

# SD1002 LAT/ROW

 TRUE FITNESS



SCAN FOR UP-TO-DATE  
OWNER'S MANUAL

MODEL SD1002  
(MAN-SD1002 REV00)

**OWNER'S  
MANUAL**



## IMPORTANT—PLEASE READ

All products shown are prototype. Actual product delivered may vary. Product specifications, features, and software are subject to change without notice.

**For the most up-to-date version of this manual, please see our website:**

**<https://truefitness.com/services-support/user-manuals/>**

## CONTACTING OUR SUPPORT TEAM

To contact TRUE for any of your pre or post installation questions, please call our toll-free numbers Monday – Friday 8:30am – 5:00pm (CST):

- Commercial Direct Customers and Corporate Accounts | 800.868.8783
- Retail Customers and Distributors | 800.883.8783

Or email us:

- Commercial Direct Customers and Corporate Accounts | [service.direct@truefitness.com](mailto:service.direct@truefitness.com)
- Retail Customers and Distributors | [service@truefitness.com](mailto:service@truefitness.com)
- Service International | [int.service@truefitness.com](mailto:int.service@truefitness.com)

When contacting TRUE, please have the following information ready:

- Serial Number of Unit
- Contact Information—Full Name, Email, and Phone Number
- Address of Facility or Residence
- Detailed Description Regarding Symptom of the Unit (along with pictures or video if applicable)

**NOTE:** Authorized service providers, dealers, and distributors may also use TRUE's online resource | [portal.truefitness.com](http://portal.truefitness.com).

## CONTACTING OUR SALES TEAM

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

- Phone | 800.426.6570
- Email | [sales@truefitness.com](mailto:sales@truefitness.com)
- Hours | Monday – Friday 8:30am – 5:00pm (CST)

## **REPORTING FREIGHT CLAIMS OR PARTS DAMAGE**

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

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

Please refuse the shipment and it will be returned to TRUE by the carrier. Contact TRUE product support by calling 800.883.8783 or sales support by calling 800.426.6570 Monday-Friday during normal business hours to notify us that the shipment has been refused. Once we have received the damaged shipment, a replacement shipment will be sent to you. If the shipment comes in multiple boxes, only refuse boxes with damage.

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

If the shipment has minimal damages and you are not sure if the actual product is damaged, you must sign the bill of lading as damaged when accepting the shipment. Once you have opened the box and you have determined something is indeed damaged, please gather the serial number, model number, description of damage, and photos of damage. Please make sure the photos include the damaged product as well as the damaged box the product arrived in. Contact TRUE product support ([service@truefitness.com](mailto:service@truefitness.com) | 800.883.8783) or TRUE sales support ([sales@truefitness.com](mailto:sales@truefitness.com) | 800.426.6570) Monday-Friday during normal business hours.

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

You may receive a shipment that looks intact and discover once the box has been opened that there are hidden damages. Please notify the carrier immediately. TRUE will not be able to file a claim if the carrier is not notified in a timely manner. Once you have called the carrier you will need to gather the serial number, model number, description of damage, and photos of damage. Contact TRUE product support ([service@truefitness.com](mailto:service@truefitness.com) | 800.883.8783) or TRUE sales support ([sales@truefitness.com](mailto:sales@truefitness.com) | 800.426.6570) Monday-Friday during normal business hours.



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## **SAFETY INSTRUCTIONS**

### **IMPORTANT SAFETY INSTRUCTIONS—SAVE THESE INSTRUCTIONS**

#### **⚠ FACILITY AND USER SAFETY PRECAUTIONS**

- Review and understand all of the warning labels affixed to this machine and on the facility safety sign.
- Be certain that the machine operation is understood before it is used. Refer to the instructional procedure label affixed to the machine.
- Make sure all users are properly trained on how to use this equipment. If this machine is being used in a commercial setting, end users may not have access to this owners manual. It is the responsibility of the facility to instruct users as to the proper usage of the equipment as well as making them aware of potential hazards. Maximum user weight is 300 lbs / 136 kg.
- Use each machine only for the intended exercise. Do not allow anyone to invent exercises not included on the instructional procedure label or the intended use label.
- Do not modify the machine.
- This equipment meets industry safety standards for stability when used for the intended exercise. Do not allow straps, resistance bands or other means to be attached to the framework of this machine to perform stretching or body weight exercises. This can result in machine instability and lead to serious crushing injuries.
- Keep children away from this equipment. Adults should closely supervise use by teenagers.
- It is recommended that users receive a thorough medical exam before commencing an exercise program. All medical issues should be reviewed to ensure that weight training will not aggravate pre-existing medical conditions.
- If the machine appears damaged or inoperable, contact a facility staff member to place an "OUT OF ORDER, DO NOT USE" sign on the machine until it is repaired. Only use TRUE supplied replacement components to service this machine.
- Instruct users not to wear loose or dangling clothes or have headphone wires hanging when using this equipment.
- Do not attempt to free any jammed assemblies by yourself as this may cause injury.
- On Plate Loaded and Free Weight machines:
  - Use of spotter(s). Instruct users to seek the advice of the facility staff as to the appropriate use of spotters when lifting. More than one spotter may be required depending upon the amount of weight being lifted.
  - Instruct users to load weight plates evenly and carefully to avoid tipping equipment and crushing injuries.
  - If the machine is equipped with safety stops or catches, inspect them and verify their proper operation before use and make sure they are securely in place before using or exiting the machine. Be certain members are instructed on how to operate and adjust all safety mechanisms.
  - This equipment is designed for standard olympic size weight plates with a 50mm bore (1.9").
  - Do not exceed the maximum weight capacity of the machine. Maximum plate size is 45 lbs / 20 kg.
- On Selectorized and cable equipped machines:
  - Do not allow users to perform any exercise by holding the end of the cable and/or the cable end fitting. Use only appropriate handles or attachments properly connected to the cable end.
  - Do not high-pin or double-pin the weight stack. Do not allow the machine to be used if the top plate or weight stack is pinned in a raised position. Use an assistant and carefully return the machine to the proper position with the cap plate resting on the top weight. Inspect the entire length of the cable to ensure that it is properly seated in all of the pulley grooves.
  - Do not allow the use of weight plates or dumbbells to be used as a means to add additional weight to the weight stacks. Use only the TRUE adder weight system specifically designed for the machine.

## **INSTALLATION SAFETY PRECAUTIONS**

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

## **MAINTENANCE SAFETY PRECAUTIONS**

- Refer to the maintenance schedule table in this manual for when to perform maintenance.
- Check the function of your machine DAILY by verifying the following:
  - Verify that all adjustments are possible and carried out with ease. Make sure that each adjustment pin inserts completely into each position without binding.
  - Verify that safety catches and stops are in proper working order and engaged.
  - Verify that the exercise is performed smoothly, free of noise, and/or binding.
  - If equipped with a weight stack, verify that the proper weight selector pin is in place.
- Check the function of your machine WEEKLY by verifying the following:
  - Nuts, Bolts, and Fasteners: check tightness weekly. If any hardware has become loose, retighten it, use Loctite® Threadlocker 242, or both.
  - Frames and Lifting Arms: Inspect weekly for integrity and function. Replace any component at first signs of wear. Use only TRUE supplied components.
- Replace any warning label at the first sign of wear. Labels and the facility safety sign may be obtained from TRUE.

## GENERAL CARE AND MAINTENANCE

### **IMPORTANT**

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

- Cables (if equipped)—inspect end fittings daily for wear. Inspect the entire length of the cable weekly. Replace cables at the first sign of wear and on an annual basis. If the cable tension has been adjusted, be certain that the cable nut is tight.
- Nuts, bolts, and fasteners—check tightness weekly. If any hardware has become loose, retighten and/or use Loctite® brand Threadlocker 242. Be sure all hardware is tight before using the machine.
- Safety catches—inspect catches, stop rods and their associated fasteners. Tighten any loose hardware and replace any components at first signs of wear.
- Frames—sweat, disinfecting sprays and spills can lead to corrosion which may lead to premature failure of components. Wipe all machines down with a damp cloth and dry completely each day. This includes painted parts, chrome parts and upholstered pads.
- Painted and chrome plated parts—use Simple Green with a dilution of 32:1 or similar cleaner for light dirt and grime. Use Turtle Wax Polishing Compound or a good car polish to remove heavier dirt and grease as well as for polishing. **DO NOT** use solvents, lacquer thinner, acetone or finger nail polish remover. For scuffs and marks that are not removed by the above methods use a soft scrub cleanser. Make sure all parts are dry upon completion.
- Weight stack enclosures (shrouds) (if equipped)—wipe down with a damp cloth as needed.
- Exercise instruction labels—clean with soap and water as needed.
- Guide rods (if equipped)—wipe all dirt and dust from the guide rods before applying a light application of Tri-Flow™ or other teflon spray lubricant. Spray the Tri-Flow™ on a rag and then wipe the guide rods with the rag. **DO NOT** use oil lubricants such as WD-40.

 **CAUTION:** Tri-Flow™ will stain carpet and clothing.

- Bronze bushings—check monthly for signs of wear and replace as needed.
- Linear bearing shafts—wipe any accumulation of dust or other contaminants from the shafts on a weekly basis. Apply a thin layer of a Teflon® (PTFE) grease on a weekly basis. TRUE recommends Magnalube® brand.
- When replacing any component, use only TRUE supplied parts.
- Be sure all hardware is tight before using the machine.

Retain these instructions for future reference. If you have any questions, do not hesitate to contact your TRUE dealer or TRUE product support (service@truefitness.com | 800.883.8783).

## COMMERCIAL MAINTENANCE SCHEDULE

Commercial Maintenance Schedule					
	Daily	Weekly	Monthly	6 Months	Annually
Inspect cables for wear, tension, and proper connection if equipped. Replace at the first sign of wear.	X				
Inspect cable length and cable end fittings. Replace at the first sign of wear.		X			
Inspect all nuts and bolts and tighten if needed.		X			
Inspect safety catches, stop rods, and their fasteners. Replace at the first sign of wear.	X				
Inspect all anti-slip surfaces and replace as needed.		X			
Inspect all adjustment pins, weight stack pins, set screws, gas shocks, snap links, and pulleys if equipped.	X				
Inspect all accessory bars and handles.		X			
Inspect all safety and instructional decals.	X				
Inspect all weight stack shields if equipped.	X				
Clean guide rods and lubricate with a teflon lubricant if equipped.		X			
Clean and condition upholstery.	X				
Clean and polish frame.	X				
Clean and polish chrome.	X				
Lubricate pivot bearings and linear bearings.				X	
Replace cables if equipped.					X

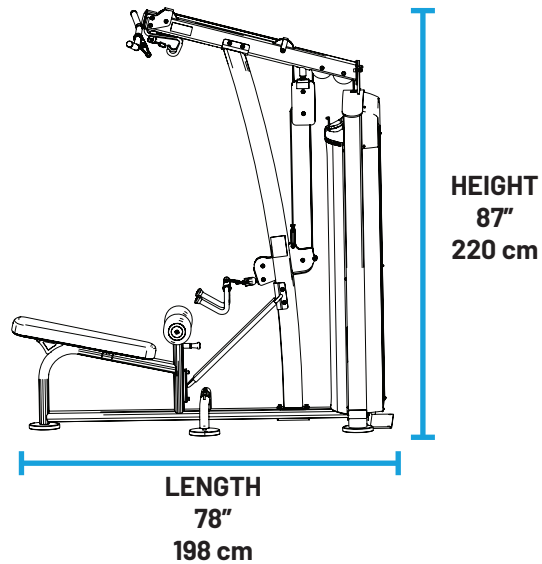
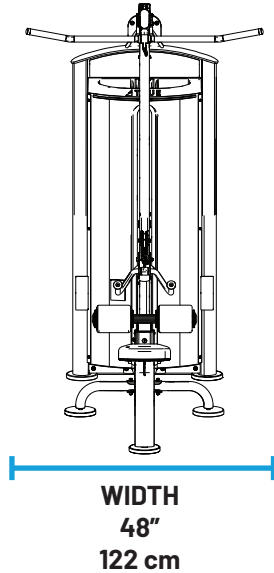
## COMPLIANCES

This equipment complies with all applicable codes and regulations. For a complete list of compliances, please visit [www.truefitness.com](http://www.truefitness.com).



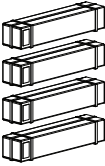
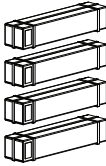
## DIMENSIONS AND WEIGHTS

- **ASSEMBLED DIMENSIONS (L X W X H)**  
78" x 48" x 87" / 198 cm x 122 cm x 220 cm



- **PRODUCT WEIGHT**  
175 lbs Weight Stack - 451 lbs / 204 kg  
255 lbs Weight Stack - 531 lbs / 241 kg
- **MAXIMUM USER WEIGHT**  
300 lbs / 136 kg
- **WEIGHT STACK OPTIONS**  
175 lbs / 79 kg  
255 lbs / 116 kg

## WEIGHT STACK CONFIGURATIONS

Weight Stack Configuration			
		Number of Weight Plates	
Model	Description	175 lbs (Standard)*	255 lbs (Optional)**
SD1002	Lat/Row	16 	16 

\* Each SWBX10 CARTON contains four 10 lbs / 4.5 kg weight plates.

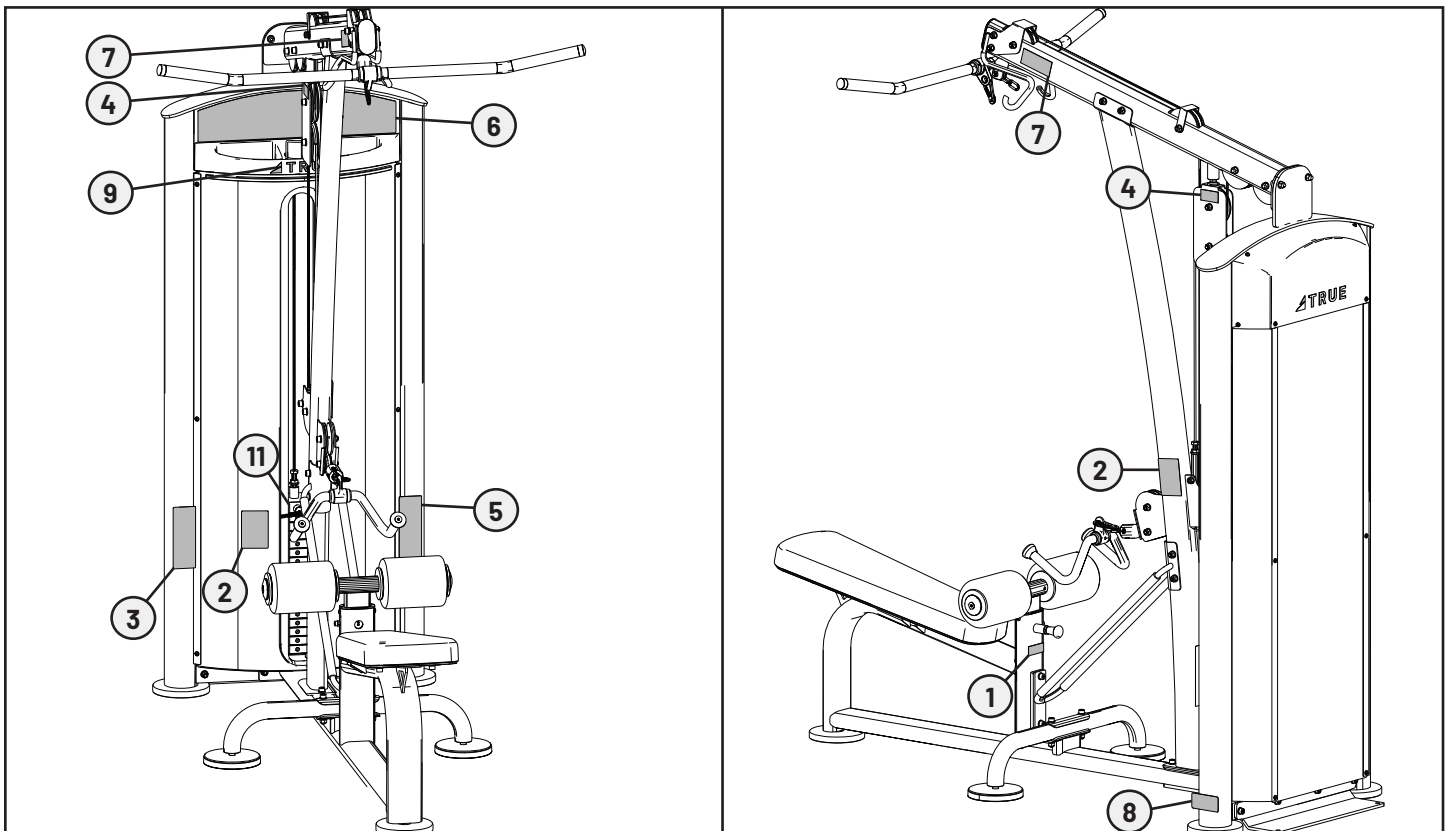


\*\*Each SWBX15 CARTON contains four 15 lbs / 6.8 kg weight plates.



