



* Assembly Guide & Warranty Card Included

UC400 UPRIGHT BIKE OWNER'S MANUAL



UC400 UPRIGHT BIKE OWNERS MANUAL

IMPORTANT:

All Products shown are prototype. Actual product delivered may vary.

Product specifications, features & software are subject to change without notice.

For the most up to date owner's manual please visit www.truefitness.com.

For documents in additional languages please visit www.truefitness.com/resources/document-library/

IMPORTANTE:

Todos los productos mostrados son prototipos. La realidad el producto suministrado puede diferir.

Especificaciones de productos, características y software están sujetas a cambios sin previo aviso.

Para la más actualizada de este manual del propietario, por favor visite www.truefitness.com

Para los documentos en otros idiomas, por favor visite www.truefitness.com/resources/document-library/

IMPORTANT:

Tous les produits présentés sont prototype. Le produit réel livré peut varier.

Spécifications du produit, caractéristiques et logiciels sont sujettes à modification sans préavis.

Pour la plus à jour le manuel du propriétaire s'il vous plaît visitez www.truefitness.com.

Pour documents dans des langues supplémentaires, veuillez www.truefitness.com/resources/document-library/

重要提示：

显示所有产品的原型。实际交付的产品可能有所不同

产品规格，功能和软件如有更改，恕不另行通知

迄今为止对于大多数的使用说明书，请访问www.truefitness.com

对于其他语言的文档，请访问www.truefitness.com/resources/document-library/

هام:

جميع المنتجات المعروضة هي النموذج. قد تختلف المنتج الفعلي تسليمها.

مواصفات المنتج، والميزات والبرامج قابلة للتغيير دون إشعار.

www.truefitness.com لمعظم ما يصل حتى الآن دليل المالك يرجى زيارة

www.truefitness.com/resources/document-library/ للمستندات في لغات إضافية، يرجى زيارة

WICHTIG:

Alle hier gezeigten Produkte sind Prototypen. Das tatsächliche Produkt ausgeliefert wird, kann variieren.

Produkt-Spezifikationen, Funktionen und Software können sich ohne vorherige Ankündigung ändern.

In den meisten Fällen bis zu Bedienungsanleitung Bisher besuchen Sie bitte www.truefitness.com.

Für Dokumente in weiteren Sprachen finden Sie unter www.truefitness.com/resources/document-library/

BELANGRIJK:

Alle getoonde producten zijn prototype. Daadwerkelijke product geleverd kan verschillen.

Product specificaties, eigenschappen & software zijn onderhevig aan verandering zonder kennisgeving.

Voor de meest actuele handleiding van de eigenaar kunt u terecht www.truefitness.com.

Voor documenten in andere talen kunt u terecht op www.truefitness.com/resources/document-library/

ВАЖНО:

Все товары указаны прототипа. Фактический продукт, поставляемый могут отличаться.

Технические характеристики, особенности и программного обеспечения могут быть изменены без предварительного уведомления.

Для получения самой последней на сегодняшний день руководство по эксплуатации пожалуйста, посетите www.truefitness.com

.Для документов на другие языки, пожалуйста, посетите www.truefitness.com/resources/document-library/

UC400 UPRIGHT BIKE OWNERS MANUAL

Frank Trulaske, founder and CEO of TRUE, has had the same simple philosophy of delivering superior products, service and support for over 30 years. Today, TRUE is the global leader in premium cardio equipment for the commercial and residential markets. Our goal is to be the leader in technology, innovation, performance, safety and style. TRUE has received many awards for its commercial and retail product over the years and remains the benchmark for the industry. Fitness facilities and consumers invest in TRUE products for their durable commercial platforms used in all its cardio products, both commercial and residential alike.

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

TRUE strives to perfect biomechanically correct and orthopedically comfortable, functional products. Whether it be the mesh seat in the recumbent bike, the Soft Step® in the elliptical cross-trainers or the Soft System® in our treadmills, we deliver the best.

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

Our goal is not to sell the most cardio products in the world, but to deliver the world's best premium equipment for our customers' health and fitness solutions.

To own a TRUE machine is to be part of an exclusive fitness community that delivers results – your results.

Thank you for becoming a part of the TRUE experience.

TRANSCEND ALL OTHERS!

UC400 UPRIGHT BIKE OWNERS MANUAL

TABLE OF CONTENTS:

Chapter 1: Safety Instructions

Safety Instructions.....	1
Space Requirements.....	3
Grounding Instructions.....	4
Power Requirements.....	5
Warning Decals.....	6
Compliances.....	6
Proper Training Position.....	6

Chapter 2 Assembly Instructions

Pre Assembly Checklist.....	7
Assembly Steps.....	9
Wiring Diagrams.....	22
Exploded Diagram.....	24

Chapter 3: Product Overview

Bike Overview.....	26
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Chapter 4: Care & Maintenance

Care & Maintenance.....	28
Cleaning the Equipment.....	28
Other Scheduled Preventive Maintenance.....	29
Long Term Storage.....	29

Chapter 5: Customer Service

Contacting Service.....	30
Contacting Sales.....	30
Reporting Freight Claims or Parts Damage.....	31

Chapter 6: Additional Information

Troubleshooting.....	32
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Chapter 7: Warranty Information




Warranty Information.....	35
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CHAPTER 1 SAFETY INSTRUCTIONS



IMPORTANT SAFETY INSTRUCTIONS






SAVE THESE SAFETY INSTRUCTIONS

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


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

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

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

-  WARNING: Do not move the Equipment by lifting the console. Do not use the console as a handlebar during a workout.
-  WARNING: This product contains chemicals known to the state of California to cause cancer and birth defects or other reproductive harm.
-  WARNING: Keep equipment stable on flat ground.
-  WARNING: Replace warning labels that may be worn, damaged or missing
-  WARNING: Replace any non-working or damaged components; remove the unit from service until repair is performed.

CHAPTER 1 SAFETY INSTRUCTIONS

 **WARNING:** To reduce the risk of burns, fire and electric shock or injury to persons, follow these instructions:

- This appliance should never be left unattended when plugged in.
- Do not use any type of extension cord with this product.
- Unplug it from the outlet when not in use and before any servicing.
- Do not operate the equipment while being covered with a blanket, plastic, or anything that insulates or stops airflow.

CAUTION:

- Do not use typing or web surfing features at excessive speeds. Always stabilize yourself by holding a stationary handle when using typing or web surfing features. (Varies by console option)
- Health related injuries may result from incorrect or excessive use of exercise equipment.
- Do not use the contact heart rate grips as a handlebar during a workout.
- Any changes or modifications to this equipment could void the product warranty.
- To disconnect plug remove from electrical outlet.
- The UC400 bike is self-generated and does not require the use of an electrical outlet with the LED console. Optional TFT or touch screen consoles require 110V AC input and 9V DC 1.5Amp output for console operation only.
- Use a TRUE AC power cord or AC/DC adapter only
- Note the plug configuration for the power adapter may vary by country.
- The batteries within self-generated equipment contain materials that are considered hazardous to the environment. Federal law requires proper disposal of these batteries.
- Position this product so the power cord plug is accessible to the user.
- Keep the power cord away from heated surfaces. Do not pull the equipment by the power cord or use the cord as a handle. Do not run the power cord along the side or under the Bike.
- If the bike power supply cord is damaged it must be replaced by the manufacturer, an authorized service agent, or a similarly qualified person to avoid a hazard.
- Do not use this product in areas where aerosol spray products are being used or where oxygen is being administered. Such substances create the danger of combustion and explosion.
- Always follow the console instructions for proper operation. Close supervision is necessary when used near children under the age of 15, or disabled persons.
- Do not use this product outdoors, near water, while wet, or in areas if high humidity including extreme temperature changes
- Never operate a TRUE product with the air openings blocked. Keep air openings free of lint, hair or any obstructing material.
- Never insert objects into any openings in this product. If an object should drop inside, turn off the power, unplug the power cord from the outlet and carefully retrieve it. If the item cannot be reached, contact TRUE Customer Service.
- Never place liquids of any type directly on the unit except in the accessory tray or bottle holders. Containers with lids are recommended.
- Wear shoes with rubber or high traction soles. Do not use shoes with heels, leather soles, cleats or spikes. Make sure no stones are embedded in the soles. Do not use this product in bare feet. Keep all loose clothing, shoelaces and towels away from moving parts.
- Do not reach into or underneath the unit, or tip it on its side during operation.

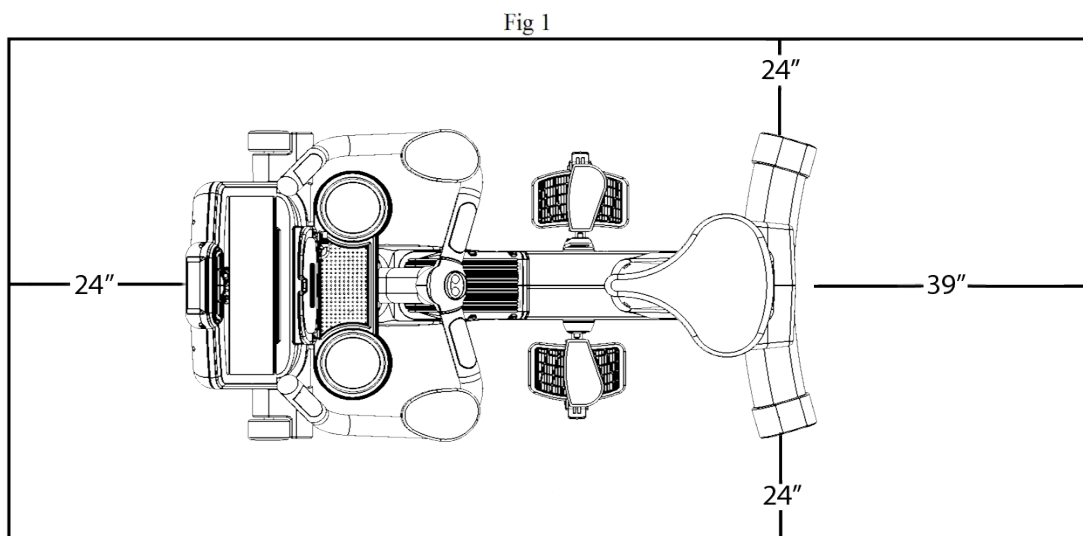
CHAPTER 1 SAFETY INSTRUCTIONS

⚠ CAUTION (CONTINUED):

- Use correct ergonomic positioning while operating the bike.
- Do not allow animals on or near the equipment while in operation.
- Do not exceed maximum user weight of 400 lbs (181 kg).
- Avoid exiting bike while the pedals are still in motion.
- Do use if you have a cold or fever.
- When using this exercise machine, basic precautions should always be followed.
- Use this bike only for its intended use as described in this manual.
- Do not use attachments not recommended by the manufacturer.
- Allow only trained personnel to service this equipment.
- Avoid the possibility of bystanders being struck or caught between moving parts by making sure that they are out of reach of the bike while it is in motion.
- Allow only one person at a time on the bike while it's operating.
- It is the sole responsibility of the owner/operator to ensure regular and scheduled maintenance is performed.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children shall not play with the appliance.
- Cleaning and user maintenance shall not be made by children without supervision.

SPACE REQUIREMENTS:

- TRUE's recommendation is to leave a 39" (0.99m) safety zone at rear of bike. The sides of the bike should be at least 24" (0.6m) away from the wall or obstructions. (See Fig 1)



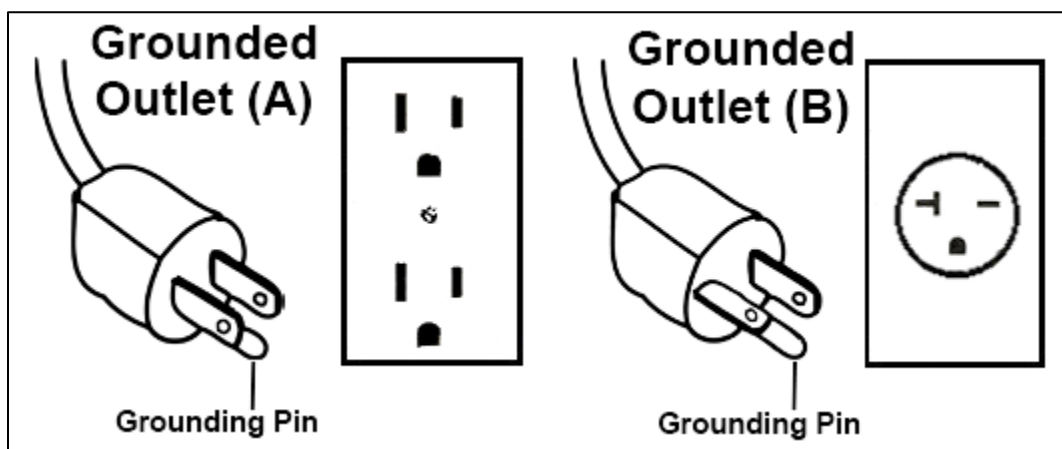
CHAPTER 1 SAFETY INSTRUCTIONS

GROUNDING INSTRUCTIONS:

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

DANGER:

