TRUE STRETCH

TRUE FITNESS



SCAN FOR UP-TO-DATE OWNER'S MANUAL

SCAN FOR ASSEMBLY VIDEO

MODEL 800SSC
(MAN-800SSC REV04)

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 during normal business hours:

- 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
- Retail Customers and Distributors | service@truefitness.com
- Service International | 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.

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.

- Phone | 800.426.6570
- Email | sales@truefitness.com

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 | 800.883.8783) or TRUE sales support (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 | 800.883.8783) or TRUE sales support (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 500 lbs / 227 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.

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).
- **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 the TRUE Stretch.**
- 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.

EQUIPMENT INSTALLATION AND STABILITY

- TRUE Fitness designs its products to be stable when used as intended.
- Training environments vary, and TRUE Fitness cannot predict the specific conditions under which users will set up or operate our products.
- To ensure safety and optimal performance, TRUE Fitness requires that all flexibility and strength training equipment be securely anchored to a solid, level surface.
- All anchoring locations must be used when anchoring the equipment to the floor. Proper anchoring prevents instability, rocking, or tipping during use.
- Regardless of the fastener type or method used, each anchoring fastener must withstand a minimum pull-out force of 3.3 kN (750 lbs) from the floor to ensure proper stability and safety compliance.
- It is the facility's responsibility to ensure installation complies with all applicable local and regional building codes and that equipment is installed according to manufacturer guidelines.
- A licensed contractor or structural engineer should be consulted to verify that installation methods meet local building regulations and are appropriate for the specific type of flooring used.
- TRUE Fitness shall not be held liable for any injuries, damages, or equipment malfunctions resulting from failure to properly secure or bolt equipment to the floor or from improper installation practices.
- If two assembled units are linked together, both units must be anchored to the floor.

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.
    - Verify that the exercise is performed smoothly, free of noise, and/or binding.
- 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.

- 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.
- 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 and chrome parts.
- 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.
- Exercise instruction labels—clean with soap and water as needed.
- 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

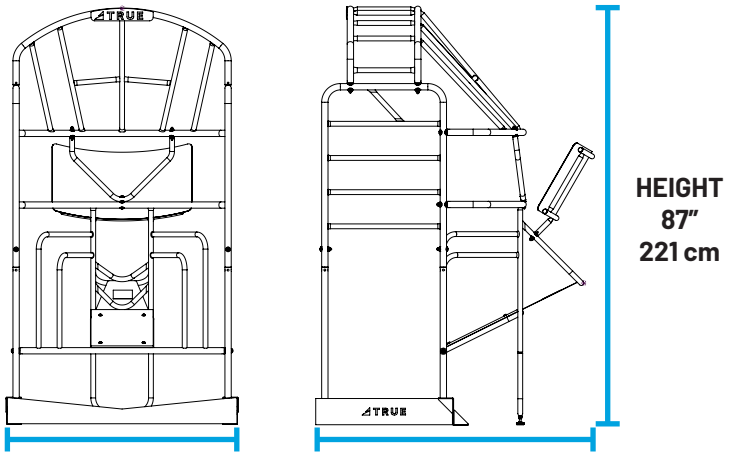
Commercial Maintenance Schedule					
	Daily	Weekly	Monthly	6 Months	Annually
Inspect all surfaces and replace as needed.		X			
Inspect all safety and instructional decals.	X				

COMPLIANCES

This equipment complies with all applicable codes and regulations. For a complete list of compliances, please visit www.truefitness.com.

DIMENSIONS

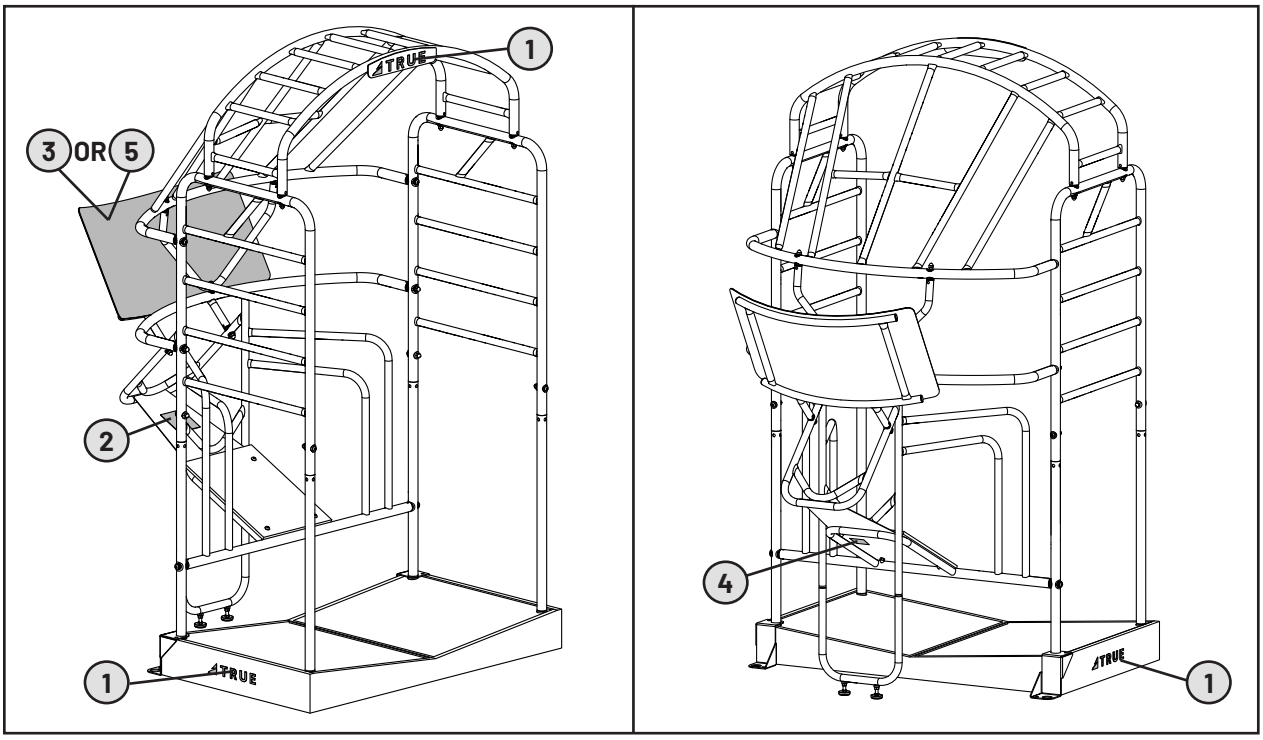
- **ASSEMBLED DIMENSIONS (W X D X H)**
  49" x 58" x 87" / 125 cm x 147 cm x 221 cm



- **PRODUCT WEIGHT**
  180 lbs / 82 kg
- **MAXIMUM USER WEIGHT**
  500 lbs / 227 kg
- **MAX FLOOR LOADING**
  72 lb/ft^2 (352 kg/m^2)

LABEL LOCATIONS

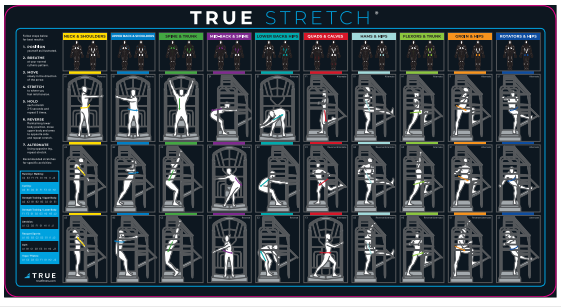
Item	Part#	Description	Qty
1	LBL-LOG-010BK	LABEL, TRUE LOGO WHITE 10 IN	1
2	800SSC-WRN-LBL-BK	WARNING DECAL	1
3	0357600BK	STRETCH PLACARD DECAL	1
4	SERIAL LABEL	LABEL, SERIAL NUMBER	1
5	00653000	GOLF STRETCH PLACARD DECAL (OPTION)	1

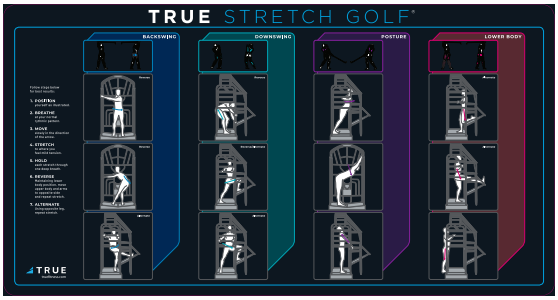


WARNING AND INTENDED USE LABELS

⚠**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
0357600BK (TRUE Stretch Placard)	

Part# and Description	Image
00653000 (TRUE Stretch Golf Placard)	
800SSC-WRN-LBL-BK (Warning Placard)	
SERIAL LABEL (Serial Number)	TRUE TRUE FITNESS TECHNOLOGY, INC 1 GLAZER WAY ST. CHARLES, MO 63301 MODEL NO: 800SSC-35 SERIAL NO: 26-800SSCXX00
LBL-LOG-010BK (Logo)	TRUE

PROPER USE

Proper Training Position

- **Always stand inside the unit cage while performing any exercise.**
- **DO NOT perform any stretches on the exterior of the cage.**
- **DO NOT swing on or climb on the unit.**
- **DO NOT use for "chin-ups" or other similar exercises.**
- **DO NOT use with inversion boots or any other unauthorized devices.**
- **DO NOT allow unsupervised children to use the unit. It is not a toy.**



always stand inside cage while performing any exercise



never perform any stretches on the exterior of the cage

ASSEMBLY INSTRUCTIONS

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

PREASSEMBLY CHECKLIST

⚠CAUTION:



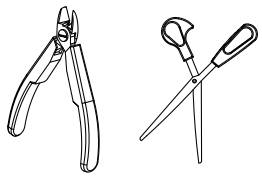
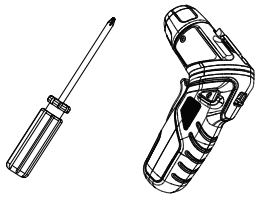
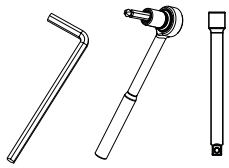
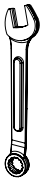
Use caution when assembling this product.
Unpacking and assembling this product requires two or more people.