## LABEL LOCATIONS


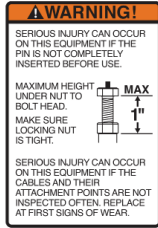


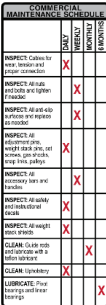
Item	Part#	Description	Qty
1	SD0399	FORCE WARNING LABEL SERIOUS INJURY	1
2	SD0302	WARNING STACK 108*75	2
3	SD0304	WARNING STICKER 178*64	1
4	SD0301	PINCH POINT STICKER 64*32	2
5	SD0305	MAINTENANCE STICKER 178*64	1
6	LBL-PR-SD02BK	TRUE SD1002 PROCEDURE LABEL BLACK	1
7	LBL-WRN-0201	FORCE WARNING LABEL DO NOT GRASP END FITTINGS	2
8	SERIAL-LABEL-SD1002-35	SD1002-35 SERIAL LABEL	1
9	LBL-LOG-007BK	LABEL, 7" NEW TRUE LOGO, WHITE	1
10	SWLAB175	DECAL, FORCE WEIGHT STACK 15LB TOP PLATE WITH 16-HOLE STEM 10LBS	1
11	SWLAB255	DECAL, FORCE WEIGHT STACK 15LB TOP PLATE WITH 16-HOLE STEM 15LBS	1

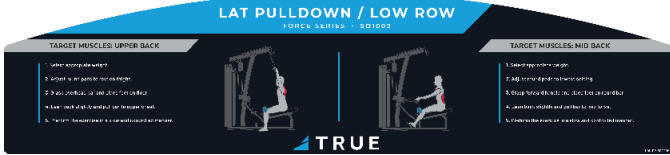







## WARNING AND INTENDED USE LABELS

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

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

Part# and Description	Image
SD0399 (Serious Injury Warning)	
SD0302 (Warning Stack)	
SD0304 (Warning)	
SD0301 (Pinch Warning)	
SD0305 (Maintenance)	

Part# and Description	Image																																		
LBL-PR-SD02BK (Procedure)	 <p><b>LAT PULLDOWN / LOW ROW</b> FORCE SERIES - SD1002</p> <p><b>TARGET MUSCLES: UPPER BACK</b></p> <ol style="list-style-type: none"> <li>1. Select correct attachment.</li> <li>2. Adjust to appropriate height.</li> <li>3. Place feet flat on the floor.</li> <li>4. Pull bar down to upper chest.</li> <li>5. Return bar to starting position.</li> </ol> <p><b>TARGET MUSCLES: MID BACK</b></p> <ol style="list-style-type: none"> <li>1. Select correct attachment.</li> <li>2. Adjust to appropriate height.</li> <li>3. Grip bar with both hands, one on each side.</li> <li>4. Pull bar down to upper chest.</li> <li>5. Return bar to starting position.</li> </ol>																																		
LBL-WRN-0201 (Do Not Grasp End Fittings Warning)																																			
SERIAL-LABEL-SD1001-35 (Serial Number)	 <p><b>TRUE</b> TRUE FITNESS TECHNOLOGY, INC. 885 HOFF RD. ST. LOUIS, MISSOURI 63105 USA MODEL NO: SD1002-35 SERIAL NO: 25-SD1002000A</p>																																		
LBL-LOG-007BK (Logo)																																			
SWLAB175 (175 Lbs Weight Stack)	 <table border="1"> <tr><td>15</td><td>7</td></tr> <tr><td>25</td><td>11</td></tr> <tr><td>35</td><td>16</td></tr> <tr><td>45</td><td>20</td></tr> <tr><td>55</td><td>25</td></tr> <tr><td>65</td><td>29</td></tr> <tr><td>75</td><td>34</td></tr> <tr><td>85</td><td>39</td></tr> <tr><td>95</td><td>43</td></tr> <tr><td>105</td><td>48</td></tr> <tr><td>115</td><td>52</td></tr> <tr><td>125</td><td>57</td></tr> <tr><td>135</td><td>61</td></tr> <tr><td>145</td><td>66</td></tr> <tr><td>155</td><td>70</td></tr> <tr><td>165</td><td>75</td></tr> <tr><td>175</td><td>79</td></tr> </table>	15	7	25	11	35	16	45	20	55	25	65	29	75	34	85	39	95	43	105	48	115	52	125	57	135	61	145	66	155	70	165	75	175	79
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## ASSEMBLY INSTRUCTIONS



**NOTE:** Supplemental video available on YouTube: <https://www.youtube.com/@TRUEFitnessservicevids>

### PREASSEMBLY CHECKLIST

#### ⚠ CAUTION:



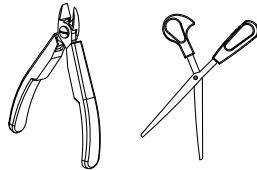
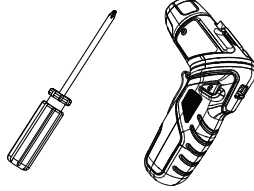
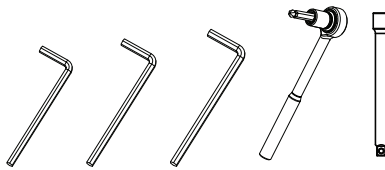
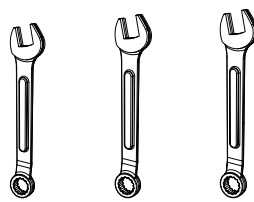

Use caution when assembling this product.  
Unpacking and assembling this product requires two or more people.



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

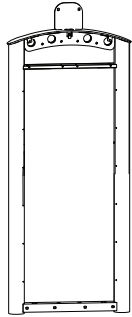

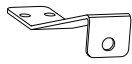
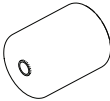
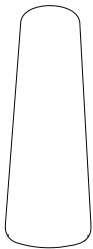
**IMPORTANT!** Please verify all box contents. If you have questions, or if there are any missing parts, contact product support ([service@truefitness.com](mailto:service@truefitness.com) | 800.883.8783).




TOOLS NEEDED FOR ASSEMBLY	
Wire Cutters or Scissors (used in unboxing the machine)	
#2 Phillips Screwdriver or Electric Screwdriver (both are optional in unboxing the machine)	
4mm, 6mm, and 8mm Allen Wrenches (supplied) (or ratcheting socket wrench with hex bits)	
16mm, 18mm, and 19mm Wrenches	
Cloth	



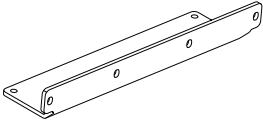
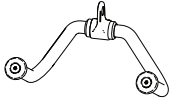


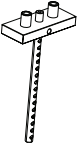
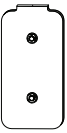
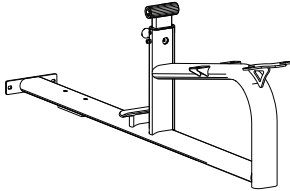
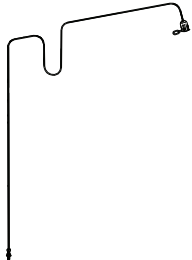
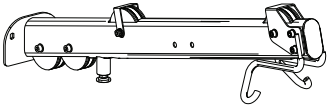
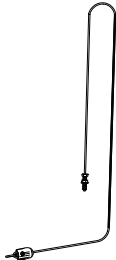

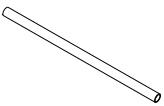
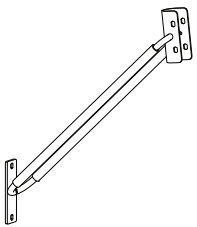
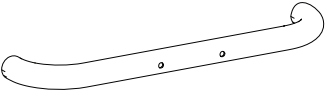

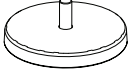
**THIS PRODUCT SHIPS IN MULTIPLE CARTONS.  
ENSURE YOU HAVE ALL PARTS SHOWN BEFORE ASSEMBLING THE EQUIPMENT.**

### CARTON ONE CONTENTS

BOX CONTENTS		
Item	Image	Qty
Weight Stack Frame Assembly (SD0133-35)		1
Shield Support Plate (SD0080)		1
Lower Support Plate (SD0081)		2
Leg Pad (SD0030)		2
Seat Pad (SD0029)		1

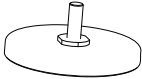

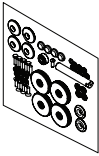

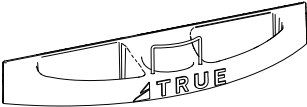
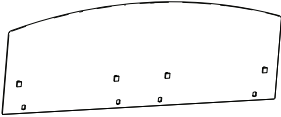

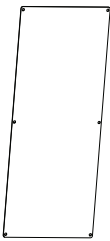
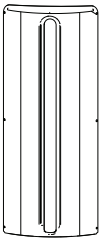
BOX CONTENTS		
Item	Image	Qty
Front Shroud Retainer Plate (SD0141)		2
Right Outer Shroud Retainer Plate (SD0142)		1
Left Outer Shroud Retainer Plate (SD0143)		1

## CARTON TWO CONTENTS

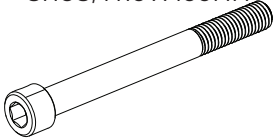
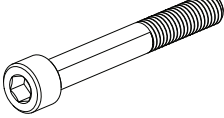
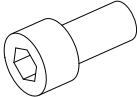
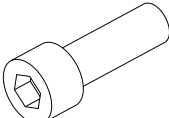
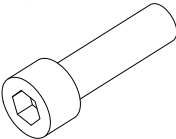

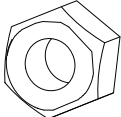
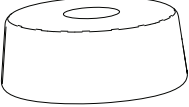

BOX CONTENTS			BOX CONTENTS		
Item	Image	Qty	Item	Image	Qty
Lower Fixed Plate (SD0079-35)		1	Row Handle (SD0034)		1
Guide Rod (SD0132)		2	Lat Bar (SD0037)		1
Top Plate Assembly (SW15-01)		1	Pulley Bracket (SD0140)		1
Seat Frame Assembly (SD0134-35)		1	Cable Assembly 1 (SD0035)		1
Top Frame Assembly (SD0137-35)		1	Cable Assembly 2 (SD0036)		1
Front Frame Assembly (SD0135-35)		1	Shaft (SD0138)		1
Support Frame (SD0136)		1	Foot Bar (SD1002B1100-35)		1
			Cover Plate (SD0131-35)		1
			Foot Pad (SD1000B3000)		2

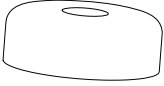
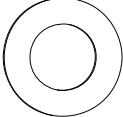
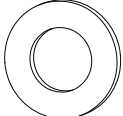
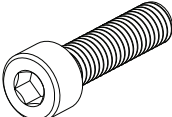
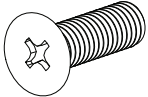
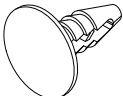
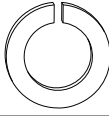
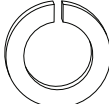


## CARTON THREE CONTENTS

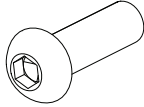
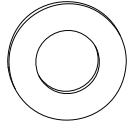
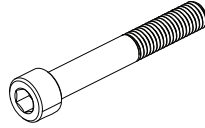
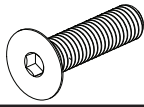
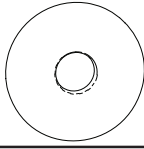
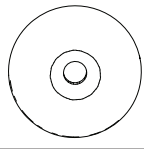


BOX CONTENTS		
Item	Image	Qty
Leveling Foot (SD0078)		3
Weight Stack Selector Pin (SWPINB)		1
Hardware Pack (SD1002BHW)		2
Manual (MAN-SD1002)		1
Cup Holder Tray (SD0051)		1
Placard Mounting Panel (SD0050)		1
Rear Weight Stack Cap (SD0047BK)		1
Rear Weight Stack Shroud (SD0055)		1
Front Weight Stack Shroud (SD0054)		1



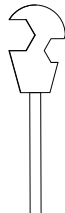
## HARDWARE PACK CONTENTS

SD1002 HARDWARE PACK		
ITEM	DESCRIPTION	QTY
SD0075	SHCS, M10 X 100MM 	4
SD0088	SHCS, M10 X 75MM 	6
SD0127	SHCS, M10-1.5 X 20MM, ZP 	2
C1077	SHCS, M10-1.5 X 30MM, ZP 	4
C1096	SHCS, M10-1.5 X 35MM 	2
SD0087	SCREW, SET SCREW, M8 X 8MM 	2
SD0084	NYLON LOCK NUT M10 	12
SD0020	RUBBER BUMPER FOR GUIDE ROD 	2
SD0161	LUBRICANT 	1

SD1002 HARDWARE PACK		
ITEM	DESCRIPTION	QTY
SD0021	BUMPER FOR WEIGHT STACK 	2
SD100015	WASHER, FLAT, ID 9, OD 16, T 1.6 	2
SD0083	FLAT WASHER, 11*20*2 	32
SD0076	SCREW, SHCS M8-1.25 X 30 	2
SD0060	SCREW, FH, PHILLIPS, M5 X 16MM 	27
SD0053	BUTTON, PUSH, PLASTIC 	4
SD0077	WASHER, LOCK, OD 9.3 ID 6.1, 1.6 	6
SD0090	WASHER, LOCK M8 X 12.3 OD X 2.1 THK 	2

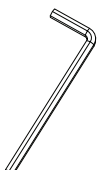

## HARDWARE PACK CONTENTS

SD1002 HARDWARE PACK		
ITEM	DESCRIPTION	QTY
SD100014	SCREW, BHCS, M6 X 20MM 	22
W0061	WASHER, FLAT, ID 6.6 OD 12MM, T 1.6MM 	22
SD100010	SCREW, SHCS, M10 X 70MM 	2
SD100002	SCREW, FH, M10 - 1.5 X 40MM 	2
SD0145	ALUMINUM RING 90*26.2*8.5 	4
SD0104	ALUMINUM CAP 60*10.5*10.9 	2
SM0010	QUICK LINK 	2
W0044	ALLEN WRENCH S 6MM 	1

SD1002 HARDWARE PACK		
ITEM	DESCRIPTION	QTY
SD0124	ALLEN WRENCH S 4MM 	1
SD0122	ALLEN WRENCH S 8MM 	1
C1025	12MM & 10MM WRENCH WITH PHILLIPS SCREW DRIVER 	1

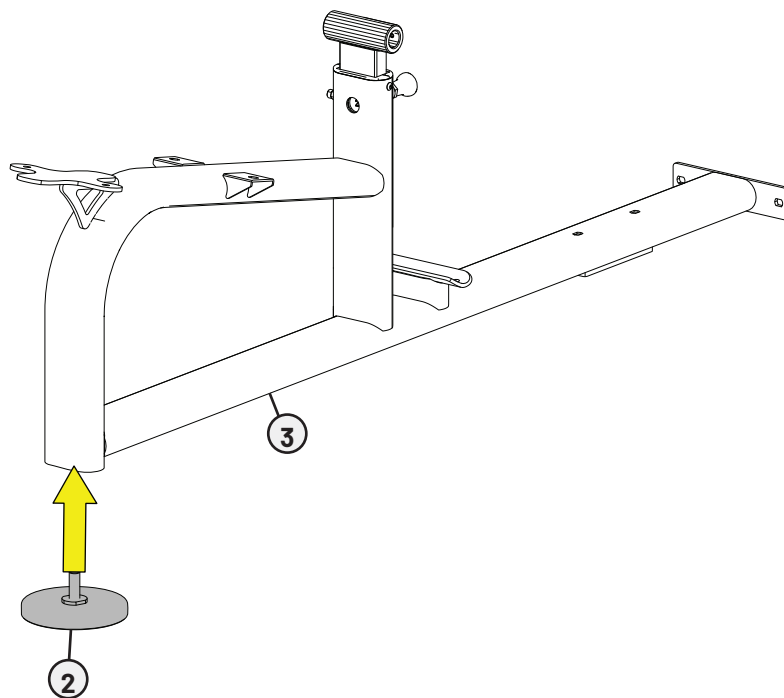
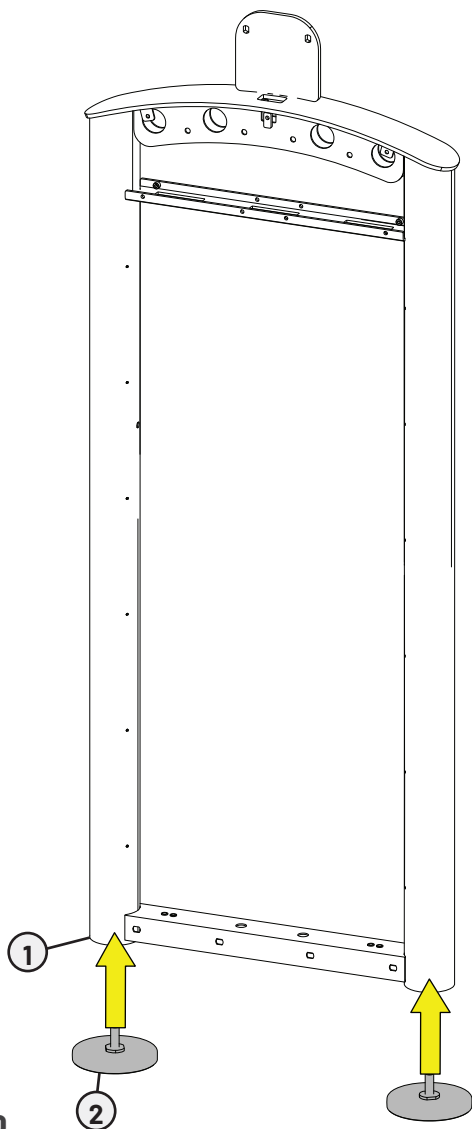
## ASSEMBLY STEPS