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



CHAPTER 1 SAFETY INSTRUCTIONS

POWER REQUIREMENTS FOR TRUE PRODUCTS

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

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

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

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

Extension Cords

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

Grounded, Dedicated Line

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

Voltage

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

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

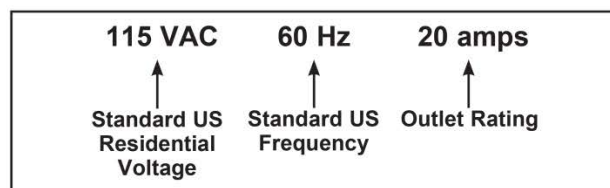


Figure 1

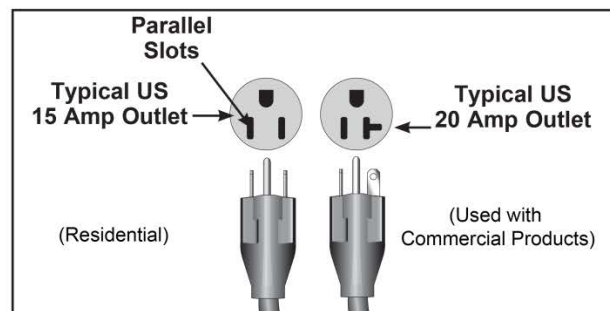


Figure 2

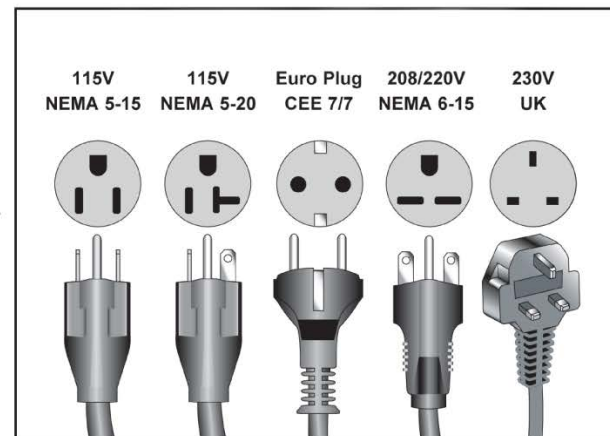



Figure 3

CHAPTER 1 SAFETY INSTRUCTIONS

WARNING DECALS:

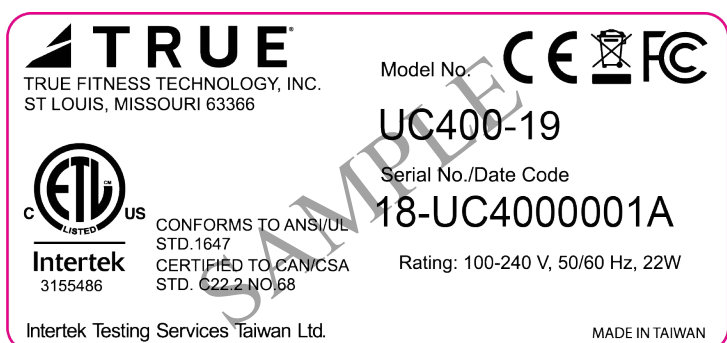
 **WARNING:** Replace warning labels that may be worn, damaged or missing.
To replace any worn or missing warning decals contact TRUE FITNESS by one of the following: www.truefitness.com or contact customer service at 800-883-8783.

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

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

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

www.truefitness.com



COMPLIANCES:

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

*The Transcend Touchscreen and Escalate⁹ consoles have passed ITS testing and are EN957 compliant.

PROPER TRAINING POSITION:

- Once seated, users should place their feet on the pedals (A).
- When pedaling, The user should be able to extend their legs fully while pedaling; if users do not have enough room to fully extend their legs, they should adjust their seat position (B) until their legs are able to comfortably extend. Additionally, if users legs feel overly stretched when they're extended, the seat needs a lower adjustment.
- During a workout the users hand should grasp the handlebars (C).



CHAPTER 2: ASSEMBLY INSTRUCTIONS

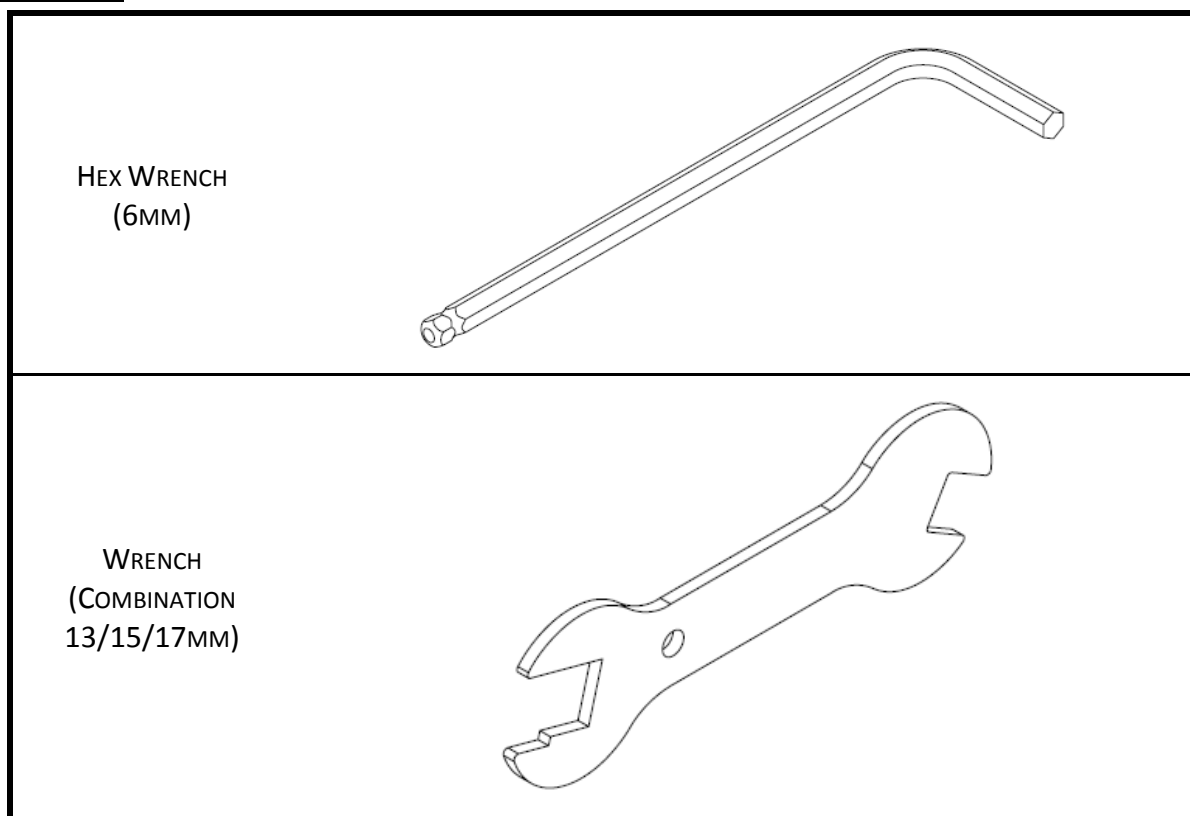
⚠ CAUTION:

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

*Should you need technical assistance in assembly of your TRUE Fitness product, contact TRUE Fitness Technical Support at 1-800-883-8783.

PRE-ASSEMBLY CHECK LIST:

Provided Tools:



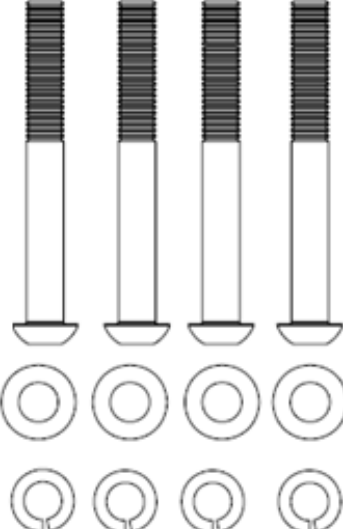
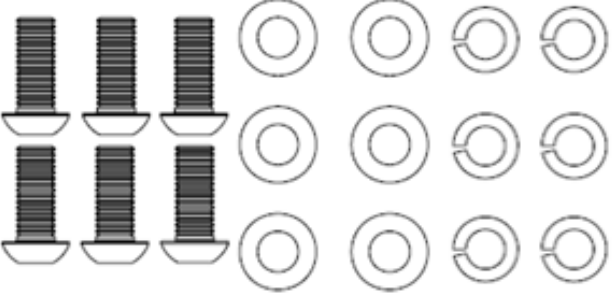


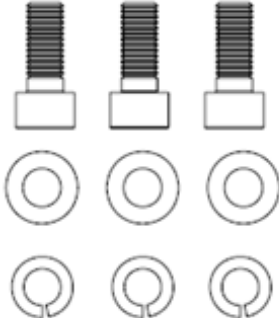
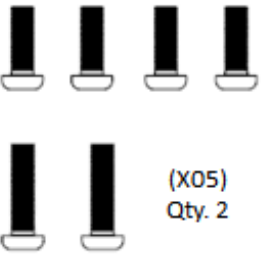
NOTE: Phillips Head Screwdriver is NOT provided

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CHAPTER 2: ASSEMBLY INSTRUCTIONS

PRE-ASSEMBLY CHECK LIST (CONTINUED):

Provided Hardware:

<p>STEP 1 & 2 (FRONT & REAR STABILIZER BARS)</p>  <p>(X16) Qty. 4</p> <p>(X04) Qty. 4</p> <p>(X03) Qty. 4</p>	<p>STEP 5 (FRONT MAST)</p>  <p>(X02) Qty. 6</p> <p>(X04) Qty. 6</p> <p>(X03) Qty. 6</p>
<p>STEP 6 (MAST BOOT)</p>  <p>(X11) Qty. 2</p>	<p>STEP 11 (STORAGE TRAY)</p>  <p>(X33) Qty. 4</p>
<p>STEP 8 (HANDLEBAR)</p>  <p>(X10) Qty. 3</p> <p>(X04) Qty. 3</p> <p>(X03) Qty. 3</p>	<p>STEP 12 (CONSOLE COVERS)</p>  <p>(X06) Qty. 4</p> <p>(X05) Qty. 2</p>

CHAPTER 2: ASSEMBLY INSTRUCTIONS

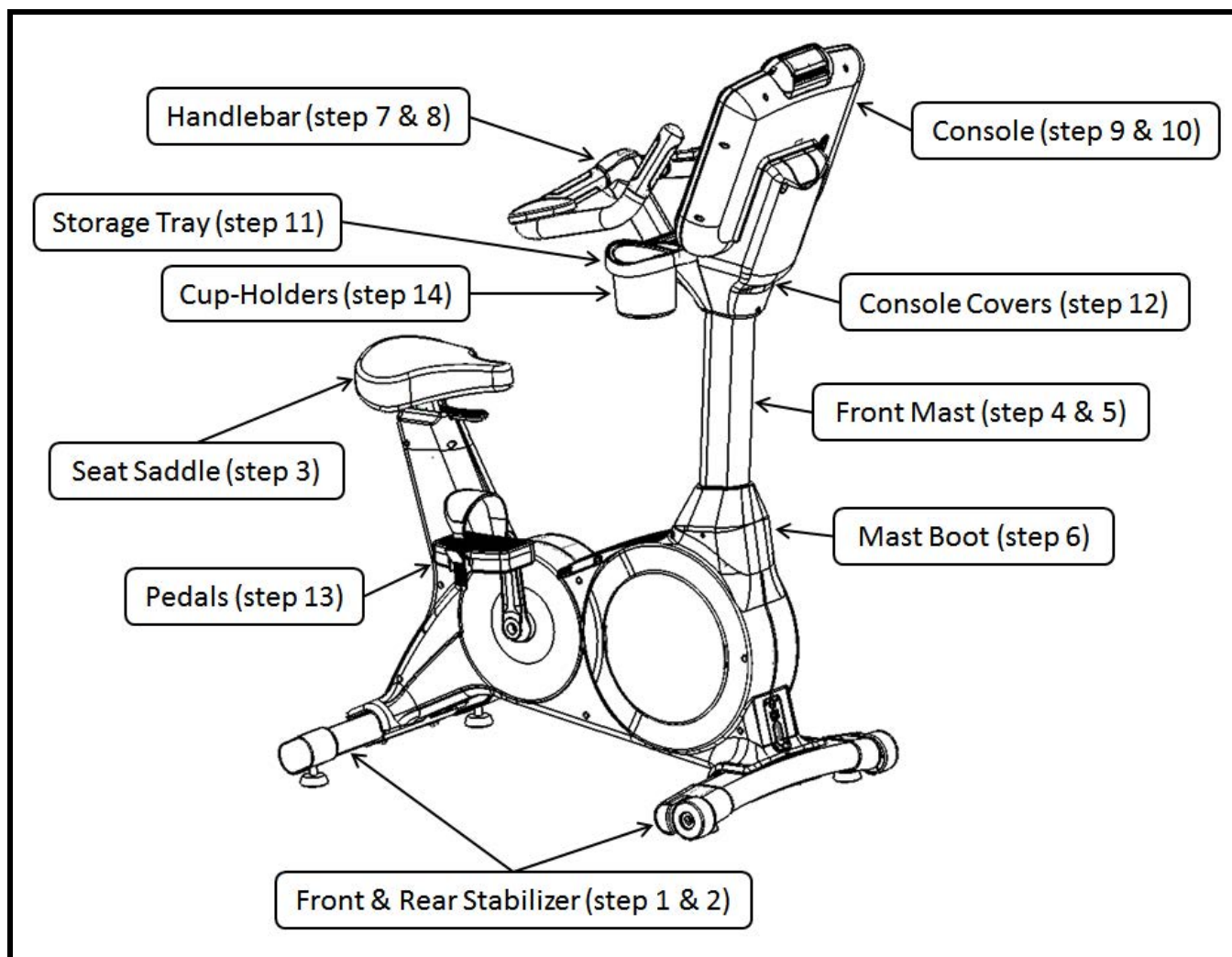
BIKE ASSEMBLY STEPS:

