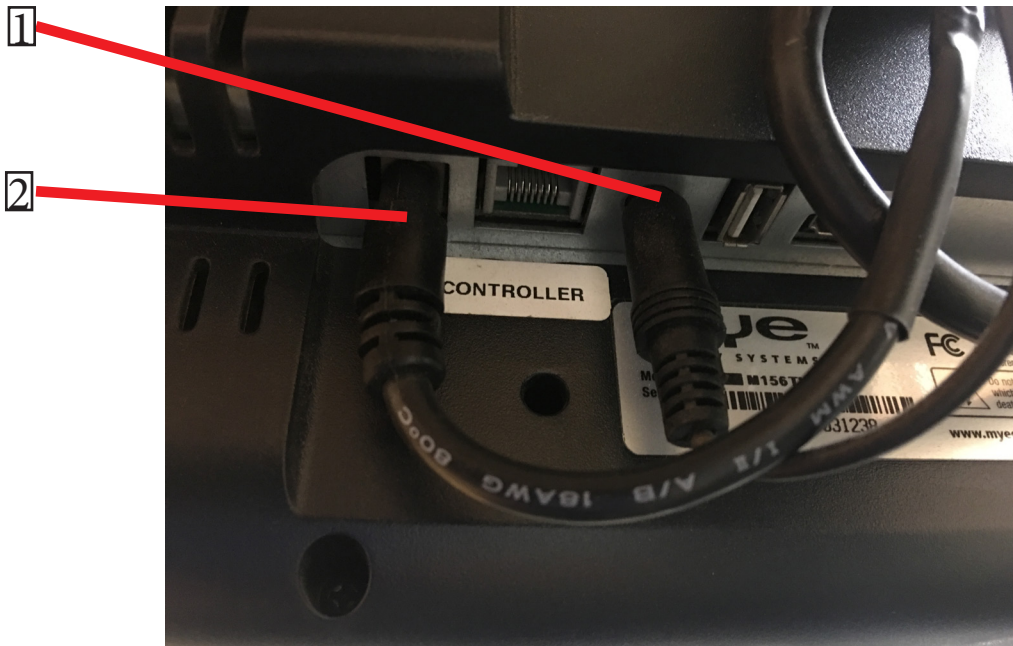
### ASSEMBLY STEPS:

#### Step 8 (TV):

Connect the DC Power cable and Coaxial cable to the MYE© TV as shown below at the top of the TV Mast Weldment.

Item	Description	Quantity
1	3.5 mm Stereo Audio cable	1
2	DC Power cable	1
3	Coaxial cable	1

Note: The 3.5mm Stereo Audio cable is reserved for a future enhancement.



## CHAPTER 3: CARE & MAINTENANCE

### CARE & MAINTENANCE:

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

#### Inspection:

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

#### Important:

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

\*To order parts or to contact a TRUE Authorized Service representative, please visit [www.truefitness.com](http://www.truefitness.com).

### CLEANING THE EQUIPMENT:

#### After Each Use:

- Use GymWipes™ Antibacterial wipes or spray a solution of 30 parts water to 1 part mild detergent to dampen a soft cloth and wipe all exposed surfaces.
- Use a LCD/screen cleaner or spray a solution of 1 part 91% isopropyl alcohol and 1 part water to dampen a soft cloth and wipe the surface of the console. This helps remove fingerprints, dust, and dirt.

#### Weekly:

- Vacuum any dust or dirt that might have accumulated under or around the treadmill, any motor cover vents and under the straddle covers. Clogged air vents can prevent adequate cooling to the drive motor, incline motor, and motor control board causing a shortened life.
- Check for proper running belt alignment and tension. If running belt adjustment is required, see sections “RUNNING BELT ALIGNMENT” and “TENSIONING THE RUNNING BELT” in the following pages.

### CAUTION:

Do not use any acidic cleaners. Doing so will weaken the paint or powder coatings and may void the TRUE Fitness Warranty. Never pour water or spray liquids on any part of the treadmill. Allow the treadmill to dry completely before using. Frequently vacuum the floor underneath the unit to prevent the accumulation of dust and dirt, which can affect the smooth operation of the unit. Use a soft nylon scrub brush to clean the running belt. Do not clean directly underneath the treadbelt. Most of the working mechanisms are protected inside the motor cover and base of the treadmill. However, for efficient operation, the treadmill relies on low friction. To keep the friction low, the unit's running belt, staging platforms, and internal mechanisms must be as clean as possible.

## CHAPTER 4: CUSTOMER SERVICE

### CONTACTING SERVICE:

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

You may also contact TRUE Fitness' customer support team by calling 800-883-8783 or emailing us at [service@truefitness.com](mailto:service@truefitness.com) Monday — Friday during normal hours of operation.

TRUE FITNESS SERVICE DEPARTMENT  
865 HOFF ROAD  
ST. LOUIS, MO 63366  
1.800.883.8783  
HOURS OF OPERATION: 8:30 A.M. - 5:00 P.M. CST  
E-MAIL: [service@truefitness.com](mailto:service@truefitness.com)

### CONTACTING SALES:

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

TRUE FITNESS HOME OFFICE  
865 HOFF ROAD  
ST. LOUIS, MO 63366  
1.800.426.6570  
HOURS OF OPERATION: 8:30 A.M. - 5:00 P.M. CST  
E-MAIL: [sales@truefitness.com](mailto:sales@truefitness.com)

## CHAPTER 4: CUSTOMER SERVICE

### REPORTING FREIGHT OR PARTS DAMAGE:

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

#### Severe Damage:

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

#### Slight Damage:

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

#### Concealed Damage:

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

### WARRANTY:

#### **NOTICE**

For unit and console warranty information, refer to the Warranty Information chapter in the unit manual.

#### **NOTICE**

For warranty information on the MYE TV, refer to <http://myefitness.com>.