### STEP 1—ATTACH FRAME ASSEMBLY

Tools Used in this Step	
8mm Allen Wrench	
16mm Wrench	

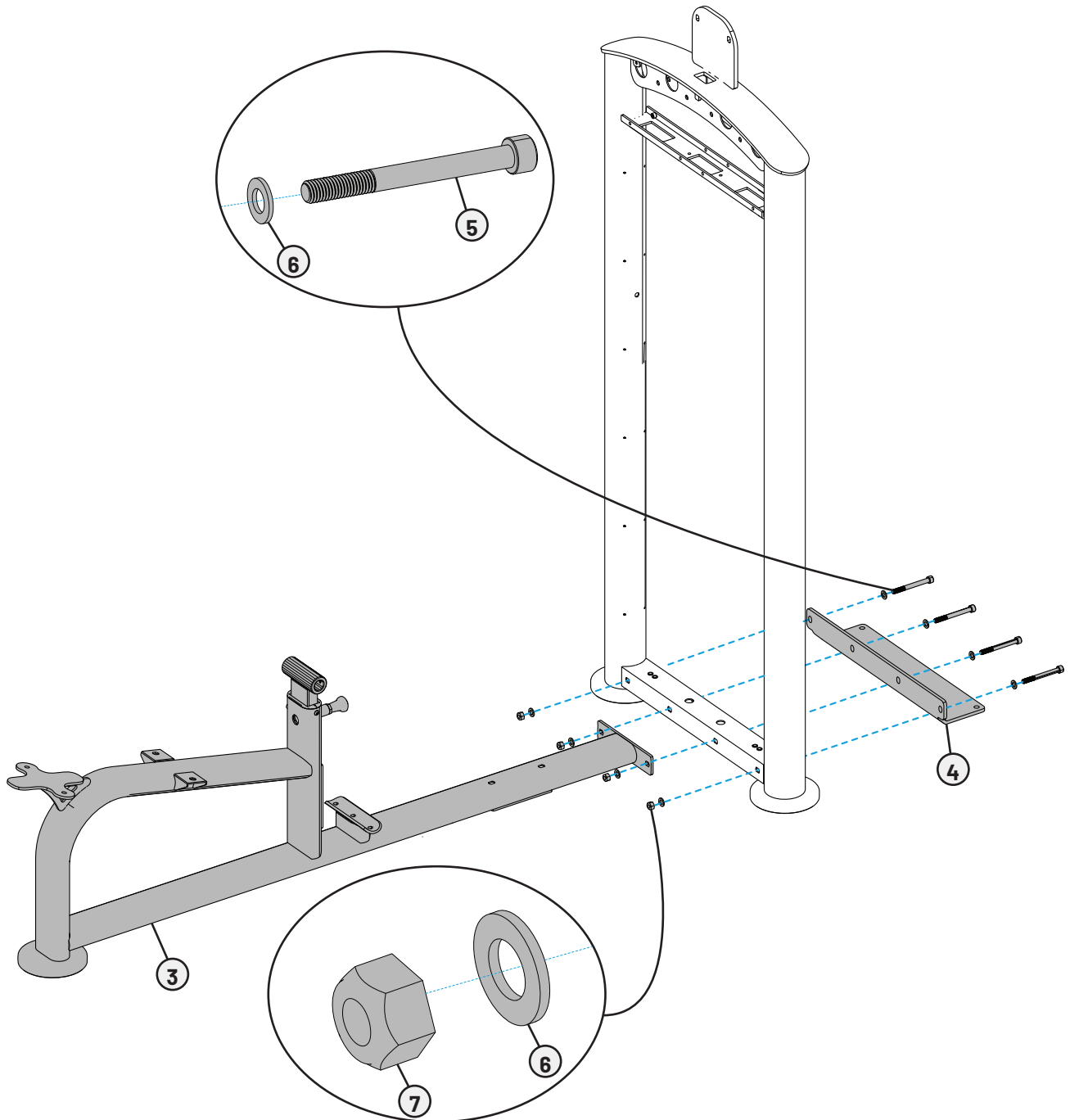
Parts Used in this Step			
ITEM	PART#	DESCRIPTION	QTY
1	SD0133-35	WEIGHT STACK FRAME ASSEMBLY	1
2	SD0078	LEVELING FOOT, FORCE	3
3	SD0134-35	SEATED FRAME ASSEMBLY	1
4	SD0079-35	PLATE, LOWER FIXED PLATE	1
5	SD0075	SHCS, M10 X 100MM	4
6	SD0083	FLAT WASHER, 11*20*2	8
7	SD0084	NYLON LOCK NUT M10	4

A. Attach 3 leveling feet to the bottom of the weight stack frame assembly and the seated frame assembly.


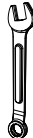


## STEP 1—ATTACH FRAME ASSEMBLY CONTINUED

B. Attach the seated frame assembly and the lower fixed plate to the weight stack frame.

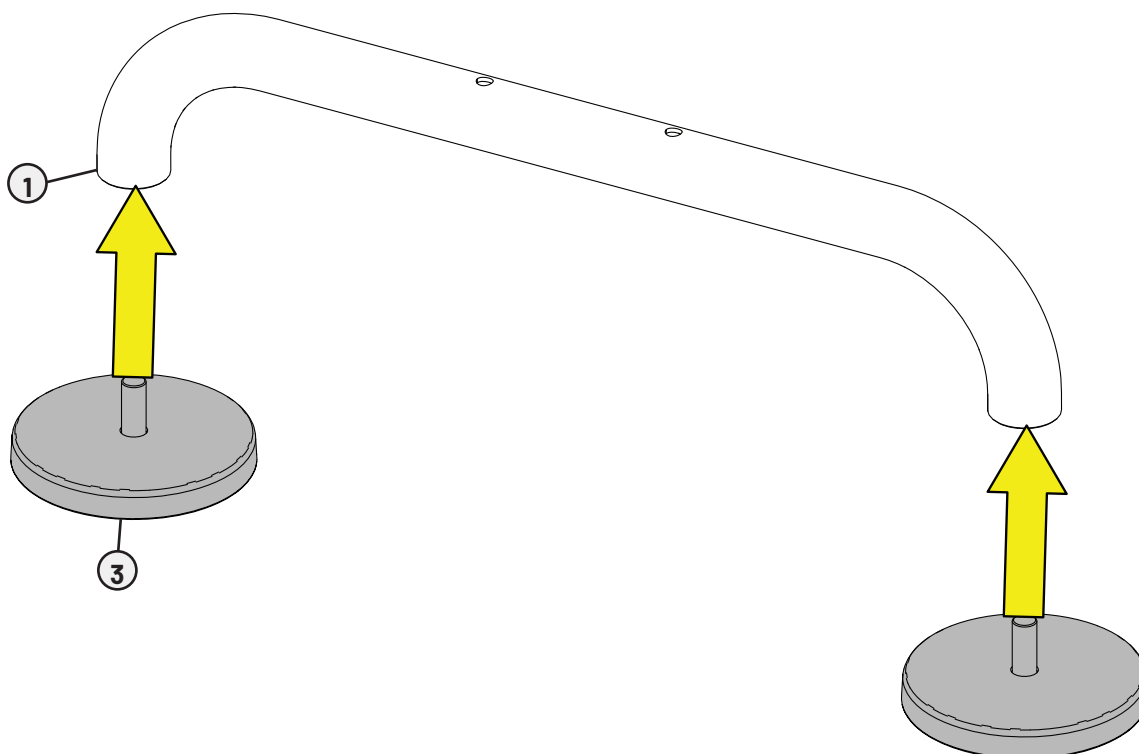


## STEP 2—ATTACH FOOT BAR

Tools Used in this Step	
8mm Allen Wrench	
16mm Wrench	

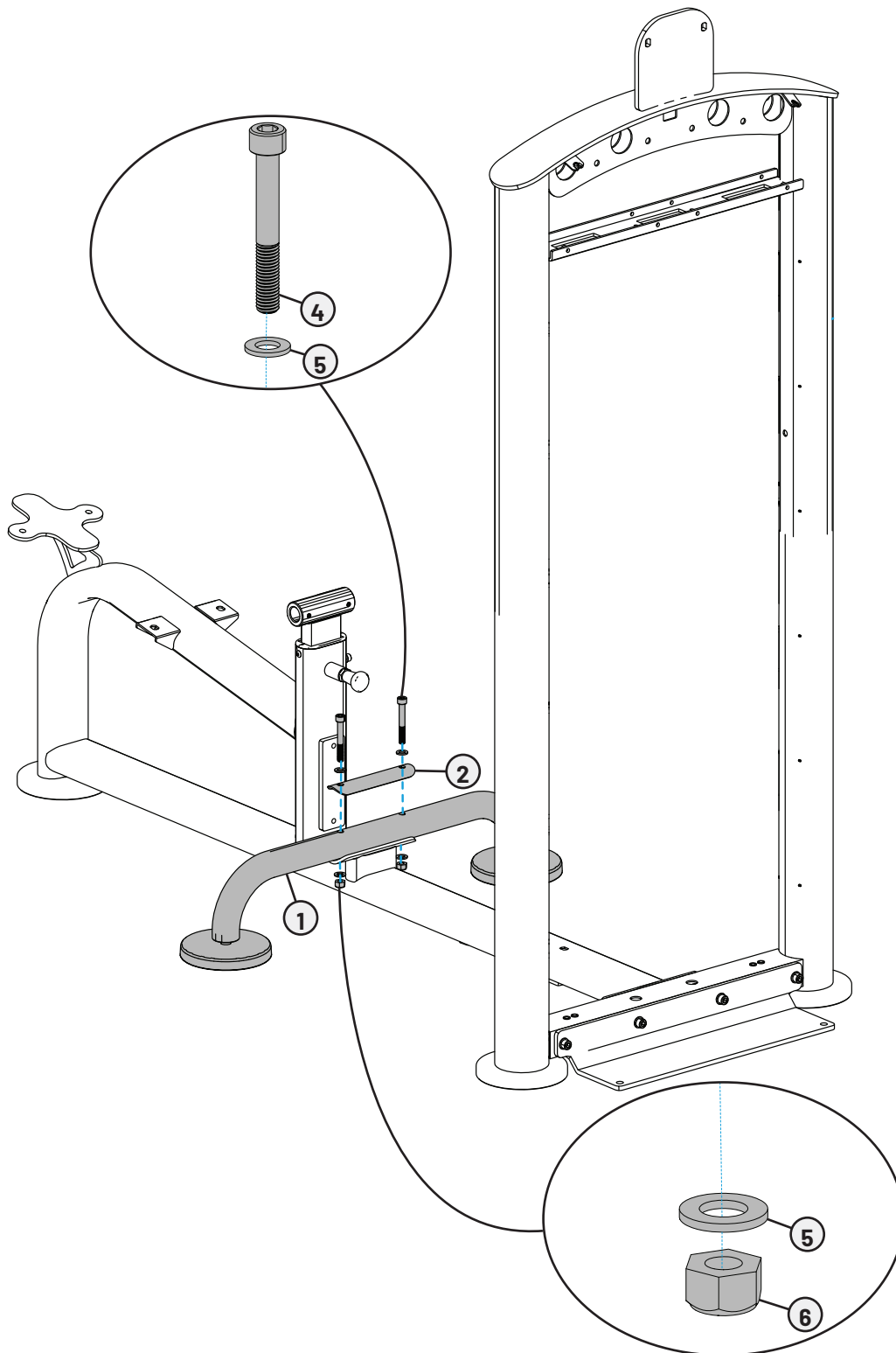
Parts Used in this Step			
ITEM	PART#	DESCRIPTION	QTY
1	SD1002B1100-35	WELDMENT, FOOT BAR	1
2	SD0131-35	COVER PLATE	1
3	SD1000B3000	FOOT PAD	2
4	SD0088	SHCS, M10 X 75MM	2
5	SD0083	FLAT WASHER, 11*20*2	4
6	SD0084	NYLON LOCK NUT M10	2

A. Attach 2 foot pads to the bottom of the foot bar.





## STEP 2—ATTACH FOOT BAR CONTINUED

B. Attach the foot bar and cover plate to the seated frame assembly.

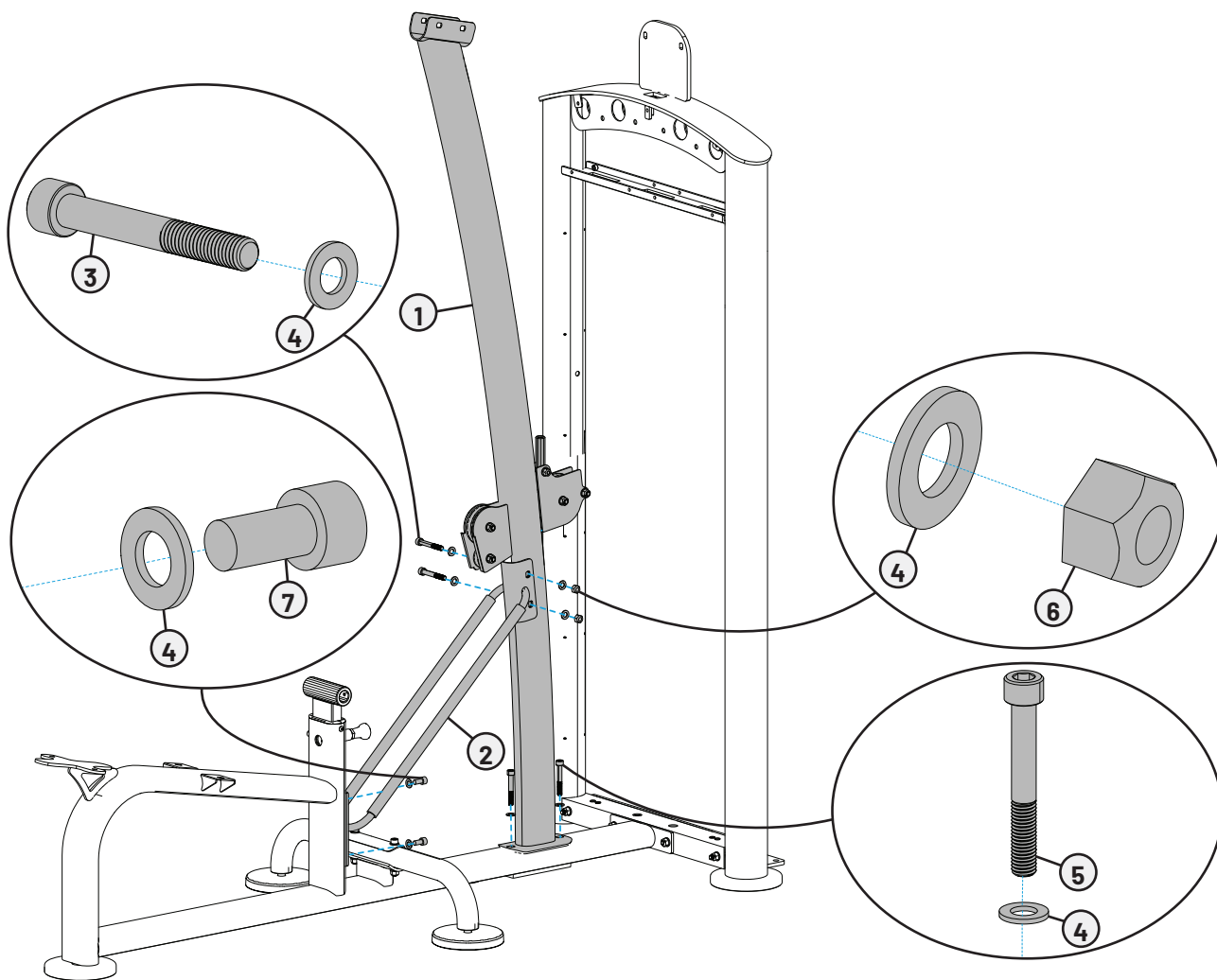


## STEP 3—ATTACH FRONT FRAME AND SUPPORT FRAME

Tools Used in this Step	
8mm Allen Wrench	
16mm Wrench	



Parts Used in this Step			
ITEM	PART#	DESCRIPTION	QTY
1	SD0135-35	FRONT FRAME ASSEMBLY	1
2	SD0136	SUPPORT FRAME	2
3	SD100010	SCREW, SHCS, M10 X 70MM	2
4	SD0083	FLAT WASHER, 11*20*2	8
5	SD0088	SHCS, M10 X 75MM	2
6	SD0084	NYLON LOCK NUT M10	2
7	SD0127	SHCS, M10-1.5 X 20MM, ZP	2

- A. Attach the support frame to the front frame assembly.
- B. Attach the front frame assembly to the seated frame assembly.



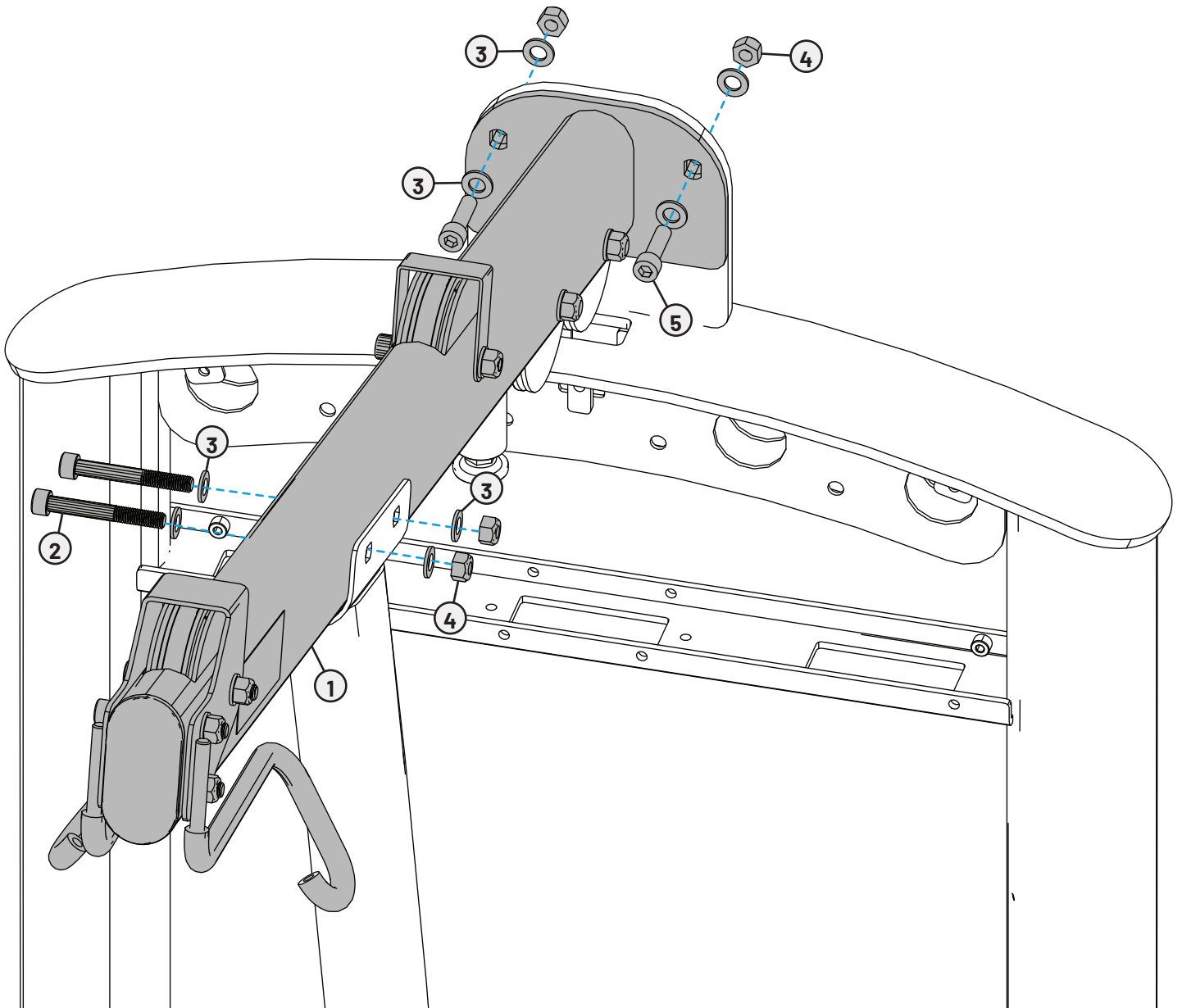


## STEP 4—ATTACH TOP FRAME

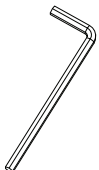
Tools Used in this Step	
8mm Allen Wrench	
16mm Wrench	

Parts Used in this Step			
ITEM	PART#	DESCRIPTION	QTY
1	SD0137-35	ASSEMBLY, TOP FRAME	1
2	SD0088	SHCS, M10 X 75MM	2
3	SD0083	FLAT WASHER, 11*20*2	8
4	SD0084	NYLON LOCK NUT M10	4
5	C1096	SHCS, M10-1.5 X 35MM	2

Attach the top frame assembly to the weight stack frame assembly and front frame assembly.