⚠ CAUTION:

- Use caution when assembling bike. It is recommended that at least two people unpack and assemble bike.
- Remove all bike components from packaging.
- For each step use hardware in the corresponding bag

Sub-Assembly Identification:

Use the image below as a reference for where the provided sub-assemblies will be located in the complete bike assembly:



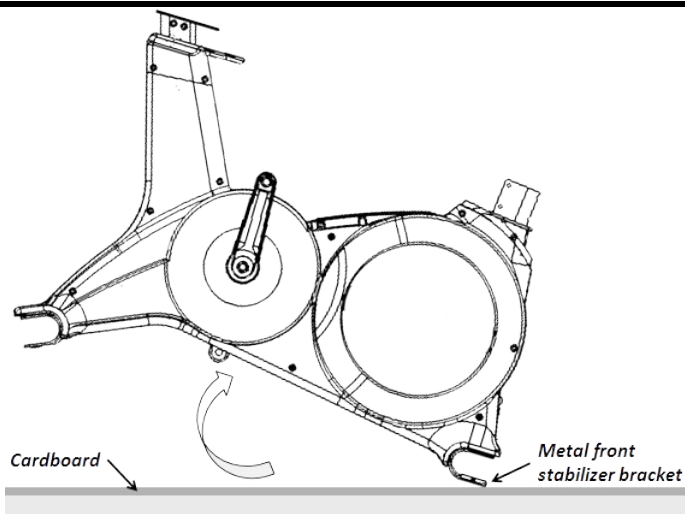
CHAPTER 2: ASSEMBLY INSTRUCTIONS

BIKE ASSEMBLY STEPS:

Step 1: Rear Stabilizer Bar:

a) Rotate the frame forward on the Front Stabilizer bracket (metal).

*At least one person should hold the frame, while another person completes the remaining Rear Stabilizer installation steps



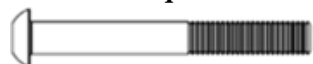
b) For each screw, install through split washer then flat washer

c) Insert Rear Stabilizer into the metal bracket

d) Install each screw through the bottom of the metal bracket, then through the Rear Stabilizer

e) Tighten using the provided hex wrench

Hardware Required:



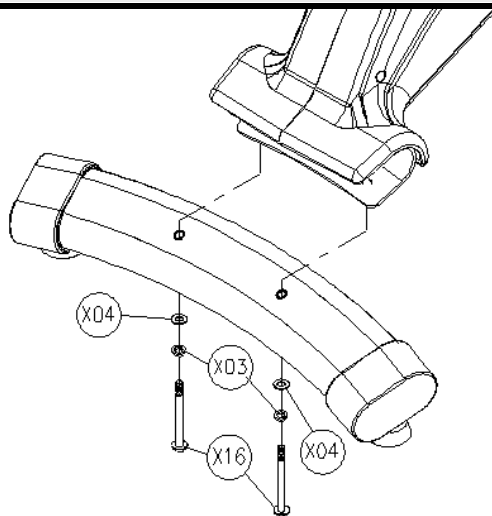
2 M8 x 70 Screws



2 M8 Washers



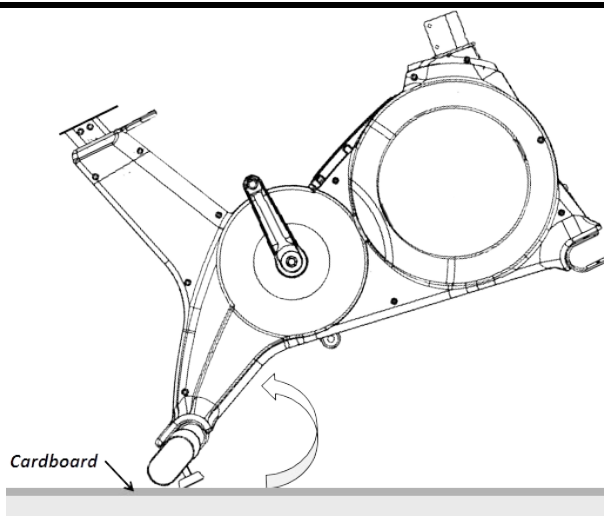
2 M8 Spring Washers



Step 2: Front Stabilizer Bar:

a) Rotate the frame backwards on the Rear Stabilizer

*At least one person should hold the frame, while another person completes the remaining Front Stabilizer installation steps



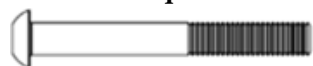
CHAPTER 2: ASSEMBLY INSTRUCTIONS

BIKE ASSEMBLY STEPS (CONTINUED):

Step 2: Front Stabilizer Bar (continued):

- b) For each screw, install through split washer then flat washer
- c) Insert Front Stabilizer into the metal bracket
Install each screw through the bottom of the metal bracket, then through the Front Stabilizer
- d) Tighten using the provided hex wrench

Hardware Required:



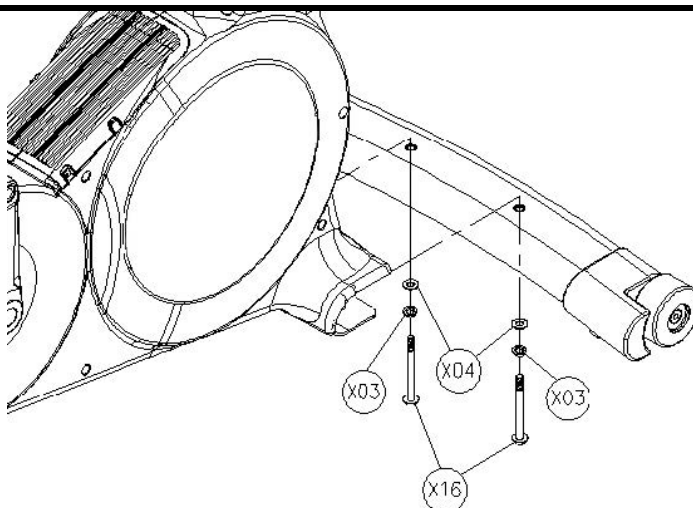
2 M8 x 70 Screws



2 M8 Washers



2 M8 Spring Washers

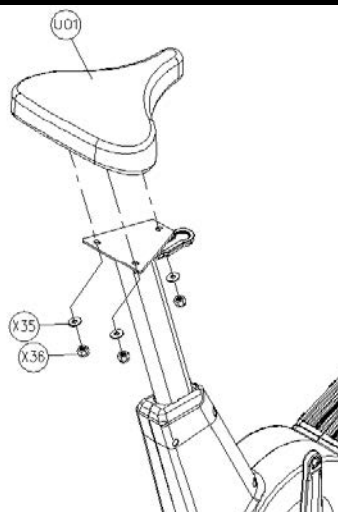


Step 3: Seat Saddle:

- a) Remove the flat washers and nuts from the 3 threaded rods on the bottom of the Seat Saddle
- b) Insert Seat Saddle onto the Seat Post Mounting Plate; the threaded rods on the bottom of the Seat Saddle will align with the 3 openings on the Seat Post Mounting Plate
- c) For each threaded rod, install flat washer followed by nut
- d) Tighten using the provided wrench

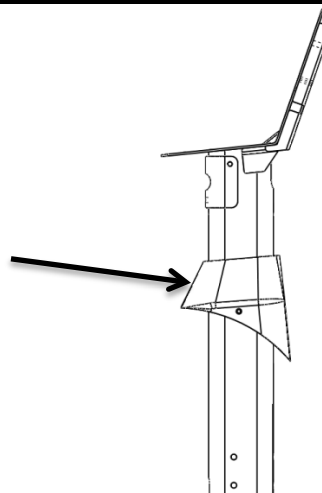
Hardware Required:

*Included with seat saddle



Preparation for Step 4:

- a) Install the Mast Boot component (including rubber gasket) onto the Front Mast tube
- b) Verify that the Mast Boot is installed in the correct orientation as shown.



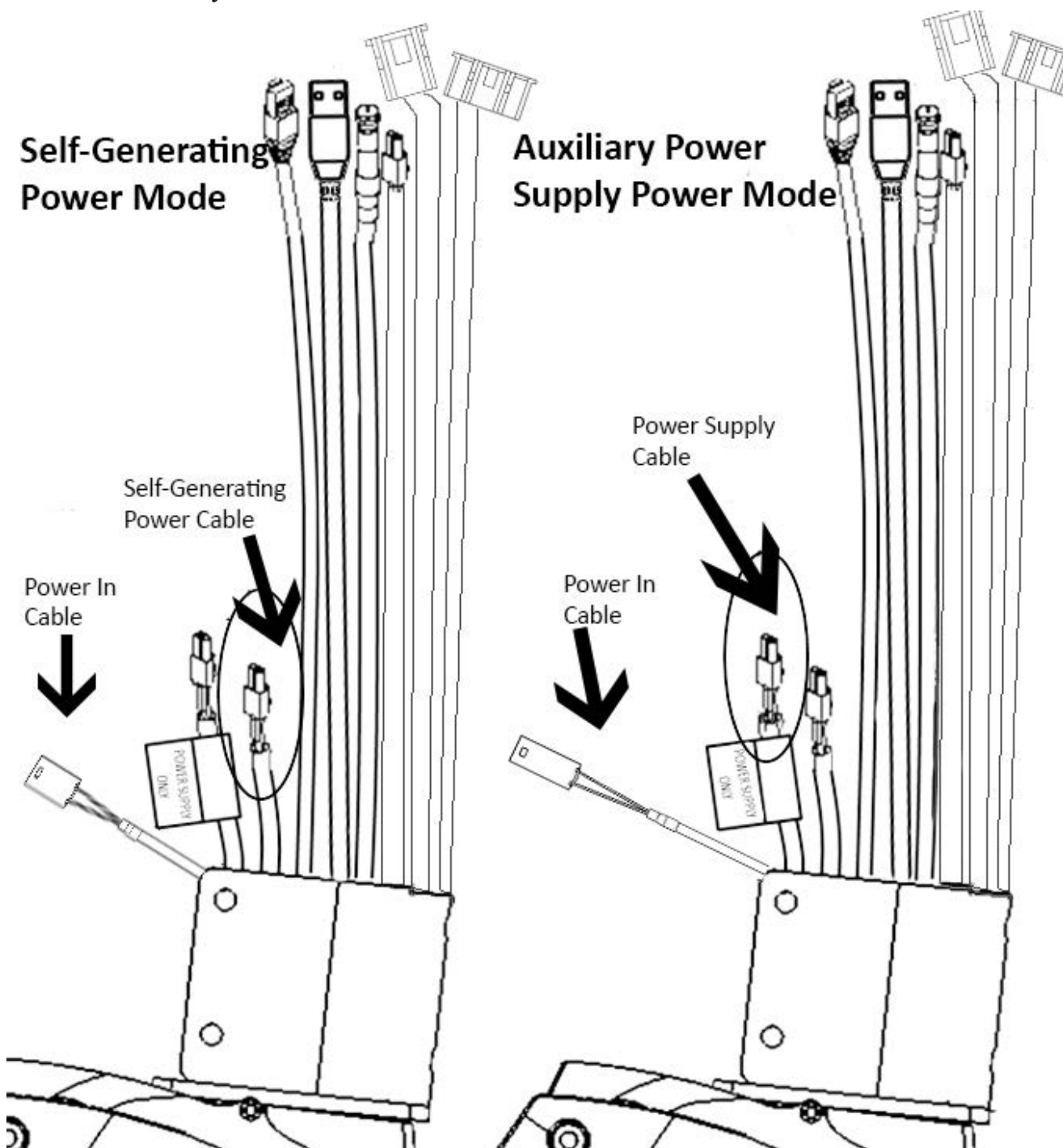
CHAPTER 2: ASSEMBLY INSTRUCTIONS

BIKE ASSEMBLY STEPS (CONTINUED):

Preparation for Step # 4 (continued):

IMPORTANT: *Prior to Routing the Front Mast Cables, it is very important that the following cable connection is confirmed.*

If this connection is not made, the Console will not be able to turn on.