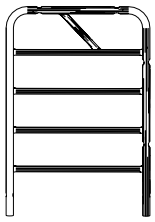
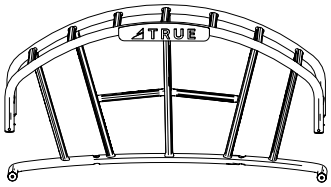
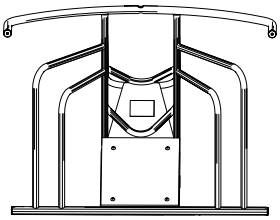
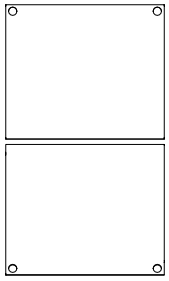
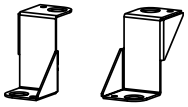


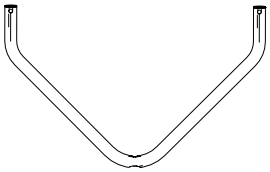
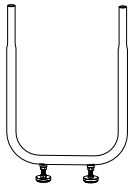
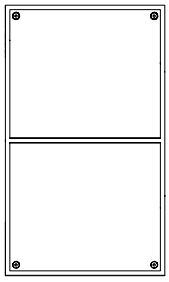
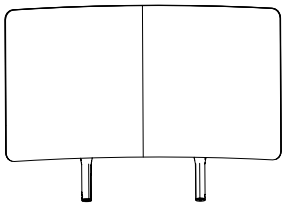
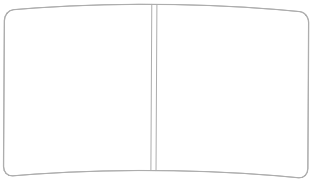
Use caution when unpacking this product. Avoid damage to the product.
DO NOT use a box cutter. DO NOT slice into the packaging.

VERIFY BOX CONTENTS

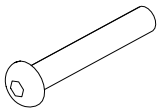
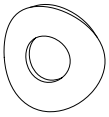
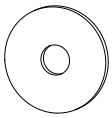
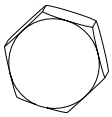
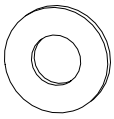
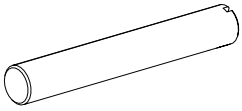
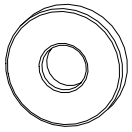
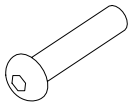
IMPORTANT! Please verify all box contents. If you have questions, or if there are any missing parts, contact product support (service@truefitness.com | 800.883.8783).

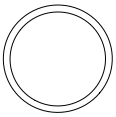
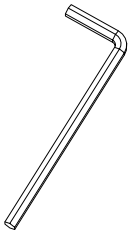
TOOLS NEEDED FOR ASSEMBLY	
Wire Cutters or Scissors (used in unboxing the machine)	
#2 Phillips Screwdriver or Electric Screwdriver (both are optional in unboxing the machine)	
7/32" Allen Wrench (supplied) (or ratcheting socket wrench with hex bits)	
9/16" Wrench	

BOX CONTENTS		
Item	**Image**	**Qty**
Side Ladders		2
Upper Rear Tube Assembly		1
Lower Rear Tube Assembly		1
Rubber Base Mats		2
Front Corner Tubes		2
Rear Corner Tubes		2
Bolt Down Brackets		2

BOX CONTENTS		
Item	**Image**	**Qty**
V-Tube Assembly		1
Rear U-Tube Assembly		1
Stretch Station Base		1
Placard Support Assembly		1
Workout Placard Decal		1
Hardware pack		1
Manual		1

HARDWARE PACK CONTENTS

800SSC HARDWARE PACK		
ITEM	**DESCRIPTION**	**QTY**
S311404	BHCS, 3/8 X 2-1/2" 	7
800SSC1600	3/8" STEEL WASHER, CURVED 	10
C1138	WASHER, FLAT, 3/8", NYLON, WHITE 	28
S311400	NUT, ACORN, 3/8"-16 YEL ZINC 	17
S311406	STEEL WASHER, FLAT, 22MMX10.5MMX2MM 	18
S301300	THREADED STUD, 3/8" X 2-1/2" 	12
800SSC1100	WASHER, RUBBER, 38" ID X 3/16" THNK, BLK 	15
C1086	BHCS, 3/8"-16 X 1-3/4", PARTIAL THREAD, ZP 	10

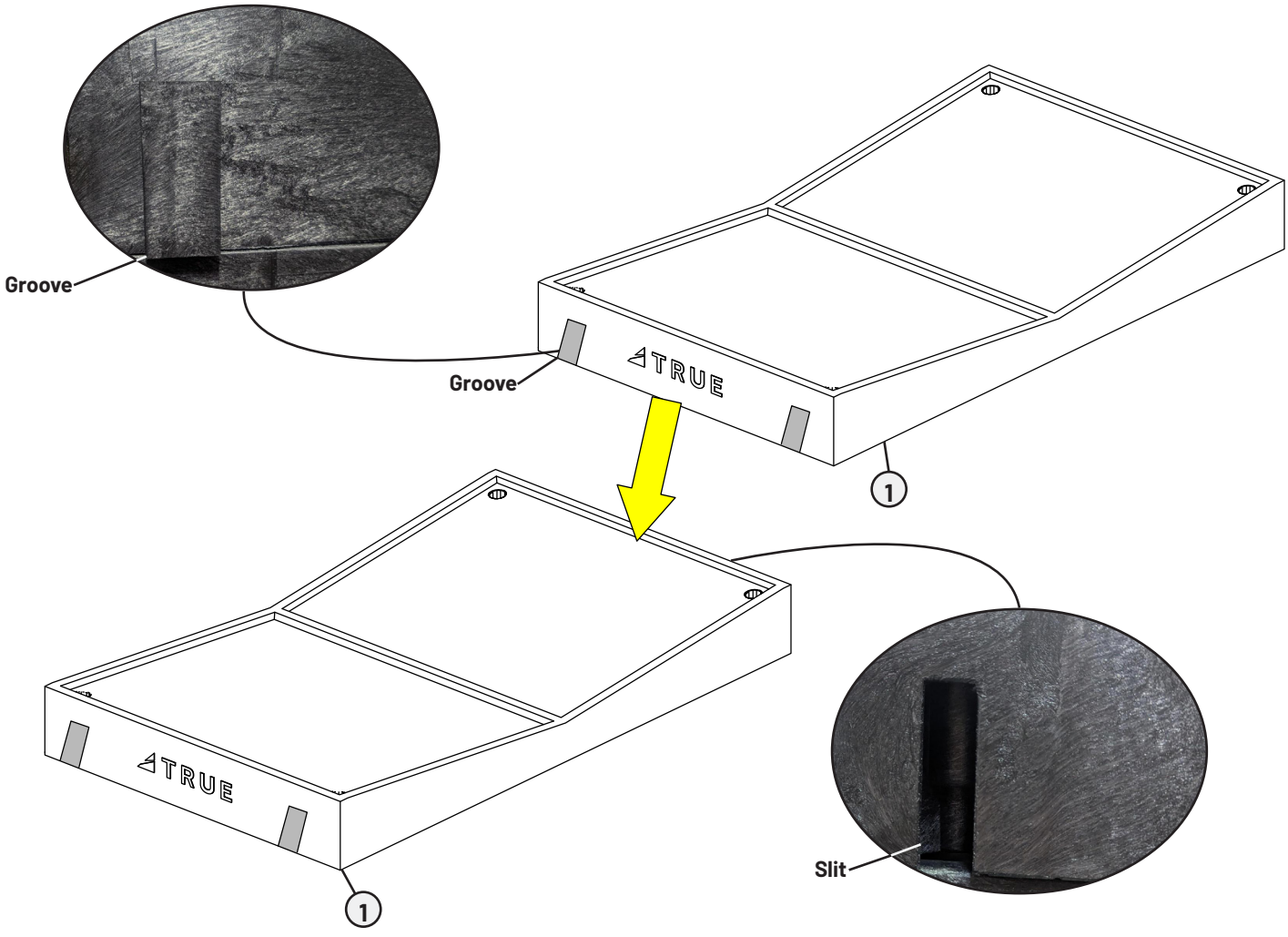
800SSC HARDWARE PACK		
ITEM	**DESCRIPTION**	**QTY**
800SSC1450	O-RING, ID 26.5MM 	6
C1020	ALLEN WRENCH 7/32 	1

ASSEMBLY STEPS

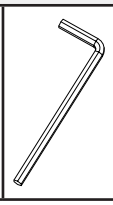
OPTIONAL STEP—LINKING STRETCH STATION BASES

Parts Used in this Step			
ITEM	**PART#**	**DESCRIPTION**	**QTY**
1	S309700BK	STRETCH STATION BASE	2

Line up the grooves with the slits in order to link two or more stretch station bases together for space purposes.
NOTE: The grooves are located on the user's left side while the slits are located on the user's right side.