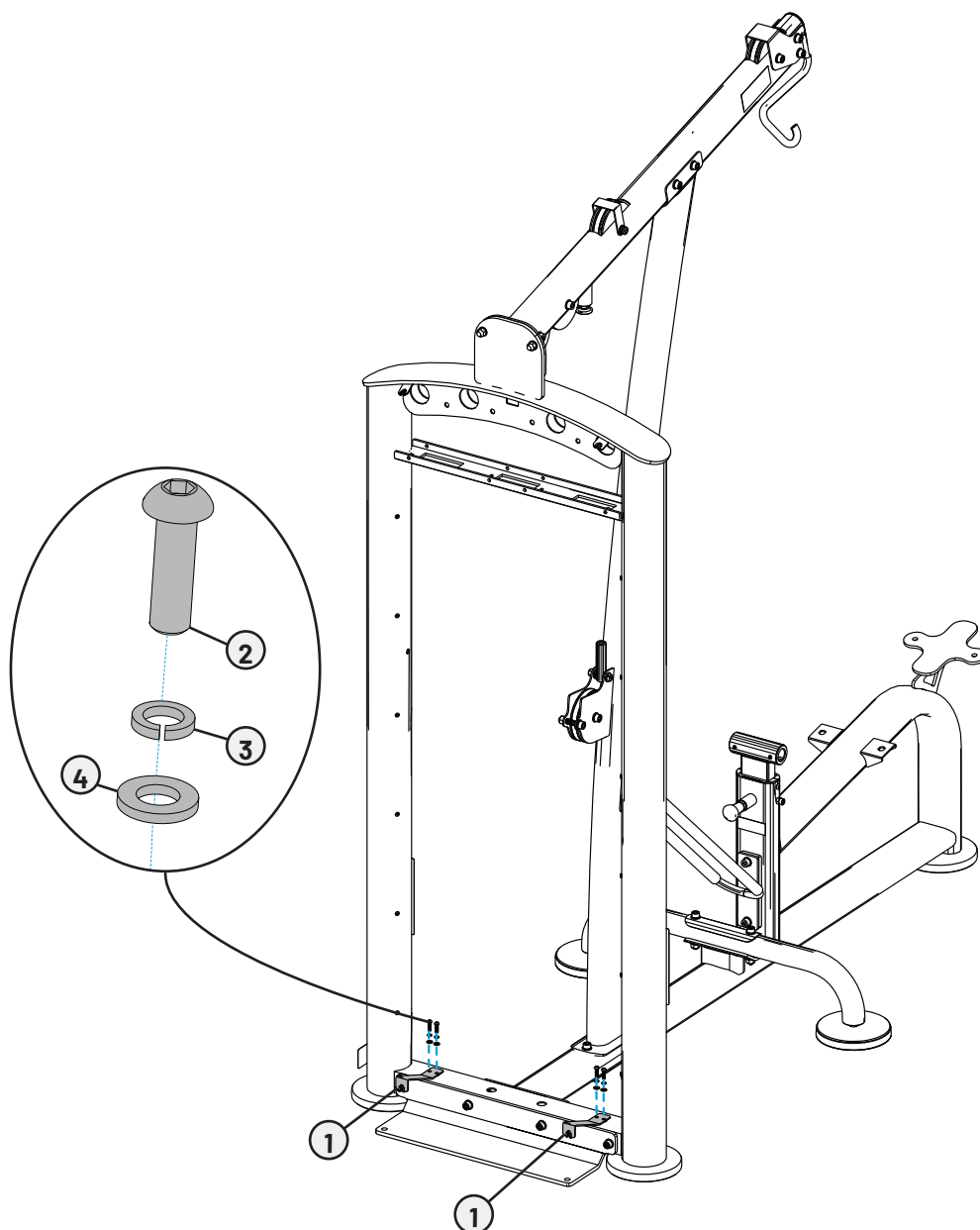


## STEP 5—ATTACH LOWER SUPPORT PLATES

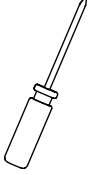
Tools Used in this Step	
4mm Allen Wrench	

Parts Used in this Step			
ITEM	PART#	DESCRIPTION	QTY
1	SD0081	SUBASSEMBLY, LOWER SUPPORT PLATE	2
2	SD100014	SCREW, BHCS, M6 X 20MM	4
3	SD0077	WASHER, LOCK, OD 9.3 ID 6.1, 1.6	4
4	W0061	WASHER, FLAT, ID 6.6 OD 12MM, T 1.6MM	4

Attach the lower support plates to the weight stack frame assembly.

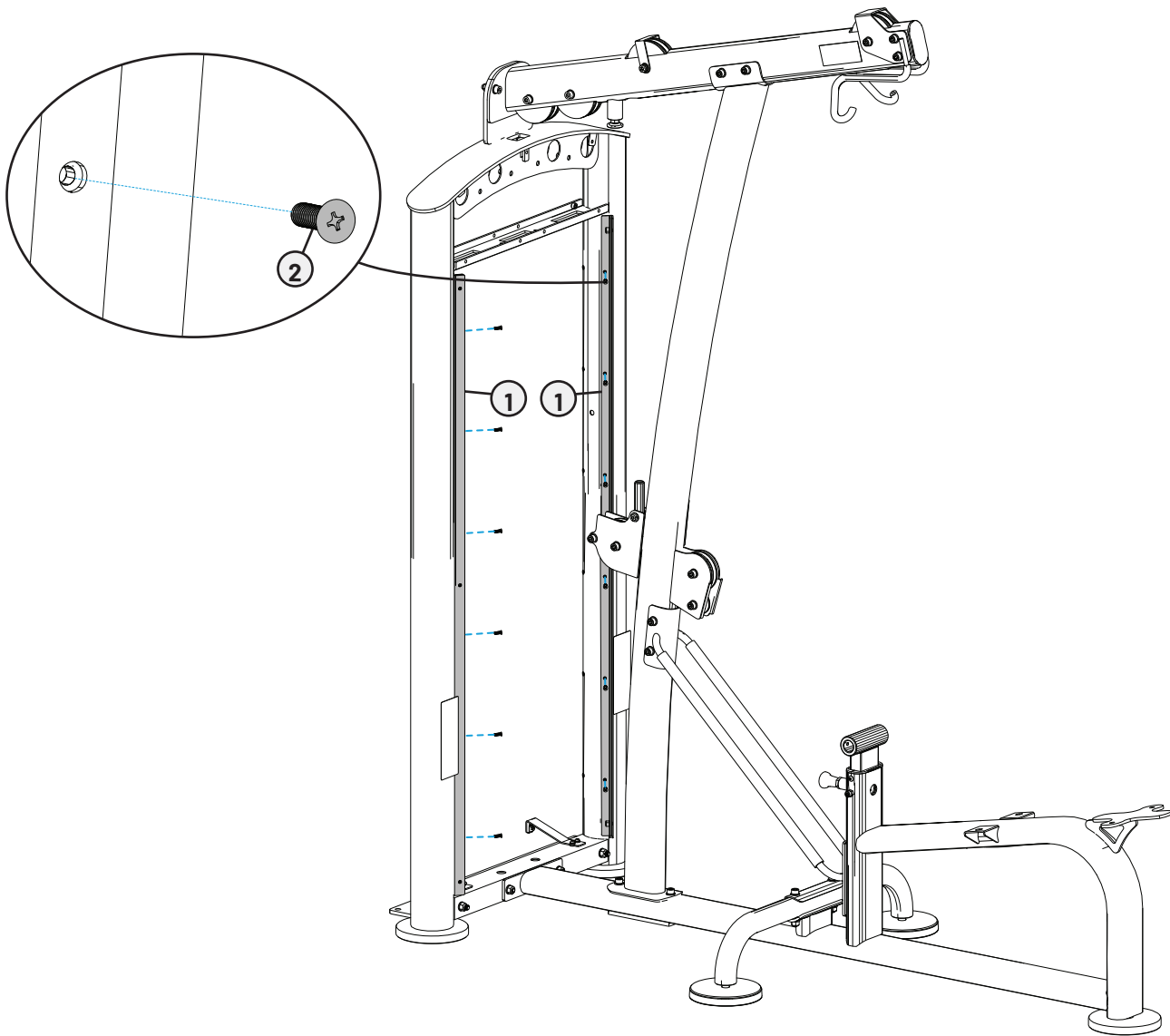


## STEP 6—ATTACH FRONT SHROUD RETAINER PLATES



Tools Used in this Step	
#2 Phillips Screwdriver	

Parts Used in this Step			
ITEM	PART#	DESCRIPTION	QTY
1	SD0141	FRONT SHROUD RETAINER PLATE	2
2	SD0060	SCREW, FH, PHILLIPS, M5 X 16MM	12

Attach the front shroud retainer plates to the weight stack frame assembly.

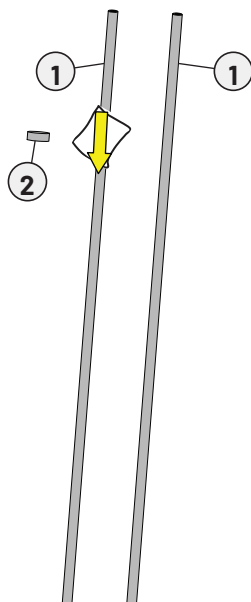


## STEP 7—ATTACH WEIGHT STACK ASSEMBLY

Tools Used in this Step	
6mm Allen Wrench	
Cloth	

Parts Used in this Step			
ITEM	PART#	DESCRIPTION	QTY
1	SD0132	GUIDE ROD 19 x 1477	2
2	SD0161	LUBRICANT	1
3	SW15-01	TOP PLATE, SELECTOR STEM	1
4*	SP15*	PLATE, 15 LBS*	16*
5**	SP10**	WEIGHT PLATE 10LBS**	16**
6	SD0020	RUBBER BUMPER FOR GUIDE ROD	2
7	SD0021	BUMPER FOR WEIGHT STACK	2
8	SD0076	SCREW, SHCS M8-1.25 X 30	2
9	SD0090	WASHER, LOCK M8 X 12.3 OD X 2.1 THK	2
10	SD100015	WASHER, FLAT, ID 9, OD 16, T 1.6	2
11	SWLAB175	DECAL, FORCE WEIGHT STACK 15LB TOP PLATE WITH 16-HOLE STEM 10LBS	1
12	SWLAB255	DECAL, FORCE WEIGHT STACK 15LB TOP PLATE WITH 16-HOLE STEM 15LBS	1

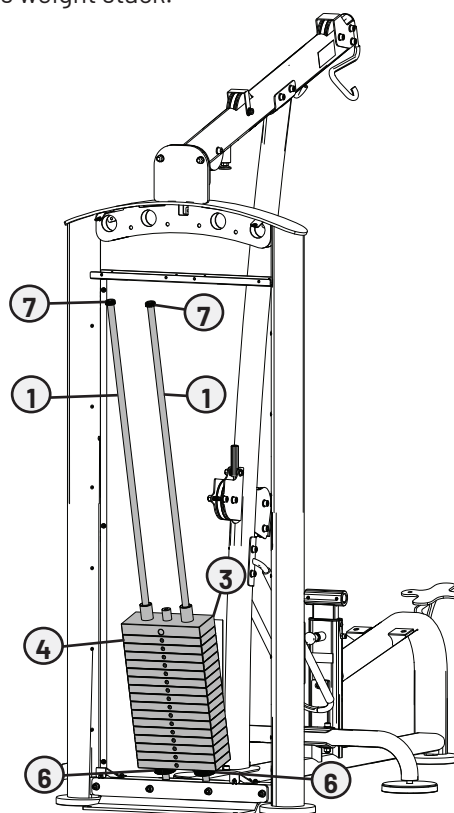
- A. Wipe all dirt and dust from the guide rods before lightly applying the lubricant. Apply the lubricant to a cloth or paper towel and use it to wipe down the guide rods.



- B. Slide the bumpers, weight plates, and top plate assembly down the guide rods.

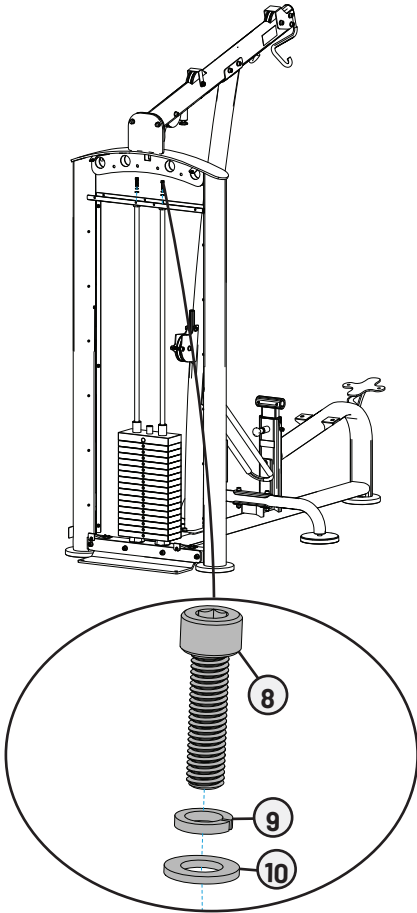
\***NOTE:** The 15 lbs weight plates are used for the optional 255 lbs weight stack.

\*\***NOTE:** The 10 lbs weight plates are used for the standard 175 lbs weight stack.

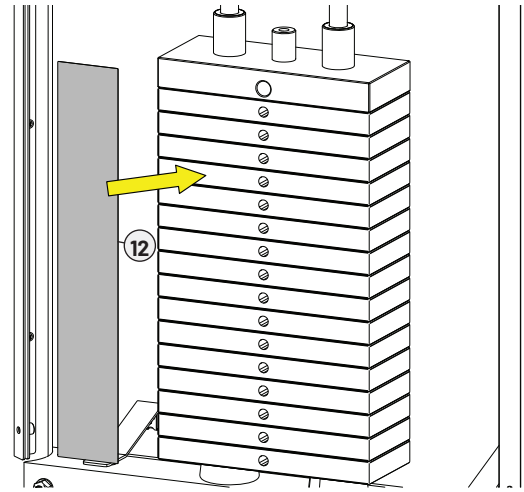


## STEP 7—ATTACH WEIGHT STACK ASSEMBLY CONTINUED


- C. Attach the guide rods to the weight stack frame assembly.



- D. After selecting the appropriate weight stack label, peel and remove the backing from the weight stack label. Align the weight stack label with the plates. Apply the weight stack label for the appropriate model and weight stack option onto the weight plates.

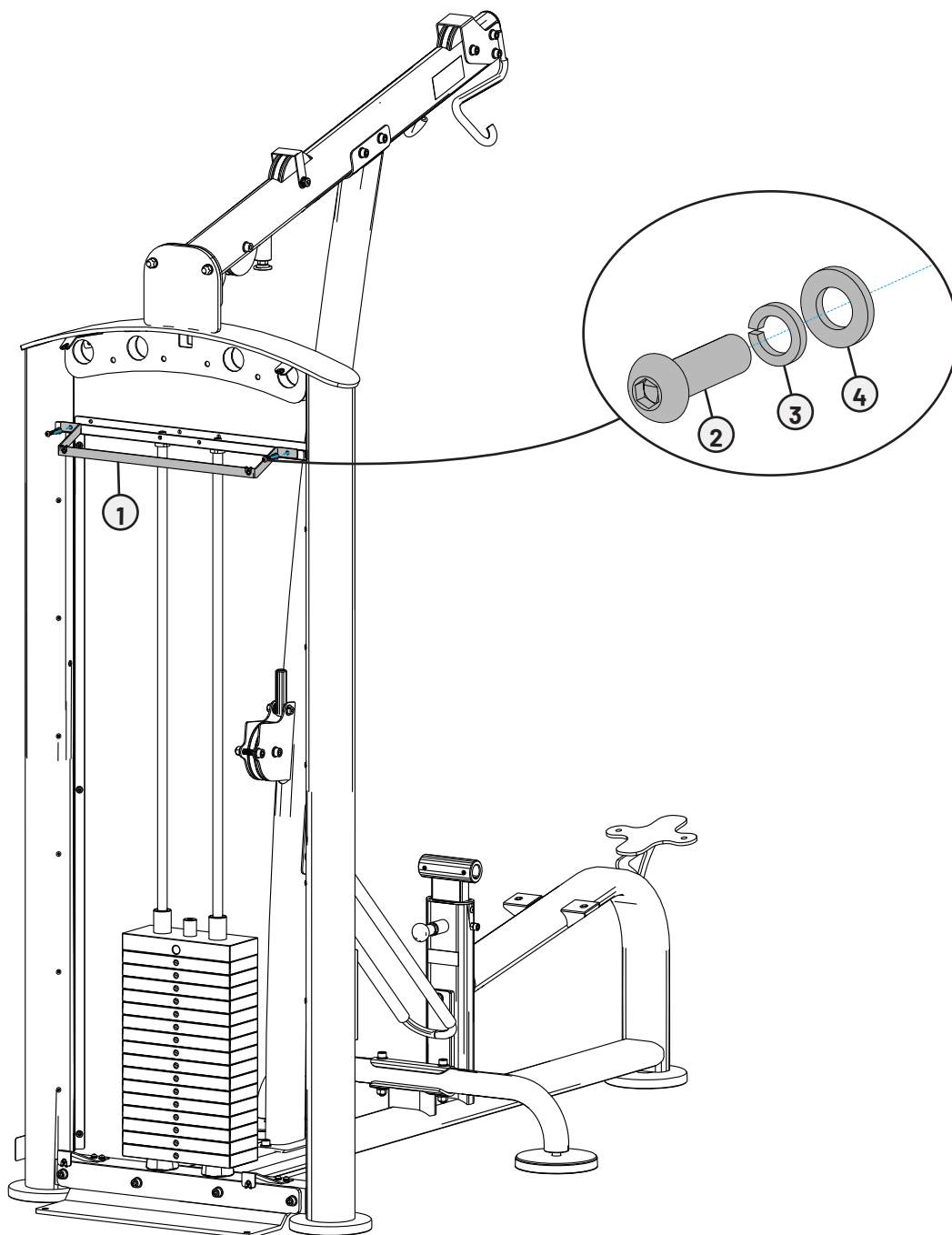


## STEP 8—ATTACH SHIELD SUPPORT PLATE

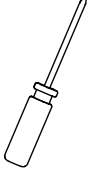
Tools Used in this Step	
4mm Allen Wrench	

Parts Used in this Step			
ITEM	PART#	DESCRIPTION	QTY
1	SD0080	SUBASSEMBLY, SHIELD SUPPORT PLATE	1
2	SD100014	SCREW, BHCS, M6 X 20MM	2
3	SD0077	WASHER, LOCK, OD 9.3 ID 6.1, 1.6	2
4	W0061	WASHER, FLAT, ID 6.6 OD 12MM, T 1.6MM	2

Attach the shield support plate to the weight stack frame assembly.

