

# XC400 ELLIPTICAL

 **TRUE**<sup>®</sup>



MODEL XC400-19  
(MAN-XC400-19 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/>

**ام اھ**

اھمى لسىت يلى عىفلا جىتنىملا فىل تىخت دق . جىنومنىل اھى ءضووعىملا تاجىتنىملا عىمىج .  
راعىش! نود رىى غىتلل ءلباق جىم اربىل او تازىملا او ، جىتنىملا تافىص او م  
[www.truefitness.com /support/user-manuals/](https://truefitness.com/support/user-manuals/) قراىزى جىرى كىل املال لىلد نالالى تىح لىسى ام مظىععمل  
<https://truefitness.com/support/user-manuals/> قراىزى جىرى ، ءىفاض! تاغىل يىف تادنىتسىملا

**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 strived 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<br>Attn: Product Support<br>865 Hoff Road<br>St. Louis, MO 63366 |
| Phone              | 800.883.8783  |
| Email              | service@truefitness.com   |
| Hours of Operation | Monday - Thursday 8:30am - 6:00pm (CST)<br>Friday 8:30am - 5:00pm (CST)       |

## Contacting Our Sales Team

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

|                    |  |
|--------------------|--|
| Address            | TRUE Fitness<br>Attn: Sales Department<br>865 Hoff Road<br>St. Louis, MO 63366 |
| Phone              | 800.426.6570   |
| Email              | sales@truefitness.com  |
| 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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\*Power warnings, grounding instructions, and power requirements are only applicable when this product is being used with the optional power supply.\*

**NOTE:** The Envision II 16" and ShowRunner II consoles require the optional power supply.

## 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.
  - Use upper exercise arms to maintain balance when mounting and dismounting the machine and for additional stability while exercising.
  - 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 correct ergonomic positioning while operating the elliptical.
  - Use the side rails or upper exercise arms whenever additional stability is required. In case of emergency, the siderails should be grabbed and the user should place his/her feet on the side platforms. The side rails should be used to grasp the heart rate sensors or to rest the hand on while operating the activity zone keys.
  - Avoid exiting elliptical while the foot skate is still in motion.
  - 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.
  - 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.
  - This machine is self-generated and does not require the use of an electrical outlet with the LED console. Optional touch screen or PVS consoles require 110V AC input and 9V DC 1.5 amp output for console operation only.
  - The batteries within self-generated equipment contain materials that are considered hazardous to the environment. Federal law requires proper disposal of these batteries.
  - Avoid placing hands on the upper side rail covers while elliptical is in operation.
- \* ⚠ 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.
- To disconnect, turn power OFF at the ON/OFF switch if applicable, then remove plug from electrical outlet. On the machine power switch, (⏻) means that the machine power is **ON** and (⏻) means the machine power is **OFF**.
  - Use a TRUE AC power cord or AC/DC adapter 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 warnings, grounding instructions, and power requirements are only applicable when this product is being used with the optional power supply.\*
- NOTE:** The Envision II 16" and ShowRunner II consoles require the optional power supply.

## \*POWER REQUIREMENTS\*

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

\*Power warnings, grounding instructions, and power requirements are only applicable when this product is being used with the optional power supply.\*

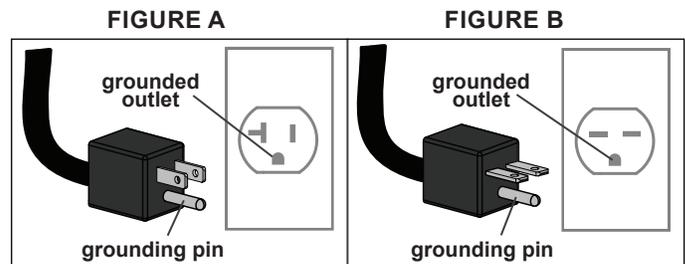
**NOTE:** The Envision II 16" and ShowRunner II consoles require the optional power supply.

## 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.

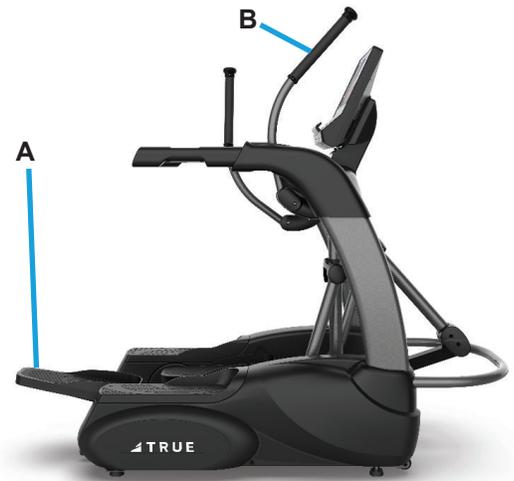


| Power Information |                  |                |                      |   |                |                              |
|-------------------|------------------|----------------|----------------------|---|----------------|------------------------------|
| Model             | Line Voltage (V) | Frequency (Hz) | Rated Current (Amps) | Number of Units per Circuit                   | Plug/Outlet*   | Max Power Dissipation (Watt) |
| XC400             | 110              | 50/60Hz        | 20                   | Up to 5 ellipticals per circuit—DO NOT exceed | NEMA 5-20<br>  | 350 watts per elliptical     |
|                   | 220              | 50/60Hz        | 15                   | Up to 5 ellipticals per circuit—DO NOT exceed | NEMA 6-15*<br> | 350 watts per elliptical     |

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

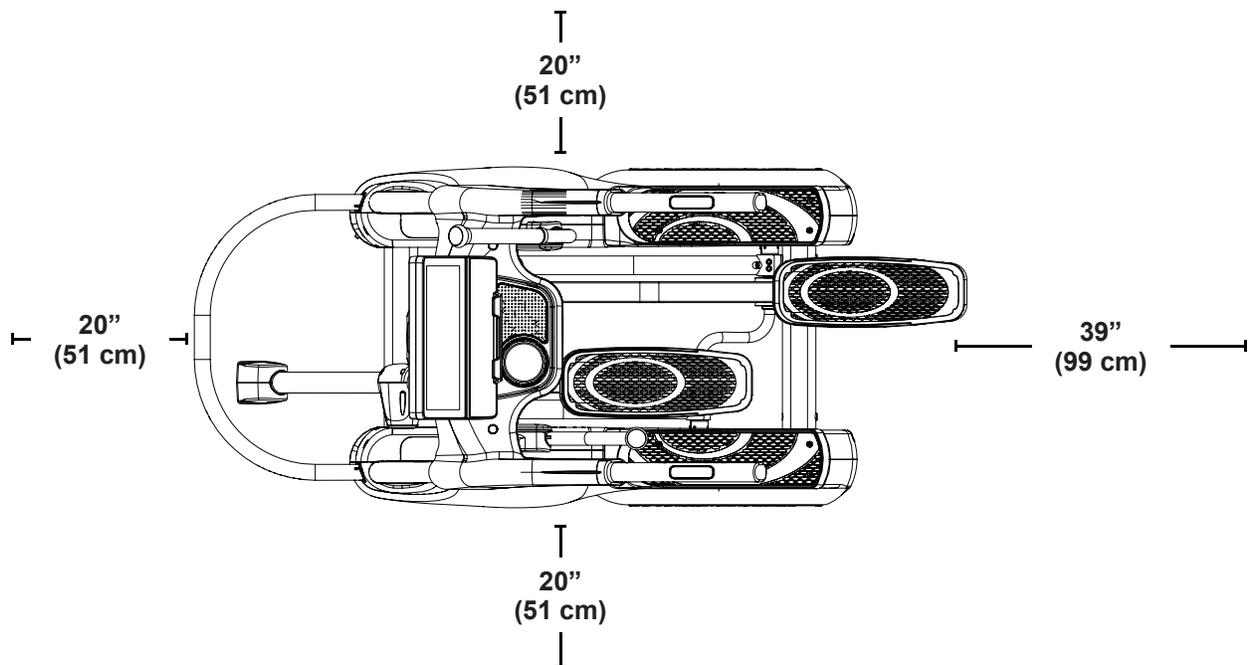
## PROPER TRAINING POSITION

- Users should keep both feet on the footpads (A) during the workout.
- During a workout the user's hand should grasp the upper exercise arms (B).
- Users should remain standing throughout the workout.



## SPACE REQUIREMENTS

TRUE recommends leaving a minimum of 20" (51 cm) on each side of the equipment and a 39" (99 cm) safety zone at the rear of the equipment.



## SPECIFICATIONS

- **DIMENSIONS (L X W X H)**  
63" x 32" x 64" / 160.02 cm x 81.28 cm x 162.56 cm
- **PRODUCT WEIGHT**  
340 lbs / 154 kg

## ELLIPTICAL ENTRY AND EXIT SAFETY

### To Enter:

- Step up onto the rear step.
- Step up onto the side platforms.
- Grip the side rails or upper exercise arms for stability while stepping onto the lowest pedal.
- Place opposite foot onto the other pedal.

### To Exit:

- Stop pedaling by slowing leg motion and applying slight resistance to the upper exercise arms.
- While gripping the side rails or upper exercise arms for stability, step from the highest pedal onto the side platform.
- Place the opposite foot on the other side platform.
- Step down to the rear step.

**NOTE:** The elliptical trainer is not equipped with a free wheel, therefore the moving parts are unable to stop immediately.

## 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](mailto:service@truefitness.com) // 800.883.8783).



### CAUTION

Risk of injury to persons - to avoid injury, use extreme caution when stepping onto or off of a moving machine. Read instruction manual before using. To reduce the risk of injury from moving parts - unplug before servicing.

### WARNING!

Heart rate monitoring systems may be inaccurate. Over exercising may result in serious injury or death. If you feel faint stop exercising immediately. This stationary training equipment is not suitable for high accuracy purposes.

### WARNING!

Obtain proper instruction prior to using this equipment. Inspect equipment before use. Stop exercising if you feel faint, dizzy or short of breath. Keep children away from this equipment. Keep clear of all moving parts. Failure to use appropriate caution could result in serious injury.

## 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

## 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.\*

**⚠ WARNING:** Do not use an impact drill when assembling plastic components.

\*Power warnings, grounding instructions, and power requirements are only applicable when this product is being used with the optional power supply.\*

### ⚠ CAUTION:



- Use caution when assembling this product.
- Unpacking and assembling of this product is a two person task.
- For each step use hardware in the corresponding bag.



Use caution when unpacking this product. Avoid damage to the product and product pads. **DO NOT** use a box cutter. **DO NOT** slice into the packaging.

### VERIFY BOX CONTENTS

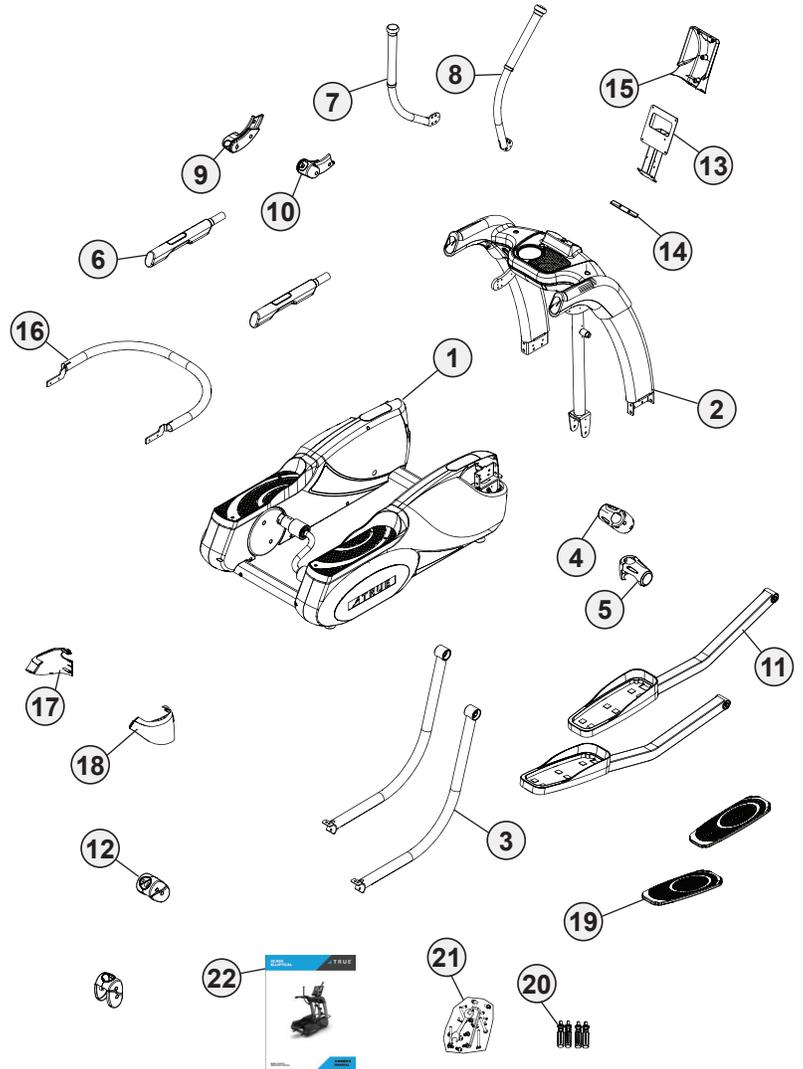
**IMPORTANT!** Please verify box contents. If you have questions, or if there are any missing parts, contact product support (service@truefitness.com // 800.883.8783).

| TOOLS NEEDED FOR ASSEMBLY |   | INCLUDED IN BOX |
|---------------------------|---|-----------------|
| 6mm Ball End Allen Wrench |  | YES             |
| 10mm Allen Wrench         |  | YES             |
| 17mm Wrench               |  | NO              |
| 17mm Socket               |  | NO              |

| TOOLS NEEDED FOR ASSEMBLY |   | INCLUDED IN BOX |
|---------------------------|---|-----------------|
| #2 Phillips Screwdriver   |  | NO              |
| Wire Cutters              |  | NO              |
| Plastic Pry               |  | NO              |
| Tape Measure              |  | NO              |