STEP 1—ATTACH CORNER TUBES AND BOLT DOWN BRACKETS TO BASE

Tools Used in this Step	
7/32" Allen Wrench	

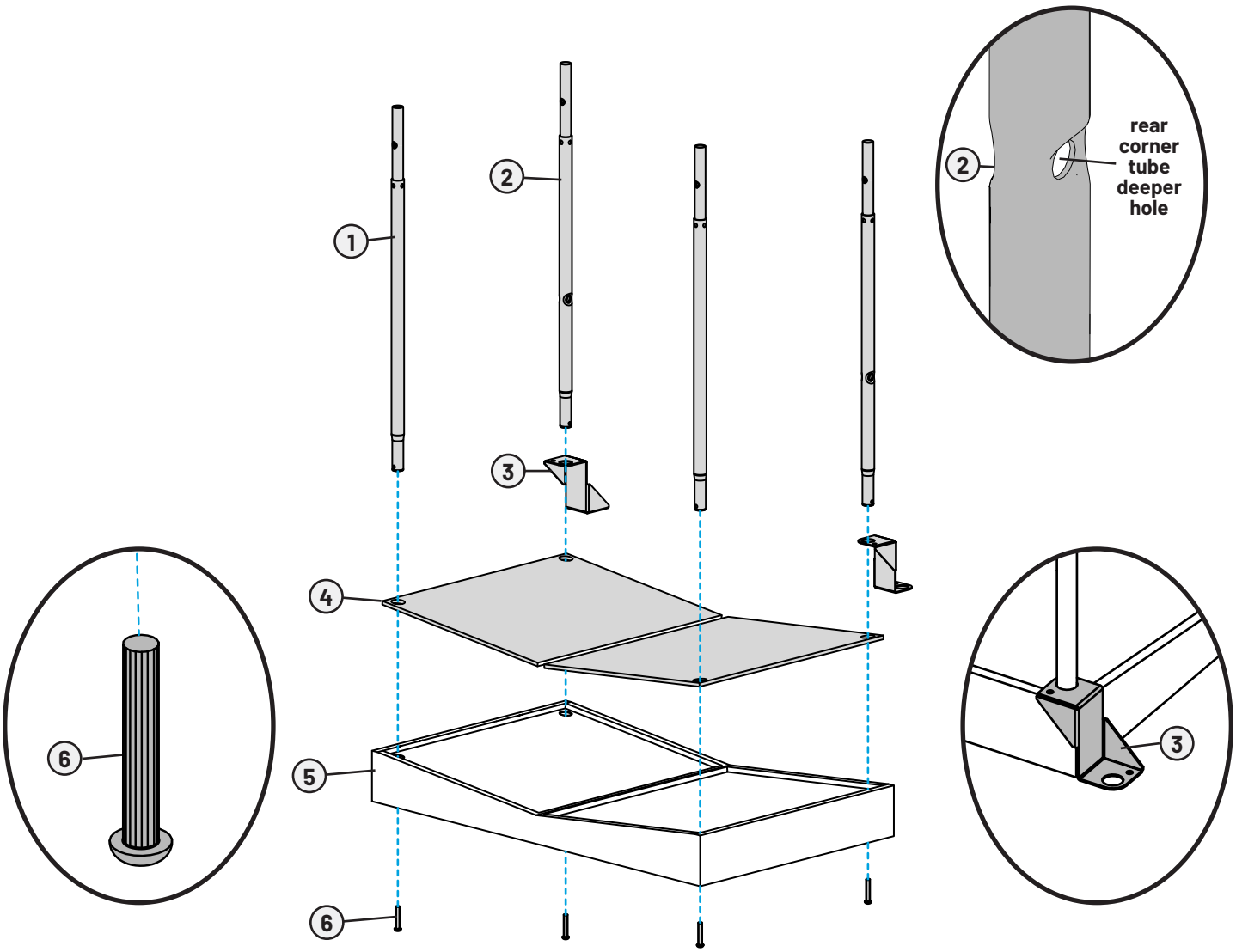
Parts Used in this Step			
ITEM	PART#	DESCRIPTION	QTY
1	S000700I-35	WELDMENT, FRONT CORNER SUPPORT	2
2	S000800I-35	WELDMENT, REAR CORNER TUBE	2
3	800SSC-BKT-001	BRACKET, BOLT DOWN	2
4	S309900	RUBBER BASE MAT 684*580*10	2
5	S309700BK	STRETCH STATION BASE	1
6	S311404	BHCS, 3/8 X 2-1/2"	4

Attach the front corner tubes and rear corner tubes plus bolt down brackets to the rubber base mats and base using four hex screws. Note the orientation of each tube for placement into the base.

NOTE: Position the deeper holes on the inside of the rear corner tubes.

IMPORTANT! DO NOT fully tighten hardware until Step 6.

IMPORTANT! TRUE requires anchoring the TRUE Stretch using the provided floor brackets (anchors not included) for enhanced stability and movement prevention.



STEP 2—ATTACH SIDE LADDERS

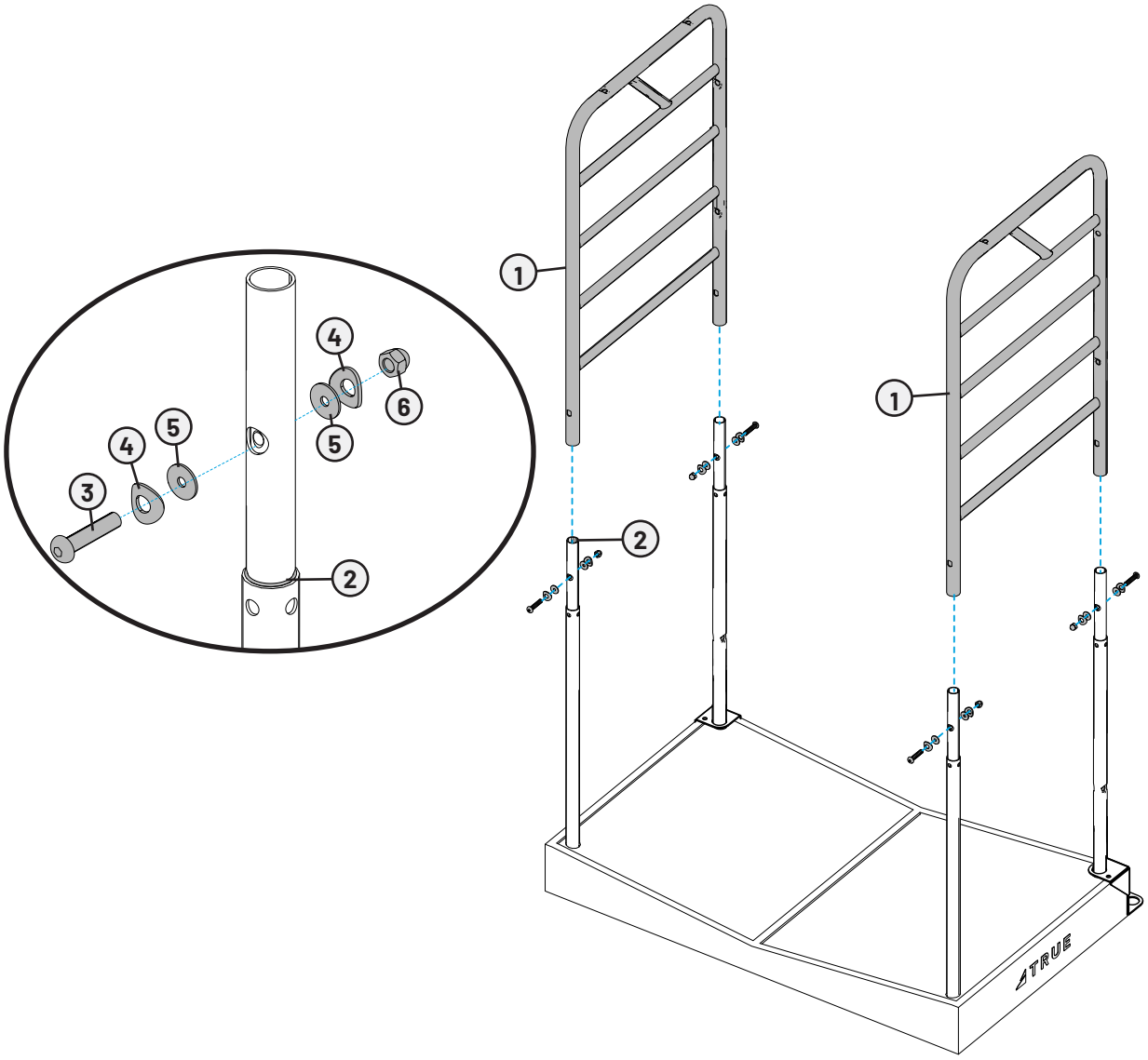
Tools Used in this Step	
7/32" Allen Wrench	
9/16" Wrench	

Parts Used in this Step			
ITEM	PART#	DESCRIPTION	QTY
1	S000300I-35	WELDMENT, SIDE LADDER TUBE	2
2	800SSC1450	O-RING, ID 26.5MM	4
3	C1086	BHCS, 3/8"-16 X 1-3/4", PARTIAL THREAD, ZP	4
4	800SSC1600	3/8" STEEL WASHER, CURVED	8
5	C1138	WASHER, FLAT, 3/8", NYLON, WHITE	8
6	S311400	NUT, ACORN, 3/8"-16 YEL ZINC	4

A. Position the four O-rings on the front and rear corner tubes as shown below.

B. Position the side tubes over the front and back corner tubes.

C. Attach the side tubes to the back corner tubes using four hex screws, eight curved washers, eight nylon washers, and four acorn nuts.