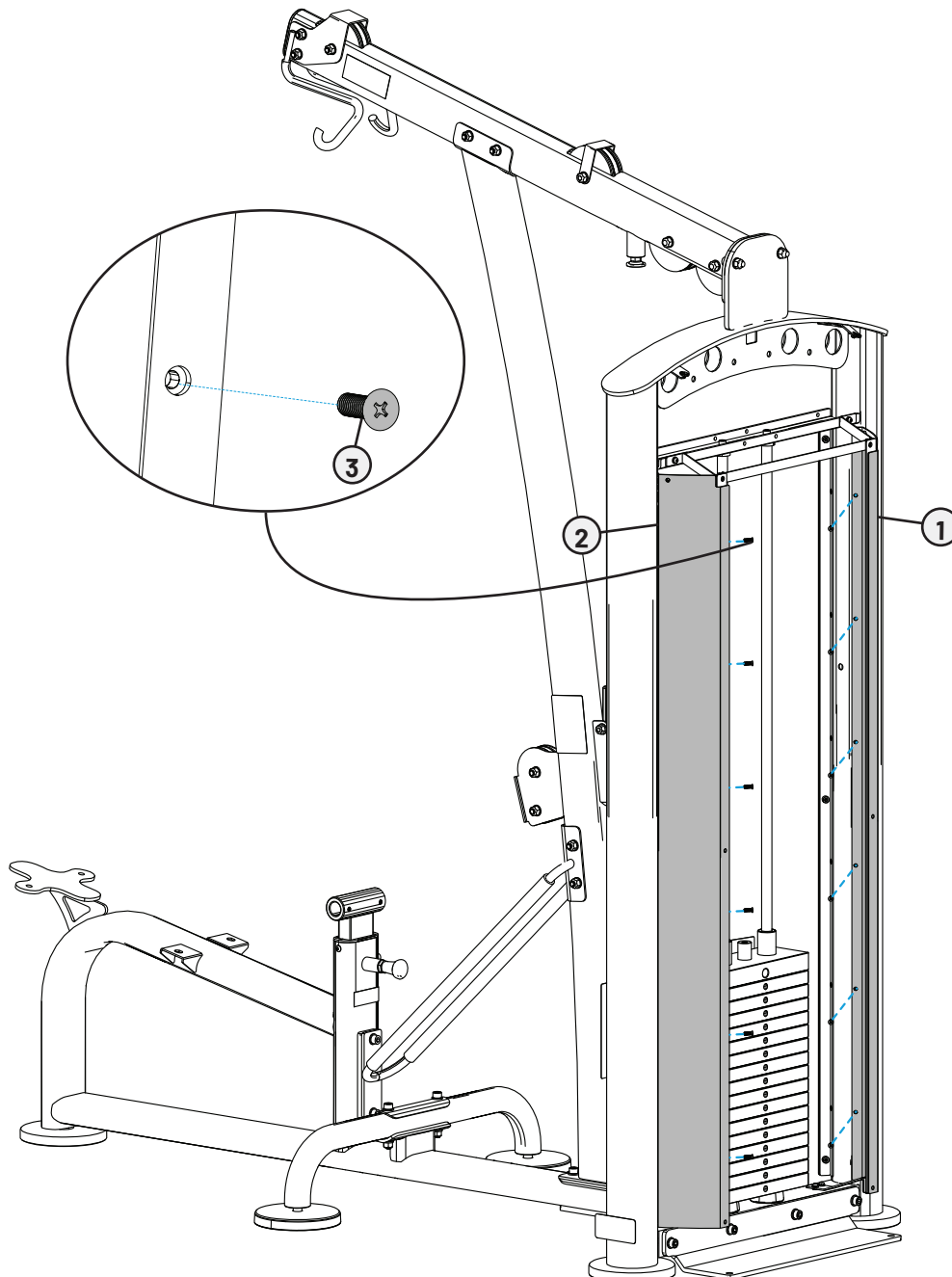


## STEP 9—ATTACH OUTER SHROUD RETAINER PLATES


Tools Used in this Step	
#2 Phillips Screwdriver	

Parts Used in this Step			
ITEM	PART#	DESCRIPTION	QTY
1	SD0142	REAR RIGHT SHROUD RETAINER PLATE	1
2	SD0143	REAR LEFT SHROUD RETAINER PLATE	1
3	SD0060	SCREW, FH, PHILLIPS, M5 X 16MM	12

Attach the left and right outer shroud retainer plates to the weight stack frame assembly.



## STEP 10—CABLE ROUTING

Tools Used in this Step	
19mm Wrench	

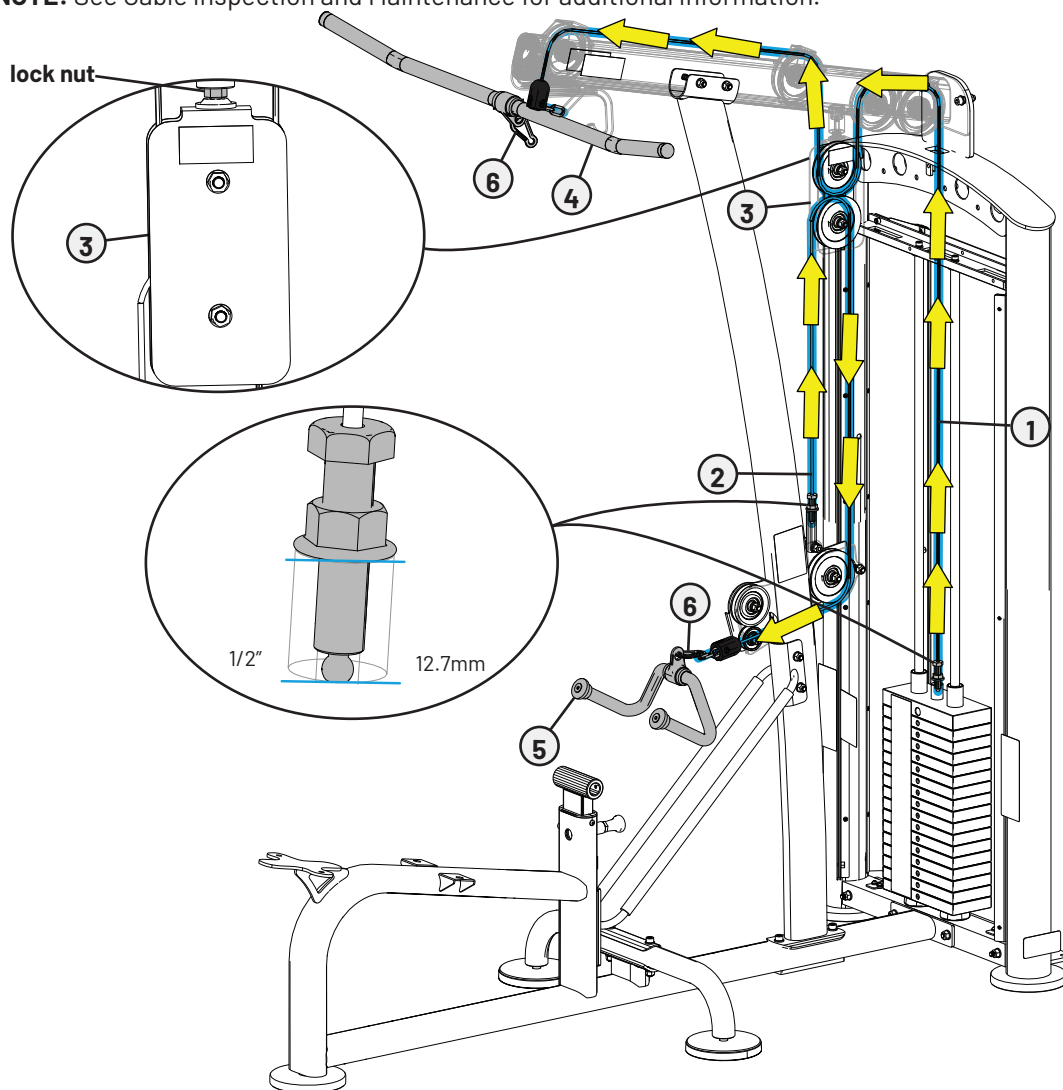
Parts Used in this Step			
ITEM	PART#	DESCRIPTION	QTY
1	SD0035	CABLE ASSEMBLY 1 - SD1002	1
2	SD0036	CABLE ASSEMBLY 2 - SD1002	1
3	SD0140	PULLEY BRACKET ASSEMBLY	1
4	SD0037	LAT BAR ASSEMBLY	1
5	SD0034	ROW BAR	1
6	SM0010	QUICK LINK	2

- Route the cables as shown below. Attach the pulley bracket assembly, lat bar, row bar, and quick links while routing the cables as shown below.
- Tighten the locking nuts on the cable bolts against the top plate and the front frame assembly. Tighten the locking nut on the pulley bracket assembly against the front frame assembly.

**IMPORTANT!** Verify that no more than 1" (25 mm) of the cable thread is left exposed.

**IMPORTANT!** A minimum of 1/2" (12.7mm) of the threaded portion of the cable bolt must be threaded into the top plate. Make sure locking nut is tight.

**NOTE:** See Cable Inspection and Maintenance for additional information.





## STEP 11—ATTACH LEG PADS

### Tools Used in this Step

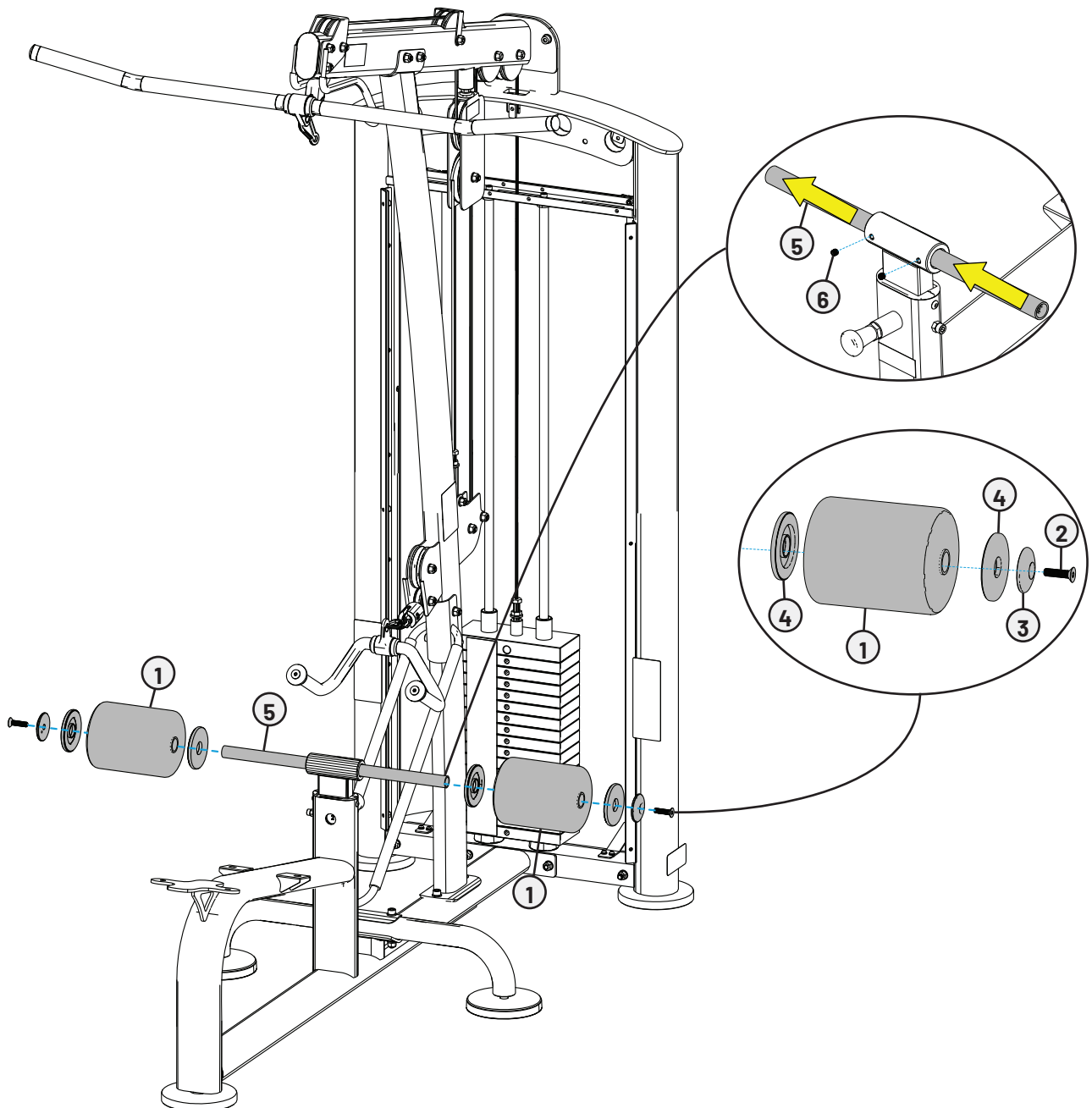
4mm and 6mm Allen Wrenches



### Parts Used in this Step

ITEM	PART#	DESCRIPTION	QTY
1	SD0030	FOAM ROLLER PAD - SD1002 / SF1010 BLACK	2
2	SD100002	SCREW, FH, M10 - 1.5 X 40MM	2
3	SD0104	ALUMINUM CAP 60*10.5*10.9	2
4	SD0145	ALUMINUM RING 90*26.2*8.5	4
5	SD0138	SHAFT FOR LEG ROLLER PADS	1
6	SD0087	SCREW, SET SCREW, M8 X 8MM	2

Attach the leg pads to the seated frame assembly.



## STEP 12—ATTACH SEAT PAD

### Tools Used in this Step

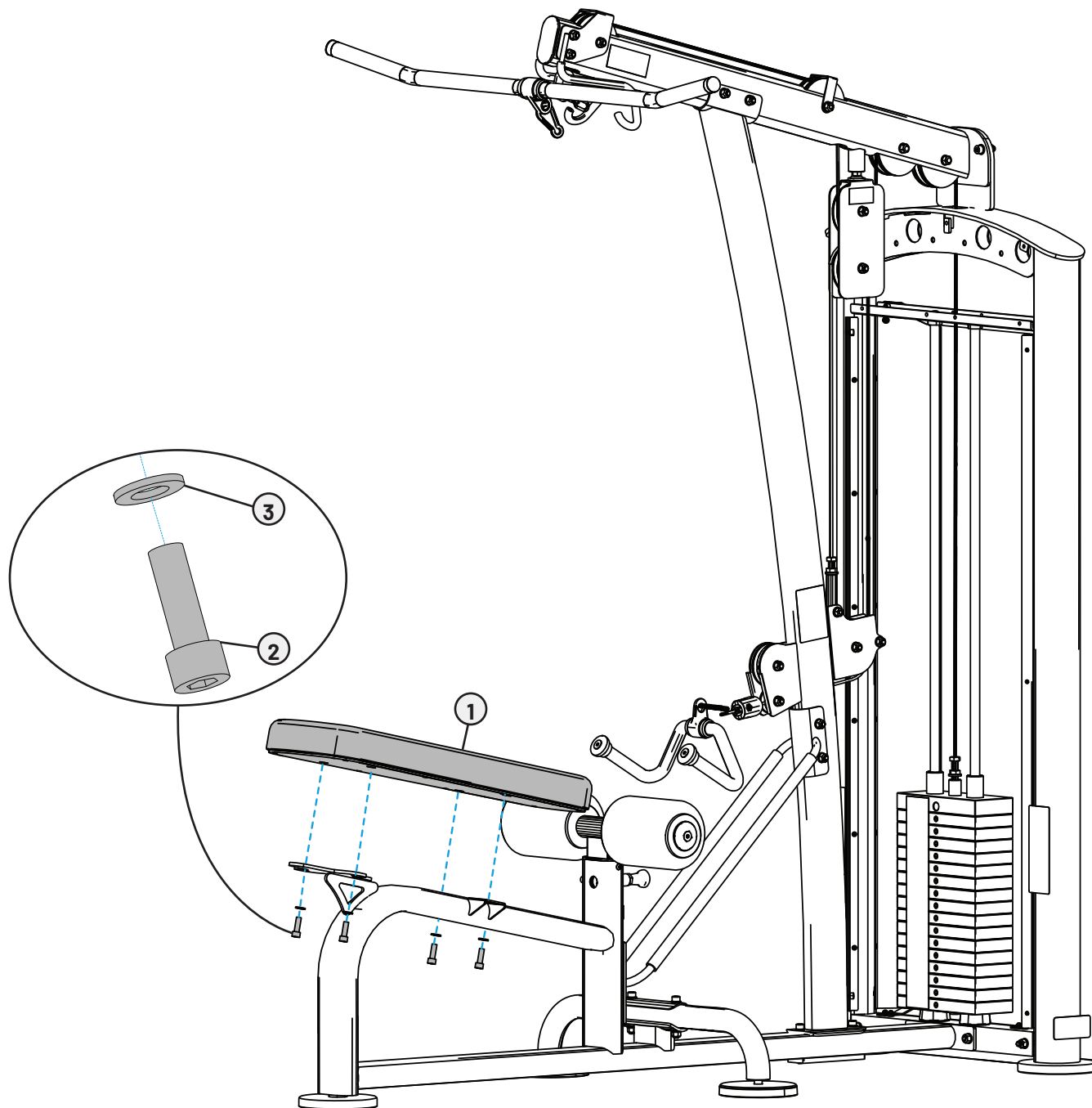
8mm Allen Wrench



### Parts Used in this Step

ITEM	PART#	DESCRIPTION	QTY
1	SD0029	SEAT PAD - SD1002 DOUBLE STITCHED	1
2	C1077	SHCS, M10-1.5 X 30MM, ZP	4
3	SD0083	FLAT WASHER, 11*20*2	4

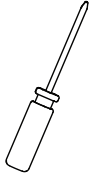
Attach the arm pad and arm pad support to the main frame assembly.