## BOX CONTENTS

| ITEM | DESCRIPTION               | QTY |
|------|---------------------------|-----|
| 1    | Base                      | 1   |
| 2    | Pedestal                  | 1   |
| 3    | Drawbars                  | 1   |
| 4    | Left Drawbar Cover        | 1   |
| 5    | Right Drawbar Cover       | 1   |
| 6    | Side Arms                 | 1   |
| 7    | Left Upper Exercise Arm   | 1   |
| 8    | Right Upper Exercise Arm  | 1   |
| 9    | Left Exercise Arm Cover   | 1   |
| 10   | Right Exercise Arm Cover  | 1   |
| 11   | Pedal Tubes               | 2   |
| 12   | Rocker Tube Covers        | 2   |
| 13   | Console Mast              | 1   |
| 14   | Front Lower Console Cover | 1   |
| 15   | Rear Console Cover        | 1   |
| 16   | Front Guard Tube          | 1   |
| 17   | Left Pedestal Base Cover  | 1   |
| 18   | Right Pedestal Base Cover | 1   |
| 19   | Foot Pads                 | 2   |
| 20   | Transport Handles         | 4   |
| 21   | Hardware Bag(s)           | 1   |
| 22   | Manual                    | 1   |



## HARDWARE CONTENTS

### Bag 1

| ITEM    | DESCRIPTION   | QTY |
|---------|---|-----|
| TI0229  | SHCS, M8-1.25 x 12MM<br> | 8   |
| XCS0372 | SHCS, M12X12MM<br>       | 2   |

### Bag 2

| ITEM    | DESCRIPTION  | QTY |
|---------|--|-----|
| XCS0383 | WASHER, LOCK, M10x2.2T<br>                  | 2   |
| PX0153  | HHS, M10x20, 26012DVG<br>                  | 2   |
| XCS0384 | SHCS, M8X12MM, SS<br>                     | 8   |
| CX0102  | PHMS, M3-0.5 X 12MM, BLK<br>              | 6   |
| SX0004  | PHMS, M5-0.8X12MM, CR. RE<br>             | 4   |
| XP0154  | WASHER, FLAT, 10.2MMID,<br>35MMOD, 2T<br> | 2   |

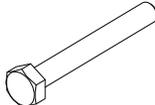
### Bag 3

| ITEM   | DESCRIPTION   | QTY |
|--------|---|-----|
| TI0229 | SHCS, M8-1.25 x 12MM<br> | 4   |

### Bag 4

| ITEM   | DESCRIPTION   | QTY |
|--------|---|-----|
| TS1275 | SHCS, COUNTERSUNK,<br>M8X1.25X16<br> | 8   |
| CX0063 | PHMS, M5 X 8MM<br>                   | 6   |

### Bag 5

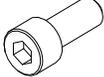
| ITEM   | DESCRIPTION   | QTY |
|--------|---|-----|
| SX0115 | HHS, M10-1.5 X 81.5MM<br>        | 2   |
| SX0116 | NUT, HEX, M10, ZP<br>          | 2   |
| SX0004 | PHMS, M5-0.8X12MM, CR. RE.<br> | 8   |

### Bag 6

| ITEM    | DESCRIPTION  | QTY |
|---------|--|-----|
| TI0229  | SHCS, M8-1.25 x 12MM<br>        | 2   |
| XCS0388 | SHCS, M8X20MM, BLK<br>          | 2   |
| XCS0389 | PHMS, W/WASHER, M5X12MM<br>     | 2   |
| CX0079  | PHMS, M5-0.8 X 12MM, BLK ZP<br> | 6   |

## HARDWARE CONTENTS

### Bag 7

| ITEM    | DESCRIPTION   | QTY |
|---------|---|-----|
| XCS0388 | SHCS, M8X20MM, BLK<br>                           | 4   |
| XPS0078 | SCREW, M4X16MM, CR. RE.<br>TRUSS HD. TAPPING<br> | 4   |

### Tools

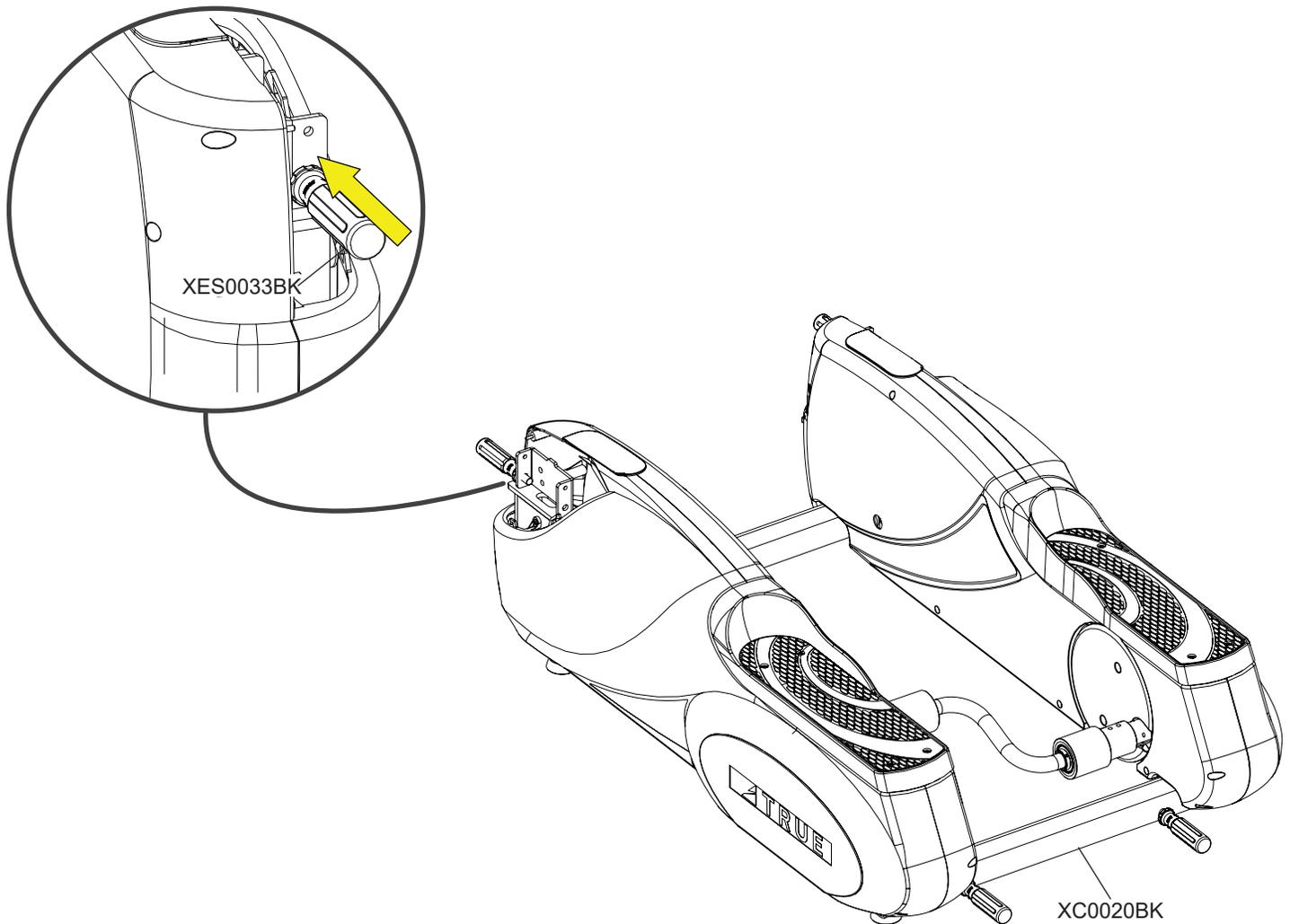
| ITEM       | DESCRIPTION   | QTY |
|------------|---|-----|
| XCS0050008 | HEX KEY, 10MM<br>           | 1   |
| XCS0050009 | HEX KEY, 6MM, BALL END<br> | 1   |

## ASSEMBLY STEPS

### PREASSEMBLY STEP 1— ATTACH TRANSPORT HANDLES

| Parts Used in this Step |                         |     |
|-------------------------|-------------------------|-----|
| PART                    | DESCRIPTION             | QTY |
| XC0020BK                | SUBASSEMBLY, XC400 BASE | 1   |
| XES0033BK               | REMOVABLE HANDLE, BLACK | 4   |

1. With the machine still on the pallet, attach the 4 transport handles to the front and rear of the machine.  
**NOTE:** Transport handles will provide assistance in moving the machine.
2. Carefully remove the machine from the pallet.
3. After placing the machine in its final location, remove the transport handles from the machine and store them with the owner's manual for future use.



## PREASSEMBLY STEP 2— MEASURE DOORWAYS

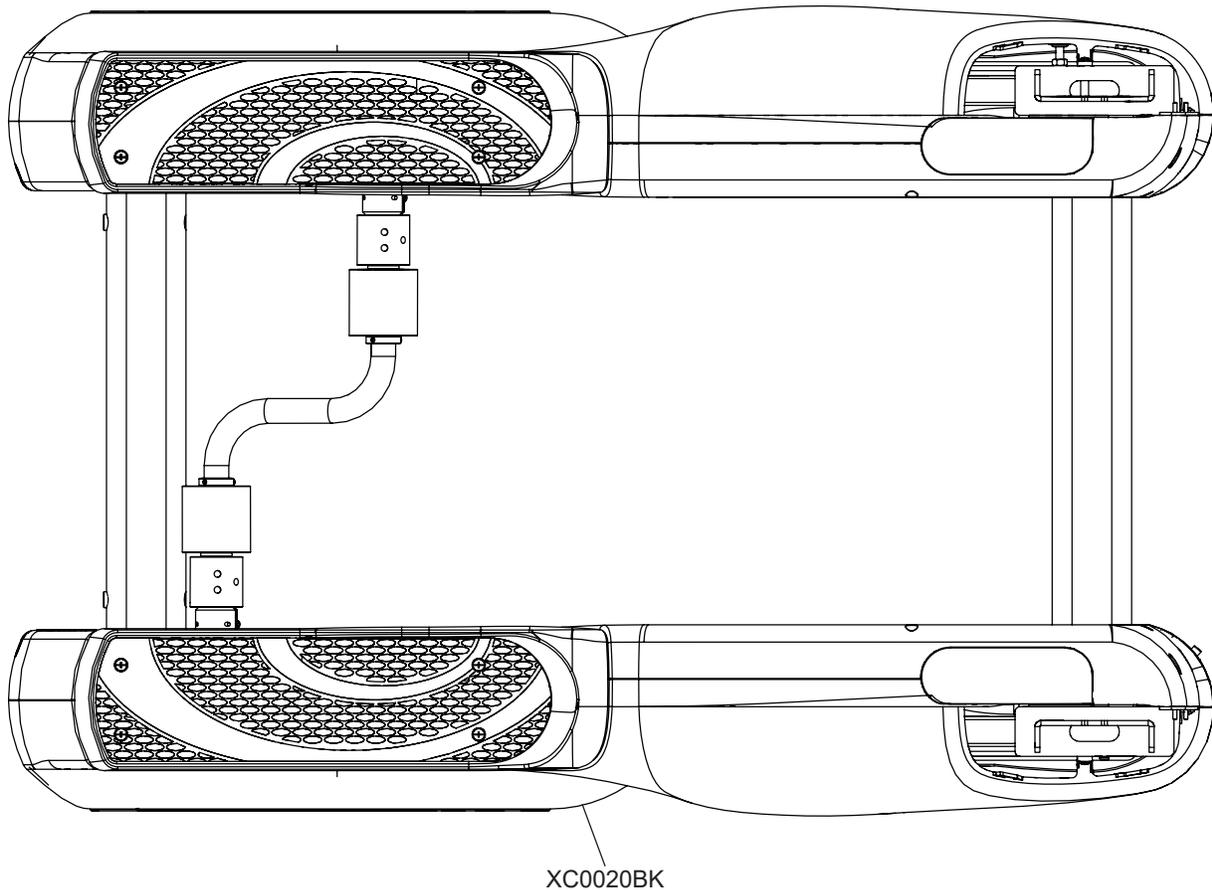
| Tools Used in this Step |   |
|-------------------------|---|
| Tape Measure            |  |

| Parts Used in this Step |                         |     |
|-------------------------|-------------------------|-----|
| PART                    | DESCRIPTION             | QTY |
| XC0020BK                | SUBASSEMBLY, XC400 BASE | 1   |

**NOTE:** Follow these instructions if the unit needs to be moved.

1. Using a tape measure, measure all doorways, hallways, and stairwells to make sure that the 33" frame can fit through them.
2. If it will not fit, move all parts to the final location and assemble machine in that location. If the machine needs to be placed on its side, separate the pedestal from the base and keep the left side foam packaging attached to the base to help avoid damaging the plastic covers. Set the base on the foam or the feet only.

**NOTE:** The base can be set on its left side, but only with the attached foam packaging underneath it.

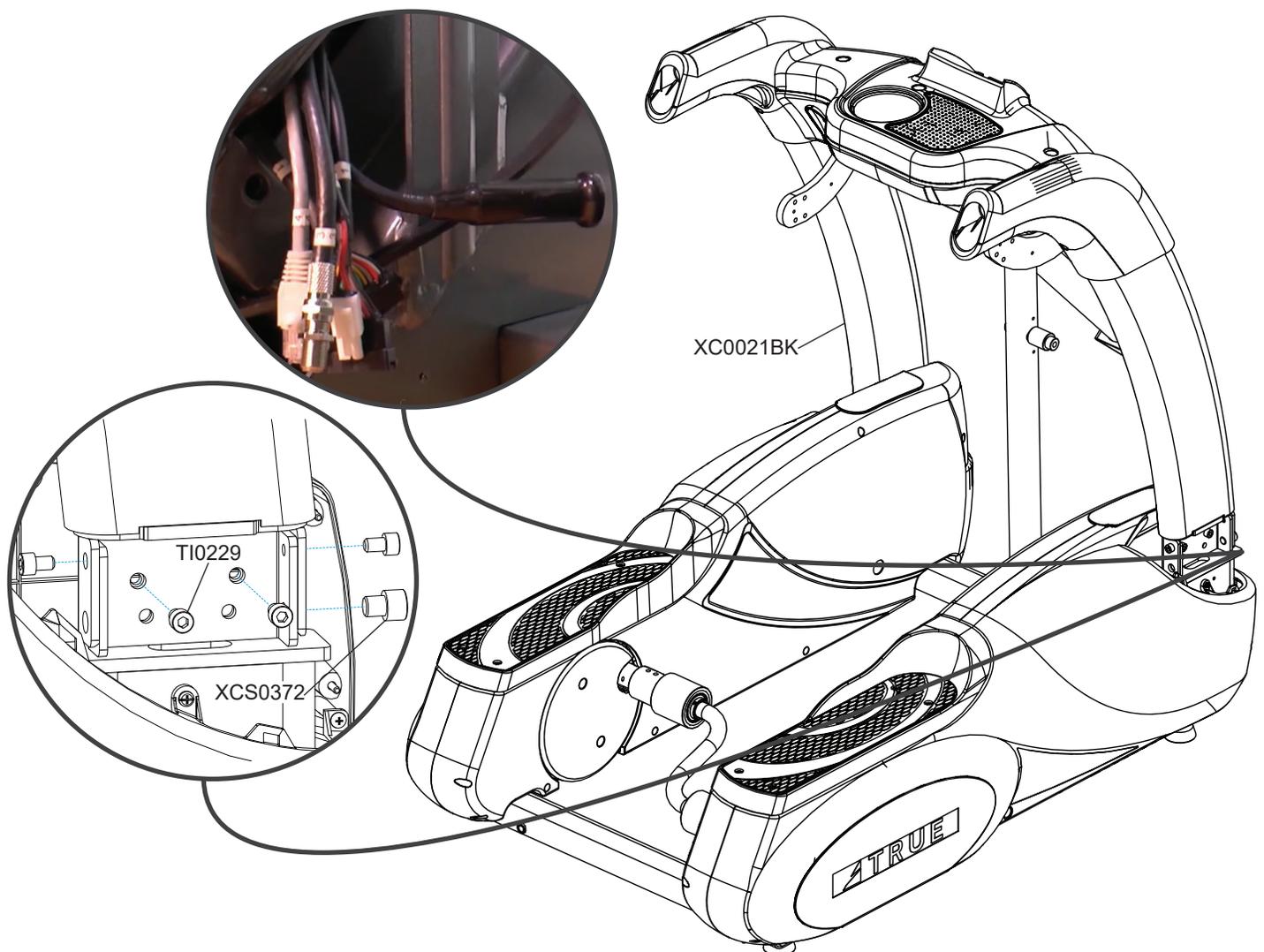


## STEP 1—ATTACH PEDESTAL

| Tools Used in this Step   |   |
|---------------------------|---|
| 6mm Ball End Allen Wrench |  |
| 10mm Allen Wrench         |  |