CHAPTER 2: ASSEMBLY INSTRUCTIONS

BIKE ASSEMBLY STEPS (CONTINUED):

Step 4: Front Mast Cable Routing:

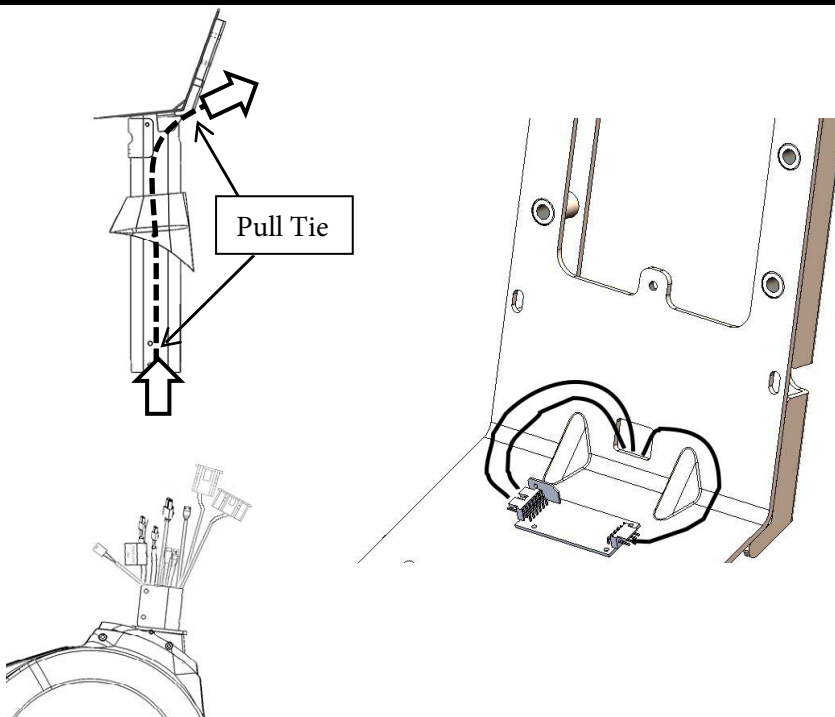
*Complete the power supply installation on page 22 prior to completing this step if this unit will be paired with a touchscreen or 15" TFT console.

- a) Pull the cable bundle coming from the base of the unit through the front mast using the pull tie provided with the mast.

Note: The Heart Rate cables are shown in this step for illustration, but are not installed until Step 7 (Handlebar Cable Routing).

NOTE: This connector is only used for the touchscreen or 15" TFT console installation.

If installing a touchscreen or 15" TFT console, please refer to "Power Supply Installation, Step A" before proceeding with "Front Mast Cable Routing, Step # 4".



Step 5: Front Mast:

- a) For each screw, install through split washer then flat washer
- b) Insert the Front Mast onto exposed bike frame U-bracket; pay special attention not to pinch any wires between the Front Mast and the frame
- c) Verify that the Front Mast is in the correct orientation (reference the provided image, left)
- d) Secure the Front Mast to the bike frame by tightening all 6 screws with the provided hex wrench
- e) Verify that the Front Mast is secured tightly to the bike frame; tighten screws if necessary

Hardware Required:



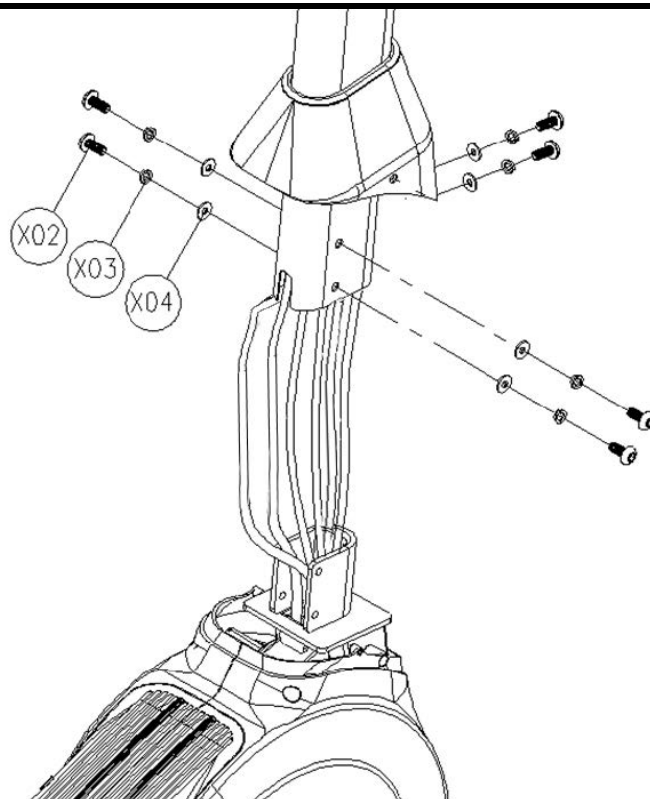
6 M8 x 20 Screws



2 M8 Washers



2 M8 Spring Washers



CHAPTER 2: ASSEMBLY INSTRUCTIONS

BIKE ASSEMBLY STEPS (CONTINUED):

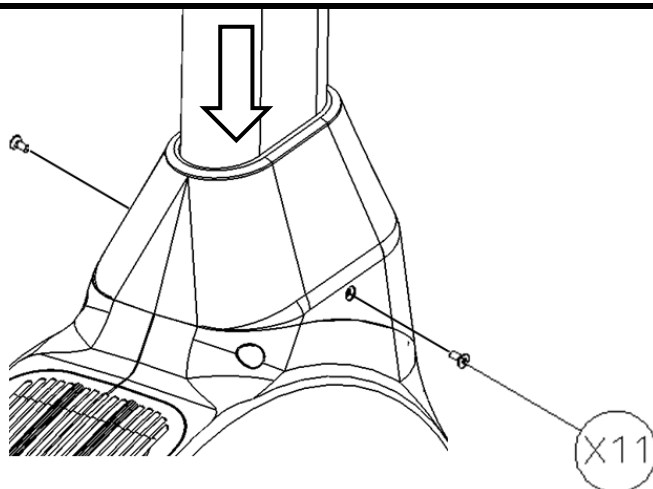
Step 6: Mast Boot

- a) Pull down the Mast Boot
- b) Attach the Mast Boot to the plastic shrouds by tightening both screws with a Phillips head screwdriver (not provided).

Hardware Required:

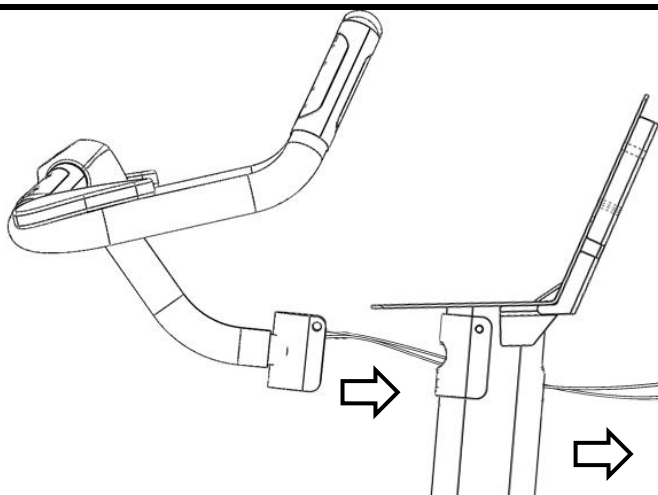


2 M4 x 10 Screws



Step 7: Handlebar Cable Routing:

- a) While at least one person holds the Handlebar, another person should direct the Handlebar Cables through the Front Mast.



Step 8: Handlebar:

- a) Insert the Handlebar U-bracket onto the Front Mast. **DO NOT PINCH CABLES.**
- b) For each screw, install through split washer then flat washer
- c) Secure the Handlebar to the Front Mast by tightening all 3 screws with the provided hex wrench

Hardware Required:



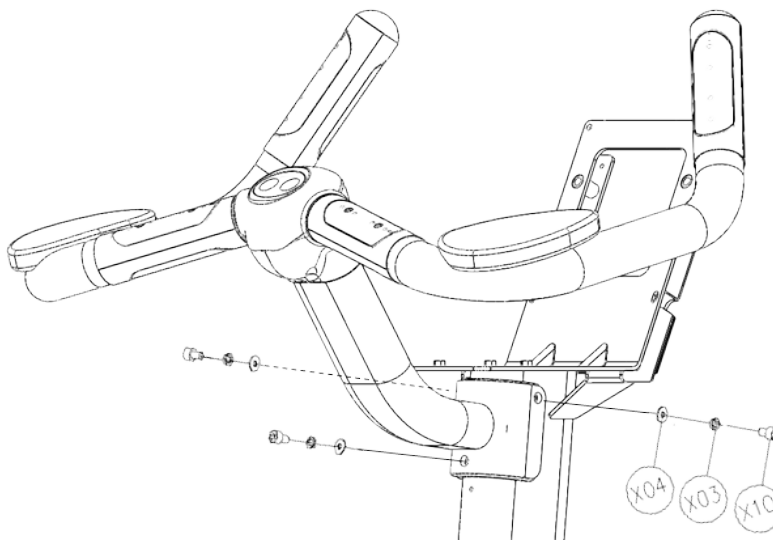
2 M8 x 70 Screws



2 M8 Washers



2 M8 Spring Washers



CHAPTER 2: ASSEMBLY INSTRUCTIONS

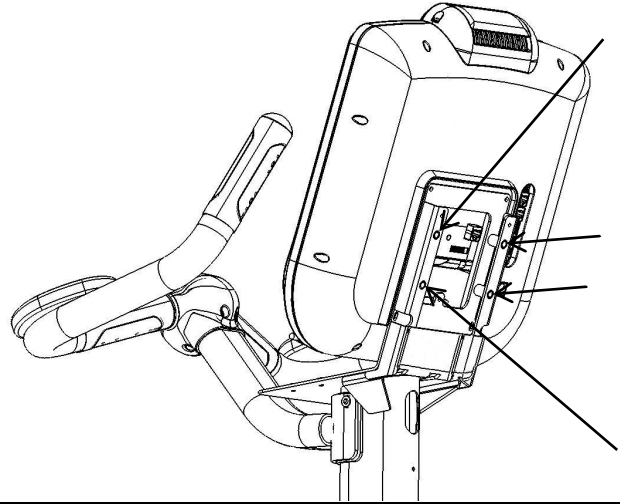
BIKE ASSEMBLY STEPS (CONTINUED):

Step 9: Console Mounting:

- a) The screws used to attach the Console are provided in the Console packaging
- b) Align the back of the Console with the Front Mast Console Mounting Plate
- c) Attach the Console to the Mounting Plate by tightening all 4 screw with a Phillips head screwdriver (not provided)

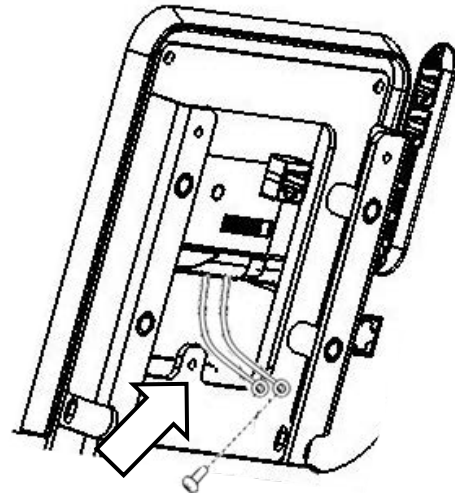
Hardware Required:

*Included with console



Step 10: Cable Connections :

- a) Locate the Ground Screw; pre-installed into the Front Mast Mounting Plate
- b) Remove the Ground Screw with a Phillips head screwdriver (not provided)
- c) Insert the shaft of the Ground Screw through the metal rings attached to the console ground wire and heart rate board ground wire.
- d) Re-attach the Ground Screw to the Front Mast Mounting Plate
- e) Verify that the metal Ground Rings are compressed between the head of the Ground Screw and the Front Mast Mounting Plate



Note: Confirm the console ground wire and the Heart Rate Board ground wire are both secured to the console front mast with the ground screw.

CHAPTER 2: ASSEMBLY INSTRUCTIONS

BIKE ASSEMBLY STEPS (CONTINUED):

Step 11: Storage Tray:

a) Insert the storage tray on top of the front mast mounting plate; pay special attention to make sure that the plastic lip of the storage tray is tucked underneath the bottom of the console

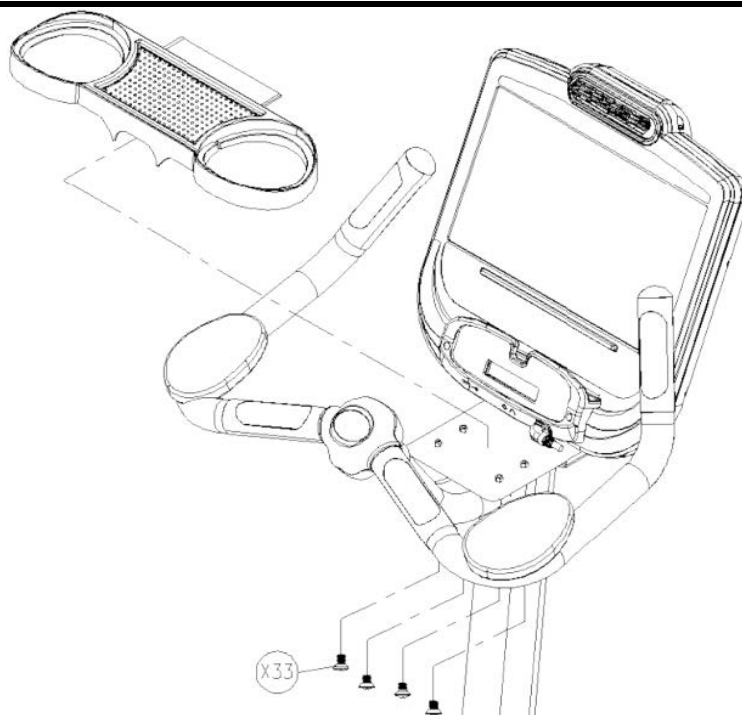
b) Attach the storage tray to the mounting plate by tightening all 4 screws with a phillips head screwdriver (not provided)

Hardware Required:



4 M5 x 8 Screws

Note: Use caution when attaching the storage tray to the front mast mounting plate so that the heart rate board and respective cables are not damaged.