## STEP 13—ATTACH PLACARD MOUNTING PANEL

### Tools Used in this Step

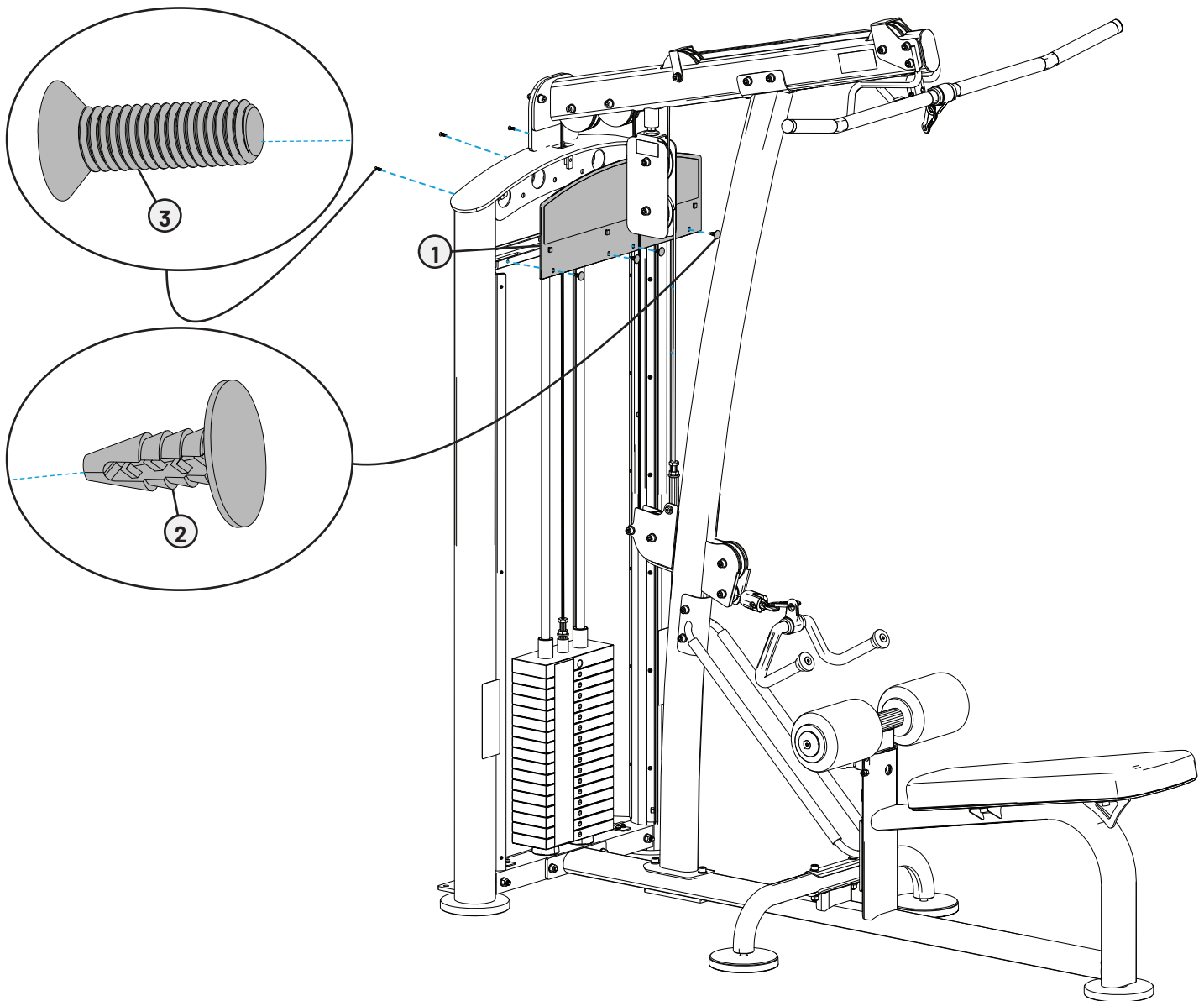
#2 Phillips  
Screwdriver




### Parts Used in this Step

ITEM	PART#	DESCRIPTION	QTY
1	SD0050	FRONT PLASTIC FLAT PLACARD MOUNTING PANEL	1
2	SD0053	BUTTON, PUSH, PLASTIC	4
3	SD0060	SCREW, FH, PHILLIPS, M5 X 16MM	3

Attach the placard mounting panel to the weight stack frame assembly.

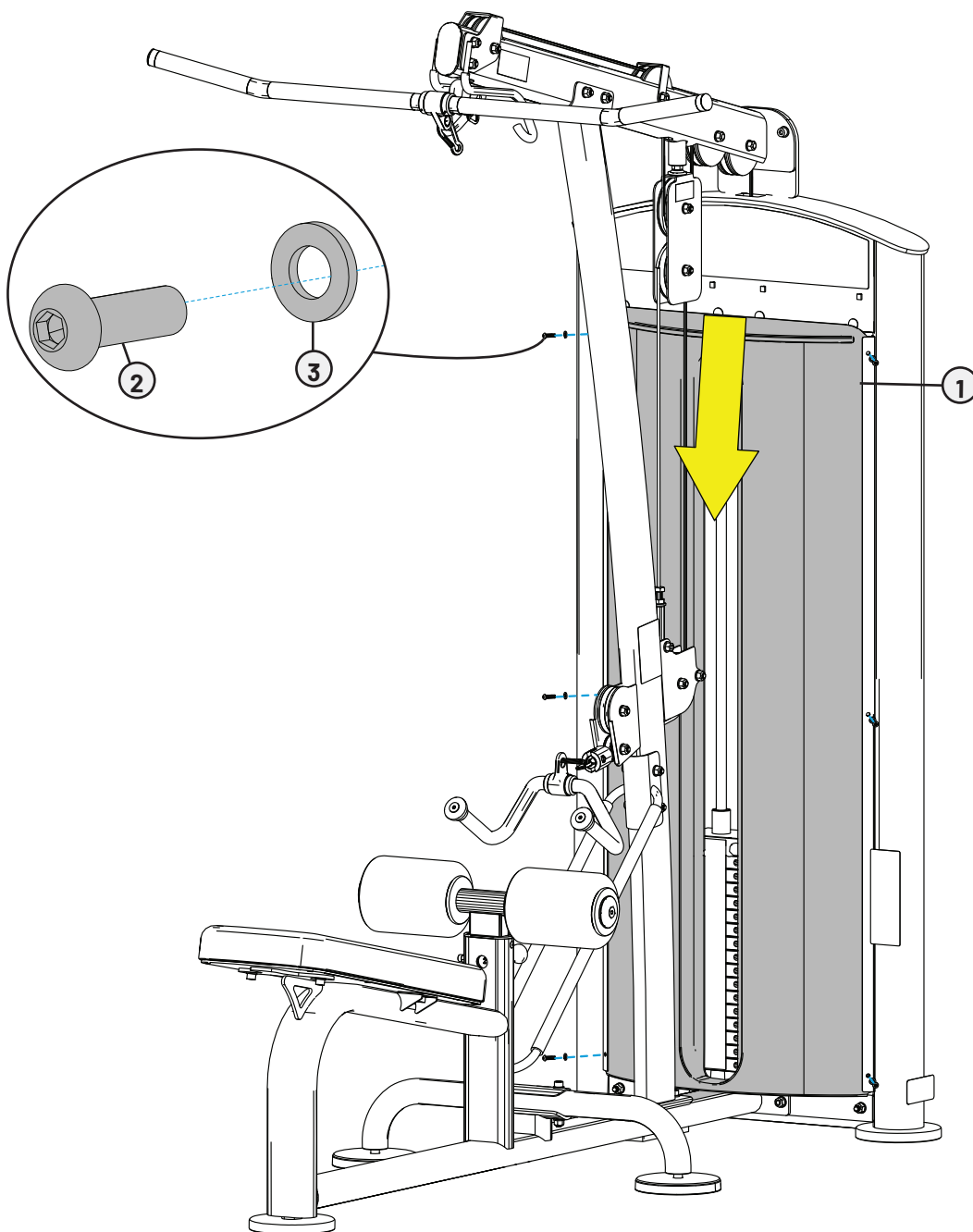


## STEP 14—ATTACH FRONT WEIGHT STACK SHROUD

Tools Used in this Step	
4mm Allen Wrench	

Parts Used in this Step			
ITEM	PART#	DESCRIPTION	QTY
1	SD0054	TALL FRONT SHROUD FOR LAT / ROW	1
2	SD100014	SCREW, BHCS, M6 X 20MM	6
3	W0061	WASHER, FLAT, ID 6.6 OD 12MM, T 1.6MM	6

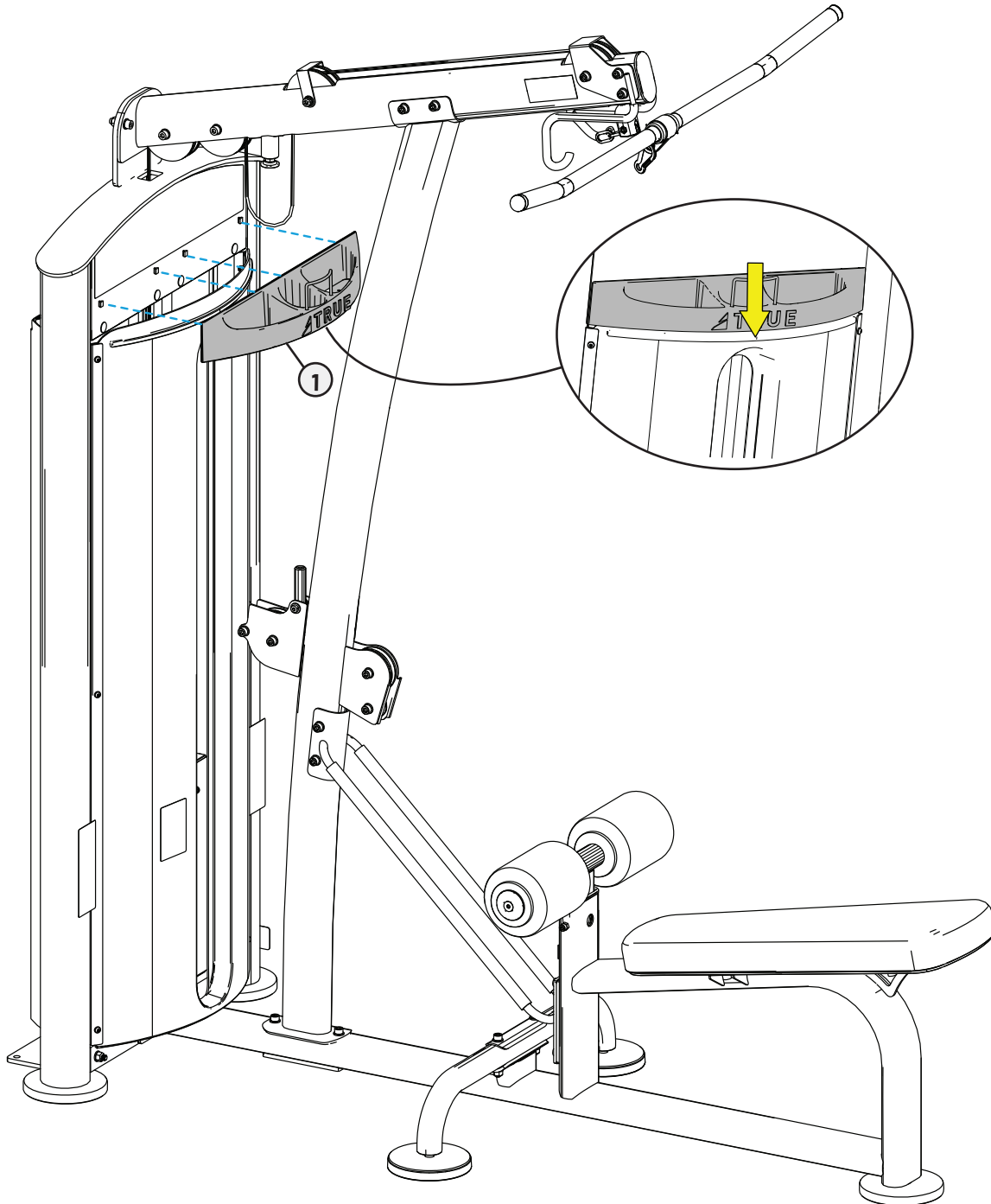
Slide down the front weight stack shroud and attach it to the weight stack frame assembly.




## STEP 15—ATTACH CUP HOLDER TRAY

Parts Used in this Step			
ITEM	PART#	DESCRIPTION	QTY
1	SD0051	SUBASSEMBLY, CUP HOLDER / TRAY	1

Attach the cup holder tray to the placard mounting panel and slide it down onto the front shroud.

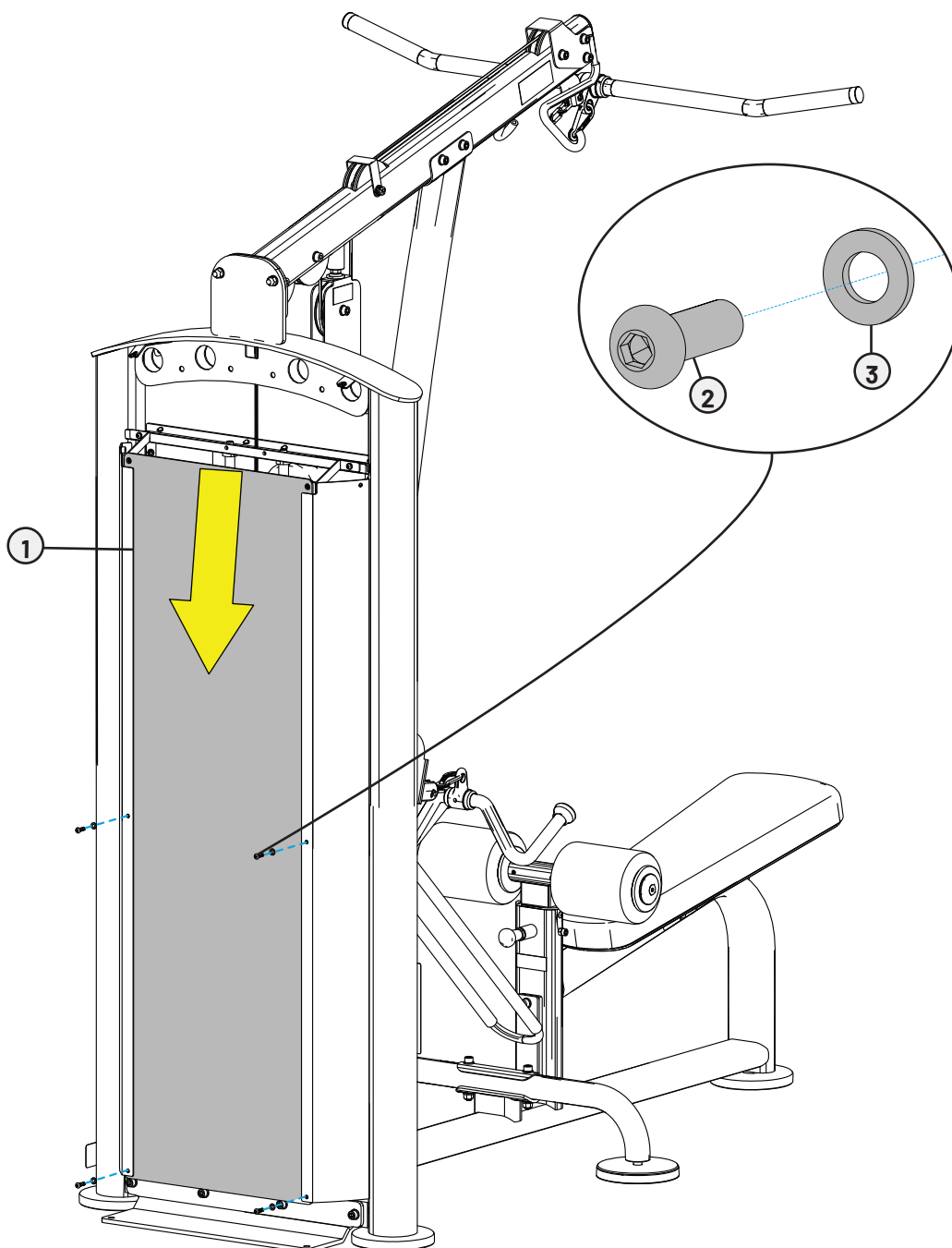


## STEP 16—ATTACH REAR WEIGHT STACK SHROUD


Tools Used in this Step	
4mm Allen Wrench	

Parts Used in this Step			
ITEM	PART#	DESCRIPTION	QTY
1	SD0055	TALL BACK SHROUD FOR LAT / ROW	1
2	SD100014	SCREW, BHCS, M6 X 20MM	4
3	W0061	WASHER, FLAT, ID 6.6 OD 12MM, T 1.6MM	4

Slide down the rear weight stack shroud and attach it to the weight stack frame assembly.