| Parts Used in this Step |                                      |     |
|-------------------------|--------------------------------------|-----|
| PART                    | DESCRIPTION                          | QTY |
| XCS0050008              | HEX KEY, 10MM                        | 1   |
| XCS0050009              | HEX KEY, 6MM, BALL END               | 1   |
| XC0021BK                | SUBASSEMBLY, PEDESTAL - XC400, BLACK | 1   |
| XES0033BK               | REMOVABLE HANDLE, BLACK              | 2   |
| TI0229                  | SHCS, M8-1.25 x 12MM                 | 8   |
| XCS0372                 | SHCS, M12X12MM                       | 2   |

- Carefully slide the pedestal down onto the base.  
**NOTE:** Use two people while sliding the pedestal onto the base.  
**IMPORTANT! DO NOT pinch the cables.**
- Using a 6mm ball end allen wrench and a 10mm allen wrench, attach the pedestal to the base using 8 hex screws and 2 larger hex screws.
- Connect the cables coming from the right pedestal to the corresponding cables in the base.  
**IMPORTANT! DO NOT pinch the cables.**

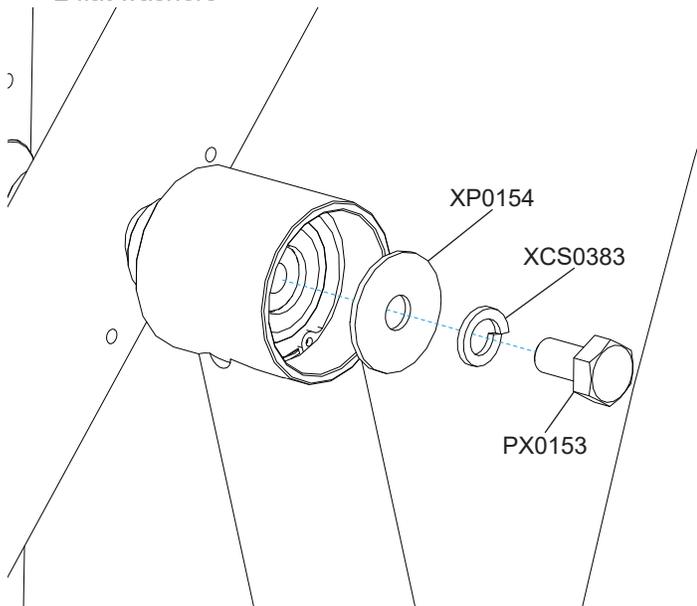


## STEP 2—ATTACH DRAWBARS

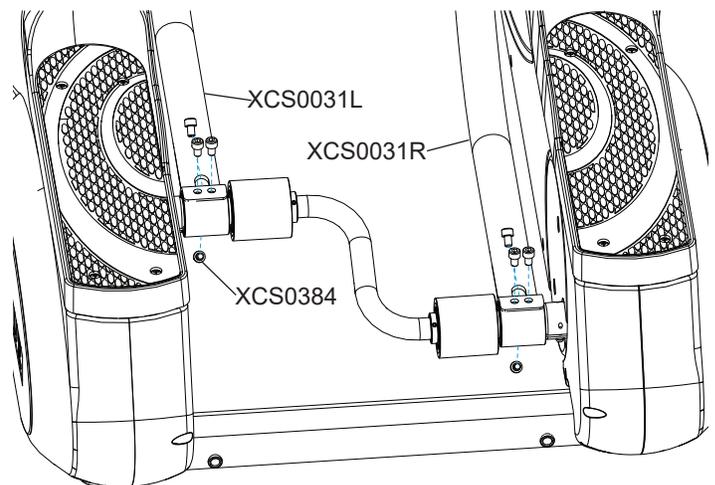
| Tools Used in this Step   |   |
|---------------------------|---|
| 6mm Ball End Allen Wrench |  |
| 17mm Socket               |  |
| #2 Phillips Screwdriver   |  |

| Parts Used in this Step |   |     |
|-------------------------|---|-----|
| PART                    | DESCRIPTION                               | QTY |
| XCS0050009              | HEX KEY, 6MM, BALL END                    | 1   |
| XCS0031L                | SUBASSEMBLY, LINKAGE ASSEMBLY (L) - XC400 | 1   |
| XCS0031R                | SUBASSEMBLY, LINKAGE (R) - XC400          | 1   |
| XC0028BK                | SUBASSEMBLY, LEFT LINKAGE PIVOT, BLACK    | 1   |
| XC0027BK                | SUBASSEMBLY, RIGHT LINKAGE PIVOT, BLACK   | 1   |
| PX0153                  | HHS, M10x20, 26012DVG                     | 2   |
| XCS0383                 | WASHER, LOCK, M10x2.2T                    | 2   |
| XP0154                  | WASHER, FLAT, 10.2MMID, 35MMOD, 2T        | 2   |
| XCS0384                 | SHCS, M8X12MM, SS                         | 8   |
| SX0004                  | PHMS, M5-0.8X12MM, CR. RE                 | 4   |
| CX0102                  | PHMS, M3-0.5 X 12MM, BLK                  | 6   |

- Using a 17mm socket, attach each drawbar to its corresponding shaft using 2 bolts, 2 lock washers, and 2 flat washers

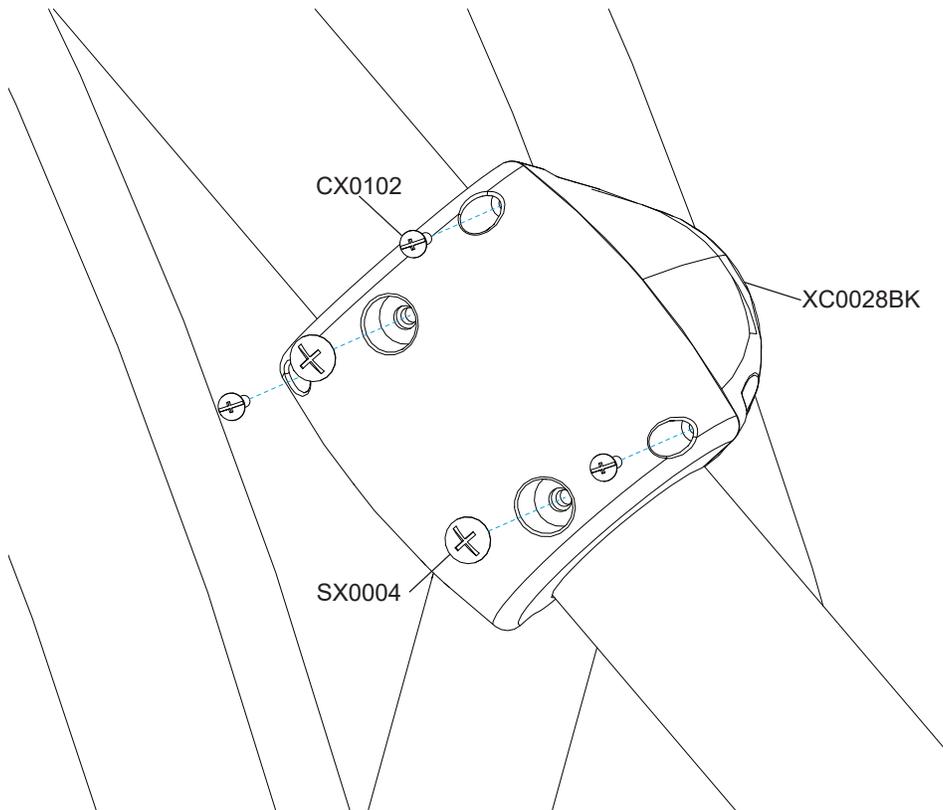


- Using a 6mm ball end allen wrench, attach the bottoms of the drawbars to the base using 8 hex screws.



## STEP 2—ATTACH DRAWBARS CONTINUED

- Using a #2 Phillips screwdriver, attach the drawbar covers to the shafts using 4 screws and 6 smaller screws.



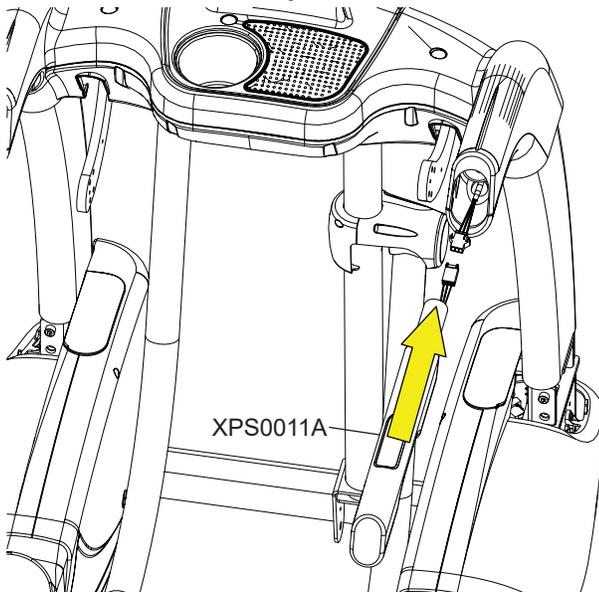
### STEP 3—ATTACH SIDE ARMS

| Tools Used in this Step   |   |
|---------------------------|---|
| 6mm Ball End Allen Wrench |  |

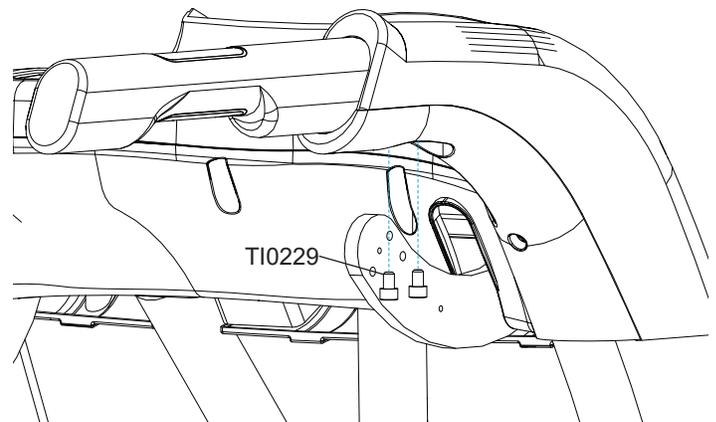
| Parts Used in this Step |   |     |
|-------------------------|---|-----|
| PART                    | DESCRIPTION                               | QTY |
| XCS0050009              | HEX KEY, 6MM, BALL END                    | 1   |
| XPS0011A                | SUBASSEMBLY, HAND RAIL W/HEART RATE XC400 | 2   |
| TI0229                  | SHCS, M8-1.25 x 12MM                      | 4   |

1. Connect the side arm heart rate cables.
2. Carefully slide the side arms into the pedestal and tuck the heart rate cables into the tubes.