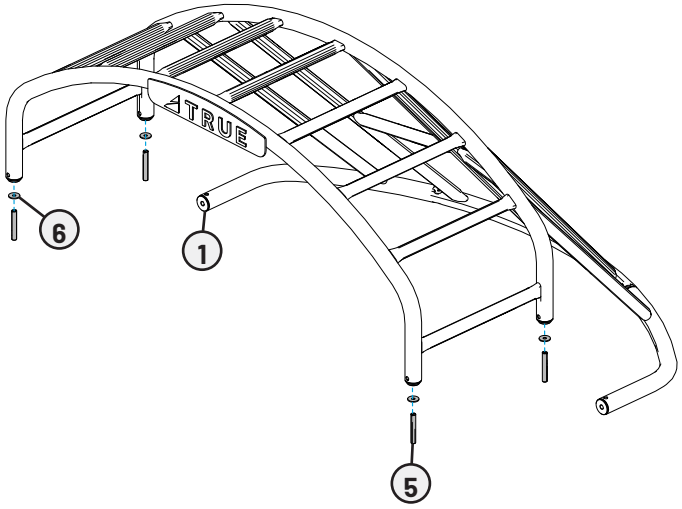


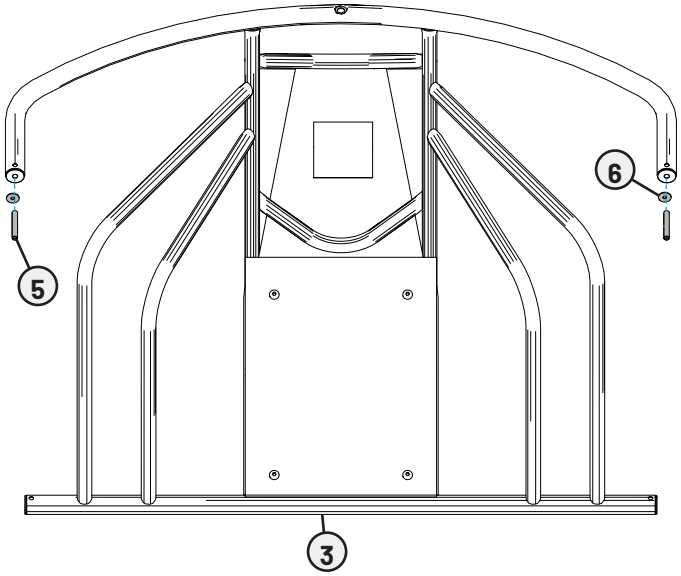
STEP 3—INSERT THREADED STUDS

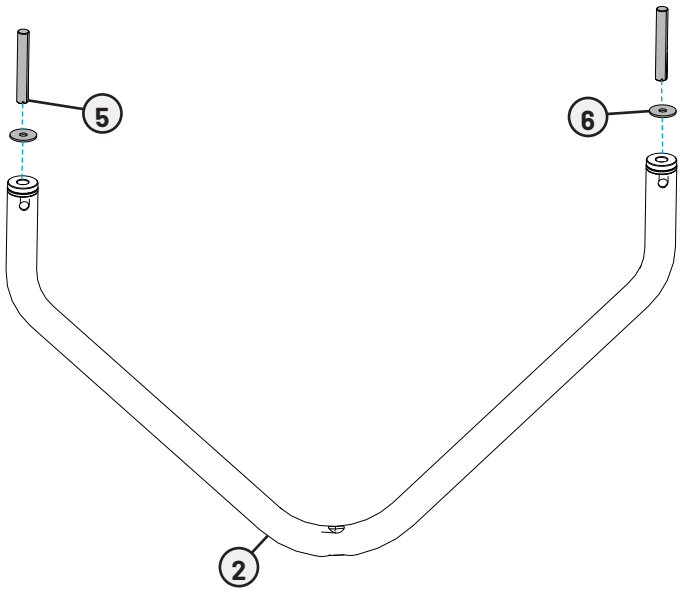
Parts Used in this Step			
ITEM	**PART#**	**DESCRIPTION**	**QTY**
1	S000200SA-35	ASSEMBLY, UPPER REAR TUBE	1
2	S000500-35	WELDMENT, "V" TUBE	1
3	S000900SA-35	ASSEMBLY, LOWER REAR TUBE	1
4	S358400-35	WELDMENT, PLACARD SUPPORT, BLACK	1
5	S301300	THREADED STUD, 3/8" X 2-1/2"	10
6	800SSC1100	WASHER, RUBBER, 38" ID X 3/16" THNK, BLK	10

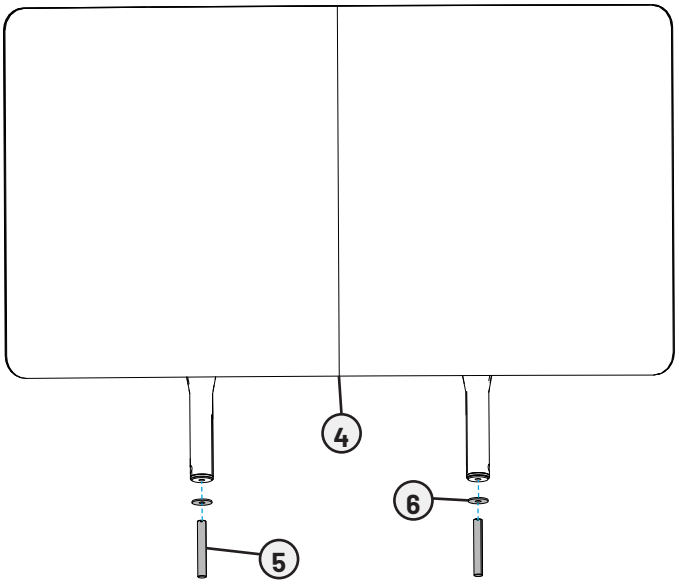
Insert the threaded studs into the upper rear tube, v-tube, lower rear tube, and placard support assemblies.

NOTE: Approximately two inches of each threaded stud will remain visible after completing this step.









STEP 4—ATTACH UPPER REAR TUBE ASSEMBLY

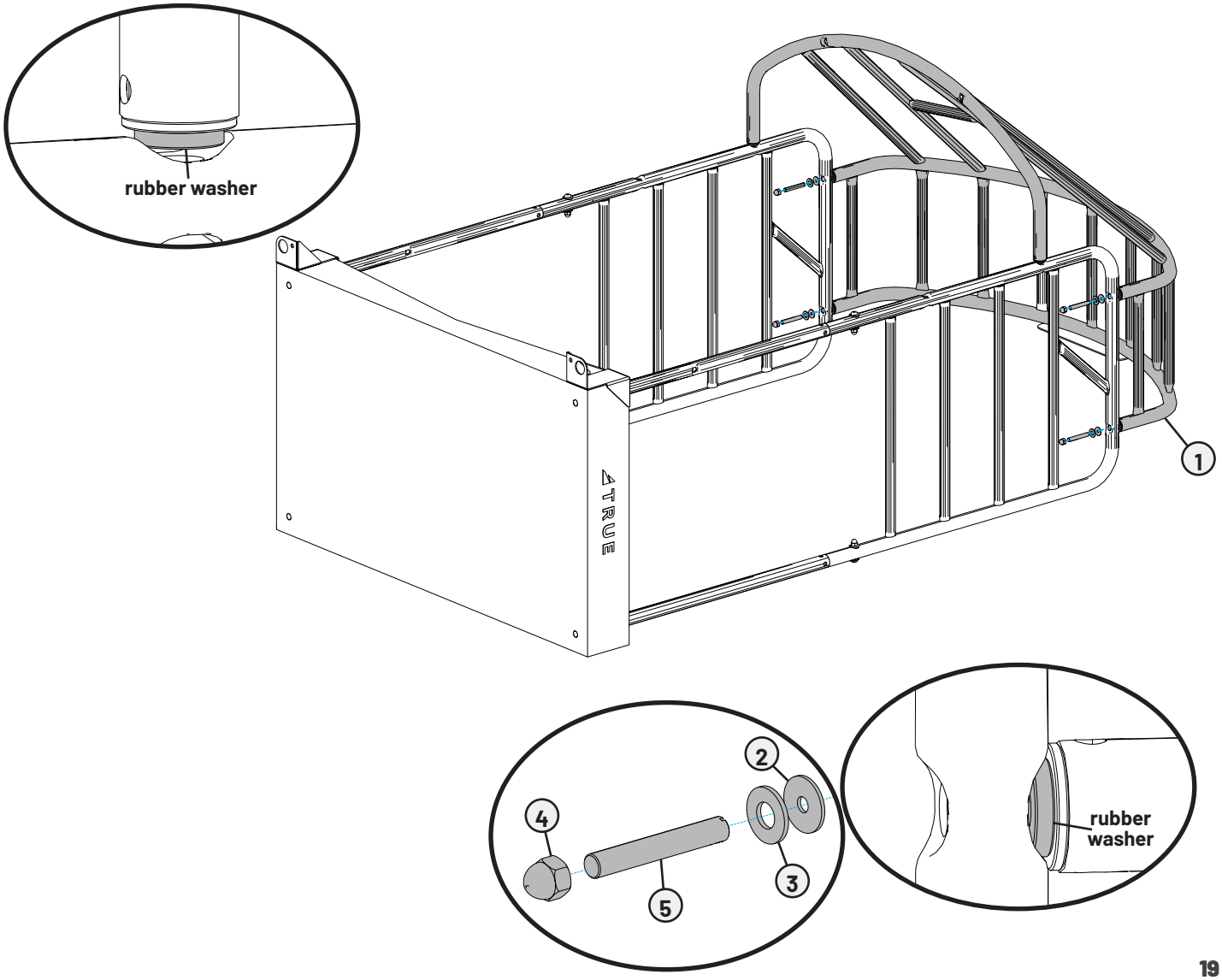
Tools Used in this Step	
7/32" Allen Wrench	
9/16" Wrench	