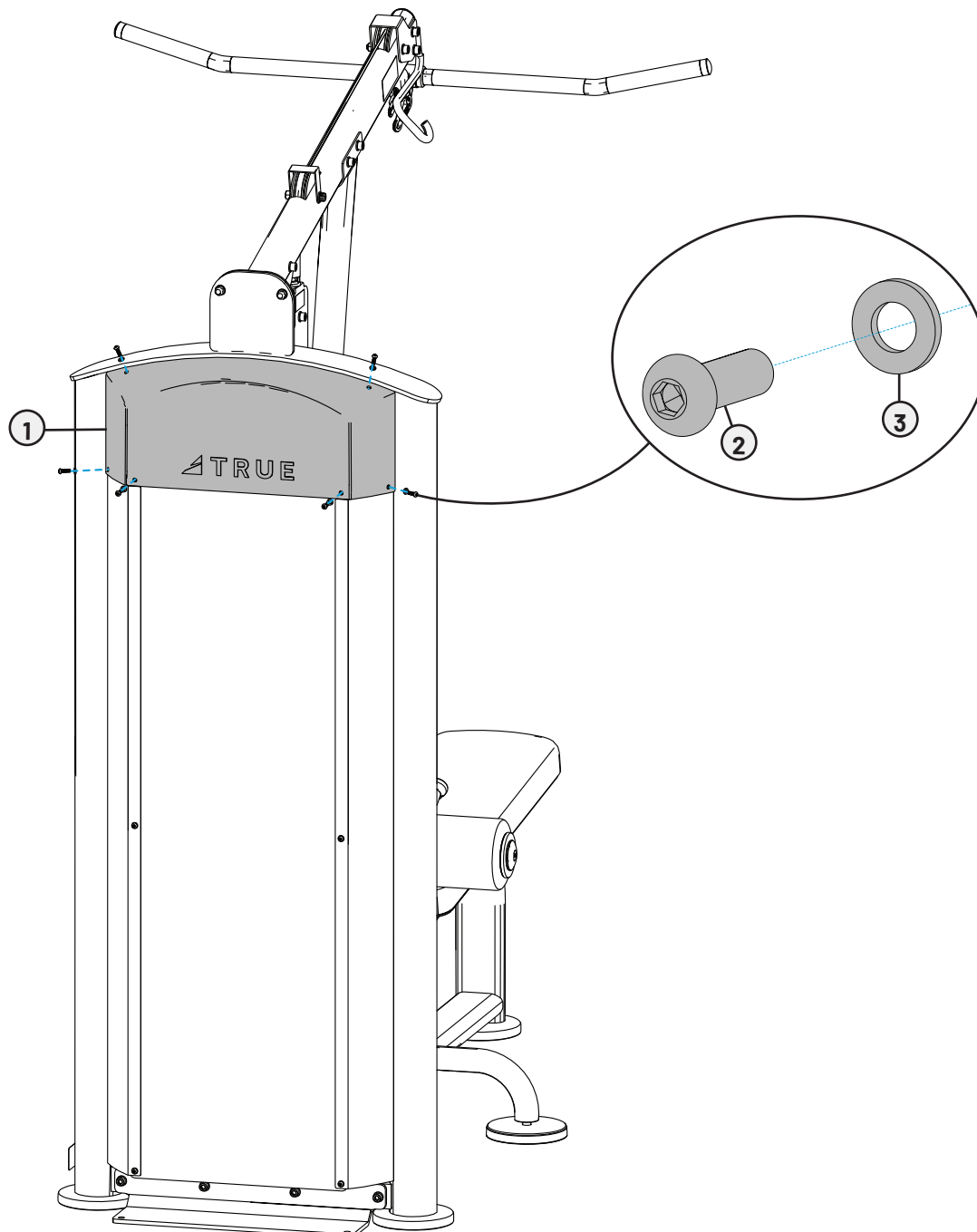


## STEP 17—ATTACH REAR WEIGHT STACK CAP

Tools Used in this Step	
4mm Allen Wrench	

Parts Used in this Step			
ITEM	PART#	DESCRIPTION	QTY
1	SD0047BK	REAR PLASTIC WEIGHT STACK CAP W/ TRUE LOGO	1
2	SD100014	SCREW, BHCS, M6 X 20MM	6
3	W0061	WASHER, FLAT, ID 6.6 OD 12MM, T 1.6MM	6

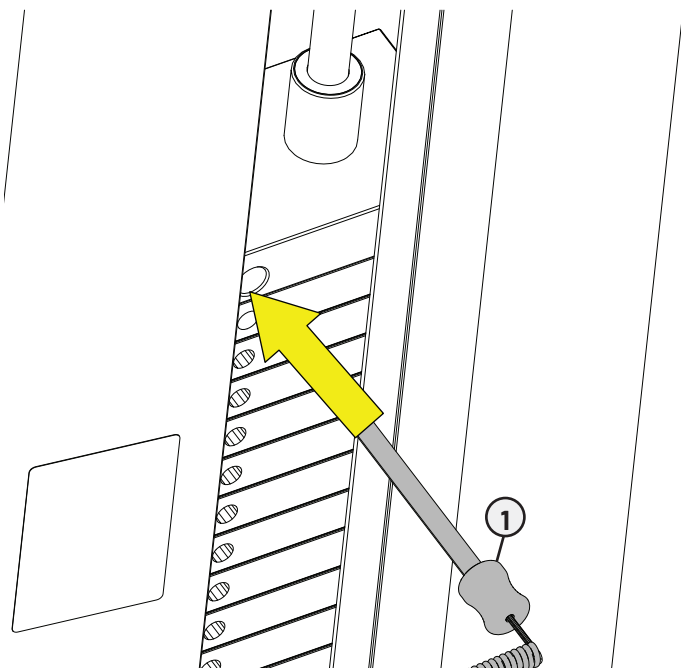
Attach the rear weight stack cap to the weight stack frame assembly.



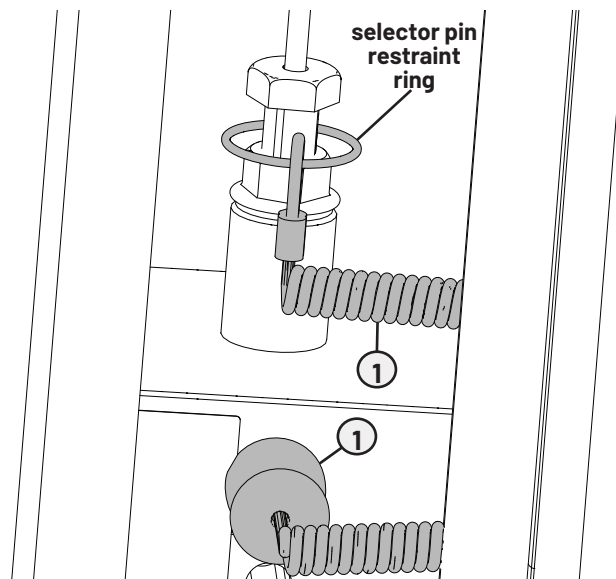
## STEP 18—ATTACH SELECTOR PIN

Parts Used in this Step			
ITEM	PART#	DESCRIPTION	QTY
1	SWPINB	PIN, WEIGHT STACK SELECTOR	1

A. Slide the selector pin into the weight stack.



B. Attach the selector pin restraint ring to the weight cable.

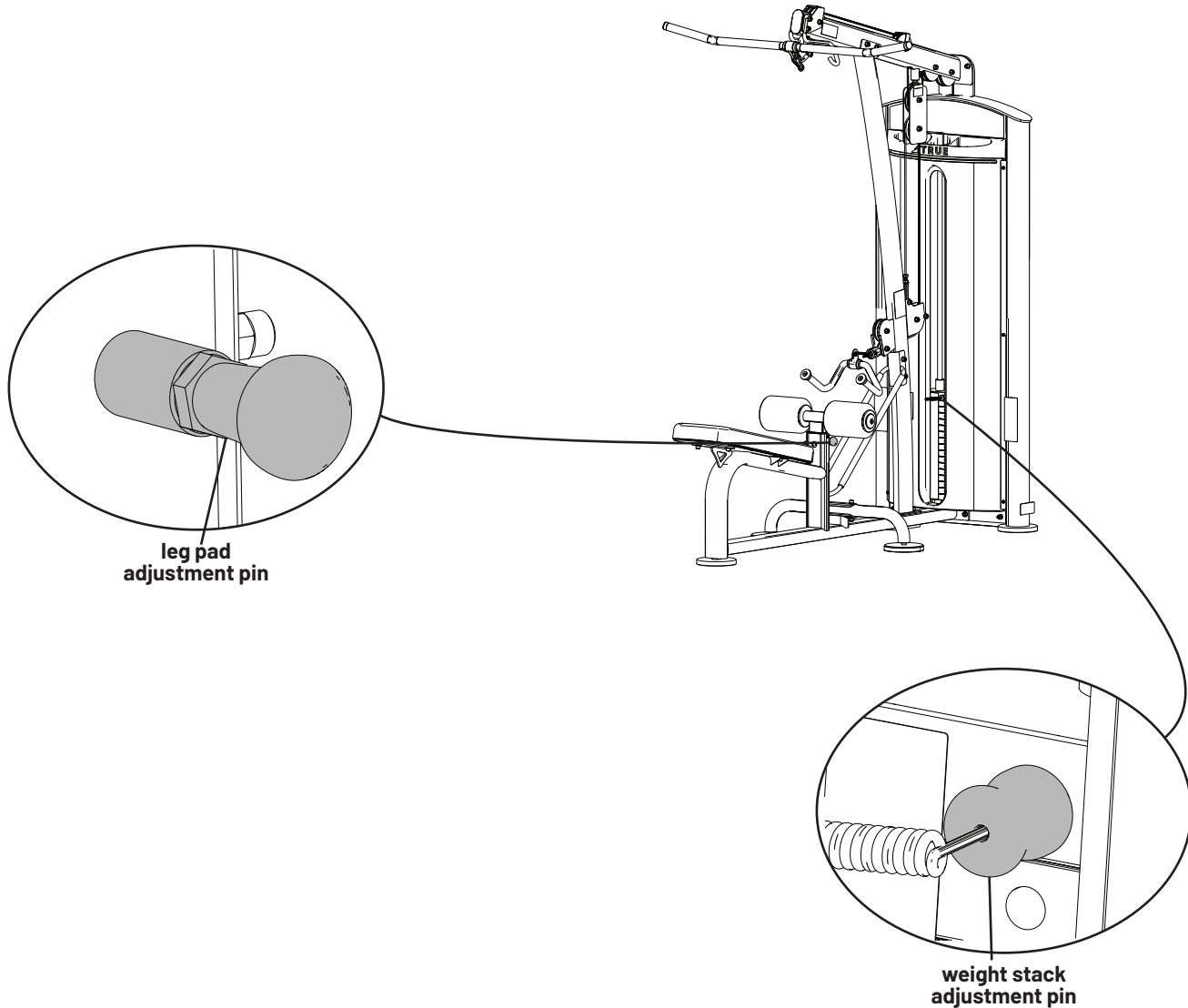




## STEP 19—VERIFY THE MACHINE FUNCTIONS AS INTENDED

Verify the machine functions as intended.

**IMPORTANT! Verify the pin inserts in and out of each hole completely.**



If any of the adjustments are not functioning as intended, contact TRUE product support:

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

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



## PREVENTATIVE MAINTENANCE

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

**IMPORTANT!** Always purchase replacement parts from TRUE. Many parts are tested and manufactured specifically for TRUE equipment. Use of unapproved parts may cause serious injury and/or void the limited warranty.

## DAILY INSPECTION AND MAINTENANCE

The following items are critical to the safety of users and maintenance staff as well as ensuring the optimum performance of the machines. These inspections should be performed each day before the equipment is subject to use. TRUE is not responsible for performing or scheduling regular maintenance or inspections.

- Inspect for cleanliness. Wipe and dry the upholstery, frame, and chrome. (See cleaning the equipment.)
- Inspect all adjustment pins, weight stack pins, set screws, gas shocks, snap links, and pulleys if equipped.
- Inspect all safety and instructional decals.
- Inspect all weight stack shields if equipped.
- Verify that rubber hand grips are intact and secure.
- Verify that anti-skid foot grips are intact and secure.

## WEEKLY INSPECTION AND MAINTENANCE

The following items are critical to the safety of users and maintenance staff as well as ensuring the optimum performance of the machines. These inspections should be performed each week. TRUE is not responsible for performing or scheduling regular maintenance or inspections.

- Verify that the adjustment pop pins retract easily and fully engage (when released) into each adjustment disc hole/slot. The pop pins are spring loaded so they should return to the engaged position when you release the knob.
- Verify that the adjustment pin disengages and engages freely when actuating the adjustment mechanism. Be sure that the adjustment pin inserts fully into the adjustment disc.
- Verify that all hardware is tight and that associated frame members are secure. Apply a few small drops of a thread locking compound such as Loctite® on any loose bolts.
- Inspect frame for integrity and function. Replace any components at the first sign of wear with only TRUE supplied parts.

## OTHER SCHEDULED PREVENTATIVE MAINTENANCE

TRUE recommends that 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.

### Monthly

Clean guide rods and lubricate with a Teflon grease if equipped with guide rods.

### Every 6 Months

Lubricate pivot bearing and linear bearings with lithium grease.

## CLEANING THE EQUIPMENT

### Daily Cleaning

Wipe all machines with a water dampened cloth and dry completely. This includes painted parts, chrome plated parts (except guide rods), plastic parts, and upholstered pads. It is important not to leave parts damp. This will increase the potential for corrosion to occur.

**⚠ CAUTION:** Certain anti-bacterial cleaners and other harsh cleaning agents can induce corrosion on the machine components. These solutions can also dry out and cause cracking and splitting on the upholstery.

### Heavy Duty Cleaning

- Guide Rods (if equipped)—Clean and lubricate with a Teflon Spray. Be sure to coat the entire guide rod. Spraying lubricant into the cap plate bushings is also recommended.
- Chromed Adjustment Tubes—Wipe away dust and dirt before applying a Teflon spray lubricant. TRUE recommends using Tri-Flow™ or a similar brand.
- Linear Bearings—Clean the linear shaft and lubricate (as required) with Teflon based grease. Keeping linear bearings clean and lubricated is critical to long life and good performance.
- Painted Frames—If you have scuff marks, grease or a heavy dirt buildup on frame components, start with a mild soap solution or a diluted solution of a product such as Simple Green with a dilution of 32:1. If you cannot remove the marks using those methods, use a car polish/cleaner. **DO NOT** use solvents such as lacquer thinner, mineral spirits or acetone. For deeper scuff marks, use an automobile finish rubbing compound.
- Upholstery—For heavy duty cleaning, use a mild soap solution. This method should be sufficient in the majority of instances. In severe stain cases, you can use a solution of 5-10% household bleach diluted with water. Be sure to test an inconspicuous area first. **DO NOT** use chemical cleaners on the vinyl upholstery. You can also use a lanolin based hand cleaner to clean your upholstery. Wipe off after cleaning with a damp cloth and thoroughly dry.
- Plastic Parts—Use a mild soap solution to clean dirt and grease marks.
- Labels—Use a mild soap solution to clean dirt and grease marks.
- Shrouds—Use a mild soap solution to clean dirt and grease marks.

**⚠ CAUTION:** Do not use any acidic cleaners. Doing so will weaken the paint or powder coatings and may void the TRUE Warranty. Never pour or spray liquids on any part of the equipment. Allow the equipment to dry completely before using.

**⚠ CAUTION:** If you determine that the equipment needs service, make sure that the equipment cannot be used inadvertently and ensure other users know that the machine needs service.

To order parts or to contact a TRUE authorized service representative, please visit [www.truefitness.com](http://www.truefitness.com).


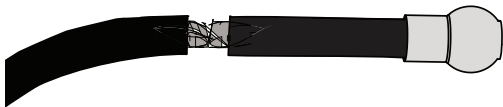



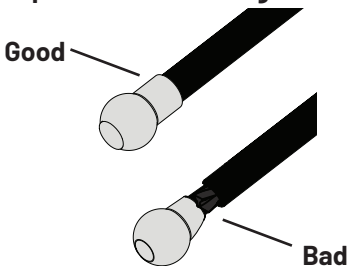
## CABLE INSPECTION AND MAINTENANCE

One of the most critical areas that require frequent inspection on any weight machine is the cable or belt system that lifts the weight stack if the machine is equipped with those items. Sudden failure of a worn cable can, in some instances, result in injury to the user. It is the responsibility of the facility to inspect the cables frequently. Cables are components that wear over time. This means that the more often a piece of equipment is used, the greater the likelihood that cable wear will occur. This holds true for equipment made by any manufacturer and applies to urethane belts as well as wire rope cables. Listed below are the areas of the cable that require inspection.

**IMPORTANT!** TRUE recommends that all cables be replaced on an annual basis to maintain the safety of all users.

### CABLE WEAR

Inspect all cables for any signs of wear. Pay close attention to the cable in the area of the end fittings and attachment points. Inspect the areas around the pulleys and/or cams. Shown below are examples of cables that exhibit signs of potential failure. If any of these conditions are apparent, the machine should immediately be taken out of service and repaired. Be sure to use only cables supplied by TRUE. **DO NOT** use cables that have fittings attached with hand-crimp tools.