**IMPORTANT! DO NOT pinch the cables.**



3. Using a 6mm ball end allen wrench, attach the side arms to the pedestal using 4 hex screws.



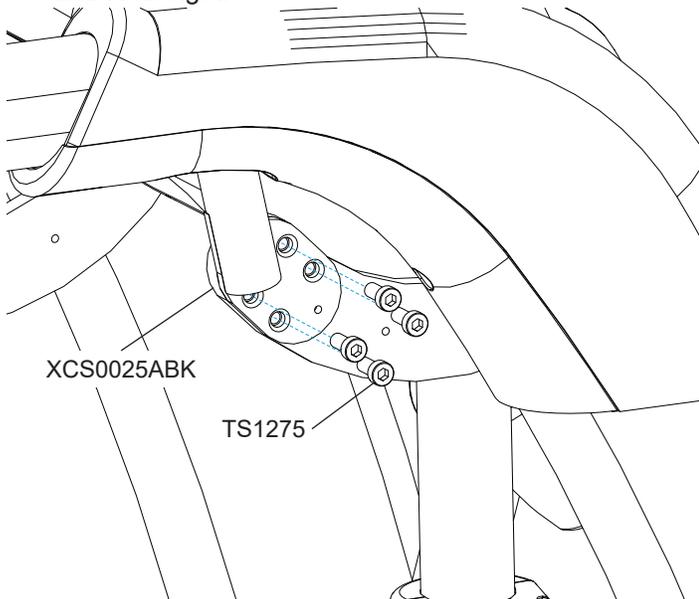
## STEP 4—ATTACH UPPER EXERCISE ARMS AND EXERCISE ARM COVERS

| Tools Used in this Step   |   |
|---------------------------|---|
| 6mm Ball End Allen Wrench |  |
| #2 Phillips Screwdriver   |  |

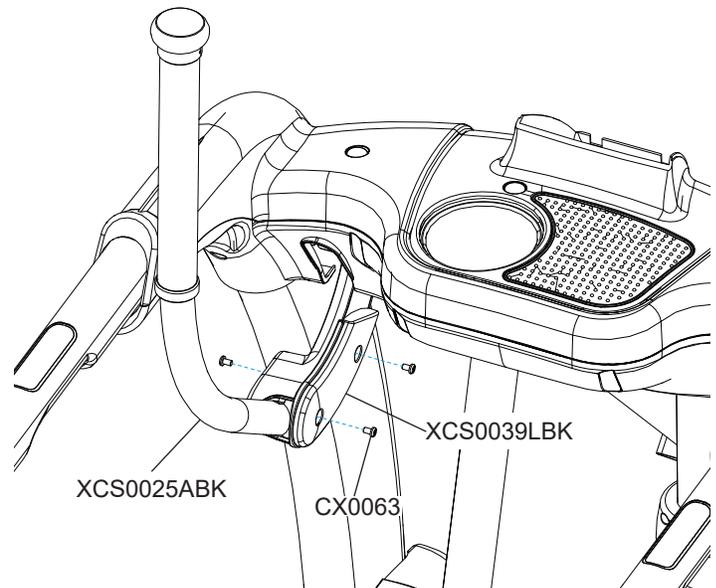
| Parts Used in this Step |  |     |
|-------------------------|--|-----|
| PART                    | DESCRIPTION  | QTY |
| XCS0050009              | HEX KEY, 6MM, BALL END                                   | 1   |
| XCS0025BBK              | UPPER EXERCISE ARM: XC400/R; XC900/L, BLACK              | 1   |
| XCS0025ABK              | SUBASSEMBLY, UPPER EXERCISE ARM: XC400/L; XC900/R, BLACK | 1   |
| XCS0039RBK              | KIT, SHAFT COVER SET (R) - XC400, BLACK                  | 1   |
| XCS0039LBK              | KIT, SHAFT COVER SET (L) - XC400, BLACK                  | 1   |
| TS1275                  | SHCS, COUNTERSUNK, M8X1.25X16                            | 8   |
| CX0063                  | PHMS, M5 X 8MM   | 6   |

- Using a 6mm ball end allen wrench, attach the upper exercise arms using 8 hex screws.

**NOTE:** The upper exercise arms are labeled **L** for left and **R** for right.



- Using a #2 Phillips screwdriver, attach the exercise arm covers using 6 screws.



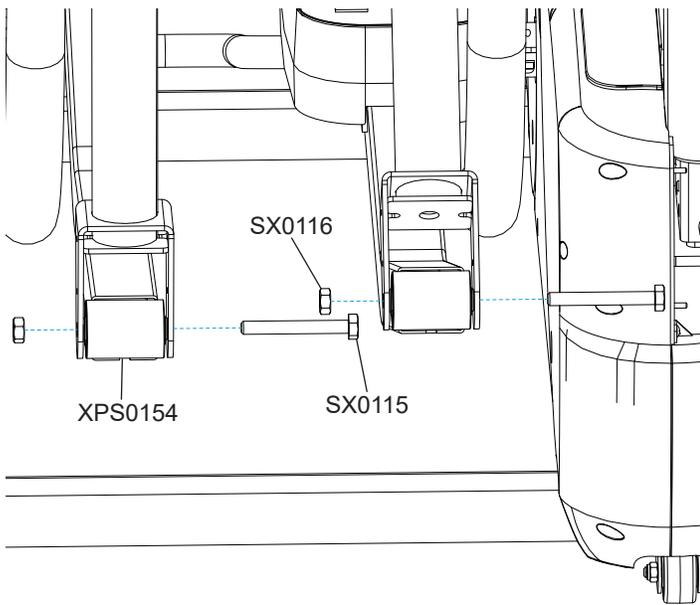
## STEP 5—ATTACH PEDAL TUBES AND ROCKER ARM COVERS

| Tools Used in this Step |  |
|-------------------------|--|
| 17mm Socket             |  |
| 17mm Wrench             |  |
| #2 Phillips Screwdriver |  |

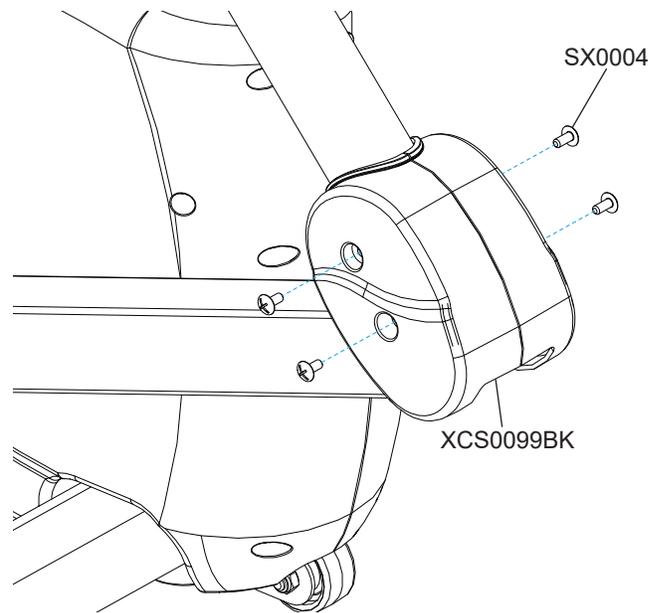
| Parts Used in this Step |  |     |
|-------------------------|--|-----|
| PART                    | DESCRIPTION                                | QTY |
| XPS0154                 | SUBASSEMBLY, PEDAL TUBE - XES700-20(+15mm) | 2   |
| XCS0099BK               | KIT, ROCKER ARM COVER SET BLACK            | 2   |
| SX0115                  | HHS, M10-1.5 X 81.5MM                      | 2   |
| SX0116                  | NUT, HEX, M10, ZP                          | 2   |
| SX0004                  | PHMS, M5-0.8X12MM, CR. RE                  | 8   |

- Using a 17mm socket and wrench, attach the pedal tubes using 2 bolts and 2 nuts.

**NOTE:** Ensure that the pedal tubes are centered on the crankshaft rollers before tightening.



- Using a #2 Phillips screwdriver, attach the rocker arm covers using 8 screws.

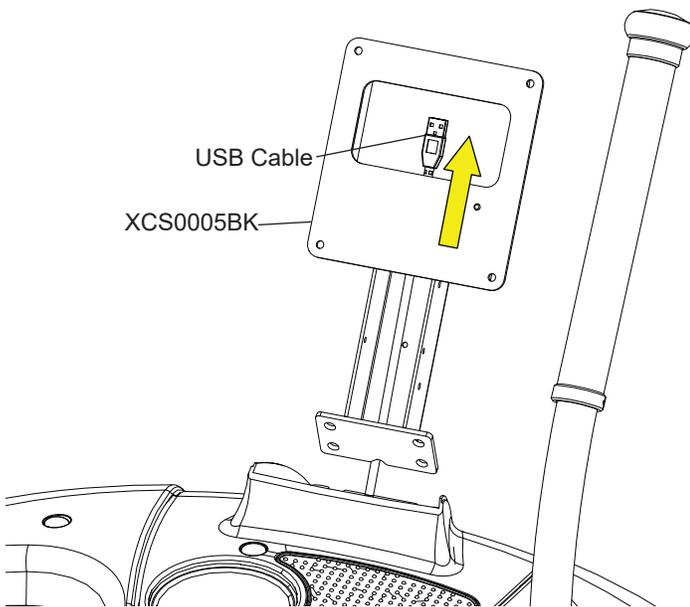


## STEP 6—ATTACH CONSOLE MAST AND CONSOLE

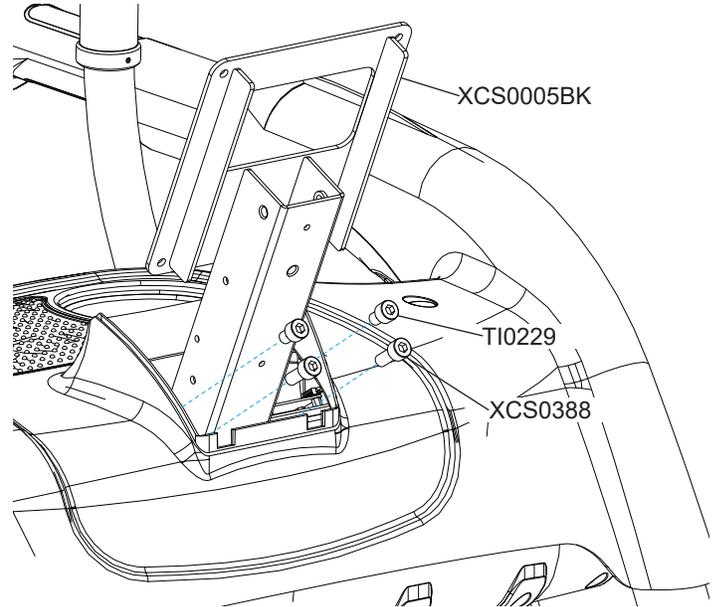
| Tools Used in this Step   |   |
|---------------------------|---|
| 6mm Ball End Allen Wrench |  |
| #2 Phillips Screwdriver   |  |

| Parts Used in this Step |   |     |
|-------------------------|---|-----|
| PART                    | DESCRIPTION                                   | QTY |
| XCS0050009              | HEX KEY, 6MM, BALL END                        | 1   |
| XCS0005BK               | SUBASSEMBLY, CONSOLE MAST - XC400, BLACK      | 1   |
| XCS0022BK               | SUBASSEMBLY, FRONT LOWER CONSOLE COVER, BLACK | 1   |
| XCS0038BK               | SUBASSEMBLY, REAR CONSOLE COVER - XC400       | 1   |
| TI0229                  | SHCS, M8-1.25 x 12MM                          | 2   |
| XCS0388                 | SHCS, M8X20MM, BLK                            | 2   |
| XCS0389                 | PHMS, W/WASHER, M5X12MM                       | 2   |
| CX0079                  | PHMS, M5-0.8 X 12MM, BLK ZP                   | 2   |

1. Slide the console cables through the console mast.  
**IMPORTANT! DO NOT pinch the cables.**

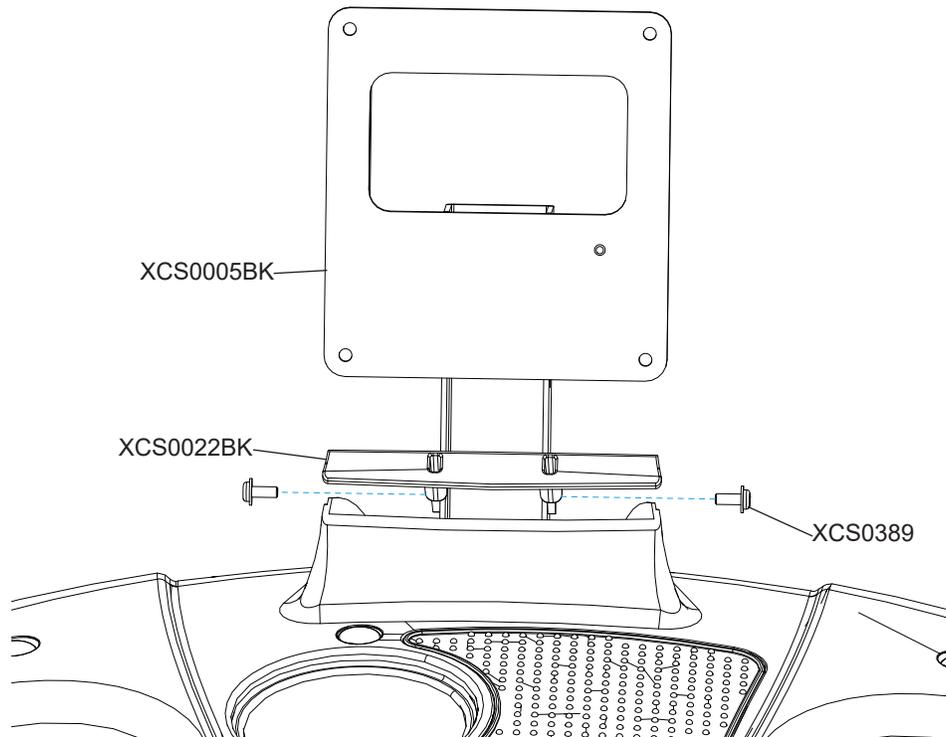


2. Using a 6mm ball end allen wrench, attach the console mast using 4 hex screws.



## STEP 6—ATTACH CONSOLE MAST AND CONSOLE CONTINUED

- Using a #2 Phillips screwdriver, attach the front lower console cover to the console mast using 2 screws.