Parts Used in this Step			
ITEM	PART#	DESCRIPTION	QTY
1	S000200SA-35	ASSEMBLY, UPPER REAR TUBE	1
2	C1138	WASHER, FLAT, 3/8", NYLON, WHITE	6
3	S311406	STEEL WASHER, FLAT, 22MM X 10.5MM X 2MM	6
4	S311400	NUT, ACORN, 3/8"-16 YEL ZINC	4
5	S301300	THREADED STUD, 3/8" X 2-1/2"	4
6	C1086	BHCS, 3/8"-16 X 1-3/4", PARTIAL THREAD, ZP	2

A. Tilt the unit down with the front facing the floor.

B. Attach the upper rear tube assembly to the side ladders using four acorn nuts, four threaded studs, four steel washers, six rubber washers, and four nylon washers.

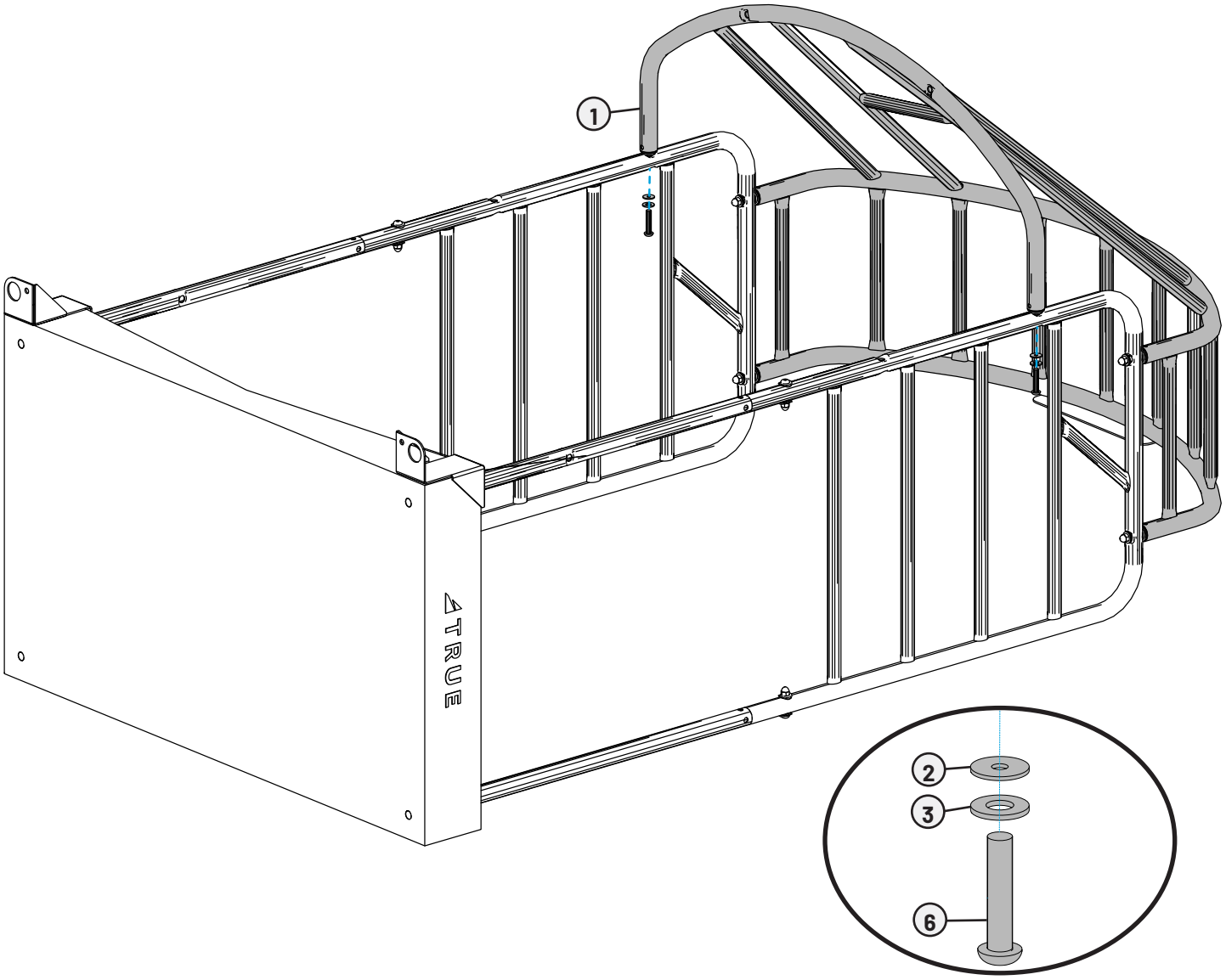
NOTE: Position the rubber washers between the upper rear tube assembly and side ladder assemblies.



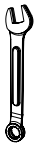
STEP 4—ATTACH UPPER REAR TUBE ASSEMBLY CONTINUED

C. Attach the upper rear tube assembly to the side ladders using two hex screws, two steel washers, and two nylon washers.

D. Tilt the unit back into a standing position.



STEP 5—ATTACH LOWER REAR TUBE ASSEMBLY

Tools Used in this Step	
7/32" Allen Wrench	
9/16" Wrench	

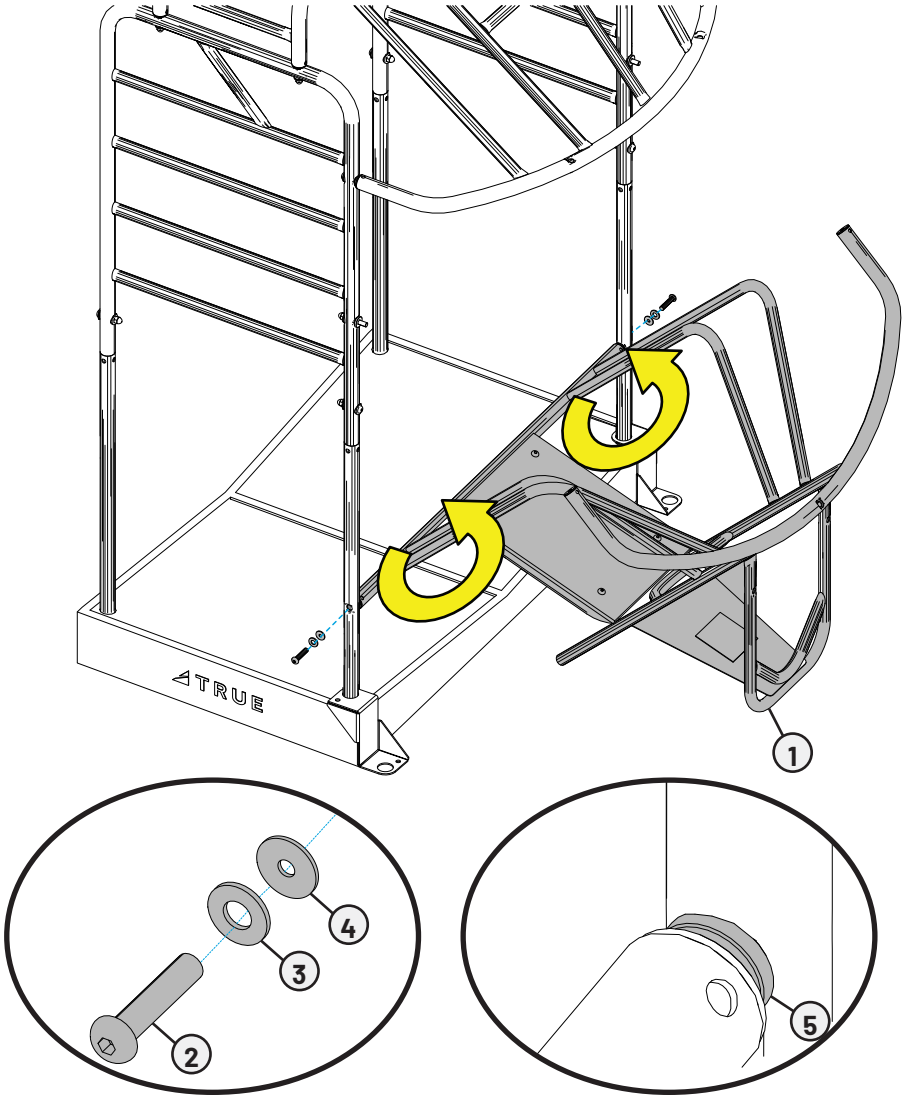
Parts Used in this Step

ITEM	PART#	DESCRIPTION	QTY
1	S000900SA-35	ASSEMBLY, LOWER REAR TUBE	1
2	C1086	BHCS, 3/8"-16 X 1-3/4", PARTIAL THREAD, ZP	2
3	S311406	STEEL WASHER, FLAT, 22MM X 10.5MM X 2MM	2
4	C1138	WASHER, FLAT, 3/8", NYLON, WHITE	4
5	800SSC1100	WASHER, RUBBER, 38" ID X 3/16" THNK, BLK	4
6	800SSC1600	3/8" STEEL WASHER, CURVED	2
7	S301300	THREADED STUD, 3/8" X 2-1/2"	2
8	S311400	NUT, ACORN, 3/8"-16 YEL ZINC	2

A. Attach the lower rear tube assembly to the rear corner tubes using two hex screws, two steel washers, two nylon washers, and two rubber washers.