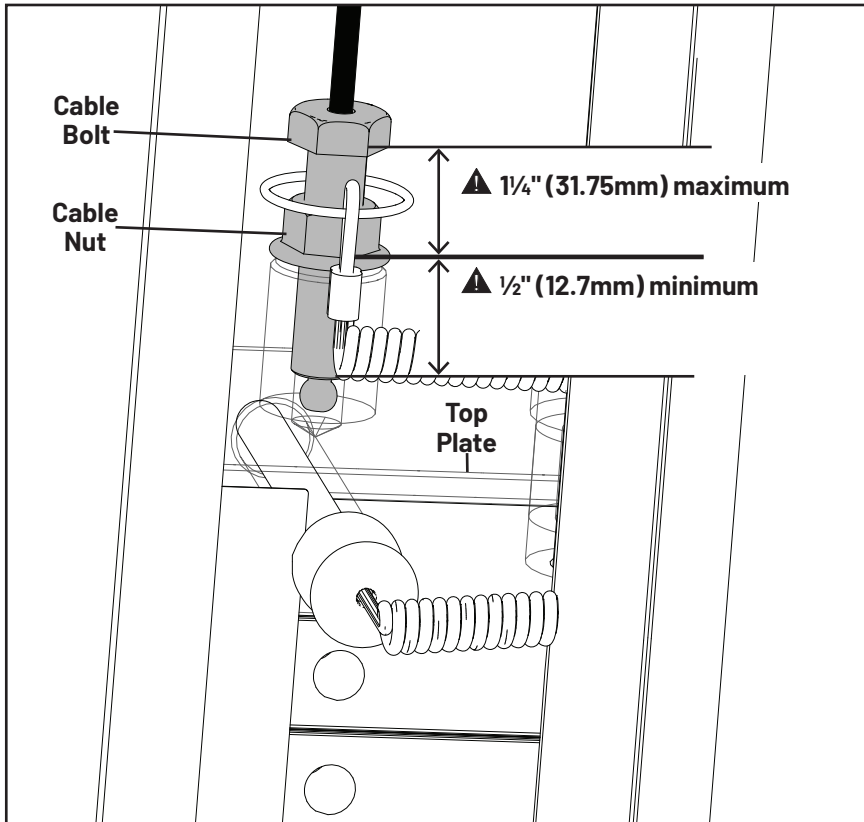
Examples of Cable Wear	
<b>Twisted Cable (Zig-Zag Pattern)</b> 	<b>Break in the Cable Cover</b> 
<b>Break or Bend in the Cable</b> 	<b>Tear in the Cable Cover</b> 
<b>Stretched Cable Covering</b> 	<b>Crimp Connector Dislodged</b> 

## CABLE TENSION (IF APPLICABLE)

Ensure that the cables are adjusted to remove any slack using the threaded end fittings. These are normally located at the weight stack connection. Depending upon the machine, there may be multiple threaded fitting on multiple cables. You can determine if there is too much slack by performing the exercise. As you start to move a load arm or handle, the weight stack should lift immediately. If not, the cable tension needs to be adjusted.

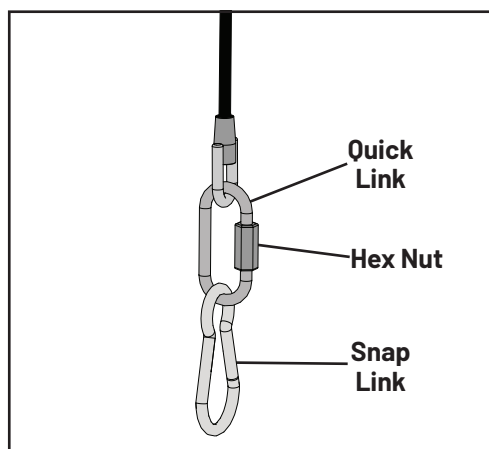
To adjust the cable tension, loosen the cable nut that is located on the cable bolt connected to the top plate. Tighten the cable bolt until the top plate is barely lifted off of the first weight plate and then re-tighten the cable nut.

**⚠CAUTION:** A minimum of  $\frac{1}{2}$ " (12.7mm) of the threaded portion of the cable bolt must be threaded into the top plate. Maximum height from bottom of nut to bolt head is  $\frac{1}{4}$ " (31.75mm). Make sure locking nut is tight.



## HANDLE FITTINGS (IF APPLICABLE)

Inspect the cable and fittings where handles are attached to the end of the cable. The fittings originally supplied with your machine are load rated snap-links and quick-links. Be sure the hex nut on the quick link is fully tightened. Be sure that the snap-link opens and closes easily and is fully engaged when closed. Replace if either are damaged.

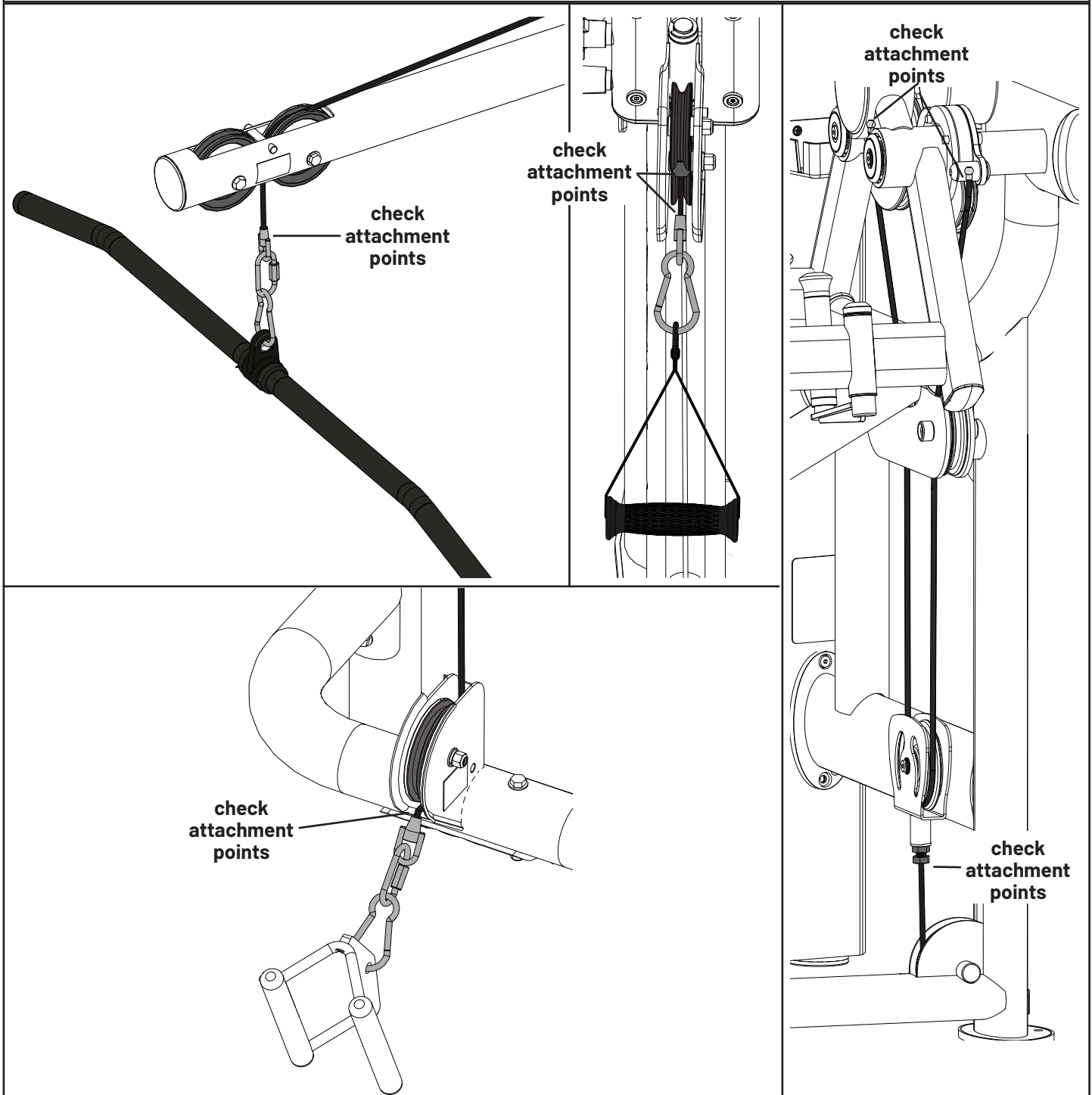


## CABLE FITTING ATTACHMENTS (IF APPLICABLE)

Depending upon the machine, cable end fittings can either be securely fixed, rotate about a single axis, or can be free floating. On machines where the cable fitting is designed to rotate about a single axis, verify that the fitting rotates freely and that the hardware used to secure the cable pivot axle (most likely a pin or a bolt) is correctly fastened.

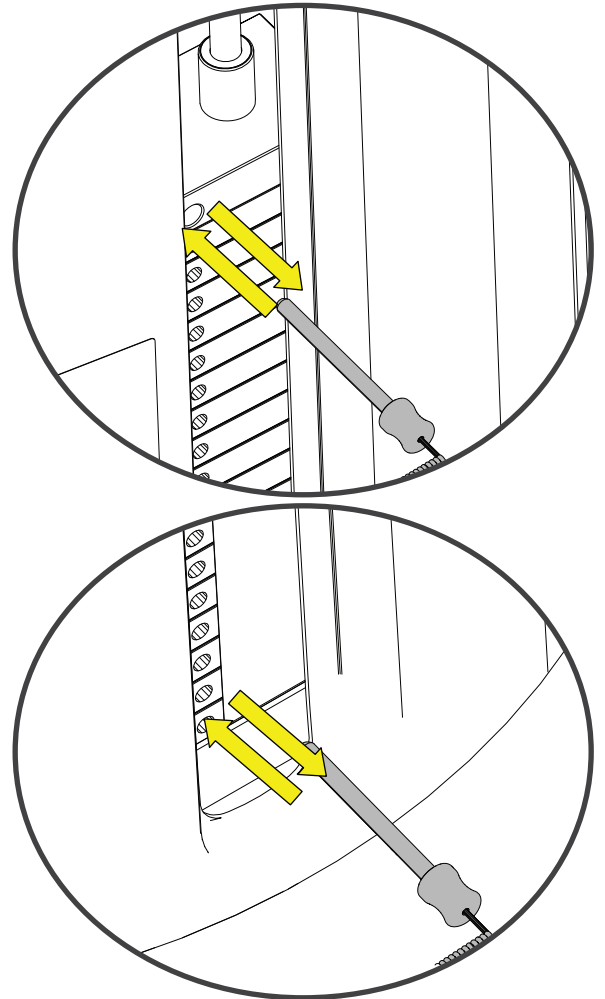
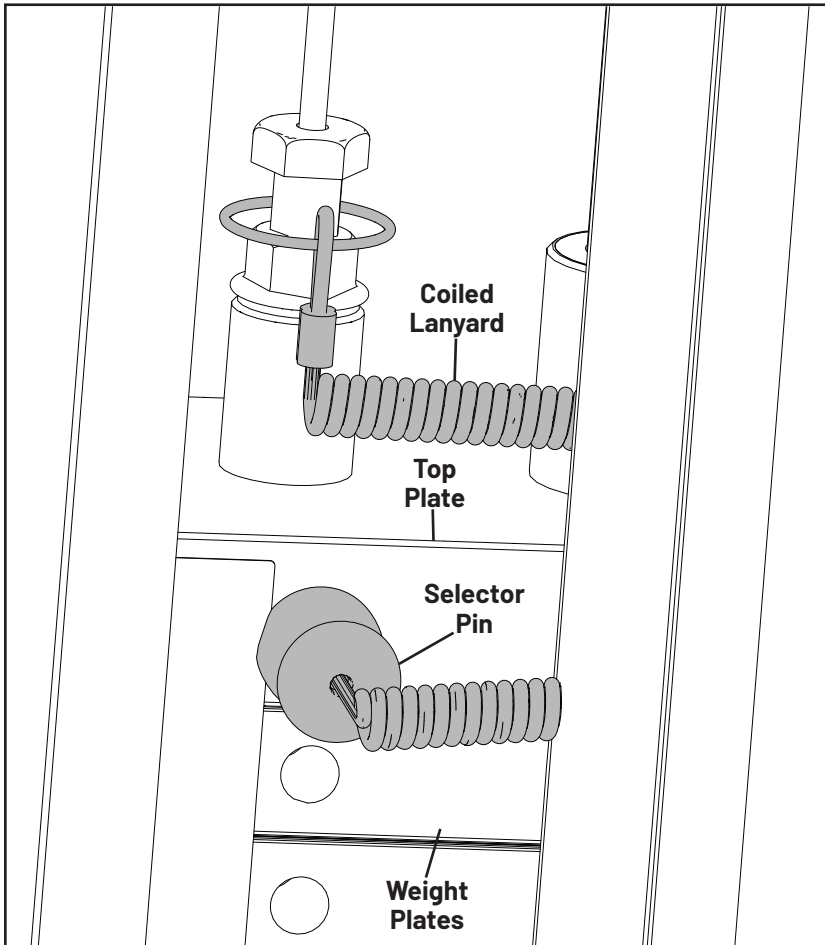
**⚠CAUTION:** When tightening hardware for cable fittings that are designed to rotate, make sure not to overtighten as to cause the cable fitting to bind. An occasional application of synthetic grease can be applied to the cable fitting pivot axle.

### Examples of Cable Fitting Attachments



## WEIGHT STACK SELECTOR PIN INSPECTION

Verify that the weight stack selector pin is attached with the coiled lanyard to the top plate (if equipped). Verify the selector pin slides in and out of each weight plate. Place the selector pin in the top plate. Cycle the machine through the intended motion. Verify that the machine operates smoothly without binding.





## WARRANTY INFORMATION

**ATTENTION OWNER'S:** To ensure you get the most out of your purchase and receive the full benefits of our warranty, you must register your product within 45 days of purchaser's receipt of this product.

### COMMERCIAL WARRANTY

#### CARDIO

WARRANTY ITEM	VAPOR, APEX	GRAVITY PLUS	GRAVITY	ADX, RO, SURGE
Frame*	7 Years (with registration)	7 Years (with registration)	7 Years (with registration)	5 Years (with registration)
Parts	3 Years	3 Years	3 Years	3 Years
Consoles	3 Years	3 Years	3 Years	2 Years
Labor**	2 Years (with registration)	2 Years (with registration)	1 Year (with registration)	1 Year (with registration)
Wear Items***	180 Days	180 Days	180 Days	90 Days

#### STRENGTH

WARRANTY ITEM	PALLADIUM, FUSE XL, FORCE, FITNESS LINE, ATLAS, XFT, XFW, MP, SM, FT, FS
Frame*	10 Years (with registration)
Parts	5 Years
Cables and Linear Bearings	1 Year
Labor**	1 Year (with registration)
Wear Items***	90 Days (6 months for FORCE only)

#### FLEXIBILITY

WARRANTY ITEM	STRETCH
Parts	1 Year
Wear Items***	90 Days

**Warranty does not cover damage or equipment failure resulting from or caused by improper assembly/installation, accident, misuse, abuse, unauthorized modification, or failure to provide reasonable and necessary maintenance.**

\*Frame is the serialized base of the unit and does not include paint or coatings. Frame warranty will equal that of parts warranty unless, within 45 days of purchaser's receipt of this Product (A) the warranty is registered on-line or (B) if the form provided with equipment is filled in, signed by the original purchaser, and mailed to TRUE.

\*\*Labor warranty is available for equipment located within United States. TRUE Fitness equipment is automatically covered under a 6-month Limited Labor Warranty. This 6-month Limited Labor Warranty begins from the date of purchase shown by a valid receipt. If a valid receipt is not available, the 6-month Limited Labor Warranty period begins from the date of manufacture on the originally purchased equipment.

\*\*\*Wear Items include: batteries, covers, caps, badges, paint, pedal straps, toe clips, elliptical pedal inserts, foot pads, Coax/TV, HDMI, USB, mirroring or Ethernet connections, and safety key.

*See Warranty Details for product registration requirements, terms, conditions, and complete coverage details.*



**ATTENTION OWNER'S:** To ensure you get the most out of your purchase and receive the full benefits of our warranty, you must register your product within 45 days of purchaser's receipt of this product.

## WARRANTY DETAILS

All TRUE Fitness products are distributed by TRUE and are warranted to the original product purchaser and the parts of the TRUE product (the "Product") listed below. During the applicable Warranty Period, the Product, under normal use and service, shall be free of manufacturing defects in workmanship and materials.

### NOTE:

- Standard shipping is included with warranty part replacement.
- Shipping for warranty frame or replacement is included for the period of three years from the original date of purchase.

### All Warranty Items are "LIMITED"

- 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, failure to provide reasonable and necessary maintenance, software version upgrades, compatibility with third party/aftermarket hardware, software, applications, or websites.
- 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 or countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.
- 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.
- This limited warranty, which is given expressly and in lieu of all other express warranties, constitutes the only warranty made by TRUE.
- The remedies described herein are your sole and exclusive remedies and TRUE's entire liability for any breach of this limited warranty.
- No one is authorized to change, modify, or extend the terms of this limited warranty.
- 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.
- This limited warranty applies to the product only while the product remains in the possession of the original purchaser and is not transferable.
- 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).
- The "Warranty Period" for this limited warranty shall be for the duration forth in the applicable charts, beginning from the date of original purchase; provided, however, except to the extent prohibited by applicable law, the "Warranty Period" shall only be six months for labor (from the date of original purchase) unless, within 45 days of purchaser's receipt of this Product (A) the warranty is registered on-line or (B) if the form provided with equipment is filled in, signed by the original purchaser, and mailed to TRUE.
- All serial numbers must be intact on the Product for this limited warranty to be valid.
- Installation or download of any 3rd party or after-market products will result in voided warranty. This includes, but is not limited to, electrical and mechanical parts, software, or applications.
- TRUE will ship to an 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.
- Proof/receipts of necessary maintenance may be required within 30 days of requested warranty part or service.
- This limited warranty does not apply to the performance of the heart rate accuracy will not be warranted as performance varies, based on user's physiology, age, method of use, and other external factors.



**ATTENTION OWNER'S:** To ensure you get the most out of your purchase and receive the full benefits of our warranty, you must register your product within 45 days of purchaser's receipt of this product.

## WARRANTY REGISTRATION

Thank you for purchasing a TRUE product!

To ensure you get the most out of your purchase and receive the full benefits of our warranty, **you must register your product within 45 days of purchaser's receipt of this product.**

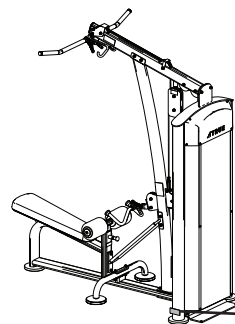
How to register your product:

- **Online:**  
Simply visit our website at [truefitness.com](http://truefitness.com) and register your product warranty in one simple step.
- **QR Code:**  
Scan the QR code below with your smartphone to be taken directly to the registration page.



- **By Mail:**  
Complete the information below and mail to:  
TRUE Product Support  
865 Hoff Road  
St. Louis, MO 63366

PLEASE RETAIN THIS PORTION FOR YOUR RECORDS  
BASE SERIAL NUMBER:



base serial  
number location



TRUE FITNESS TECHNOLOGY, INC  
865 HOFF RD, ST LOUIS MISSOURI 63366 USA

MODEL NO: SD1002-35

SERIAL NO: 25-SD1002000A



### Warranty Registration

Base Serial Number

Purchase Date

Company (if applicable)

Customer Name (First and Last)

Email Address

Phone Number

Street Address

City

State

Postal Code

Country





CONTACT US  
service@truefitness.com  
1.800.883.8783

865 Hoff Road  
St. Louis, MO 63366

TRUEFITNESS.COM