## STEP 6—ATTACH CONSOLE MAST AND CONSOLE CONTINUED

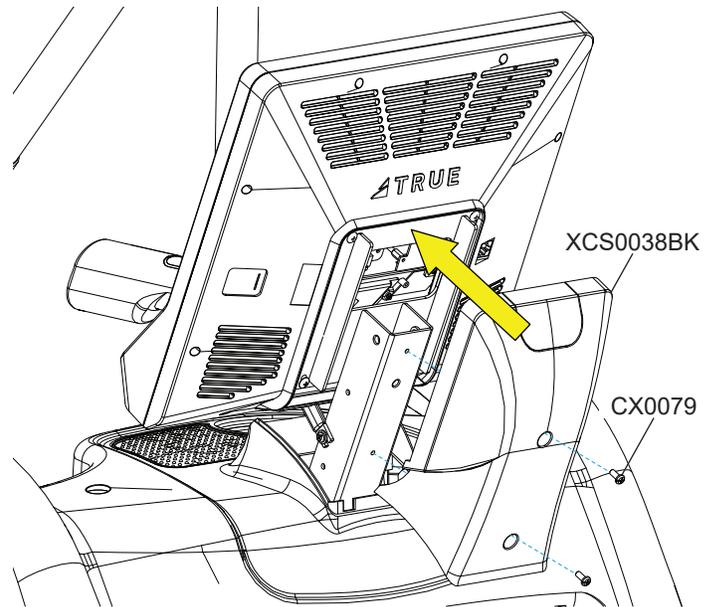
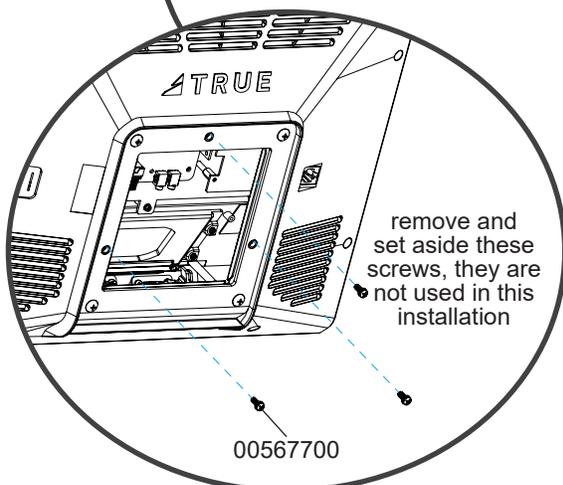
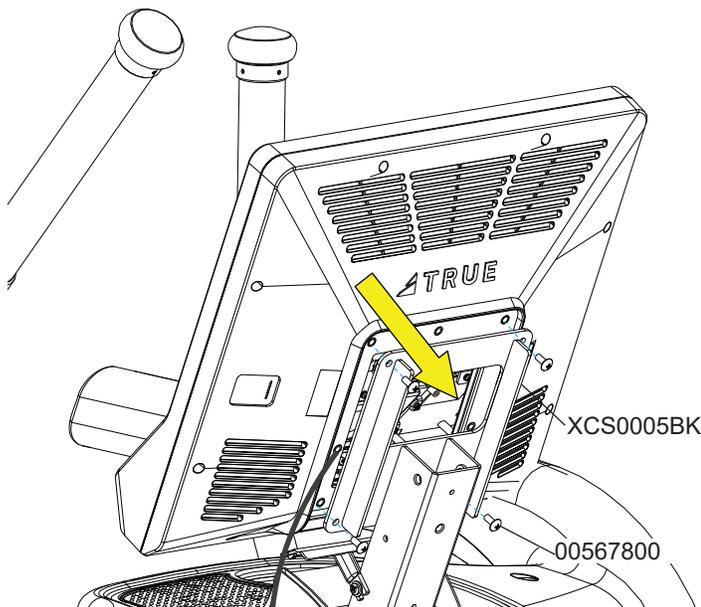
- Using a #2 Phillips screwdriver, secure the console to the console mast using the hardware preassembled to the console (00567800 // SCREW, M5-.8X12 COMBO PHILLIPS/Common TRUSS HEAD - ACG BLACK // QTY 4).

**NOTE:** If the console also has three screws (00567700 // SCREW, M4-.7 X 12 PPHMS SEMS // QTY 3) preassembled, remove and set aside these screws. They are not used in this installation.

- Connect the console cables and ensure all cables are routed inside the console mast to avoid pinching the cables.

**NOTE:** Console cable connections are included in the console owner's manual.

- Using a #2 Phillips screwdriver, attach the rear console cover to the console mast using 2 screws.

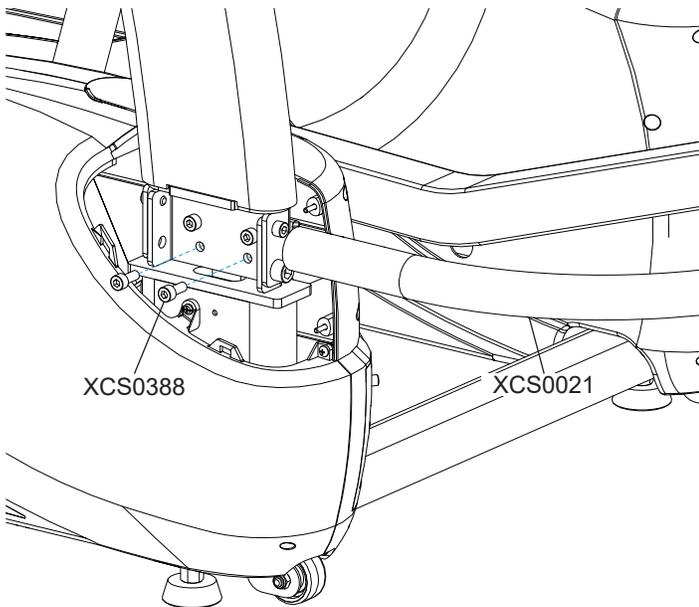


## STEP 7—ATTACH FRONT GUARD TUBE AND PEDESTAL BASE COVERS

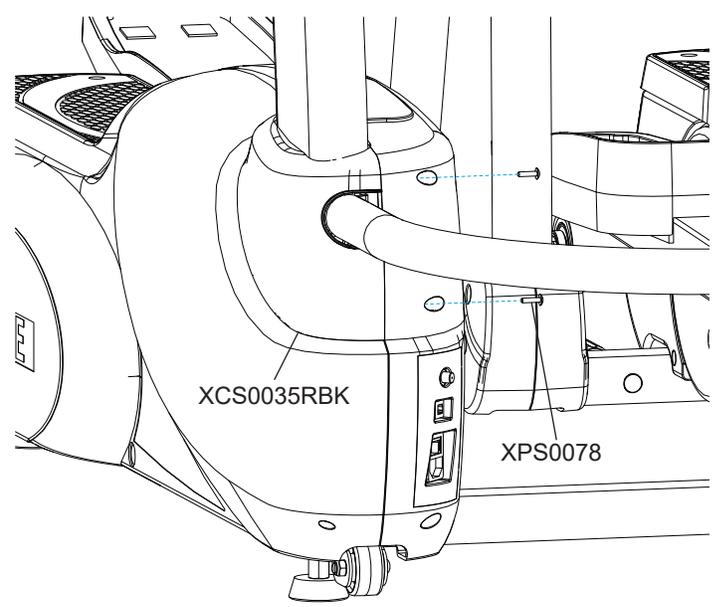
| Tools Used in this Step   |   |
|---------------------------|---|
| 6mm Ball End Allen Wrench |  |
| #2 Phillips Screwdriver   |  |

| Parts Used in this Step |   |     |
|-------------------------|---|-----|
| PART                    | DESCRIPTION   | QTY |
| XCS0050009              | HEX KEY, 6MM, BALL END                              | 1   |
| XCS0021                 | KIT, FRONT EXT. TUBE ASSEMBLY - XC400, CHARCOAL     | 1   |
| XCS0035RBK              | SUBASSEMBLY, PEDESTAL BASE COVER (R) - XC400, BLACK | 1   |
| XCS0035LBK              | SUBASSEMBLY, PEDESTAL BASE COVER (L) - XC400, BLACK | 1   |
| XCS0388                 | SHCS, M8X20MM, BLK                                  | 4   |
| XPS0078                 | SCREW, M4X16MM, CR. RE. TRUSS HD. TAPPING           | 4   |

1. Using a 6mm ball end allen wrench, attach the front guard tube to the base using 4 hex screws.



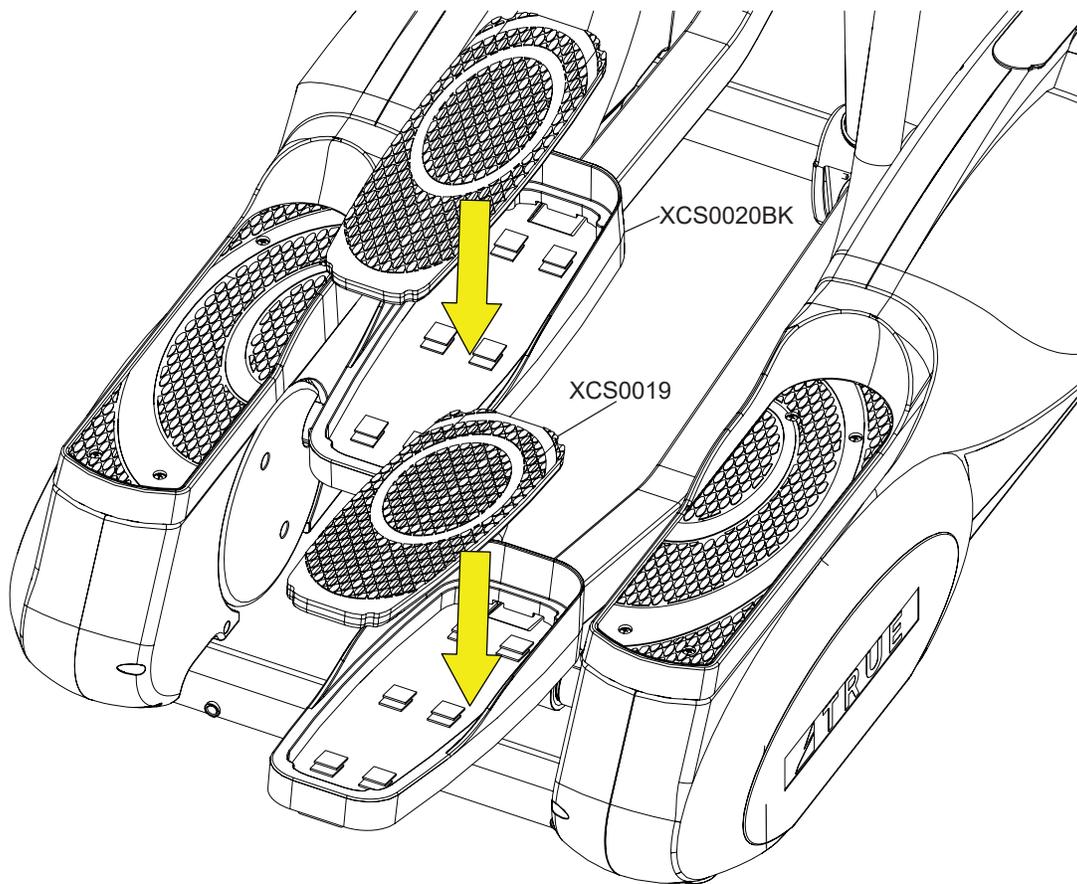
2. Using a #2 Phillips screwdriver, attach the pedestal base covers to the base using 4 screws.



## STEP 8—ATTACH FOOT PADS

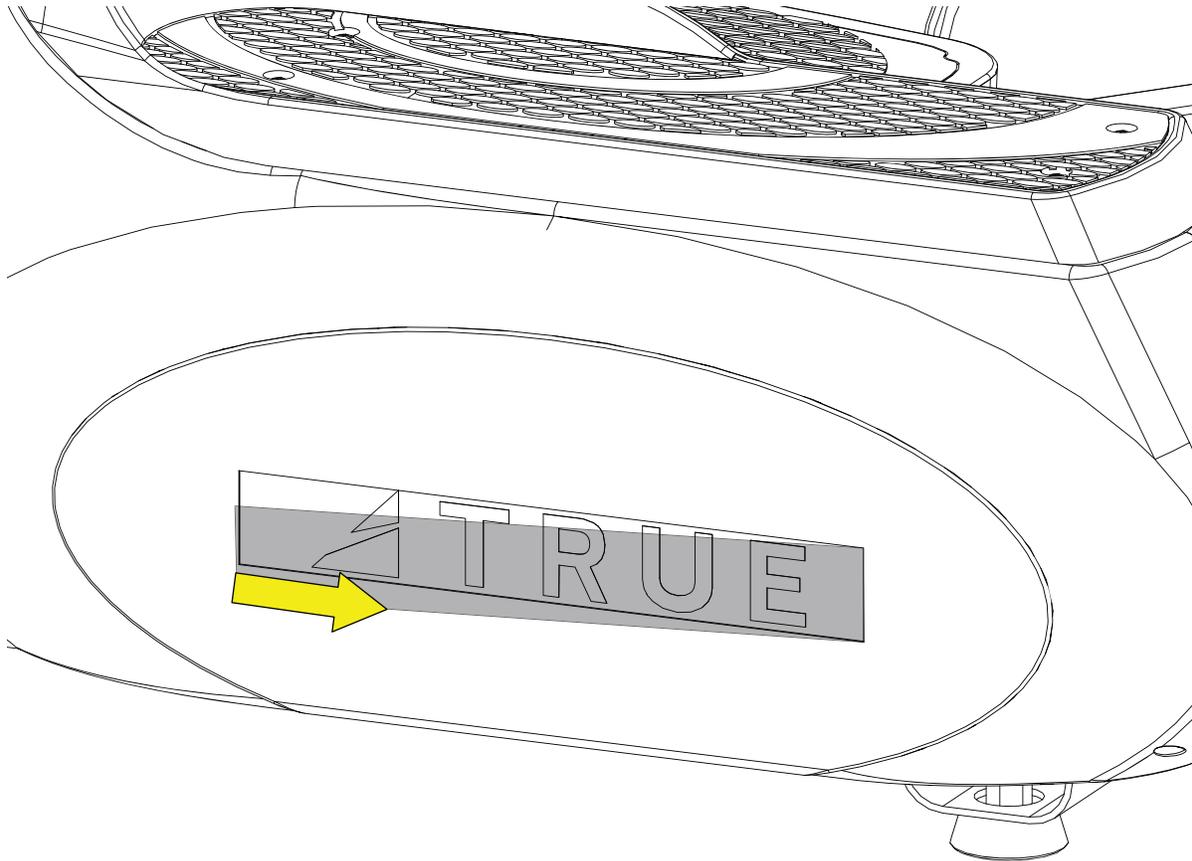
| Parts Used in this Step |                                   |     |
|-------------------------|-----------------------------------|-----|
| PART                    | DESCRIPTION                       | QTY |
| XCS0020BK               | KIT, FOOT                         | 2   |
| XCS0019                 | SUBASSEMBLY, FOOT PAD WITH VELCRO | 2   |

Insert and press down the foot pads into the plastic foot skates and ensure they are secured by the fastening strips.



## STEP 9—REMOVE PROTECTIVE FILM FROM DECALS AND LOGOS

Once the machine is moved into its final location, remove the protective film from the decals and the TRUE logos on the lower shrouds.