NOTE: The rubber washers need to go between the lower rear tube assembly and rear corner tubes.

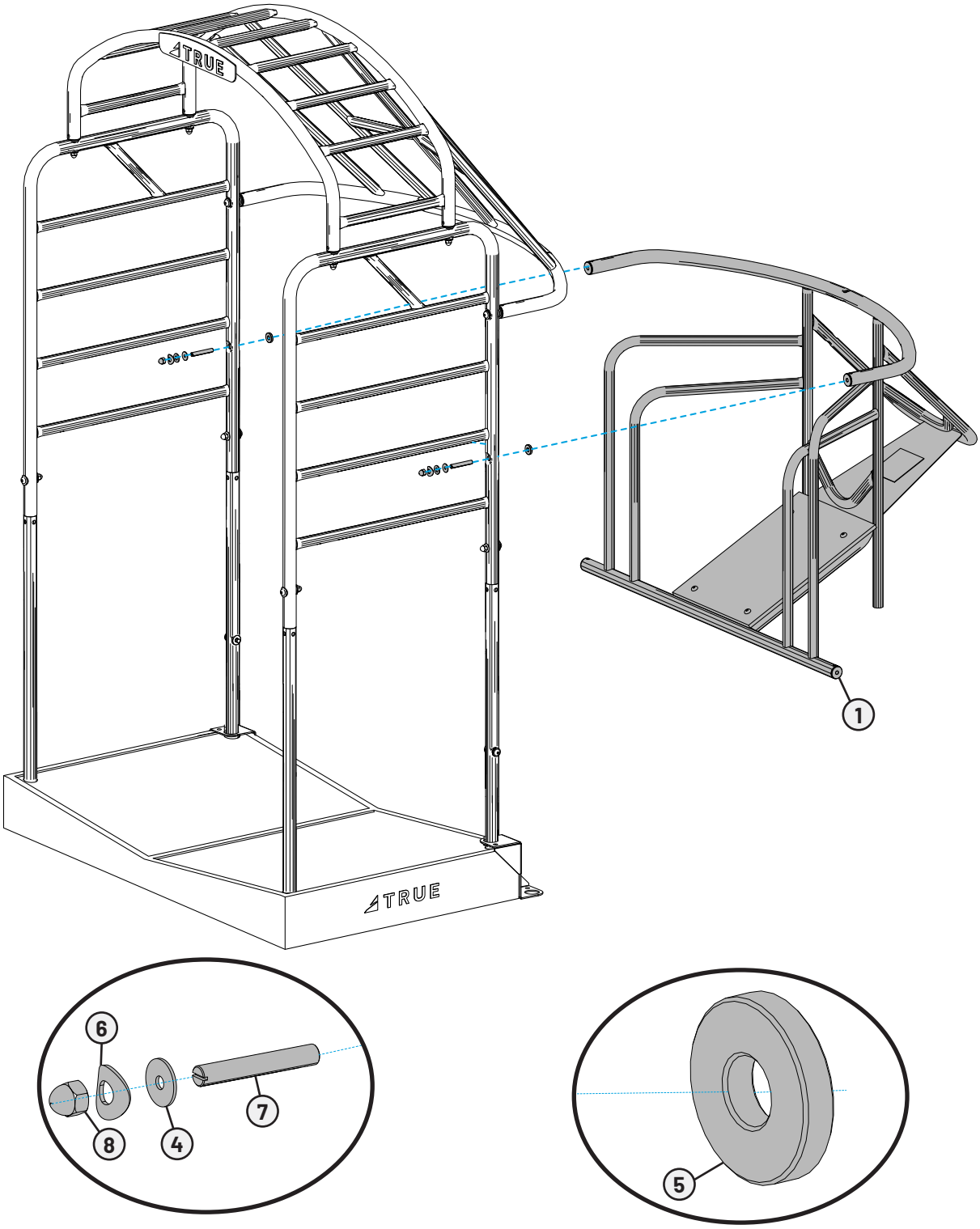
B. Rotate the lower rear tube assembly around the axis until the connection points are aligned.



STEP 5—ATTACH LOWER REAR TUBE ASSEMBLY CONTINUED

C. Attach the lower rear tube assembly to the side ladders using two acorn nuts, two threaded studs, two curved washers, two nylon washers, and two rubber washers.

NOTE: Lower rear tube assembly is shown not attached at the points completed in step 5-A for illustration purposes.

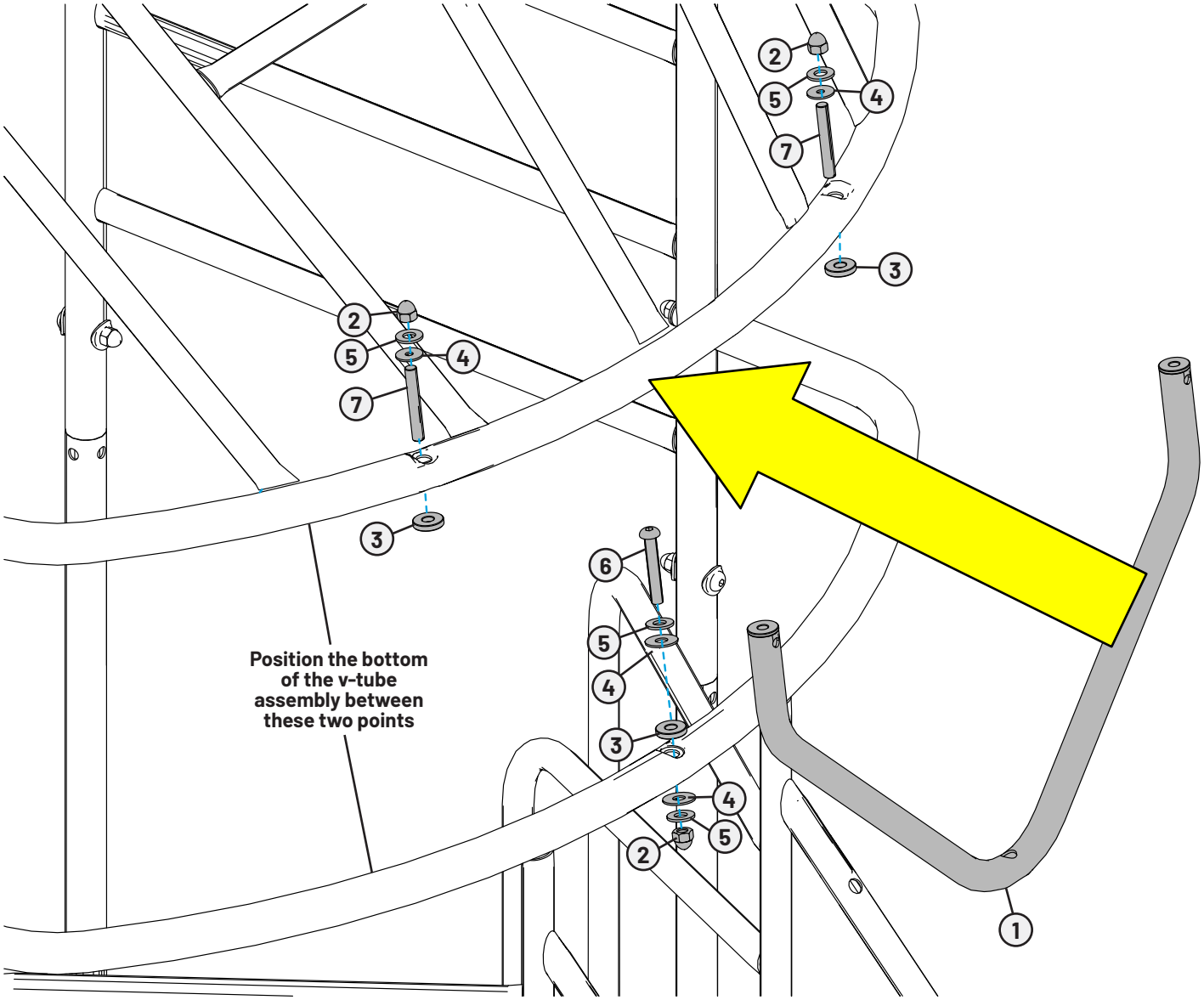


STEP 6—ATTACH V-TUBE ASSEMBLY

Tools Used in this Step	
7/32" Allen Wrench	
9/16" Wrench	

Parts Used in this Step			
ITEM	PART#	DESCRIPTION	QTY
1	S000500-35	WELDMENT, "V" TUBE	1
2	S311400	NUT, ACORN, 3/8"-16 YEL ZINC	3
3	800SSC1100	WASHER, RUBBER, 38" ID X 3/16" THNK, BLK	3
4	C1138	WASHER, FLAT, 3/8", NYLON, WHITE	4
5	S311406	STEEL WASHER, FLAT, 22MM X 10.5MM X 2MM	4
6	S311404	BHCS, 3/8" X 2-1/2"	1
7	S301300	THREADED STUD, 3/8" X 2-1/2"	2