Step 12: Console Covers:

NOTE: For all hardware, tighten using a Phillips head screwdriver (not provided)

a) Attach the Front Cover (P13) to the Front Mast tube using a single (X06) screw; make sure the Front Cover (P13) aligns with the Storage Tray plastic around the Handlebar

b) Attach the Back Cover (P22) to the Console Mounting Plate using two (X06) screws; top screw hole locations

c) Attach the Back Cover (P22) to the Front Cover (P13) using two (X05) screws; the longer screws

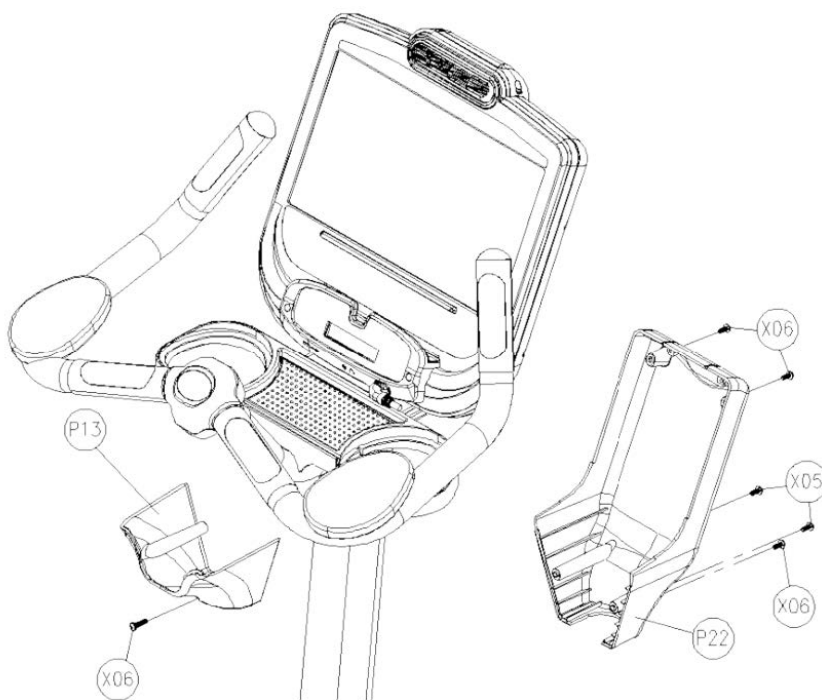
d) Attach the Back Cover (P22) to the Front Mast tube using the remaining single (X06) screw.



2 M5 x 20 Screws



4 M5 x 15 Screws



CHAPTER 2: ASSEMBLY INSTRUCTIONS

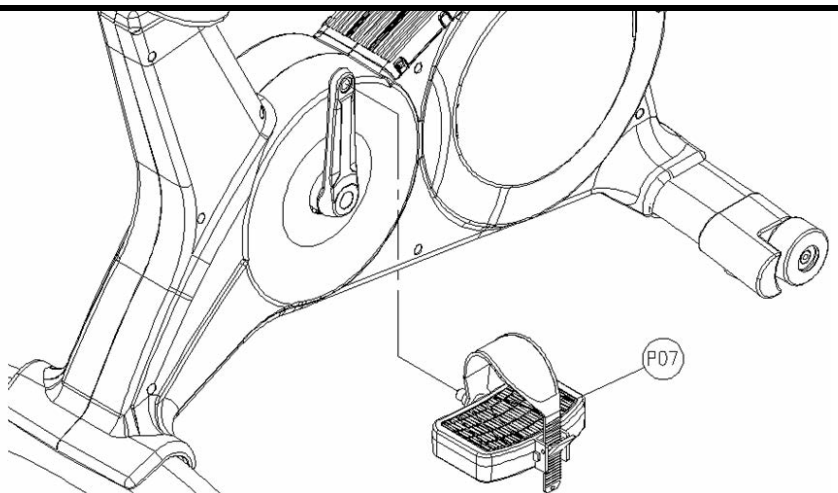
BIKE ASSEMBLY STEPS (CONTINUED):

Step 13: Pedals:

a) Align the Left Pedal with the Left Crank and the Right Pedal with the Right Crank; pedals should be clearly labeled on the Pedal Strap

b) Secure each pedal to the appropriate crank using the provided wrench

NOTE: The left pedal is reverse-threaded (turn counter-clockwise to tighten)



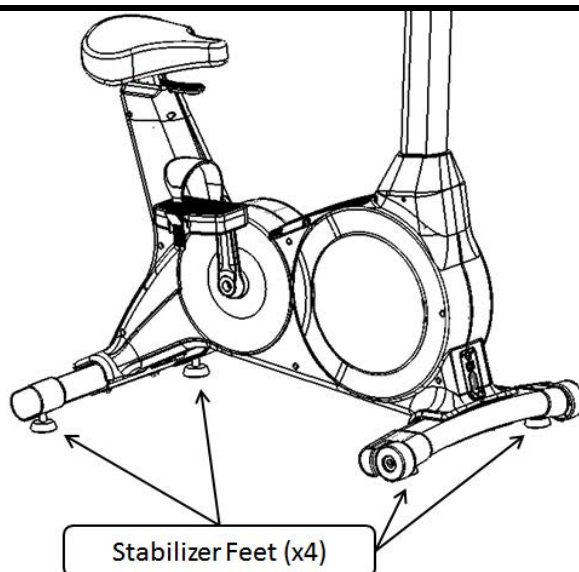
Step 13: Cup Holders:

a) Insert the cup holders into the storage tray as shown.



Step 14: Unit Leveling (if necessary):

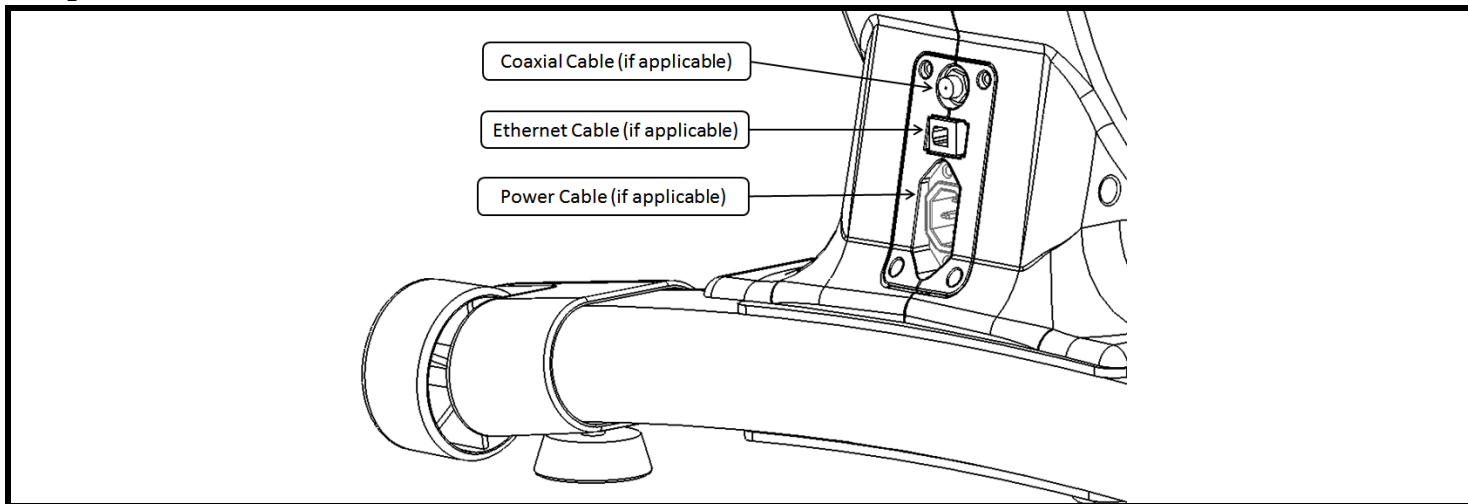
a) Turn feet (4x, located on the front and rear stabilizer) to adjust the levelness of the unit.



CHAPTER 2: ASSEMBLY INSTRUCTIONS

BIKE ASSEMBLY STEPS (CONTINUED):

Step 15: Final Unit Connections:



CHAPTER 2: ASSEMBLY INSTRUCTIONS

BIKE ASSEMBLY STEPS (CONTINUED):

IMPORTANT:

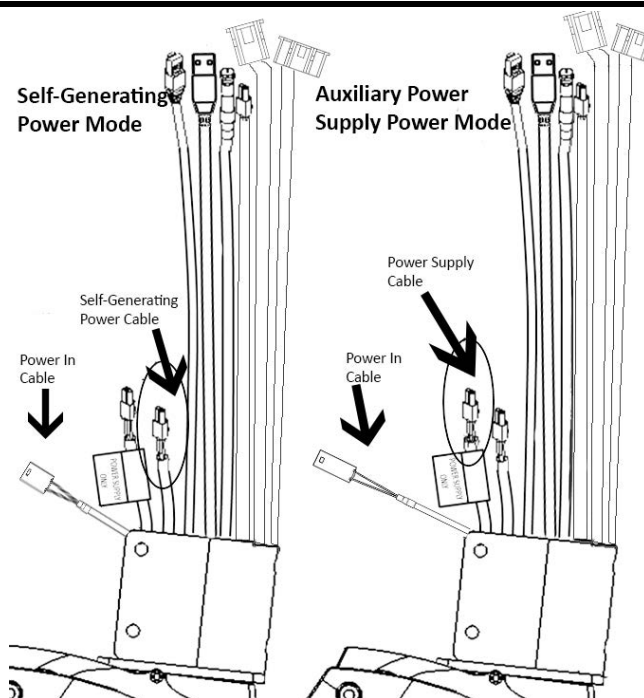
The following steps are only required if this unit will be paired with a touchscreen console or 15" TFT Console.

Auxiliary Power Supply Installation Step A (cable routing):

IMPORTANT:

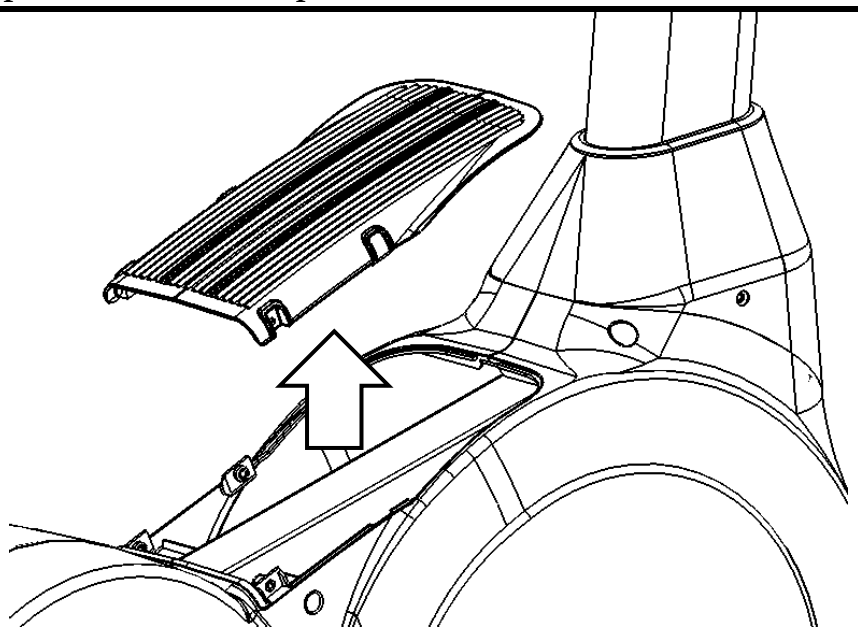
Prior to Routing the Front Mast Cables, it is very important that the following cable connection is confirmed.

If this connection is not made, the Console will not be able to turn on.