## OPTIONAL STEP 10—INSTALL AUXILIARY POWER SUPPLY

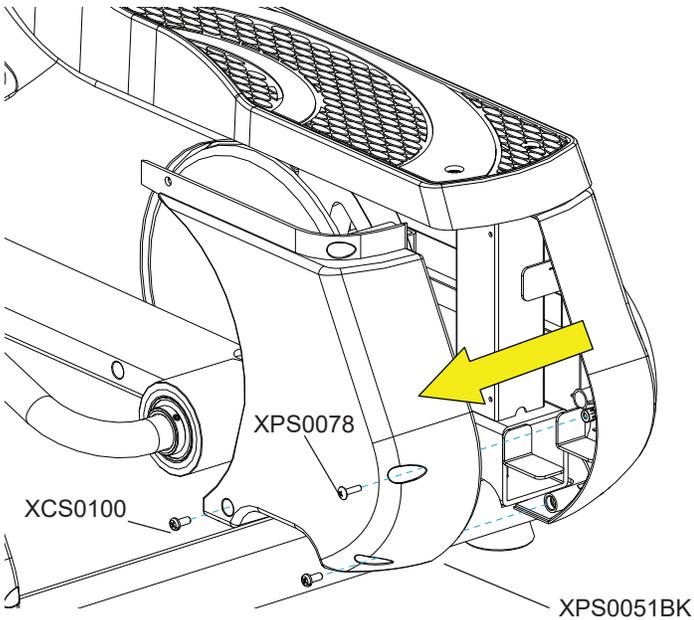
| Tools Used in this Step |   |
|-------------------------|---|
| #2 Phillips Screwdriver |  |
| Wire Cutters            |  |

| Parts Used in this Step |   |     |
|-------------------------|---|-----|
| PART                    | DESCRIPTION                               | QTY |
| XPS0051BK               | COVER, INNER REAR RIGHT, BLACK            | 1   |
| XPS0078                 | SCREW, M4X16MM, CR. RE. TRUSS HD. TAPPING | 1   |
| XCS0100                 | PHMS, M5XP0.8X12                          | 2   |
| XCS0101                 | CABLE, POWER                              | 1   |
| 00595500                | POWER SUPPLY, FUYANG 12V 6A               | 1   |

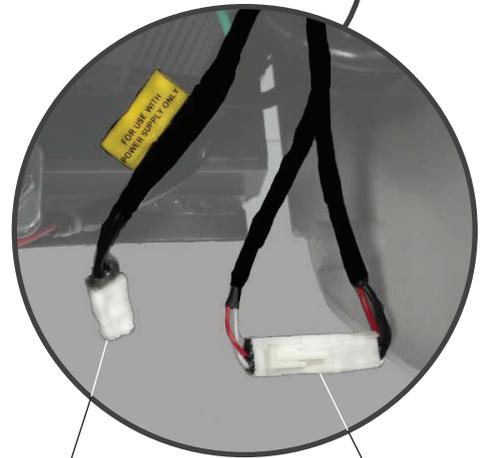
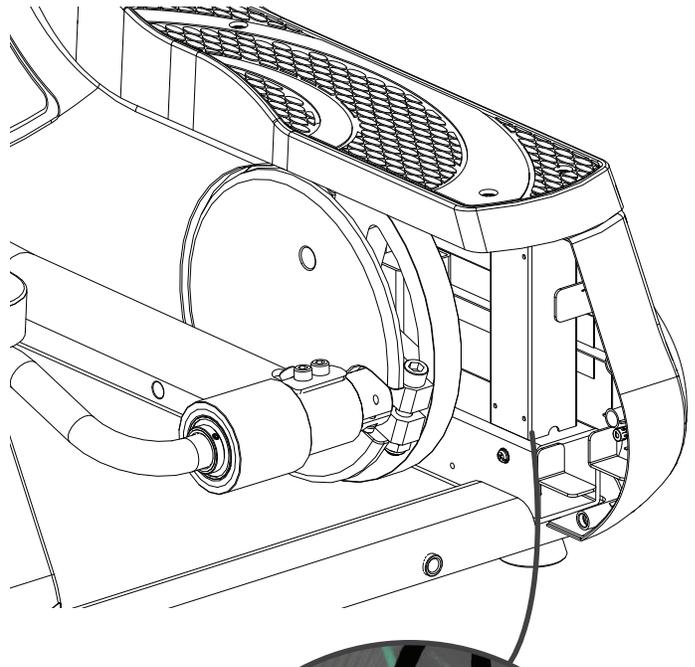
**IMPORTANT!** These steps are only required if this unit is paired with the Envision II 16" or ShowRunner II consoles.

**IMPORTANT!** Be sure to switch power cable connections before installing the optional auxiliary power supply.

1. Using a #2 Phillips screwdriver, remove the rear access plastic on the right side of the machine using 3 screws.



2. Using wire cutters, cut the zip tie that holds the power cable.
3. Switch the power cable connection from the self-generated connection to the power supply connection.

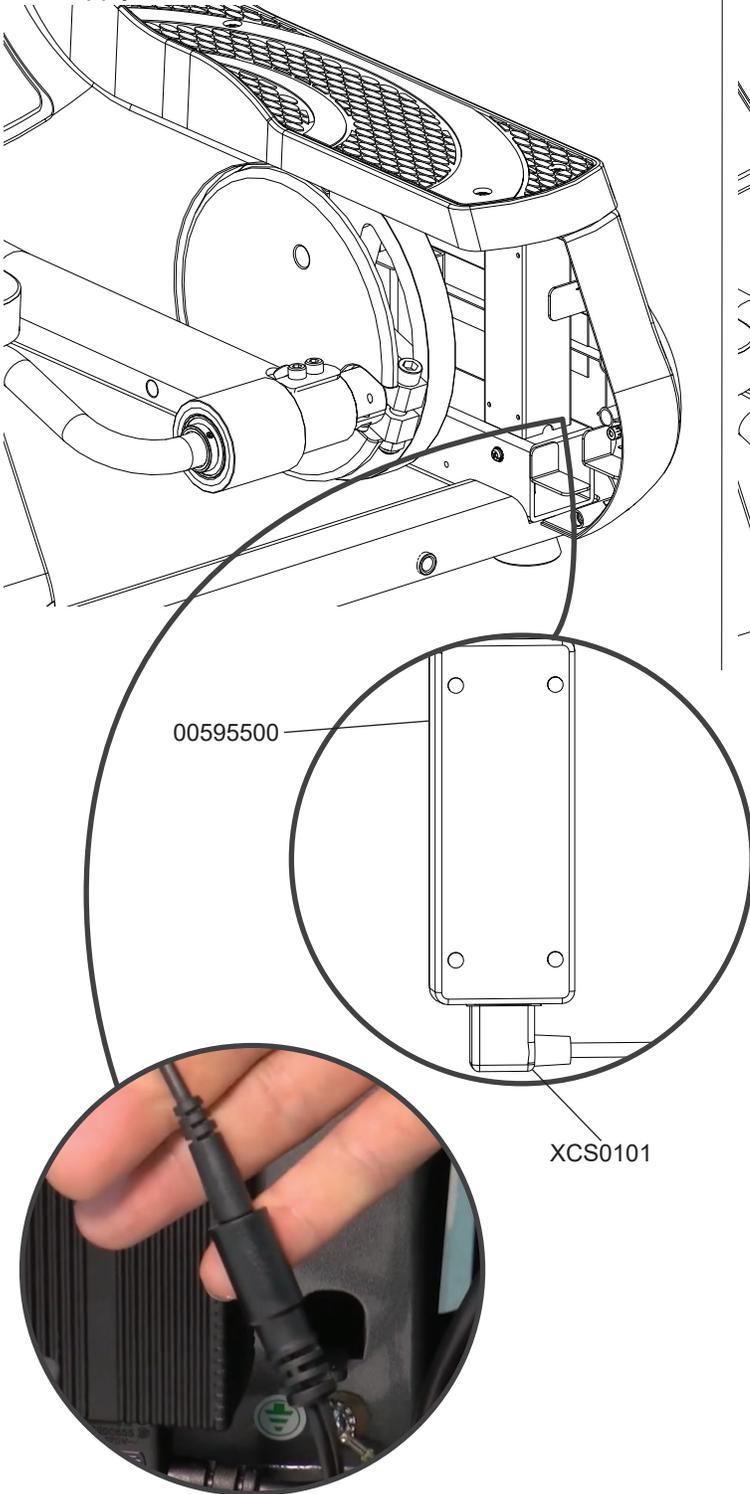


Power cable connections for consoles requiring optional power supply

Power cable connections for self-generating consoles

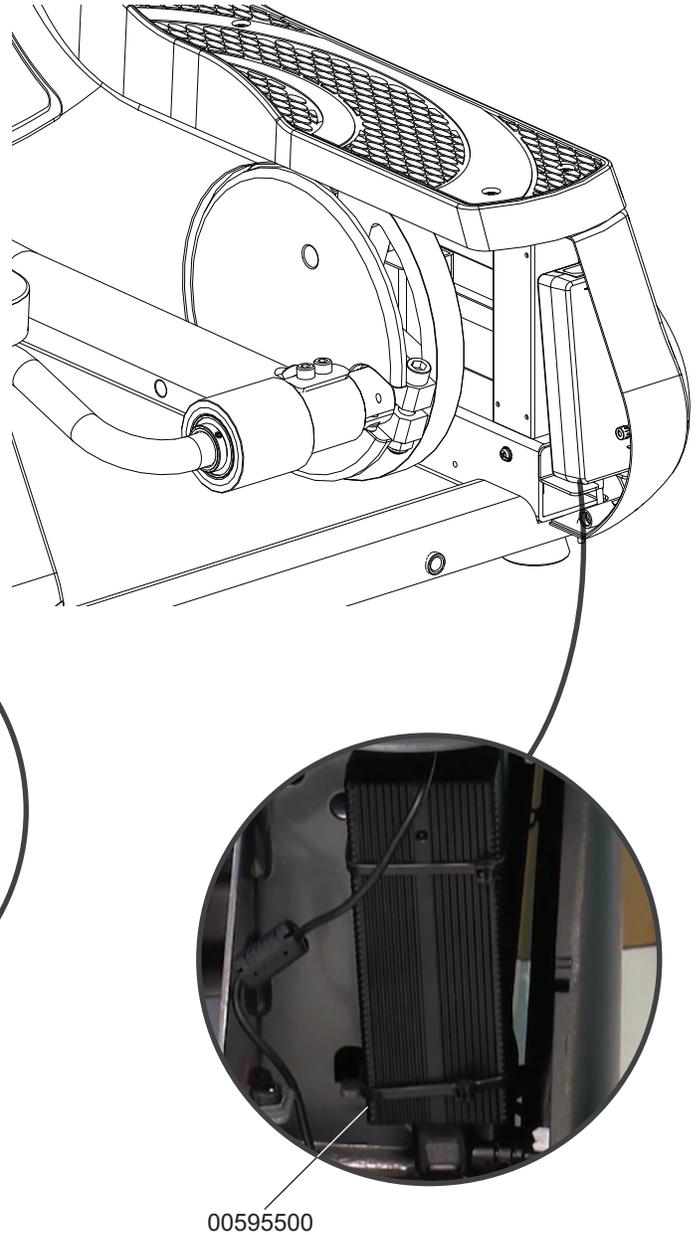
## OPTIONAL STEP 10—INSTALL AUXILIARY POWER SUPPLY CONTINUED

4. Connect the input and output plugs to the power supply.



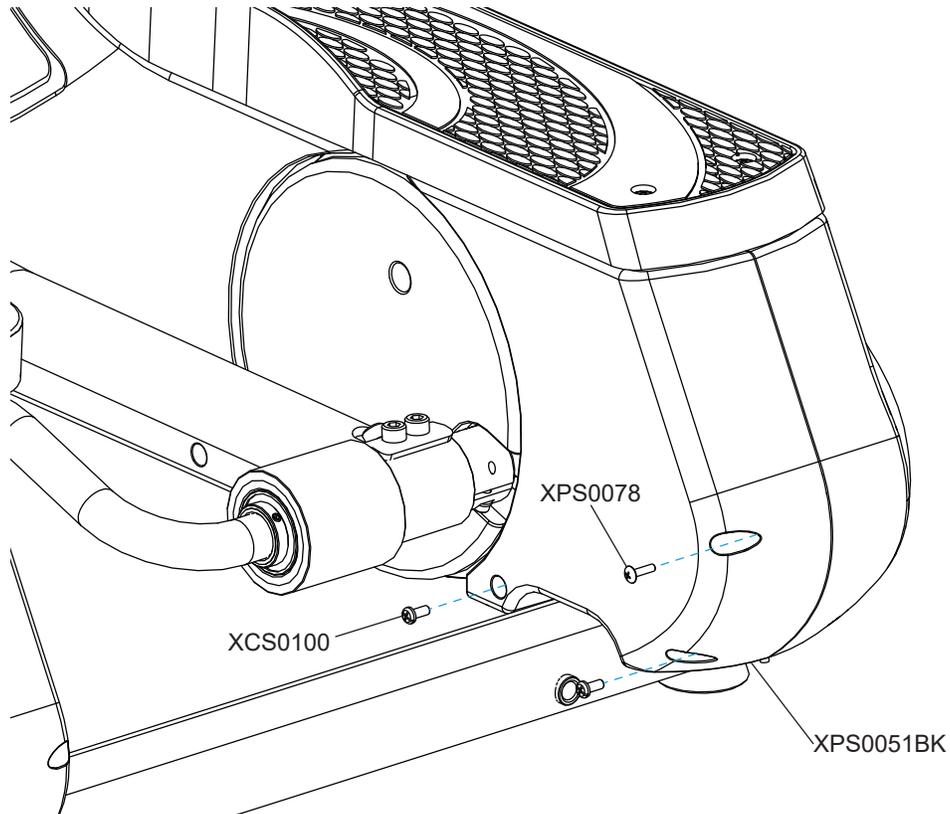
5. Secure the power supply to the bracket using 2 zip ties.

**NOTE:** Tuck excess cables into the shroud opening.



## OPTIONAL STEP 10—INSTALL AUXILIARY POWER SUPPLY CONTINUED

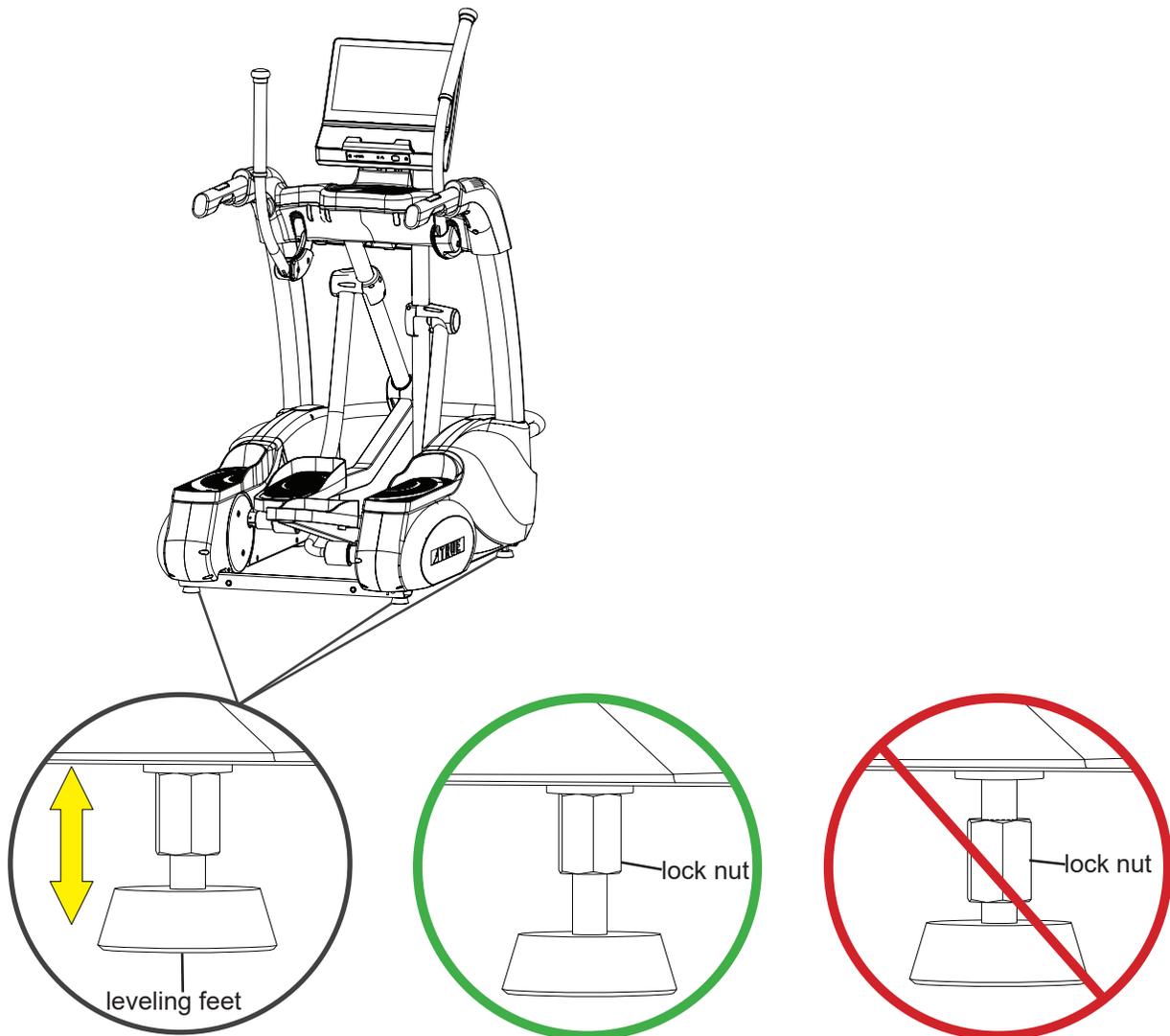
- Using a #2 Phillips screwdriver, reattach the rear access plastic on the right side of the machine using the 3 screws you removed previously.



## STEP 11—LEVEL THE MACHINE

| Tools Used in this Procedure |   |
|------------------------------|---|
| 17mm Wrench                  |  |

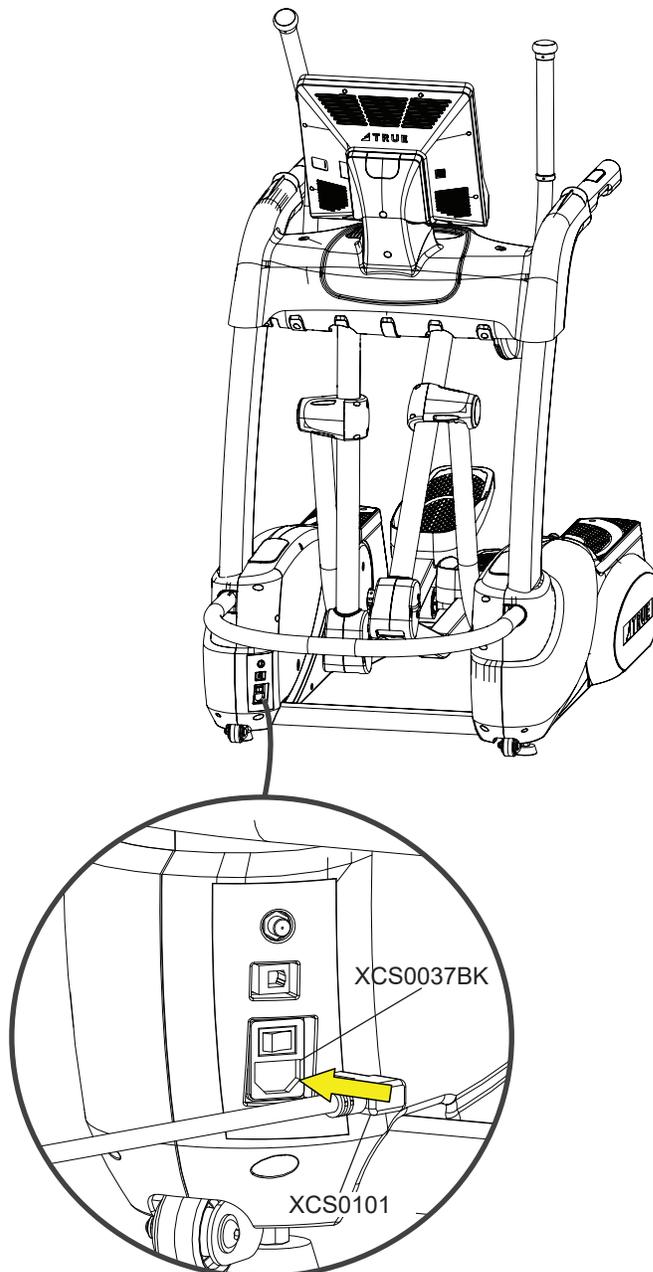
- Using a 17mm wrench, adjust all four leveling feet until they contact the floor.  
**IMPORTANT! Do not adjust the leveling feet to such a height that they detach or unscrew from the machine.**
- Verify all four lock nuts are securely tightened and flush against the bottom of the frame.



## STEP 12—ATTACH POWER CORD

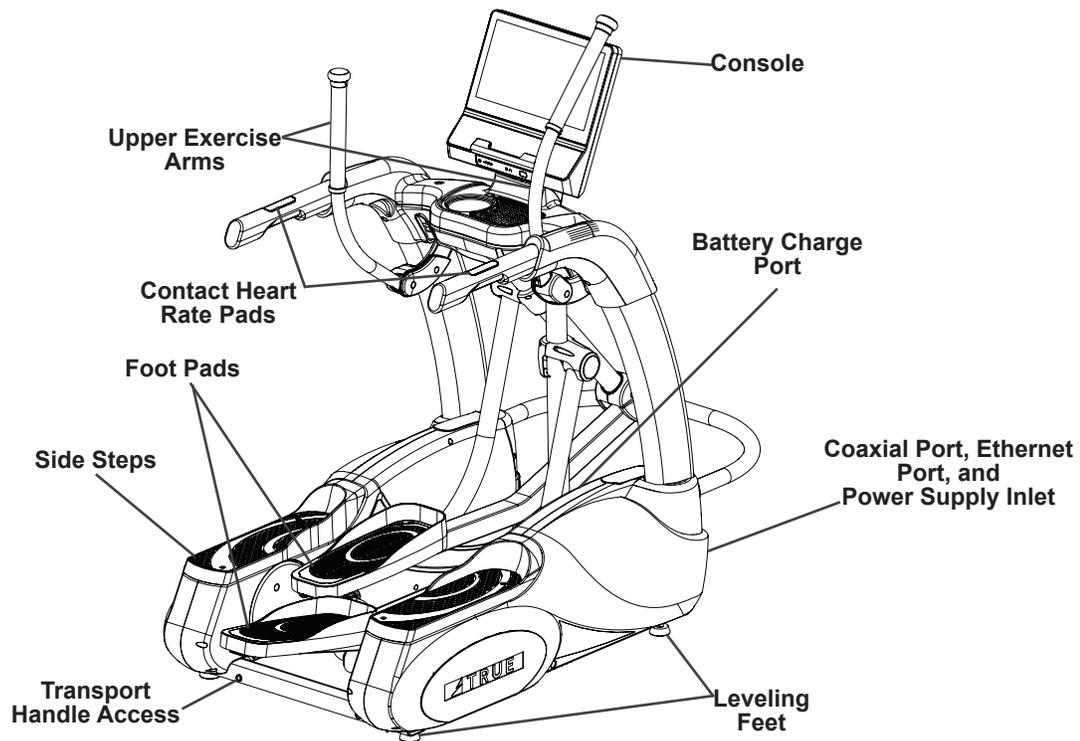
| Parts Used in this Step |  |     |
|-------------------------|--|-----|
| PART                    | DESCRIPTION                              | QTY |
| XCS0037BK               | SUBASSEMBLY, POWER INLET - XCS400, BLACK | 1   |
| XCS0101                 | CABLE, POWER                             | 1   |

**IMPORTANT!** This step is only required if this unit is paired with the Envision II 16" or ShowRunner II consoles. Insert the appropriate power cord into the corresponding power inlet.



## PRODUCT OVERVIEW

### PRODUCT FEATURES



#### Console

Allows the user to set up a workout program and control the elliptical during a workout.

#### Upper Exercise Arms

Moving handles on the elliptical that provide resistance to the upper body during a workout.

#### Transport Handle Access

Threaded sockets in the frame of the elliptical that will accept the transport handles.

#### Contact Heart Rate Pads

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

#### Side Steps

The stationary steps on either side of the elliptical, which allow the user to safely straddle the footpads during startup, to isolate upper body, or in the event of an emergency.

#### Foot Pads

Moving pedals on the elliptical that provide resistance to the lower body during a workout.

#### Leveling Feet

An adjustable system used to aid in the leveling of the elliptical.

#### \*Coaxial Port\*

Delivers television signal to the unit.

#### \*Ethernet Port\*

Used to provide a network connection for compatible console options.

#### \*Power Supply Inlet\*

Delivers power from the wall outlet to the elliptical.

#### Battery Charge Port

A port used to charge the unit's internal battery.

**NOTE:** The battery charge port only applies for machines that are self-generated.

\*Power warnings, grounding instructions, and power requirements are only applicable when this product is being used with the optional power supply.\*

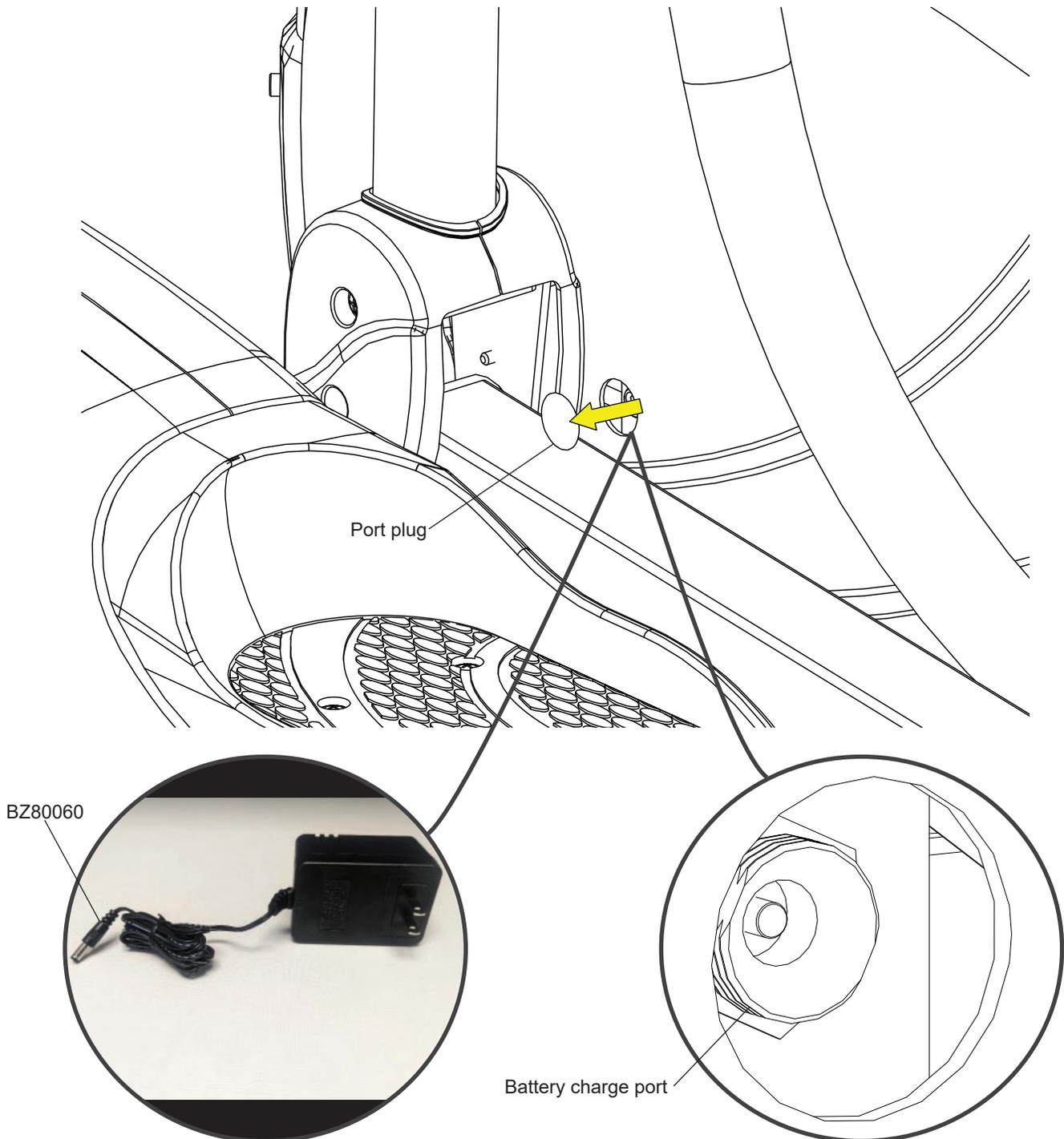
**NOTE:** The Envision II 16" and ShowRunner II consoles require the optional power supply.

## PRODUCT FEATURES CONTINUED

### Battery Charge Port

The battery charge port is used to charge the unit's internal battery. To expose the port, use a plastic pry to remove the rubber port plug on the inner right shroud as shown below. To charge the unit's battery, plug the optional power supply (BZ80060) into the battery charge port.

**NOTE:** The battery charge port only applies for machines that are self-generated.



## CARE AND MAINTENANCE

---

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

### INSPECTION

TRUE Fitness is not responsible for performing or scheduling regular maintenance or inspections. Users should inspect the elliptical daily. 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 elliptical until proper service has been performed or damaged parts have been replaced.

#### IMPORTANT!

If you determine that the elliptical needs service, make sure that the elliptical cannot be used inadvertently. \*Turn the unit off, and then unplug the power cord from its power source.\* Make sure other users know that the elliptical needs service. 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 elliptical. 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 elliptical.
- Allow the elliptical to dry completely before using.
- Frequently vacuum the floor underneath the unit to prevent the accumulation of dust and dirt, which can affect the smooth operation of the unit.

\*Power warnings, grounding instructions, and power requirements are only applicable when this product is being used with the optional power supply.\*

**NOTE:** The Envision II 16" and ShowRunner II consoles require the optional power supply.

## LEVELING THE MACHINE

### ⚠ CAUTION:

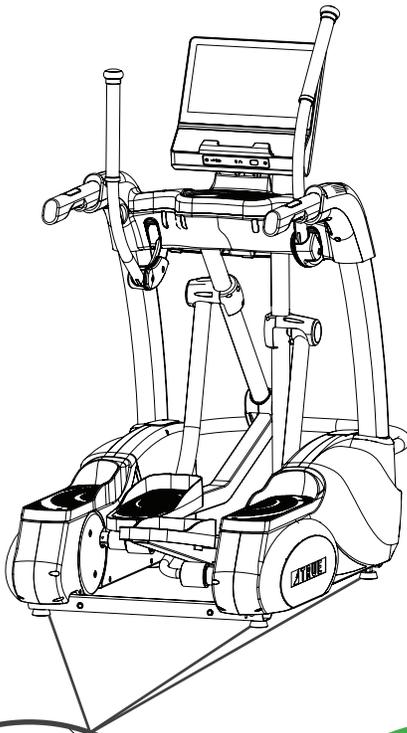
Prevent potential damage to the machine and injury to the user. This unit is equipped with four leveling feet. Make sure that the elliptical is level at all times. If the elliptical is placed on a uneven surface, adjusting the leveling feet can help, but may not completely compensate for extremely uneven surfaces. Ellipticals that are not level can cause damage to the machine and possible injuries for the user.

Once the machine has been moved to it's designated location:

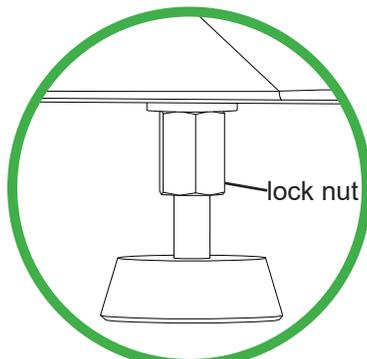
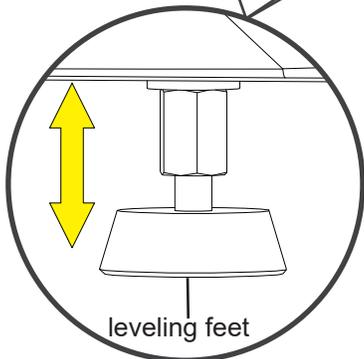
1. Using a 17mm wrench, adjust all four leveling feet until they contact the floor.

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

2. Verify all four lock nuts are securely tightened and flush against the bottom of the frame.



| Tools Used in this Procedure |   |
|------------------------------|---|
| 17mm Wrench                  |  |



## 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 slipping belts, 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 elliptical.</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 unit and vacuum underneath.</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.\*

\*Power warnings, grounding instructions, and power requirements are only applicable when this product is being used with the optional power supply.\*

**NOTE:** The “Envision II 16” and ShowRunner II consoles require the optional power supply.

## ADDITIONAL INFORMATION

### TROUBLESHOOTING

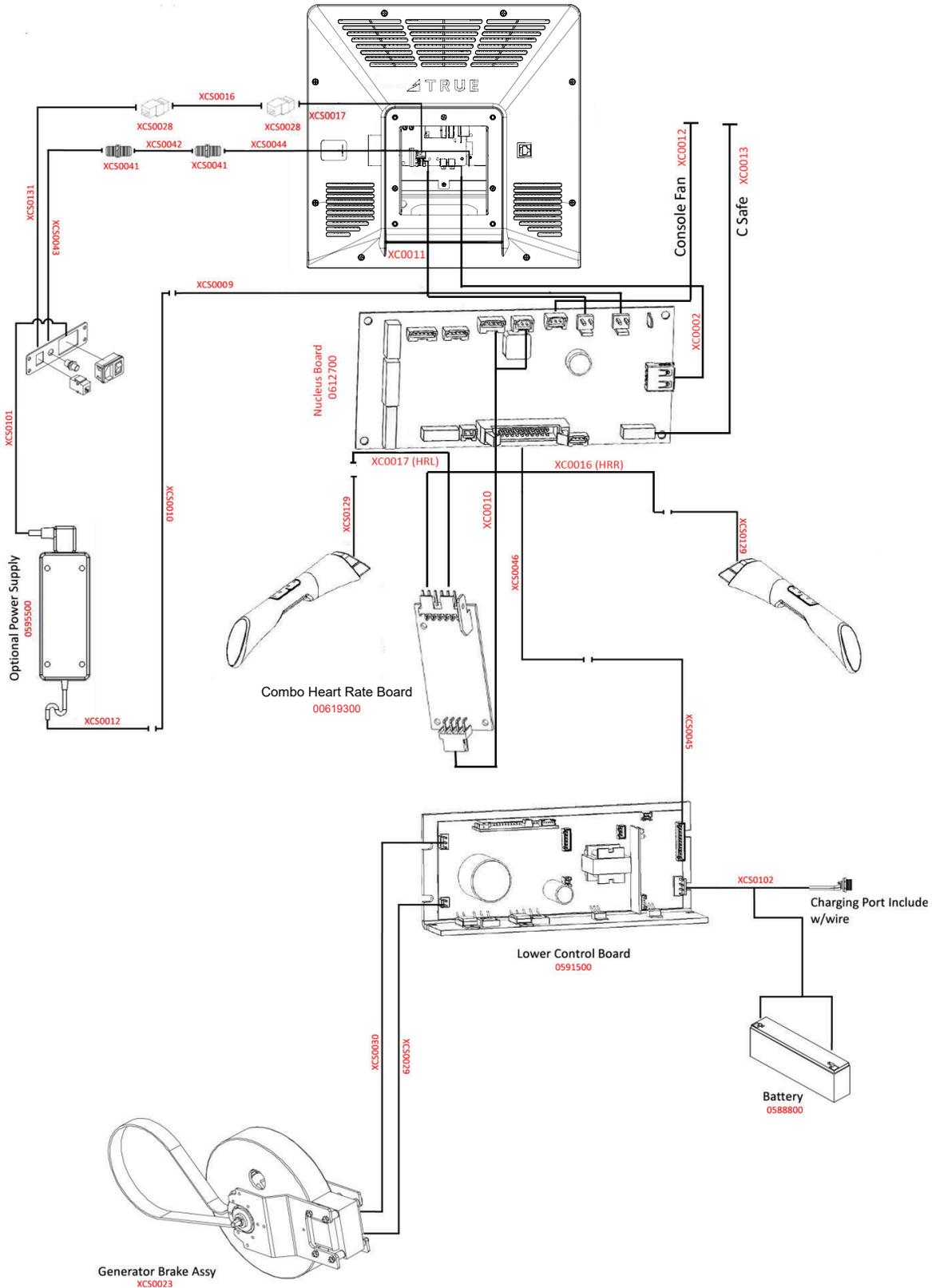
This troubleshooting guide is intended to assist in diagnostics only and is not all inclusive. Technical specifications, error codes and programming are subject to change without notice. TRUE accepts no liability for any damage or loss suffered by persons whom rely wholly or in part on any description 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   |   |

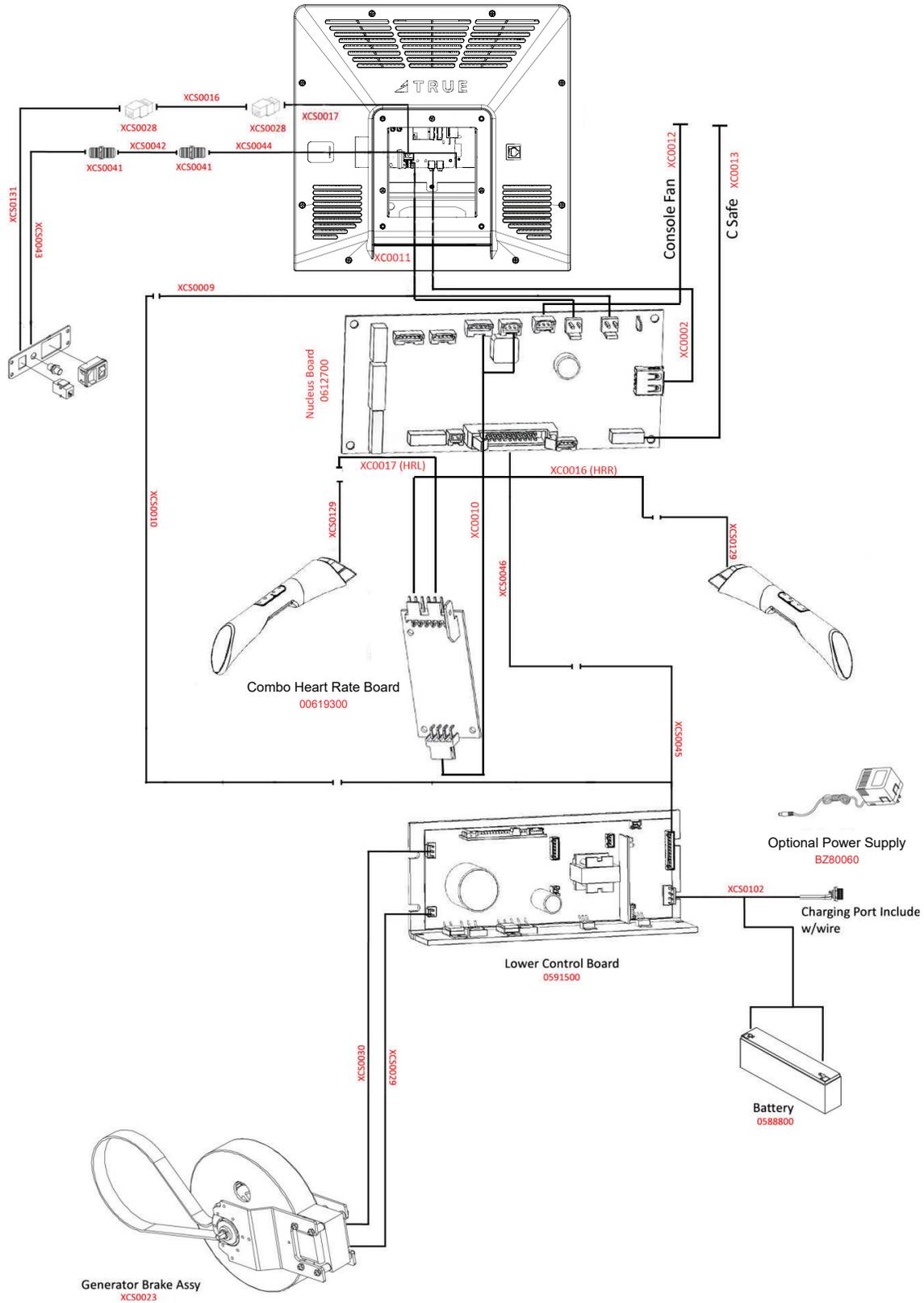
| Malfunction  | Possible Cause   | Corrective Action  |
|--|--|--|
| Heart rate is displaying erratically or not displaying | Transmitter belt contacts are not making good contact with the skin                        | Re-adjust the transmitter belt so that it is in full contact with the skin   |
|  | 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 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 X101: Stride Adjust Stall                     | Lower Board | Stride Motor Stall  | Jammed or overheated motor                        | Contact TRUE Product Support |
| Fault X102: Stride Adjust Runaway                   | Lower Board | Stride Motor Runaway  | Stride motor not moving as expected               | Contact TRUE Product Support |

# XC400 WIRING DIAGRAM (OPTIONAL AUXILIARY POWER SUPPLY)



# XC400 WIRING DIAGRAM (SELF-GENERATING POWER)



# WARRANTY INFORMATION

## XC400 ELLIPTICAL 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>Parts</b>              |          |
| Electrical and Mechanical | 5 Years  |
| Consoles                  | 3 Years  |
| Wear Items                | 90 Days  |
| <b>Labor</b>              |          |
| Electrical and Mechanical | 2 Years  |
| Consoles                  | 2 Years  |
| Wear Items                | 90 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 Light Commercial use which includes non-dues paying facilities where usage does not exceed 8 hours per day. If this product will not be used in this particular setting, please contact TRUE as this warranty is void.

### 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

This limited warranty applies to but may not be limited to the generator brake, control board, and drive belt. 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.

## XC400 ELLIPTICAL 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>Parts</b>                 |          |
| Electrical and Mechanical    | 7 Years  |
| LED Consoles                 | 10 Years |
| Touch Screen or PVS Consoles | 3 Years  |
| Wear Items                   | 90 Days  |
| <b>Labor</b>                 |          |
| Electrical and Mechanical    | 1 Years  |
| Consoles                     | 1 Years  |
| Wear Items                   | 90 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

This limited warranty applies to but may not be limited to the generator brake, control board, and drive belt. 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.

## XC400 ELLIPTICAL LIMITED WARRANTY

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

**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, replace or refund the Product. Replacement parts are warranted for the remaining portion of the original warranty period.
10. No one is authorized to change, modify, or extend the terms of this limited warranty.
11. This limited warranty applies to the Product only while the Product remains in the possession of the original purchaser and is not transferable.
12. 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).
13. 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.
14. 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.
15. 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.
16. This limited warranty, which is given expressly and in lieu of all other express warranties, constitutes the only warranty made by TRUE.
17. **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.**
18. **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.

## XC400 ELLIPTICAL LIMITED WARRANTY

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

**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 rear stabilizer. 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<sup>®</sup>  
TRUE FITNESS TECHNOLOGY, INC.  
ST LOUIS, MISSOURI 63366



ETL<sup>®</sup>  
LISTED<sup>®</sup> US  
Intertek  
3155486

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

Model No.   
**XC400-19**

Serial No./Date Code  
**19-XC4000XXXX**



**SAMPLE**

Rating: 100-240 Vac, 50/60 Hz, 200 Va

Intertek Testing Services Taiwan Ltd. MADE IN TAIWAN

## XC400 ELLIPTICAL LIMITED WARRANTY

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

Thank you for purchasing a TRUE product. To validate the TRUE product warranty the fast and easy way, please go online 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

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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