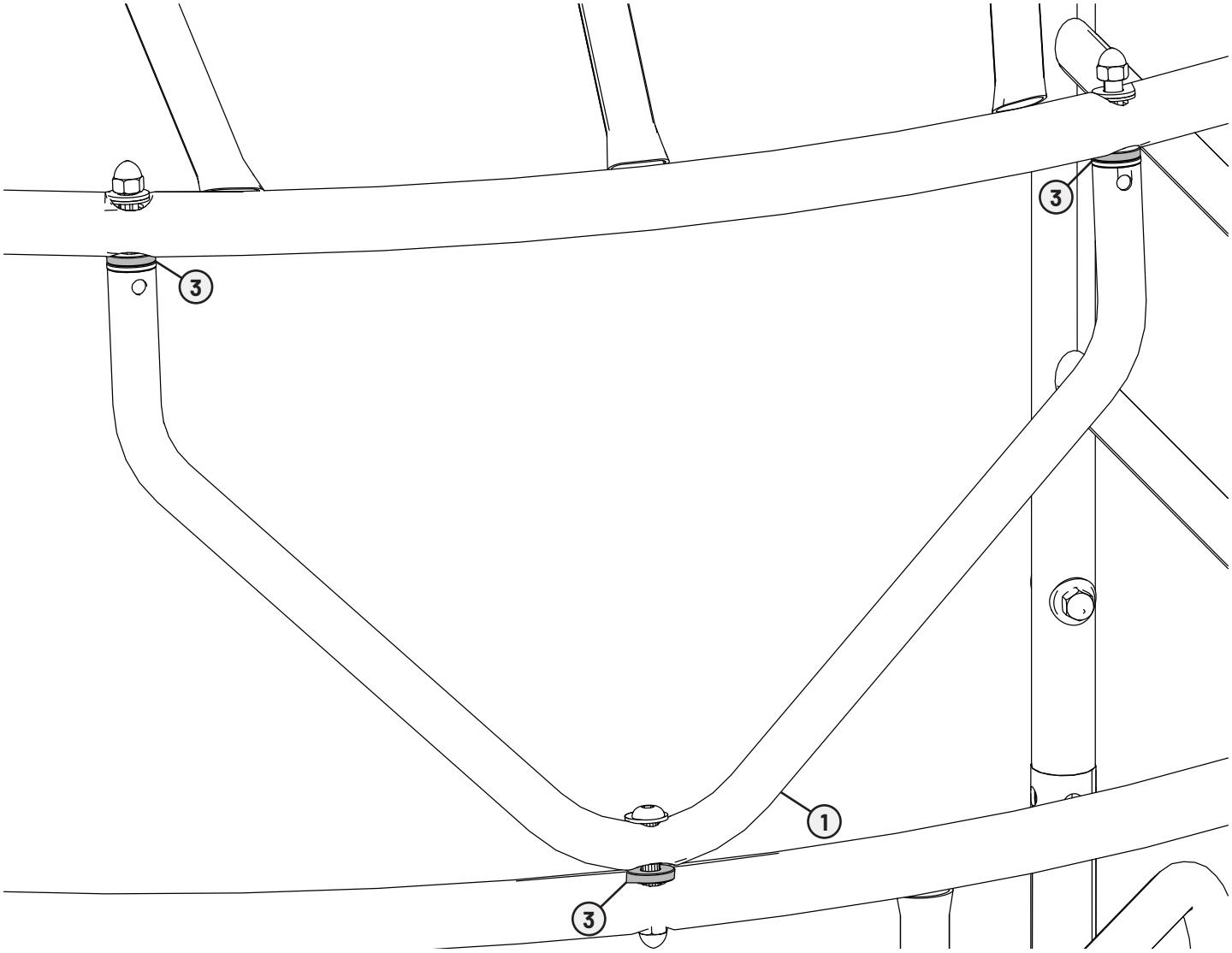
A. Attach the v-tube assembly to the upper rear tube assembly using one hex screw, three rubber washers, three steel flat washers, three nylon washers, three acorn nuts, and two threaded studs.



STEP 6—ATTACH V-TUBE ASSEMBLY CONTINUED

NOTE: The rubber washers need to go between the top of the v-tube assembly and the upper rear tube assembly, and the bottom of the v-tube and the lower rear tube assembly.

B. Fully tighten all hardware, including the hardware from Step 1.



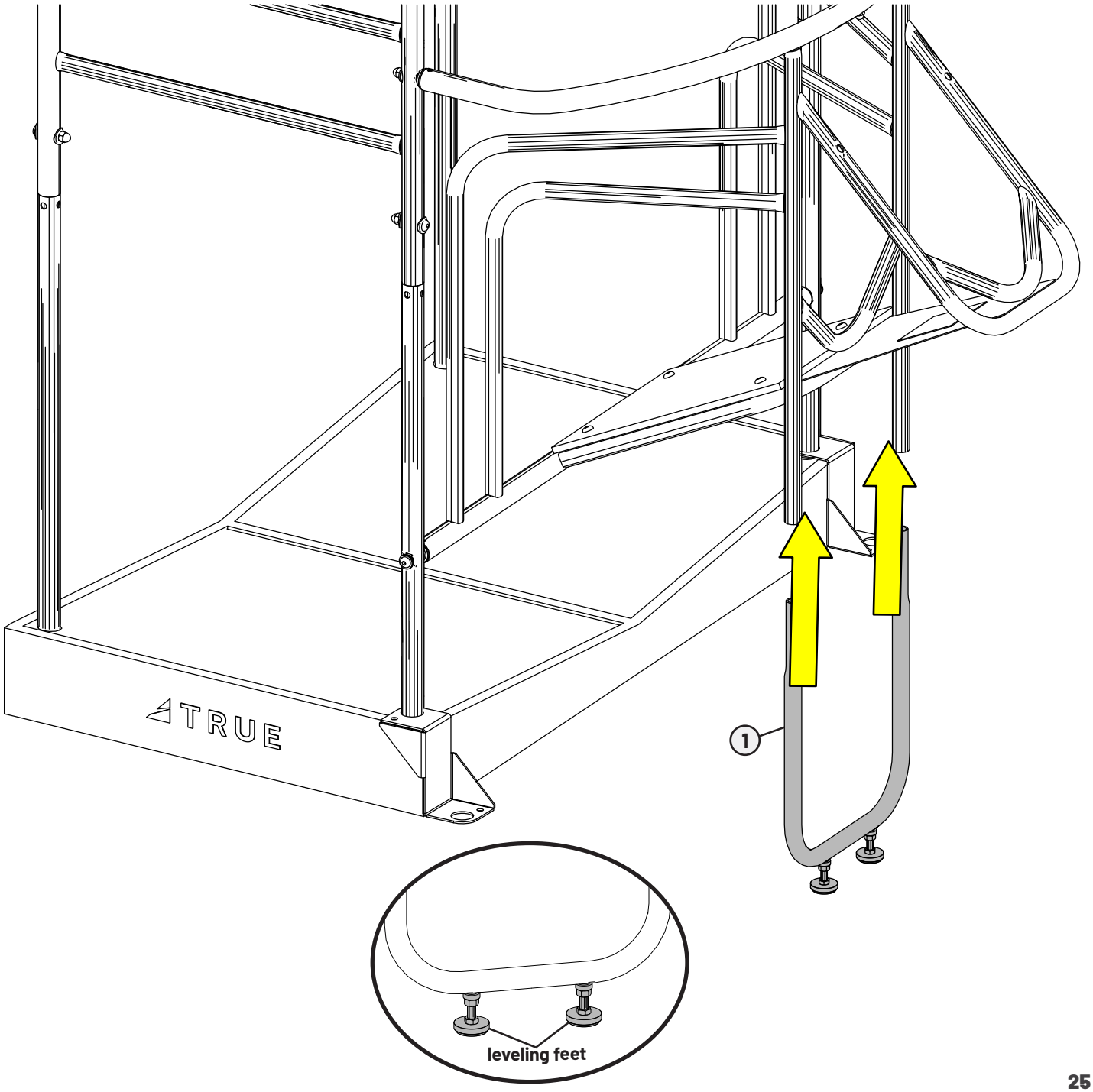
STEP 7—ATTACH REAR U-TUBE ASSEMBLY

Parts Used in this Step			
ITEM	PART#	DESCRIPTION	QTY
1	S000400I-35	WELDMENT, REAR U-TUBE W/FOOT PADS	1

Insert the rear support u-tube assembly into the rear tube assembly.

NOTE: Adjust the leveling feet by hand to ensure proper leveling alignment of the overall TRUE Stretch assembly.

IMPORTANT! The u-tube assembly must be installed to prevent potential tip over while in use.