Auxiliary Power Supply Installation Step B (remove access plastic):

- a) Remove the Access Plastic screws (quantity 3) with a Phillips head screwdriver (not provided)
- b) Remove the Access Plastic

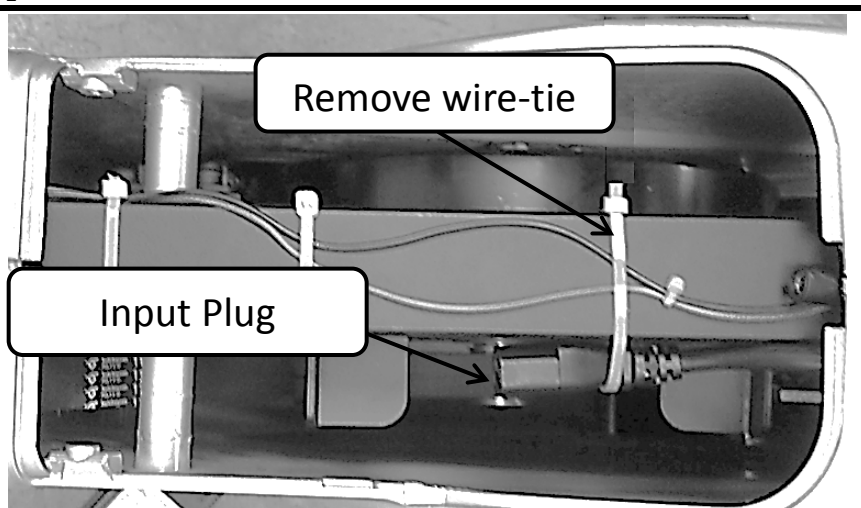


CHAPTER 2: ASSEMBLY INSTRUCTIONS

BIKE ASSEMBLY STEPS (CONTINUED):

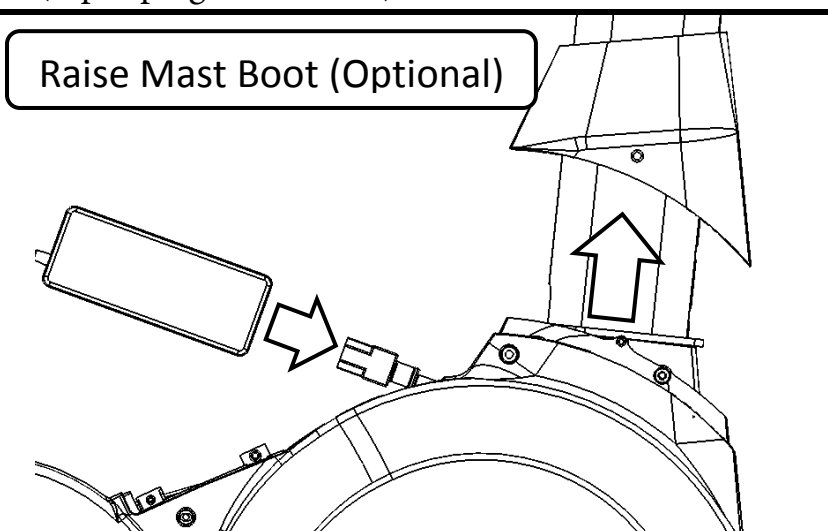
Auxiliary Power Supply Installation Step C (remove wire tie):

- a) Remove the wire-tie shown in the provided
This will release the Power Supply Input Plug
*Use caution not to drop the loose wire-tie into
the machine after it has been removed

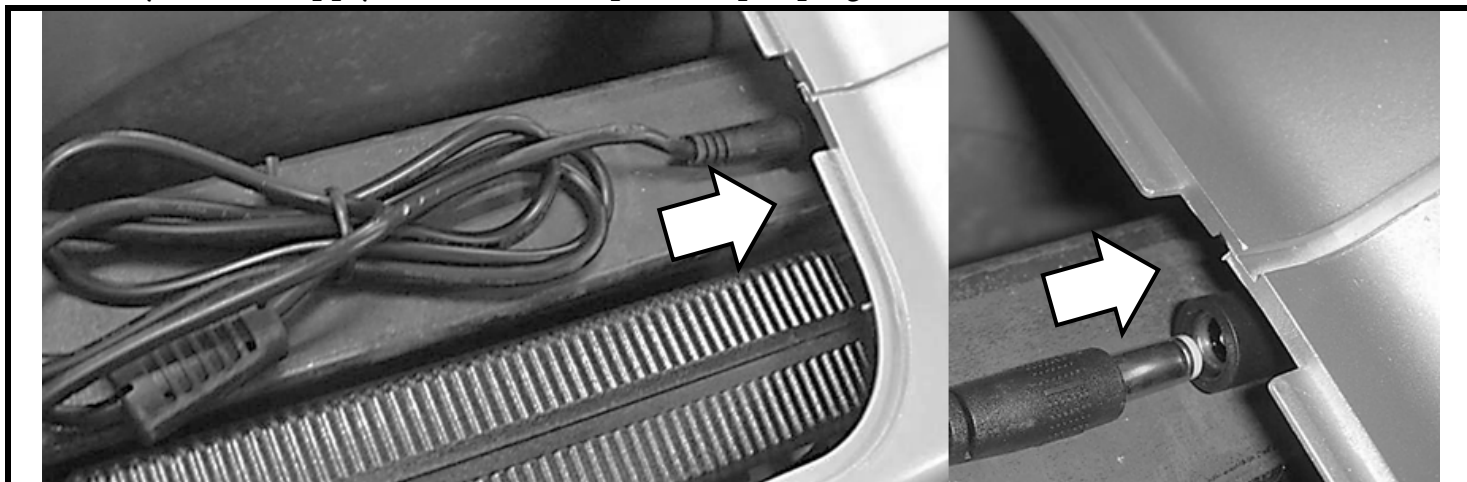


Auxiliary Power Supply Installation Step D (input plug connection):

- a) Connect the Input Plug to the Power Supply
NOTE: If necessary, the Mast Boot (installation
step # 6) can be removed to allow more access
to the Power Supply cable connections



Auxiliary Power Supply Installation Step D (output plug connection):



CHAPTER 2: ASSEMBLY INSTRUCTIONS

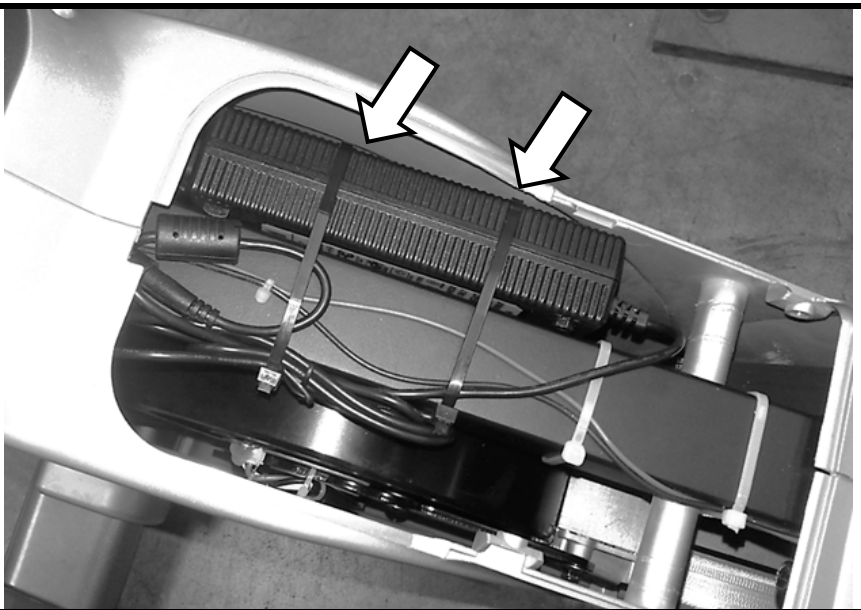
BIKE ASSEMBLY STEPS (CONTINUED):

Auxiliary Power Supply Installation Step E (secure power supply):

a) Secure the Power Supply to the square frame tube using 2 wire-ties (positions shown)

***Wire-ties should also secure the extra Power Supply cables**

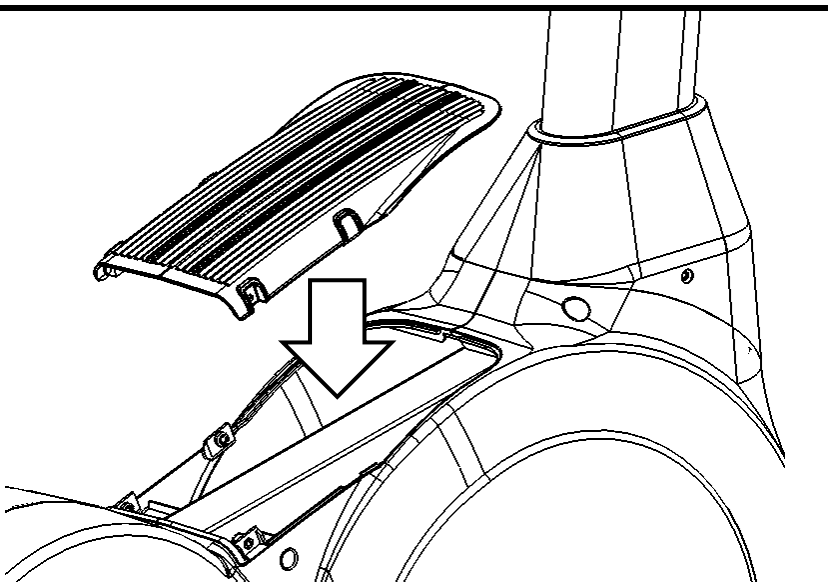
b) Verify that there is no interference between the wire-ties or cables and the moving brake flywheel



Auxiliary Power Supply Installation Step F (secure access plastic):

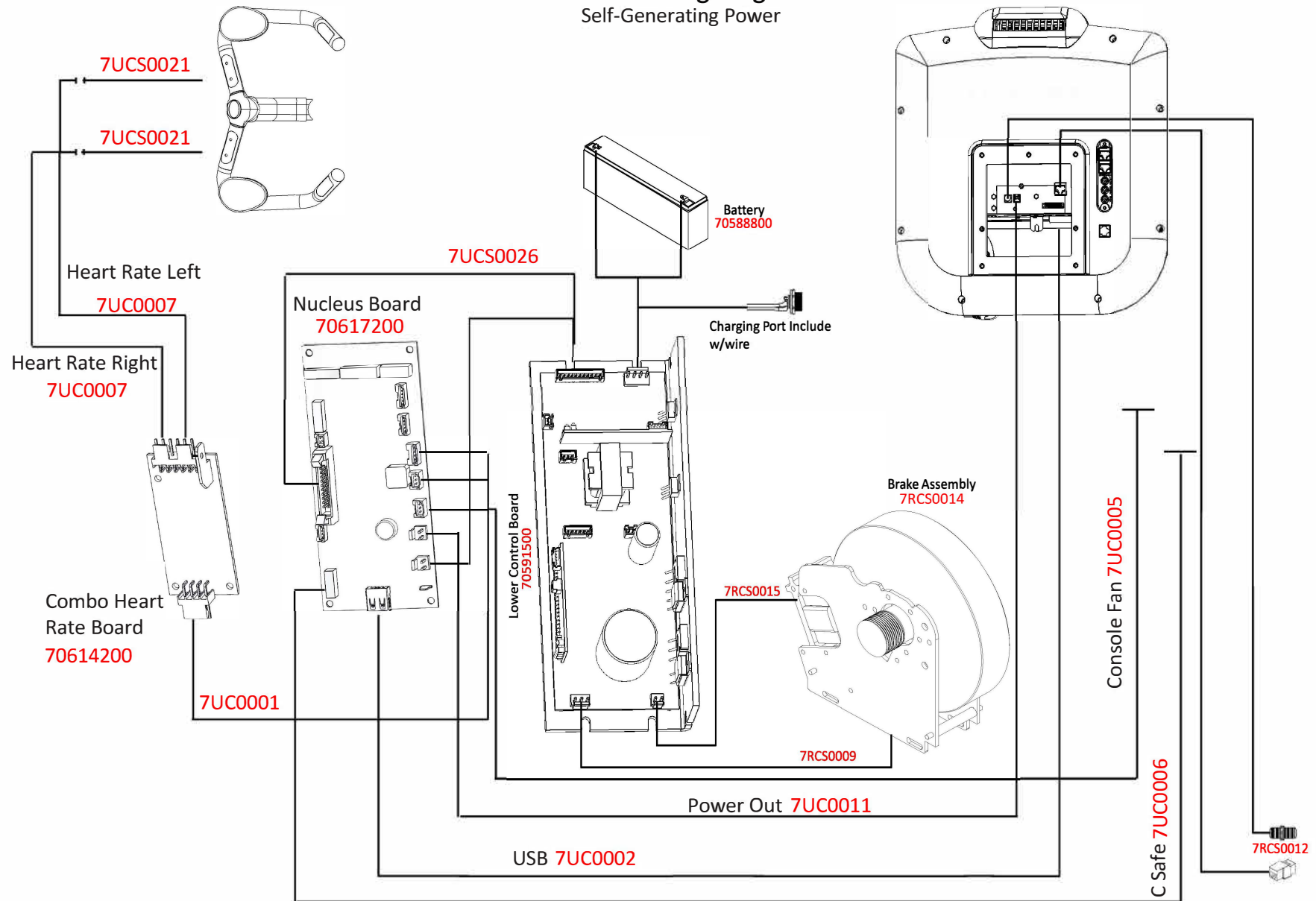
a) Insert the Access Plastic

b) Re-install the Access Plastic screws (quantity 3) with a Phillips head screwdriver (not provided)



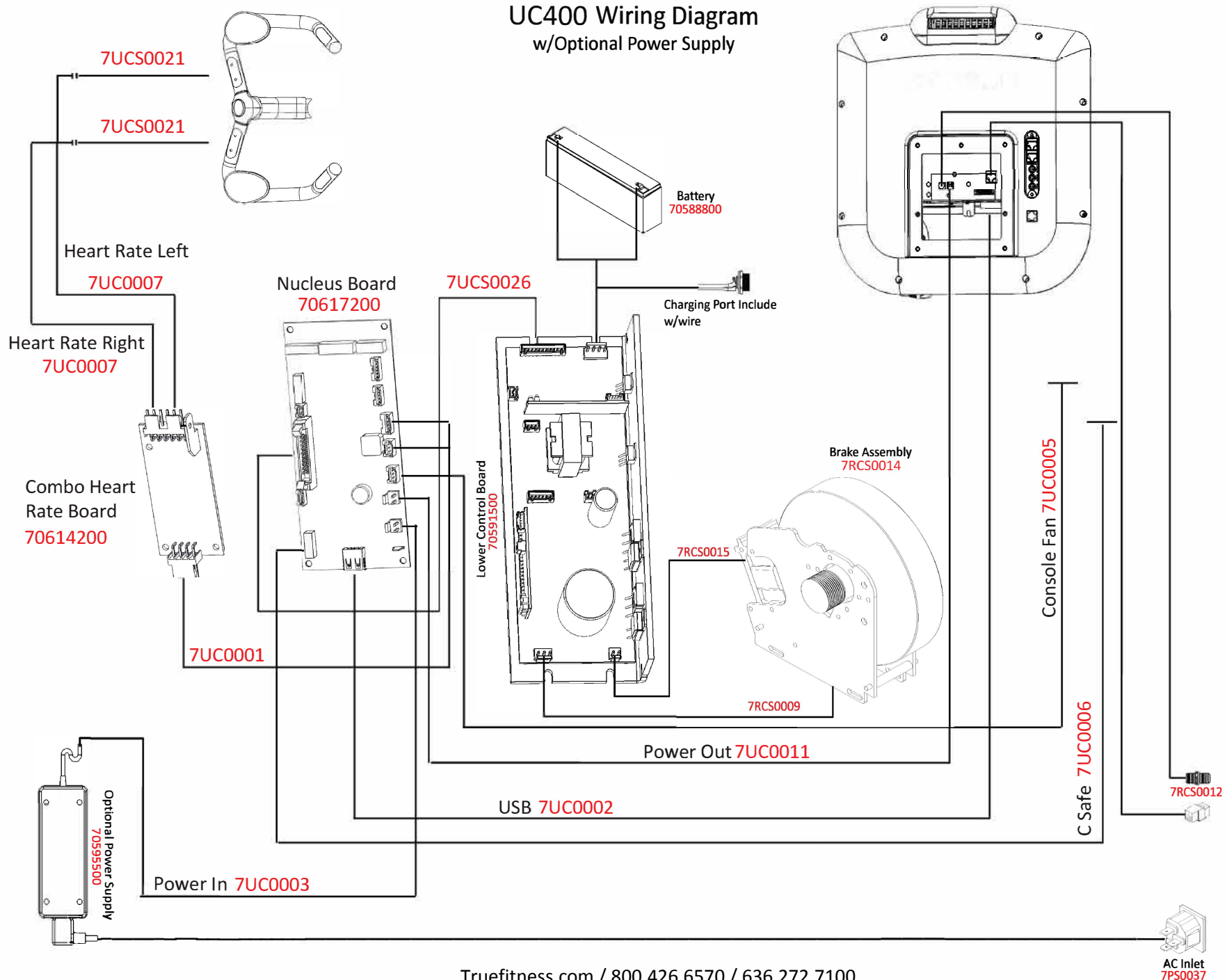
CHAPTER 2: ASSEMBLY INSTRUCTIONS

UC400 Wiring Diagram Self-Generating Power

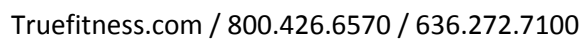


CHAPTER 2: ASSEMBLY INSTRUCTIONS

UC400 Wiring Diagram
w/Optional Power Supply

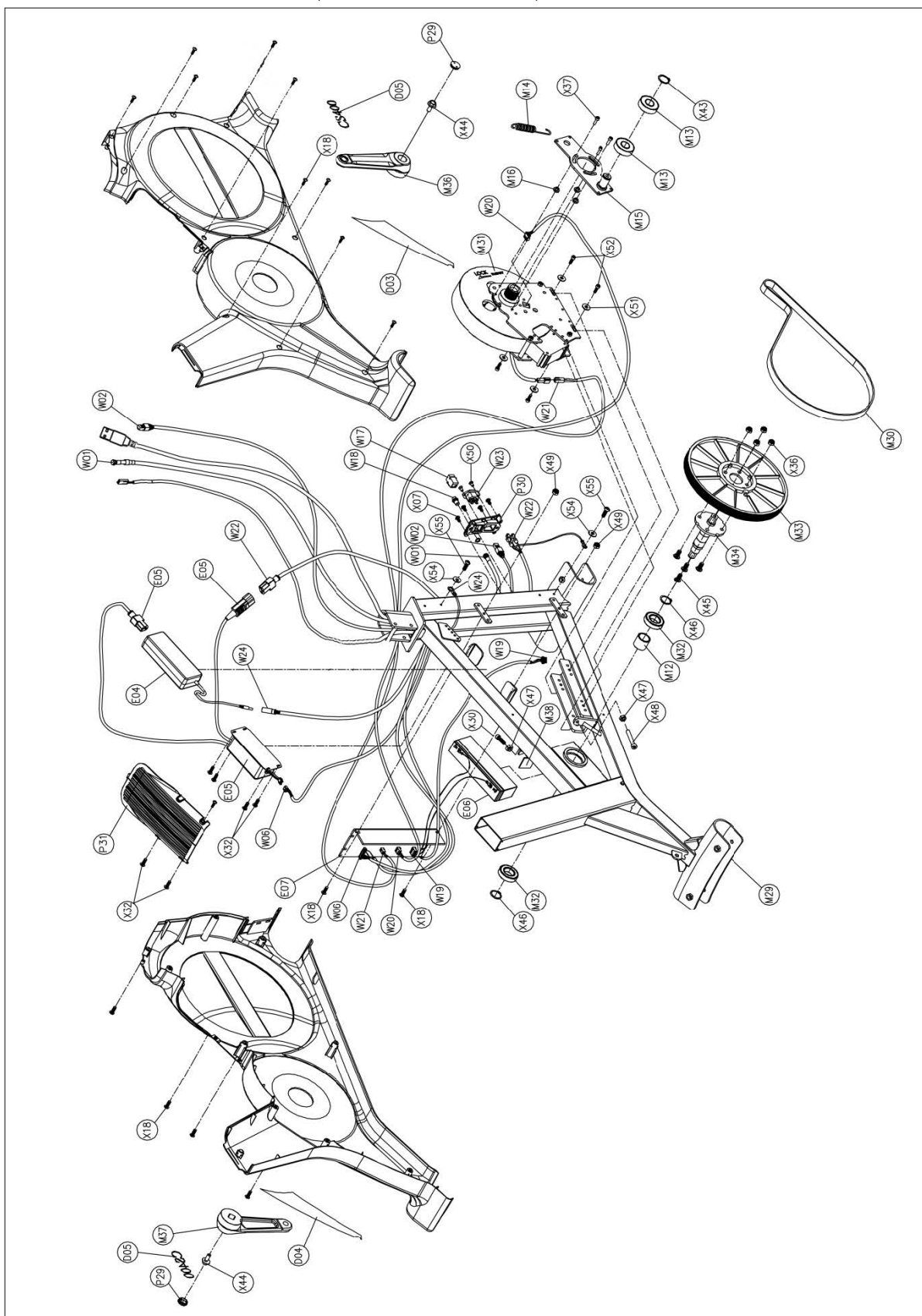


EXPLODED DIAGRAM:



CHAPTER 2: ASSEMBLY INSTRUCTIONS

EXPLODED DIAGRAM (CONTINUED)



CHAPTER 3: PRODUCT OVERVIEW

BIKE OVERVIEW:



CHAPTER 3: PRODUCT OVERVIEW

BIKE OVERVIEW (CONTINUED):

Console Assembly:

The console allows the user to set up a workout program and control the bike during a workout (For console overview and operation instructions refer to the owner's manual for the selected console option).

Contact Heart Rate Pads:

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

Seat Adjustment Handle:

Used to adjust the vertical position of the seat to a comfortable position for the user.

Bottle Holder:

Holds an average size drink bottle for convenient use during a workout.

Pedals:

Moving part of the bike that provides resistance to the lower body during a workout.

Leveling Feet:

An adjustable system used to aid in the leveling the bike.

Battery Charge Port:

An external port used to charge the unit's internal battery.

Coaxial Port:

Delivers television signal to the unit.

Ethernet Port:

Used to provide a network connection for compatible console options.

Power Cord:

Delivers power from the wall outlet to the bike.

CHAPTER 4: CARE & MAINTENANCE

CARE & MAINTENANCE:

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

Inspection:

TRUE Fitness is not responsible for performing or scheduling regular maintenance or inspections.

Users should inspect the bike daily. Look and listen for slipping belts, loose fasteners, unusual noises, worn or frayed power cords, and any other indications that the equipment may be in need of service. If any of these are noticed, obtain service. Do not attempt to use the bike until proper service has been performed or damaged parts have been replaced.

Important:

If you determine that the bike needs service, make sure that the bike cannot be used inadvertently. Turn the unit off, and then unplug the power cord from its power source. Make sure other users know that the bike needs service.

To order parts or to contact a TRUE Authorized Service representative, please visit www.truefitness.com.

CLEANING THE EQUIPMENT:

After Each Use:

Use GymWipes™ Antibacterial wipes or spray a solution of 30 parts water to 1 part mild detergent to dampen a soft cloth and wipe all exposed surfaces.

Use a LCD/screen cleaner or spray a solution of 1 part 91% isopropyl alcohol and 1 part water to dampen a soft cloth and wipe the surface of the console. This helps remove fingerprints, dust, and dirt.

Weekly:

Vacuum any dust or dirt that might have accumulated under or around the bike or any cover vents.

*Clogged air vents can prevent adequate cooling, causing a shortened life.

CAUTION:

Do not use any acidic cleaners. Doing so will weaken the paint or powder coatings and may void the TRUE Fitness Warranty. Never pour water or spray liquids on any part of the bike. Allow the bike to dry completely before using. Frequently vacuum the floor underneath the unit to prevent the accumulation of dust and dirt, which can affect the smooth operation of the unit.

LUBRICATION:

Remove the pedals from the crank quarterly and lubricate the threads that attach the pedals to the cranks to prevent corrosion.

Note: The user's left side pedal is reverse threaded.

CHAPTER 4: CARE & MAINTENANCE

OTHER SCHEDULED PREVENTIVE MAINTENANCE:

TRUE recommends that yearly scheduled maintenance to be performed by a qualified service technician. Please contact your dealer or visit www.truefitness.com to contact a local TRUE authorized service technician.

Scheduled Preventive Maintenance:

- Check error log in console.
- Remove shroud covers and vacuum any debris out of the speed sensor, control electronics and moving parts.
- Move unit and vacuum underneath.
- Check belt tension and tracking.
- Inspect all fasteners.
- Inspect all electrical connections.
- Inspect all components for abnormal or premature wear.
- Inspect and lubricate pedal threads on bike to prevent corrosion.

CAUTION:

Use only TRUE Fitness certified service providers.

LONG TERM STORAGE:

When the bike is not in use for any length of time, turn it off. Make sure that the power cord is unplugged from the power source and is positioned so that it will not become damaged or interfere with people or other equipment.

Storing the Chest Strap:

Store the chest strap in a place where it remains free of dust and dirt such as, in a closet or drawer. Be sure to protect the chest strap from extremes in temperature. Do not store it in a place that may be exposed to temperatures below 32° F (0° C). To clean the chest strap, use a sponge or soft cloth dampened in mild soap and water. Dry the surface thoroughly with a clean towel.

CHAPTER 5: CUSTOMER SERVICE

CONTACTING SERVICE:

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

You may also contact TRUE Fitness' customer support team by calling 800.883.8783 or e-mailing us at service@truefitness.com Monday – Friday during normal business hours.

TRUE FITNESS SERVICE DEPARTMENT

865 HOFF ROAD

ST. LOUIS, MO 63366

1.800.883.8783

HOURS OF OPERATION: 8:30 A.M. - 5:00 P.M. CST

E-MAIL: service@truefitness.com

CONTACTING SALES:

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

TRUE FITNESS HOME OFFICE

865 HOFF ROAD

ST. LOUIS, MO 63366

1.800.426.6570

HOURS OF OPERATION: 8:30 A.M. - 5:00 P.M. CST

E-MAIL: sales@truefitness.com

CHAPTER 5: CUSTOMER SERVICE

REPORTING FREIGHT OR PARTS DAMAGE:

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

Severe Damage:

Obvious damage to external packaging / internal product. Please **refuse** the shipment and it will be returned to TRUE Fitness by the carrier. Contact the TRUE Fitness customer support team by calling 800.883.8783 or sales support team by calling 800.426.6570 Monday-Friday during normal 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. Only refuse the damaged piece if the shipment is multiple boxes.

Slight Damage:

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

Concealed Damage:

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

CHAPTER 6: ADDITIONAL INFORMATION

TROUBLESHOOTING GUIDE:

This troubleshooting guide is intended to assist in diagnostics only and is not all inclusive. Technical specifications, error codes and programming are subject to change without notice. TRUE accepts no liability for any damage or loss suffered by persons whom rely wholly or in part on any description or statement contained within this manual. Please visit www.TRUEfitness.com to obtain the most recent version of all manuals and contact the TRUE Service Department at 800-883-8783 for assistance with troubleshooting and diagnostics.