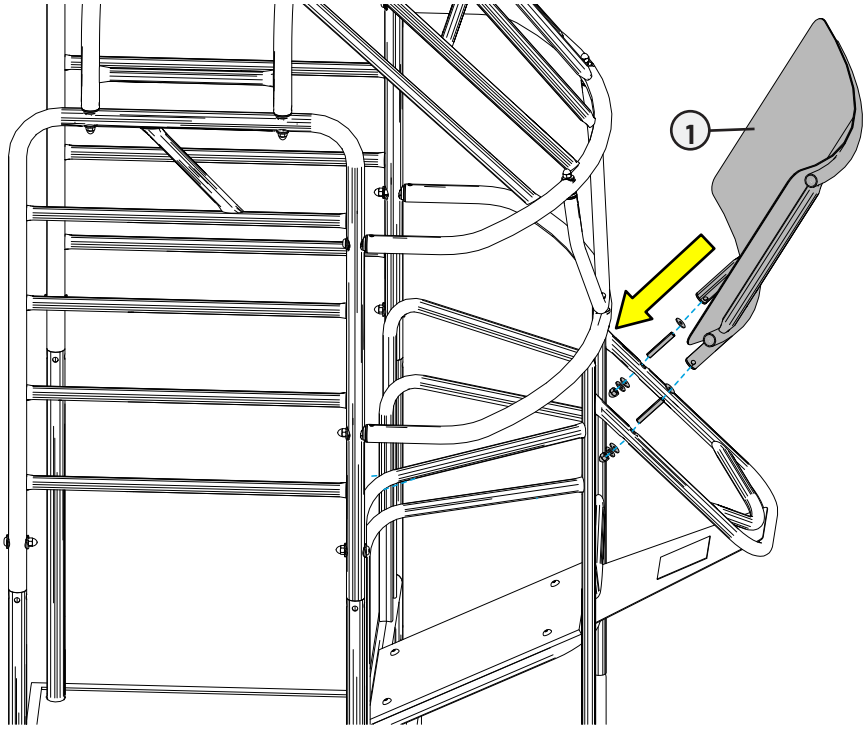
STEP 8—ATTACH PLACARD SUPPORT AND WORKOUT PLACARD

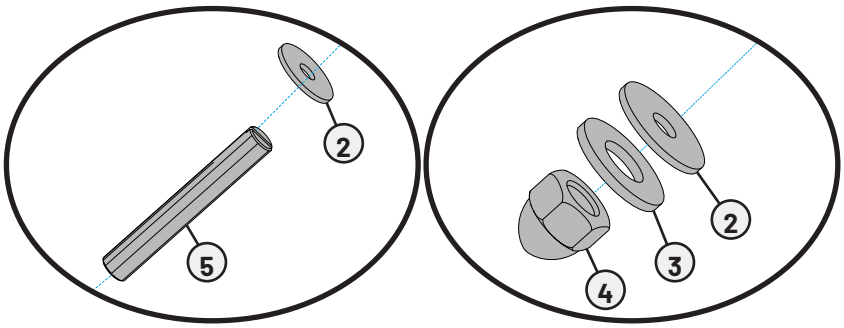
Tools Used in this Step	
9/16" Wrench	

Parts Used in this Step

ITEM	PART#	DESCRIPTION	QTY
1	S358400-35	WELDMENT, PLACARD SUPPORT, BLACK	1
2	C1138	WASHER, FLAT, 3/8", NYLON, WHITE	4
3	S311406	STEEL WASHER, FLAT, 22MM X 10.5MM X 2MM	2
4	S311400	NUT, ACORN, 3/8"-16 YEL ZINC	2
5	S301300	THREADED STUD, 3/8" X 2-1/2"	2
6	0357600BK	STRETCH PLACARD DECAL	1
7	00653000	GOLF STRETCH PLACARD DECAL (OPTION)	1

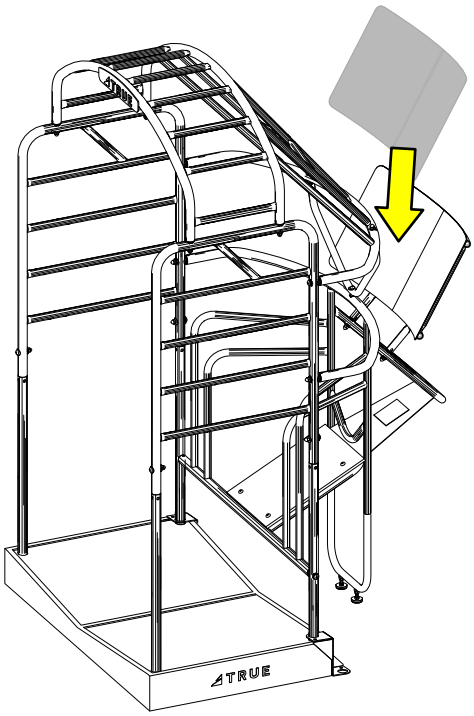
A. Attach the placard support to the lower rear tube assembly using two acorn nuts, two steel washers, four nylon washers, and two threaded studs.





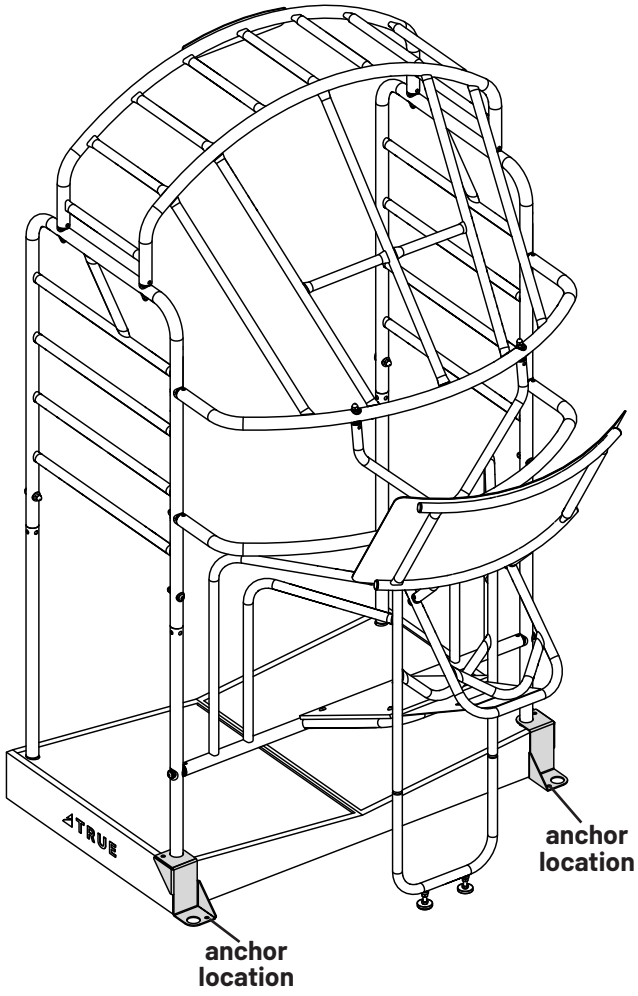
B. Attach the workout placard to the placard support assembly.

NOTE: Depending on the intended use, the TRUE Stretch or TRUE Stretch Golf workout placard will be used.



STEP 9—ANCHOR THE MACHINE TO THE FLOOR

- TRUE Fitness designs its products to be stable when used as intended.
- Training environments vary, and TRUE Fitness cannot predict the specific conditions under which users will set up or operate our products.
- To ensure safety and optimal performance, TRUE Fitness requires that all flexibility and strength training equipment be securely anchored to a solid, level surface.
- All anchoring locations must be used when anchoring the equipment to the floor. Proper anchoring prevents instability, rocking, or tipping during use.
- Regardless of the fastener type or method used, each anchoring fastener must withstand a minimum pull-out force of 3.3 kN (750 lbs) from the floor to ensure proper stability and safety compliance.
- It is the facility's responsibility to ensure installation complies with all applicable local and regional building codes and that equipment is installed according to manufacturer guidelines.
- A licensed contractor or structural engineer should be consulted to verify that installation methods meet local building regulations and are appropriate for the specific type of flooring used.
- TRUE Fitness shall not be held liable for any injuries, damages, or equipment malfunctions resulting from failure to properly secure or bolt equipment to the floor or from improper installation practices.
- If two assembled units are linked together, both units must be anchored to the floor.



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 frame and chrome. (See cleaning the equipment.)
- Inspect all safety and instructional decals.

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 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 to contact a local TRUE authorized service technician.

CLEANING THE EQUIPMENT

Daily Cleaning

Wipe all machines with a water dampened cloth and dry completely. This includes painted parts, chrome plated parts, and plastic parts. 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.

Heavy Duty Cleaning

- 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.
- 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.

⚠**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.

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*	10 Years (with registration)	10 Years (with registration)	10 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.

TRUE®

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

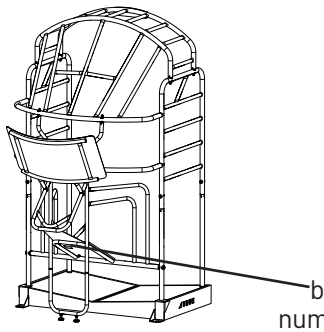
Thank you for purchasing a TRUE product!

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 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
  1 Glazer Way,
  St. Charles, MO 63301

PLEASE RETAIN THIS PORTION FOR YOUR RECORDS
BASE SERIAL NUMBER:



base serial number location



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

TRUE FITNESS

CONTACT US
service@truefitness.com
1.800.883.8783

Office: 1 Glazer Way, St. Charles, MO 63301
Shipping: 3831 Mueller Rd, St. Charles, MO 63301

TRUEFITNESS.COM

MAN-800SSC Owner's Manual, Assembly Guide, and Warranty Card
REV04
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