Malfunction	Possible Cause	Corrective Action
No Power	Unit turned off	Verify the On/Off switch is at the ON position
	Damaged power cord	Replace power cord
	Power cord not fully seated in socket	Inspect power connection at the unit and outlet
	No power at outlet	Using a voltmeter verify power at outlet
	Tripped circuit breaker	The location of the circuit breaker is next to the On/Off switch. Verify the circuit breaker is not open. If the breaker is open reset.
Unit resets or pauses randomly	Damaged power cord	Replace power cord
	Power cord not fully seated in socket	Inspect power connection at the unit and outlet
	Safety e-stop key not fully engaged	Re-engage the safety/e-stop key to the console
	Insufficient power	Verify output voltage from 20A outlet with a voltmeter
	Error code is displayed on console	Contact TRUE Fitness Customer Service Department
	Pinched or loose main communication cable	
	No User Present displayed on screen	User weight must be over 90lbs. Verify No User Present settings in console.
Walking belt is off center	Uneven floor	Adjust treadmill with rear leveling feet. See Chapter 5: Running Belt Alignment
	Adjust belt tracking	See Chapter 5: Centering the Running Belt
Walking belt hesitates or slips when stepping	Adjust belt tension	See Chapter 5: Tensioning the Running Belt
	Lubricate running belt	See Chapter 5: Treadmill Lubrication
Rubbing sound from treadmill when in operation	Walking belt is rubbing a straddle cover	Adjust belt tracking. See Chapter 5: Centering the Running Belt
	Foreign object may be stuck under walking belt	Inspect under the unit. Remove and object that may be under the unit.
	Foreign object may be stuck in motor compartment	Contact TRUE Fitness Customer Service Department
	Roller bearings may be damaged	
	Drive motor may be damaged	
	Drive belt may be misaligned	

CHAPTER 6: ADDITIONAL INFORMATION

TROUBLESHOOTING GUIDE (CONTINUED):

Heart rate is displaying erratically or not displaying	Transmitter belt contacts are not making good contact with the skin	Re-adjust the transmitter belt so that it is in full contact with the skin
	Contacts on the transmitter belt are not moist	Moisten the contacts on the transmitter belt
	Transmitter belt is not within 3 feet (1 meter) of the heart rate receiver	Adjust your position on the belt so that you are within 3 feet (1 meter) of the console
	The battery inside the transmitter belt is depleted	replace the transmitter belt with a compatible transmitter belt
	Another user wearing a compatible transmitter strap is within 3 foot (1 meter) of the unit	Move the units so that there is more space in-between units
	Environmental interference from high voltage power lines	Move the unit to another position within the room or move the cause of the interference until heart rate reading are stable. If the probable source of interference is plugged into the same outlet move the suspect source to another outlet.
	Environmental interference from computers	
	Environmental interference from motor driven appliances	
	Environmental interference from cell or cordless phone	
	Environmental interference from Wi-Fi router	

Fault Code	Category	Description	Cause	Corrective Action
Fault CN00: Corrupted Console Configuration	Console	Corrupted brainboard configuration - fails integrity check	Corrupt software	Power cycle
				Re-configure console
			Firmware and software versions are not compatible	Re-install software/firmware
				Contact dealer or TRUE service
Fault CN01: Internal Fault	Console	Math error - software	Console Configure incorrectly	Power cycle
				Re-configure console
			Corrupt Software	Re-install software/firmware
				Contact dealer or TRUE service
Fault CN02: Invalid Console Configuration	Console	The product configuration data has failed validation checks (incline ranges make no sense, etc.)	Console Configure incorrectly	Power cycle
				Re-configure console
			Incline Motor out of range	Contact dealer or TRUE service
			Loose Cable	

CHAPTER 6: ADDITIONAL INFORMATION

TROUBLESHOOTING GUIDE (CONTINUED):

Fault CN03: Stuck Key	Console	Membrane Key stuck down/closed	Membrane key is damaged	Contact dealer or TRUE service
Fault CN04: Lower Board Comm Fault (Treadmill Only)	Console	Brainboard fails to receive timely communication responses from lower board - Fault after 3 retries	Loose Cable	Power cycle
				Check cable connections
			Smart Card	Contact dealer or TRUE service
			MCB	
Fault CN05: No Lower Control	Console	No lower board connected to console - detection wires not connected.	Loose Cable	Power cycle
				Check cable Connection
			Console Configure incorrectly	Re-configure console
Fault CN06: Config Mismatch	Console	Console is configured for a product different than that to which it is connected.	Console Configure incorrectly	Power cycle
			Loose Cable	Re-configure console
Fault CN07: Calibration Timeout	Console	Incline Calibration was not able to complete within allowed time.	Low AC Line Voltage	Check cable connections
				Retry calibration
Fault CN08: Calibration Failed - Lower Limit Not Reached	Console	During incline calibration, the incline stalled before reaching what should be the lower limit.	Console displays Fault Calibration not saved. Incline disabled.	Verify AC Voltage at Outlet
				Power cycle
			Incline Potentiometer value out of range	Check cable connections
				Run incline calibration
Fault CN09: Insert Safety Key	Console	Emergency Circuit opened	Safety Key not engaged	Contact dealer or TRUE service
			Loose Cable	Re-insert safety key
			Switch Damaged	Check cable connections
Fault CN10: E-Stop Fault	Console	A test of the emergency circuit has failed	Console Catch	Contact dealer or TRUE service
			Safety Key not engaged	Power cycle
			Loose Cable	Reinsert safety key
			Switch Damaged	Check cable connections
Fault CN24: BB Comm Fault	Console	SBC cannot communicate with Brainboard	Console	Power cycle
				Contact dealer or TRUE service
Fault CN25: Firmware Mismatch	Console	Firmware on brainboard not compatible with SBC software	Corrupt software	Power cycle
				Reconfigure Console
			Firmware and software versions are not compatible	Re-install software/firmware
				Contact dealer or TRUE service

CHAPTER 7: WARRANTY INFORMATION



COMMERCIAL LIMITED WARRANTY UC400 UPRIGHT BIKE

Save Time and Register Online!

Activate Multiple Warranties at www.truefitness.com/support

All TRUE® Fitness products are distributed by TRUE and are warranted to the original registered product purchaser and the parts of the TRUE product (the "Product") listed below, under normal use and service, shall be free of manufacturing defects in workmanship and materials only for the period of time beginning from the original date of purchase set forth below:

Frame*	Lifetime
Parts	
Transcend Touchscreen	3 Years
Escalate ¹⁵ Console	3 Years
Electrical	5 Years
Wear Items	5 Years
Cosmetics	6 Months
Labor	
Parts	2 Years
Cosmetics	6 Months
Device Connectivity	
Headphone Jack & USB Port	90 Days Parts, No Labor

NOTE: Warranty valid for USA and Canada only.

NOTE: Failure to register this product will result in no servicing or authorization of parts to be shipped.

NOTE: Buying after-market products from a 3rd party will result in voided warranty

NOTE: This product is intended for Commercial use which includes non-dues paying facilities where usage does not exceed 8 hours per day. If this product will not be used in this particular setting, please contact TRUE as this warranty is void.

Frame: The frame is warranted for defects in material and workmanship for as long as the original purchaser owns the Product. The frame is warranted for labor and freight (for parts shipped from TRUE) for two years from date of purchase. * This limited warranty on structural frame does not include paint or coatings.

Parts: The upright bike electrical parts and wear items are warranted for defects in material and workmanship for five years with two years labor warranty. The Transcend touchscreen and Escalate¹⁵ console are warranted for defects in material and workmanship for three years with two years labor warranty. This limited warranty does not cover damage or equipment failure resulting from or caused by

improper assembly/installation, failure to follow instructions and warnings in owner's manual, accident, misuse, abuse, unauthorized modification, or failure to provide reasonable and necessary maintenance. *TRUE Fitness shall not warrant the performance of the heart rate system on its products, as the heart rate system performance varies, based on user's physiology, age, method of use and other factors. * This limited warranty shall not apply to software version upgrades.

Cosmetics: The upright bike cosmetic parts are warranted for defects in material and workmanship for six months with labor warranty to match the parts warranty period. This limited warranty does not cover damage or equipment failure resulting from or caused by improper assembly/installation, failure to follow instructions and warnings in owner's manual, accident, misuse, abuse, unauthorized modification, or failure to provide reasonable and necessary maintenance. This limited warranty will apply to but may not be limited to plastic covers, shrouds, caps, badges, overlays, paint, coatings, pedal straps and grips.

Device Connectivity: Device Connectivity elements; headphone jack and USB Port are warranted for defects in material and workmanship for 90 days with no labor warranty.

Labor: Labor is covered for a period of two years from the date of purchase unless otherwise expressed within this limited warranty as long as a TRUE authorized service provider performs the service. Service that requires over 50 miles of travel may be subject to additional charges. Reasonable and necessary maintenance guidelines can be found in the owner's manual.

Claims Procedure: TRUE Limited Warranty service may be obtained by contacting the authorized TRUE dealer from whom the Product was purchased. If the dealer from whom the Product was purchased is no longer an authorized TRUE dealer, then TRUE Limited Warranty service may be obtained by contacting TRUE directly at:

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

CHAPTER 7: WARRANTY INFORMATION



COMMERCIAL LIMITED WARRANTY UC400 UPRIGHT BIKE

Save Time and Register Online!

Activate Multiple Warranties at www.truefitness.com/support

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

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

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

3. 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).

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

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

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

7. This Limited Warranty is in lieu of all warranties, express or implied, and in lieu of all other obligations or liabilities on the part of TRUE, under no circumstances shall TRUE be liable by virtue of this Limited Warranty or otherwise from damage to any person or property whatsoever for any special, indirect, incidental, secondary or consequential losses, damages or expenses in connection with exercise products.

Any implied warranty is limited in duration to the time period covered by the Limited Warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion may not apply to you. This Limited Warranty grants you specific legal rights and you may also have other rights, which vary from state to state.

NOTE TO AUTHORIZED WARRANTY LABOR PROVIDERS:

Warranty labor reimbursement or warranty parts rights may not be transferred to, reassigned to, a third party without the

express written consent of TRUE. Even jobbing out warranty labor requires TRUE's written approval.

UC400 UPRIGHT BIKE SERIAL NUMBERS:

The UC400 upright bike comes with two serial numbers; one on the base and one on the display console (see diagram below). The serial number on the base is located on bottom of the crossbar. The console serial number is located on the bottom right side of each console. Please write down your serial numbers below and keep for your records.

CONSOLE SERIAL NUMBER:

BASE SERIAL NUMBER:

CONSOLE SERIAL NUMBER:



BASE SERIAL NUMBER:



SAMPLE SERIAL NUMBER STICKER:

TRUE FITNESS TECHNOLOGY, INC.
ST LOUIS, MISSOURI 63366

Model No.

UC400-19

Serial No./Date Code

18-UC4000001A

Rating: 100-240 V, 50/60 Hz, 22W

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

Intertek
3155486

Intertek Testing Services Taiwan Ltd.

MADE IN TAIWAN

CHAPTER 7: WARRANTY INFORMATION



COMMERCIAL LIMITED WARRANTY UC400 UPRIGHT BIKE

Thank you for purchasing a TRUE product. To validate the TRUE product warranty the fast and easy way, please go on-line now to truefitness.com/support and register your product. The information you provide will never be distributed to any other individuals or agencies for any purpose. If you prefer to mail your warranty card, have the owner of the product complete the information below and return it to TRUE Fitness within 30 days from the date of equipment installation.

Please Note: Failure to register this product will result in no servicing or authorization of parts to be shipped.

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

Commercial Warranty Registration

**PLEASE PROVIDE BOTH SERIAL NUMBERS BELOW.
REQUIRED FOR WARRANTY REGISTRATION:**

CONSOLE SERIAL NUMBER:

BASE SERIAL NUMBER:

Model Type: UC400 Commercial Upright

Bike Date of Purchase _____

Your Company Name _____

Contact First Name _____

Contact Last Name _____

Address _____

City _____ State _____ ZIP _____

Email Address _____ Website _____

Phone _____ Fax _____

1. Where did you first learn about TRUE?

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

2. Why did you purchase a TRUE product?

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

3. Please indicate your type of facility:

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

4. What other types of equipment does your company currently own?

- ☐ a. Treadmill Brand _____
☐ b. Bike Brand _____
☐ c. Elliptical Brand _____
☐ d. Free Weights/Gym Brand _____

5. How many people use your facility on a daily basis?

- ☐ a. <25 ☐ b. 25-75
☐ c. 76-150 ☐ d. 150+

6. Do you plan to purchase more fitness equipment in the next 6-12 months?

- ☐ Yes ☐ No

7. If you answered "yes" to question 6, what type do you plan to purchase?

- ☐ a. Treadmill ☐ b. Elliptical
☐ c. Stationary Bike ☐ d. Free Weights
☐ e. Gym ☐ f. Other _____

8. Would you recommend TRUE to other club owners?

- ☐ Yes ☐ No

9. You are a valued TRUE customer and your suggestions allow us to continually improve your experience. Is there anything else you would like us to know? Please explain: