# PERFORMANCE 1000/3000/8000 TREADMILL

TRUE®

MODEL TPS1000/TPS3000/TPS8000
MAN-TPS REV01

# OWNER'S MANUAL

**IMPORTANT!**
All products shown are prototype. Actual product delivered may vary.
Product specifications, features, and software are subject to change without notice.
For the current owner's manual and documents in additional languages please visit
https://shop.truefitness.com/customer-service/user-manuals/

**IMPORTANTE!**
Todos los productos mostrados son prototipos. La realidad el producto suministrado puede diferir. Especificaciones de productos, características y software están sujetas a cambios sin previo aviso.
Para la más actualizada de este manual del propietario y para los documentos en otros idiomas, por favor visite
https://shop.truefitness.com/customer-service/user-manuals/

**IMPORTANT!** Tous les produits présentés sont prototype. Le produit réel livré peut varier. Spécifications du produit, caractéristiques et logiciels sont sujettes à modification sans préavis. Pour la plus à jour le manuel du propriétaire et pour documents dans des langues supplémentaires, veuillez https://shop.truefitness.com/customer-service/user-manuals/ de visite

重要提示!
显示所有产品的原型。实际交付的产品可能有所不同产品规格，功能和软件如有更改，恕不另行通知迄今为止对于大多数的使用说明书，和对于其他语言的文档，请访问https://shop.truefitness.com/customer-service/user-manuals/

هام!
جميع المنتجات المعروضة هي النموذج. قد تختلف المنتج الفعلي تسليمها.
مواصفات المنتج، والميزات والبرامج قابلة للتغيير دون إشعار.
لمعظم ما يصل حتى الآن دليل المالك يرجى زيارة https://shop.truefitness.com/customer-service/user-manuals/
للمستندات في لغات إضافية، يرجى زيارة https://shop.truefitness.com/customer-service/user-manuals/

WICHTIG!
Alle hier gezeigten Produkte sind Prototypen. Das tatsächliche Produkt ausgeliefert wird, kann variieren. Produkt-Spezifikationen, Funktionen und Software können sich ohne vorherige Ankündigung ändern. In den meisten Fällen bis zu Bedienungsanleitung Bisher besuchen und für Dokumente in weiteren Sprachen finden Sie unter
https://shop.truefitness.com/customer-service/user-manuals/

BELANGRIJK!
Alle getoonde producten zijn prototype. Daadwerkelijke product geleverd kan verschillen. Product specificaties, eigenschappen & software zijn onderhevig aan verandering zonder kennisgeving. Voor de meest actuele handleiding van de eigenaar & voor documenten in andere talen kunt u terecht op
https://shop.truefitness.com/customer-service/user-manuals/

ВАЖНО!
Все товары указаны прототипа. Фактический продукт, поставляемый могут отличаться. Технические характеристики, особенности и программного обеспечения могут быть изменены без предварительного уведомления. Для получения самой последней на сегодняшний день руководство по эксплуатации и
Для документов на другие языки, пожалуйста, посетите https://shop.truefitness.com/customer-service/user-manuals/

## Thank You for Choosing TRUE!

Since our founding in 1981, TRUE Fitness has been guided by two core principles: Build the highest quality products and support them with superior service. Today, TRUE is the global leader in premium cardio equipment for the commercial and residential markets.

Built on decades of experience and constantly refined over time, our machines have a reputation for exceptional reliability. Our treadmills, ellipticals, and bikes face rigorous and systematic life-testing to guarantee they withstand the demands of long-term, extended use -- whether at the gym or in your home.

Thank you for becoming a part of the TRUE experience.

## Contacting Our Support Team

Before you contact TRUE, we recommend gathering the serial number, model number, and a brief description of the reason for your request. After you have all the pertinent information, we suggest you contact your selling dealer or local service company to set up an appointment. If you are not familiar with who is in your area, you can visit https://shop.truefitness.com/store-locator/ and use our store locator to obtain the contact information for the closest dealer.

If you still need help, please contact our product support team.

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

## Contacting Our Sales Team

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

| | |
|---|---|
| Address | TRUE Fitness<br>Attn: Sales Department<br>865 Hoff Road<br>St. Louis, MO 63366 |
| Phone | 800.426.6570 |
| Email | sales@truefitness.com |
| Hours of Operation | Monday - Friday 8:30am - 5:00pm (CST) |

## Reporting Freight Claims or Parts Damage

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

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

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

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

If the shipment has minimal damages and you are not sure if the actual product is damaged, you must sign the bill of lading as damaged when accepting the shipment. Once you have opened the box and you have determined something is indeed damaged, please gather the serial number, model number, description of damage, and photos of damage. Please make sure the photos include the damaged product as well as the damaged box the product arrived in. Contact TRUE product support (service@truefitness.com // 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

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

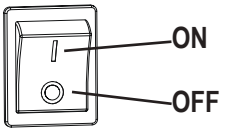
- Read and understand all instructions and warnings prior to use.
- Obtain a medical exam before beginning any exercise program. If at any time during exercise you feel faint, dizzy, or experience pain, stop and consult your physician.
- Obtain proper instruction prior to use.
- This unit is intended for commercial use only.
- Inspect the unit for incorrect, worn, or loose components and do not use until corrected, replaced, or tightened prior to use.
- Do not wear loose or dangling clothing while using the unit.
- Care should be used when mounting or dismounting the unit.
- Read, understand, and test the emergency stop procedures before use.
- Disconnect all power before servicing the unit.
- Do not exceed maximum user weight of 350 lbs (159 kg).
- Keep the top side of the moving surface clean and dry.
- Keep children and animals away.
- Use caution when moving and assembling unit.
- All exercise equipment is potentially hazardous. If attention is not paid to the conditions of equipment usage, death, or serious injury could occur.

**DANGER:** To reduce the risk of electric shock, always unplug this product when not in use, before cleaning, or attempting any maintenance activity. Do not handle the plug with wet hands.

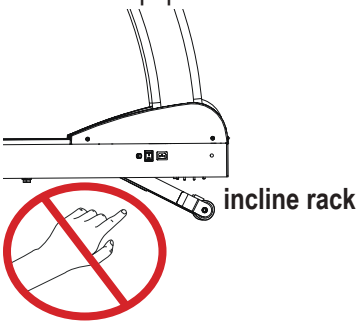
**WARNING:** To reduce the risk of burns, fire, and electric shock or injury to persons, follow these instructions:

- Heart rate monitoring systems may be inaccurate. Over-exercising may result in serious injury or death. If you feel faint, dizzy, or experience pain, stop exercising immediately.
- Health related injuries may result from incorrect or excessive use of exercise equipment.
- TRUE STRONGLY recommends seeing a physician for a complete medical exam before undertaking an exercise program, particularly if the user has a family history of high blood pressure or heart disease, is over the age of 45, smokes, has high cholesterol, is obese or has not exercised regularly in the past year. Additionally, TRUE recommends consulting a fitness professional on the correct use of this product.
- Equipment should be immediately taken out of use if it fails to work properly or when a warning is presented electronically.
- When using this exercise machine, basic precautions should always be followed.
- Use this equipment only for its intended use as described in this manual.
- Do not move the equipment by lifting the console. Do not use the console as a handlebar during a workout.
- This product can expose you to chemicals including Toluene and Acrylamide which are known to the State of California to cause Cancer and birth defects or other reproductive harm. For more information, go to www.P65Warnings.ca.gov.
- Keep equipment stable on flat ground.
- Risk of personal injury-crushing hazard when equipment is in operation. Keep feet, hands, and fingers away from moving parts.
- Replace warning labels that may be worn, damaged, or missing.
- Replace any non-working or damaged components, remove the unit from service until repair is performed.
- Do not operate the equipment while being covered with a blanket, pillow, plastic, or anything that insulates or stops airflow. Keep air openings free of lint, hair or any obstructing material.
- To avoid serious injury, remove and store the power cord when the machine is not in use.
- This appliance should never be left unattended when plugged in.
- Do not use any type of extension cord with this product.
- Never operate a TRUE product if it has a damaged power cord or electrical plug, or if it has been dropped, damaged, or even partially immersed in water.
- Use a TRUE AC power cord or AC/DC adapter only.
- Position this product so the power cord plug is accessible to the user.

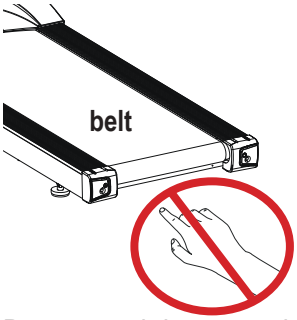
- Keep the power cord away from heated surfaces. Do not pull the equipment by the power cord or use the cord as a handle. Do not run the power cord along the side or under the equipment.
- If the electrical supply cord is damaged it must be replaced by the manufacturer, an authorized service agent, or a similarly qualified person to avoid a hazard.
- This product must be connected to a properly grounded electrical outlet.
- To disconnect, turn power OFF at the ON/OFF switch if applicable, then remove plug from electrical outlet. On the machine power switch, (|) means that the machine power is **ON** and (O) means the machine power is **OFF**.




- Never insert objects into any openings in this product. If an object should drop inside, turn off the power, unplug the power cord from the outlet and carefully retrieve it. If the item cannot be reached, contact TRUE product support.
- Any changes or modifications to this equipment could void the product warranty.
- Do not use this product in areas where aerosol spray products are being used or where oxygen is being administered. Such substances create the danger of combustion and explosion.
- Do not use this product outdoors, near water, while wet, or in areas of high humidity including extreme temperature changes.
- Close supervision is necessary when used near children under the age of 15, or disabled persons.
- This equipment is not intended for use by persons with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they are supervised or have been given instruction concerning use of the equipment by a person responsible for their safety.
- Children shall not play with the appliance.
- Cleaning and user maintenance shall not be made by children without supervision.
- 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.
- To avoid injury, attach the safety clip to clothing before use.
- When mounting the treadmill, ensure the treadmill belt is not running.
- Use handlebars to maintain balance when mounting and dismounting the treadmill and for additional stability while exercising.
- To avoid injury, stand on the side rails before starting the equipment.
- While the treadmill is in use, proceed at a speed that the user can safely maintain with the ability to immediately engage the safety key to stop the treadmill belt if necessary.
- Avoid the possibility of bystanders being struck or caught between moving parts by making sure that they are out of reach of the equipment while it is in motion.
- Do not use typing or web surfing features at excessive speeds. Always stabilize yourself when using typing or web surfing features. (Varies by console option.)
- Never place liquids of any type directly on the unit except in the accessory tray or bottle holders. Containers with lids are recommended.
- Always follow the console instructions for proper operation.
- Do not use the contact heart rate grips as a handlebar during a workout.
- Avoid exiting equipment while leaving the tread belt in motion.
- Never walk or jog backwards on the equipment.
- Allow only one person at a time on the equipment while it's operating.
- Do not allow animals on or near the equipment while in operation.
- To avoid serious injury, do not touch the incline rack while the equipment is in use.




- To avoid serious injury, do not touch the belt while the equipment is in use.




- Do not reach into or underneath the unit, or tip it on its side during operation.
- Do not use if you have a cold or fever.
- Do not change the incline of the equipment by placing objects under it.
- Do not use attachments not recommended by the manufacturer.
- Allow only trained personnel to service this equipment.

- It is the sole responsibility of the owner/operator to ensure regular and scheduled maintenance is performed.
- Do not remove the motor cover or you may risk injury due to electric shock. Please contact TRUE product support if the motor area needs servicing.
- Noise emission under load is higher than without load. A-weighted emission sound pressure level at the trainer's ear: 67 dBA.

## POWER REQUIREMENTS

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

### DEDICATED LINE

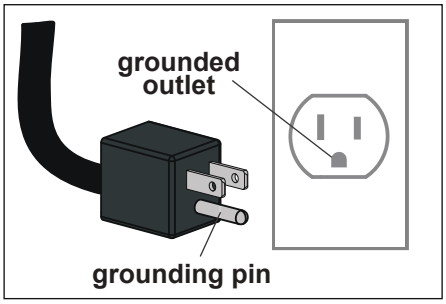
This product requires a dedicated line. A dedicated line assures that adequate power is available for safe operation over the life of your TRUE product.

### GROUNDING INSTRUCTIONS

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

### DANGER:

- Improper connection of the equipment grounding conductor can result in risk of electrical shock.
- Check with a qualified electrician or service provider if you are in doubt as to whether the equipment is properly grounded or installed on a dedicated line.
- Seek a qualified electrician to perform any modifications to the cord or plug. TRUE is not responsible for injuries or damages as a result of cord or plug modification.
- To reduce the risk of burns, fire, electric shock, or injury, it is imperative to connect each product to a properly grounded 110V or 220V electrical outlet. The voltage required for your unit is located on the serial number decal (usually on the front of the unit). Depending on where you live voltage requirements differ.
- Some TRUE products require a circuit rated 110V, 60 Hz, and 20 amps. In the United States, most residential homes have circuits rated 110V, 60 Hz, and 15 amps. If your unit requires a 20 amp outlet, contact an electrician to install a dedicated 20 amp circuit prior to use.
- **110 Volt—**This model is for use on a nominal 110V circuit and has a grounding plug that looks like the plug illustrated below. Make sure the product is connected to an outlet having the same configuration as the plug. No adapter should be used with this product.

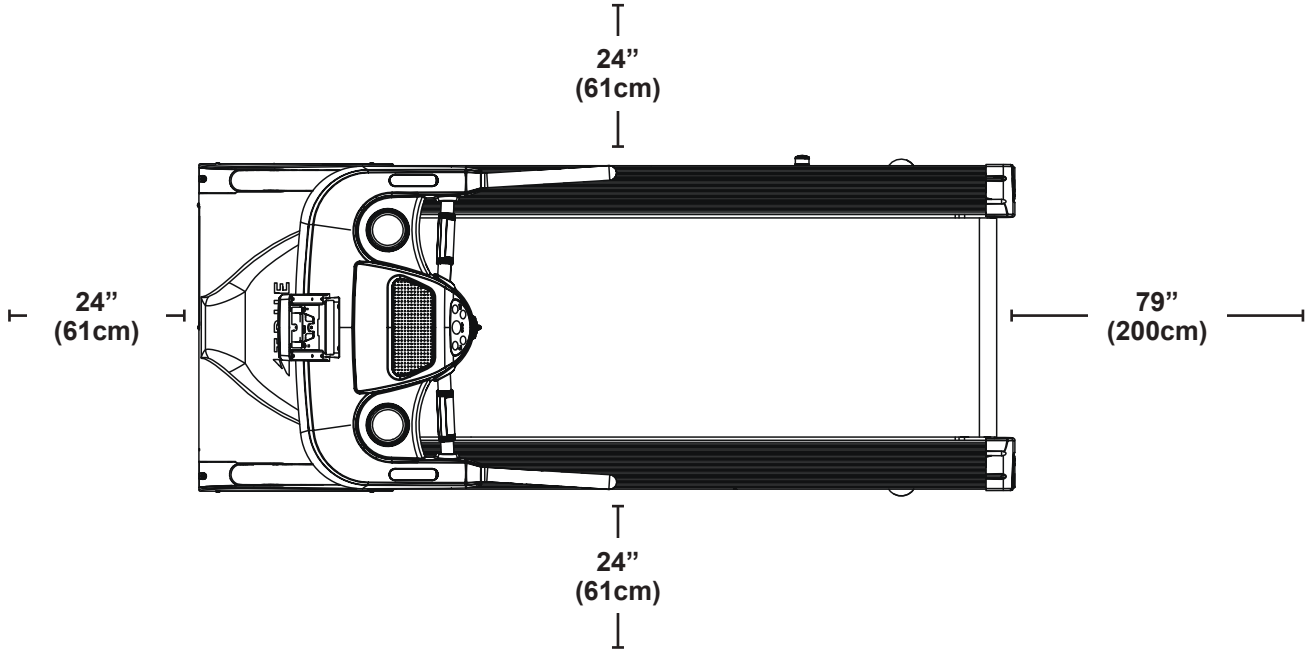



| Power Information | | | | | | |
|---|---|---|---|---|---|---|
| **Model** | **Line Voltage (V)** | **Frequency (Hz)** | **Rated Current (Amps)** | **Number of Units per Circuit** | **Plug/Outlet*** | **Max Power Dissipation (Watt)** |
| TPS1000/3000/8000 | 110 | 50/60Hz | 15 | Dedicated 1 | NEMA 5-15 | 1230 |

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

## SPACE REQUIREMENTS

TRUE recommends leaving a minimum of 24” (61cm) on each side of the equipment and a 79” (200cm) safety zone at the rear of the equipment.




## SPECIFICATIONS

- **DIMENSIONS (L X W X H)**
  79” x 33.5” x 53” / 200 cm x 85 cm x 135 cm

## WARNING DECALS

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

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

TRUE
TRUE FITNESS TECHNOLOGY, INC
865 HOFF RD, ST LOUIS MISSOURI 63366 USA
MODEL NO: TPS1000
SERIAL NO: 23-TPS10001A
SAMPLE

TRUE
TRUE FITNESS TECHNOLOGY, INC
865 HOFF RD, ST LOUIS MISSOURI 63366 USA
MODEL NO: TPS3000
SERIAL NO: 23-TPS30001A
SAMPLE

TRUE
TRUE FITNESS TECHNOLOGY, INC
865 HOFF RD, ST LOUIS MISSOURI 63366 USA
MODEL NO: TPS8000
SERIAL NO: 23-TPS80001A
SAMPLE

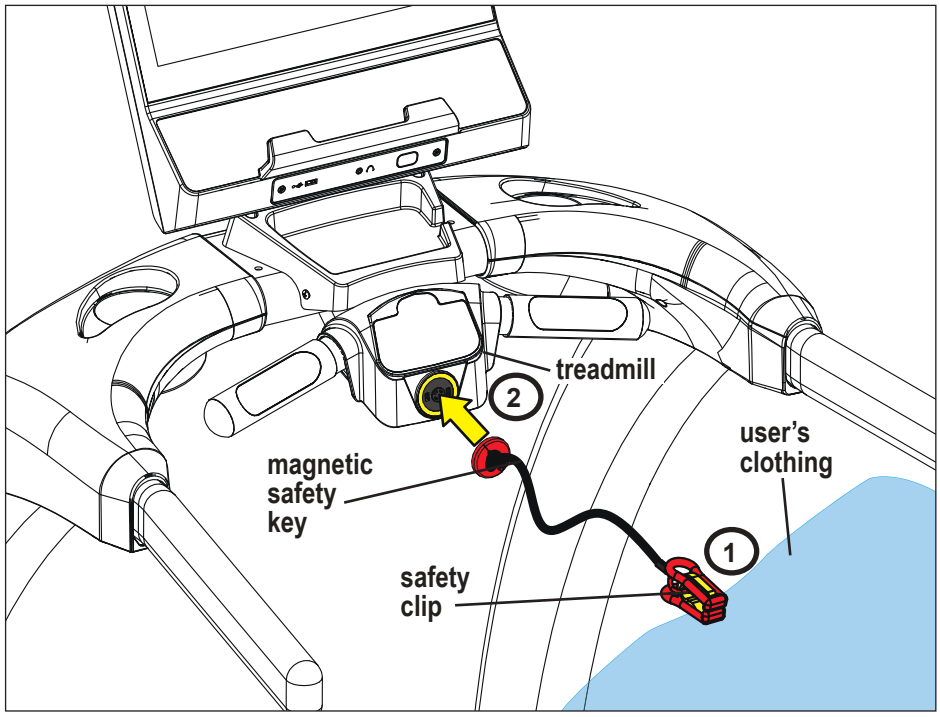
## COMPLIANCES

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

## USE OF THE SAFETY KEY

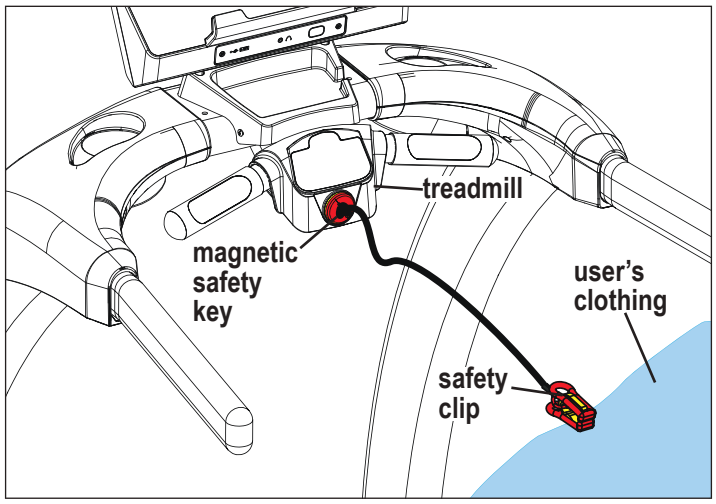
The safety key is a tethered device that attaches to the user and the treadmill. Removal of the safety key from the treadmill will stop belt motion to prevent injury if the user is unable to continue.

1. Attach the safety clip to your clothing before each workout and when treadmill is in use.
2. Attach the magnetic safety key to the treadmill.




## ⚠CAUTION:

To prevent potential injury to the user, the safety key must be attached to the treadmill and clipped to the user. The machine will not operate if the safety key is not attached to the treadmill.



# ASSEMBLY INSTRUCTIONS

**NOTE:** Supplemental video available on vimeo.com: https://vimeo.com/869706867?share=copy

## PREASSEMBLY CHECKLIST

### BASIC GUIDELINES FOR SETTING UP THE EQUIPMENT

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

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

## CAUTION:

Use caution when assembling the treadmill.
Unpacking and assembling of this treadmill is a two person task.

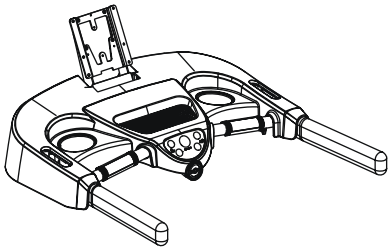
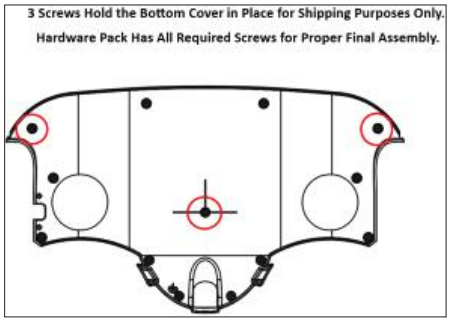
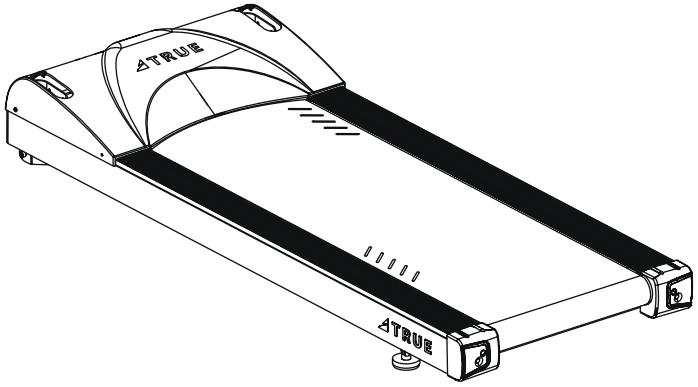
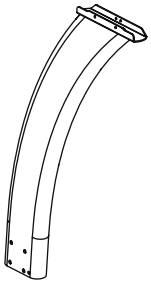
**Use caution when unpacking this product. Avoid damage to the product.**
**DO NOT use a box cutter. DO NOT slice into the packaging.**

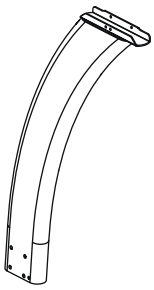
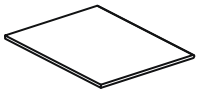
### VERIFY BOX CONTENTS

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

| TOOLS NEEDED FOR ASSEMBLY | | INCLUDED IN BOX |
|---|---|---|
| #2 Phillips Screwdriver | | NO |
| 5mm Allen Wrench | | YES |
| 17mm Wrench | | YES |
| 8mm T-Handle Allen Wrench | | YES |

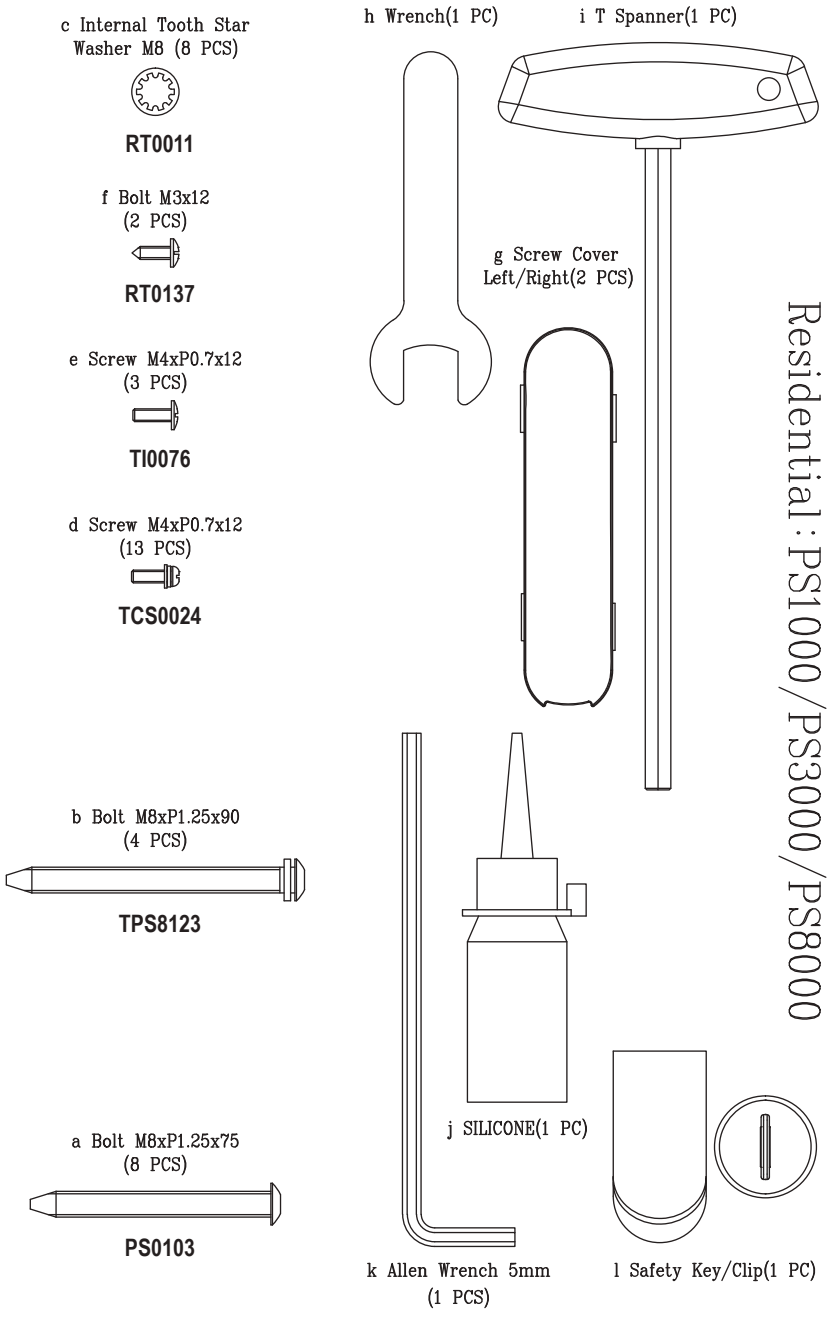
| TOOLS NEEDED FOR ASSEMBLY | | INCLUDED IN BOX |
|---|---|---|
| 7/16” Wrench | | NO |
| Adjustable Wench | | NO |
| Wire Cutters | | NO |
| Level | | NO |
| Long-Length Ruler 0”-48”/0 cm-120 cm | | NO |

| Box Contents | | |
|---|---|---|
| **Part** | **Description** | **Qty** |
| TPS9100 | ASSEMBLY, UPPER, TPS<br>  <br>  <br><br>**NOTE:** Using a #2 Phillips screwdriver, remove and discard the three screws securing the bottom cover to upper tps. These three screws are used for shipping purposes only. All hardware needed to fully assemble this machine is included in the hardware pack. | 1 |
| TPS* | ASSEMBLY, BASE, TPS*<br>  <br>*Base assembly parts for Performance Treadmill models are as follows:<br>• TPS9120 // TPS1000<br>• TPS9130 // TPS3000<br>• TPS9140 // TPS8000 | 1 |
| TPS9150 | PEDESTAL, RIGHT, TPS, BLACK<br>  | 1 |

| Box Contents | | |
|---|---|---|
| **Part** | **Description** | **Qty** |
| TPS9160 | ASSEMBLY, LEFT PEDESTAL WITH CABLES, TPS, BLACK  | 1 |
| TPS9109 | COVER, REAR CONSOLE, TPS, BLACK | 1 |
| RT0136BK | COVER, WIRE, BLACK | 1 |
| PS0036A | POWER CORD, RIGHT ANGLE, PS 300CM | 1 |
| XM0137 | ASSEMBLY, POLAR CHEST STRAP, T34, XHA-T34 | 1 |
| MAN-TPS | MANUAL, TPS1000/3000/8000  | 1 |

**Box Contents**

| Part | Description | Qty |
|---|---|---|
| TPS9170 | HARDWARE PACK, TPS1000/TPS3000/TPS8000 | 1 |



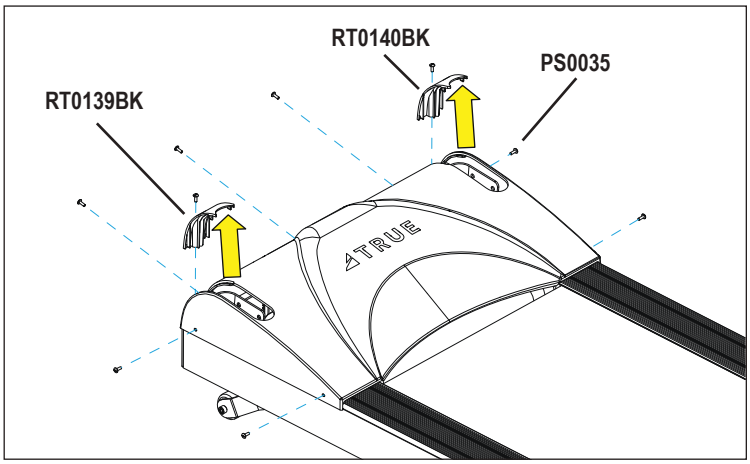
## ASSEMBLY STEPS

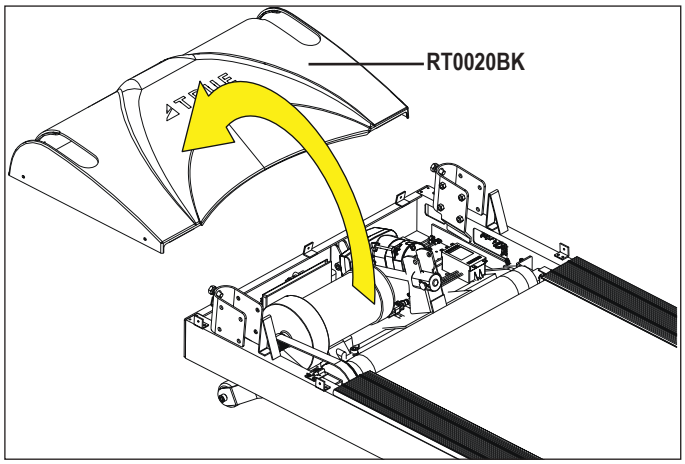
## STEP 1—REMOVE MOTOR AND PEDESTAL COVERS

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

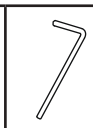
| Parts Used in this Step | | |
|---|---|---|
| **Part** | **Description** | **Qty** |
| PS0035 | SCREW, M5 X P0.8 X 15 SCA5-15 | 9 |
| RT0139BK | COVER, LEFT, PEDESTAL COVER, BLACK | 1 |
| RT0140BK | COVER, RIGHT, PEDESTAL COVER, BLACK | 1 |
| RT0020BK | COVER, MOTOR, BLACK | 1 |

1. Remove and set aside the nine (9) screws securing the motor cover and pedestal covers to the treadmill frame.
2. Remove and set aside the covers.



## STEP 2—ATTACH PEDESTAL ASSEMBLIES

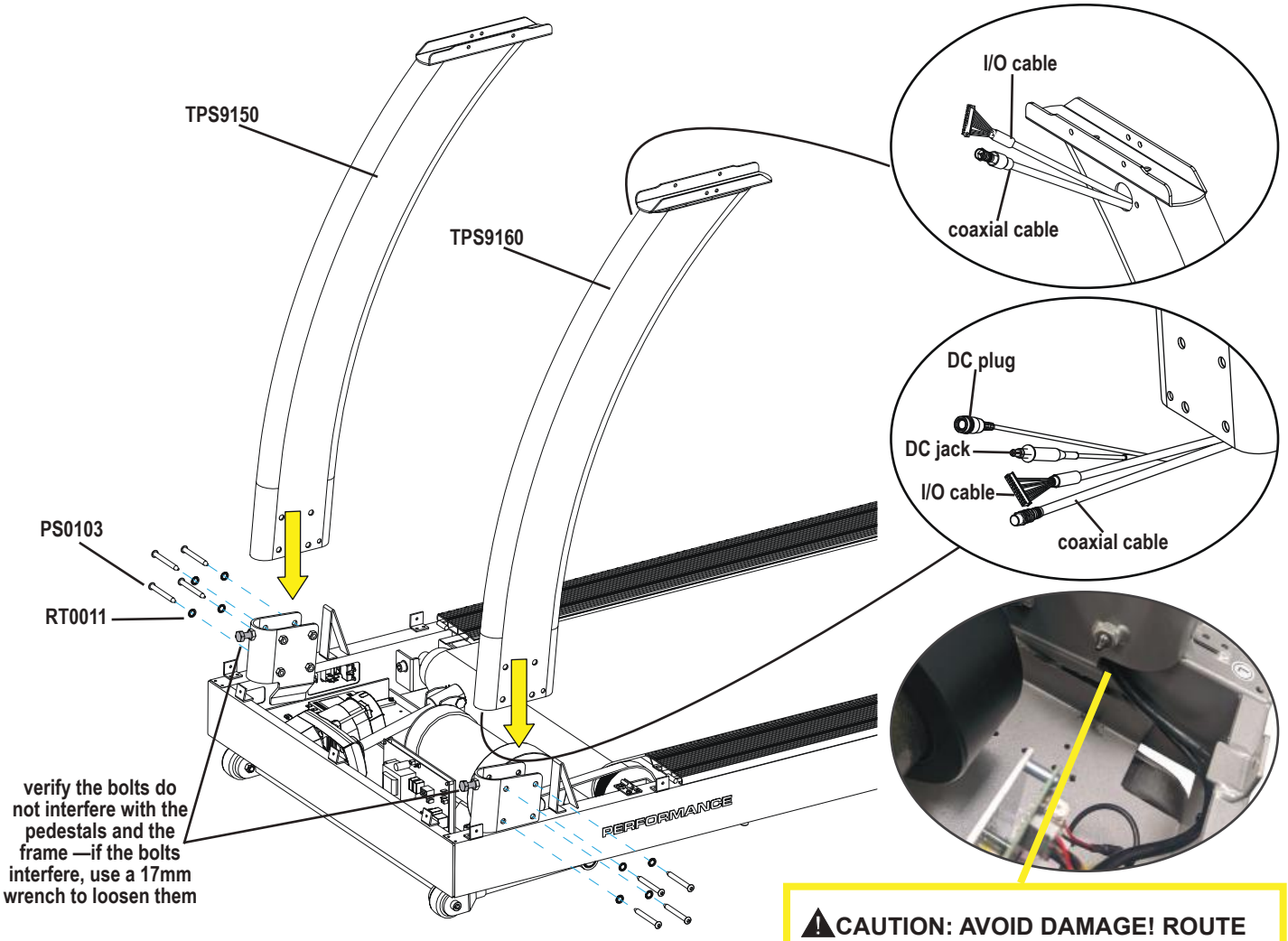
| Tools Used in this Step | |
|---|---|
| 5mm Allen Wrench |  |
| 17mm Wrench | |

| Parts Used in this Step | | |
|---|---|---|
| **Part** | **Description** | **Qty** |
| PS0103 | BOLT, M8 X 75MM, K-298A | 8 |
| RT0011 | LOCK WASHER, INTERNAL TOOTH - SPD8 | 8 |
| TPS9150 | PEDESTAL, RIGHT, TPS, BLACK | 1 |
| TPS9160 | ASSEMBLY, LEFT PEDESTAL WITH CABLES, TPS, BLACK | 1 |

1. Using a 17mm wrench, verify the two bolts on the lower front of the frame are backed out enough so the pedestals can slide into the frame.
2. Slide the left and right pedestals into the frame.

   **IMPORTANT! Carefully route the cables from the left pedestal through the lower front opening on the frame. DO NOT pinch the cables. Keep all cables away from moving parts inside the machine.**
3. Finger tighten or use the 5mm allen wrench to loosely attach the pedestals to the frame.

   **IMPORTANT! DO NOT fully tighten the hardware until step 6.**




**⚠CAUTION: AVOID DAMAGE! ROUTE CABLES THROUGH THE LOWER FRONT OPENING—ALWAYS KEEP CABLES AWAY FROM MOVING PARTS!**

# STEP 3—ROUTE AND CONNECT LOWER CABLES—INSTALL OPTIONAL AUXILIARY POWER SUPPLY (IF NEEDED*)

| Tools Used in this Step | |
|---|---|
| 7/16” Wrench | |
| Wire Cutters* | |

| Parts Used in this Step | | |
|---|---|---|
| PART | DESCRIPTION | QTY |
| 00595500* | FUYANG POWER SUPPLY 12V 6AMP | 1 |
| TC6085_005* | ZIP TIE | 3 |

***NOTE:** Certain touch screen and PVS consoles require the optional auxiliary power supply.

Carefully make the following cable connections between the pedestals and the base:

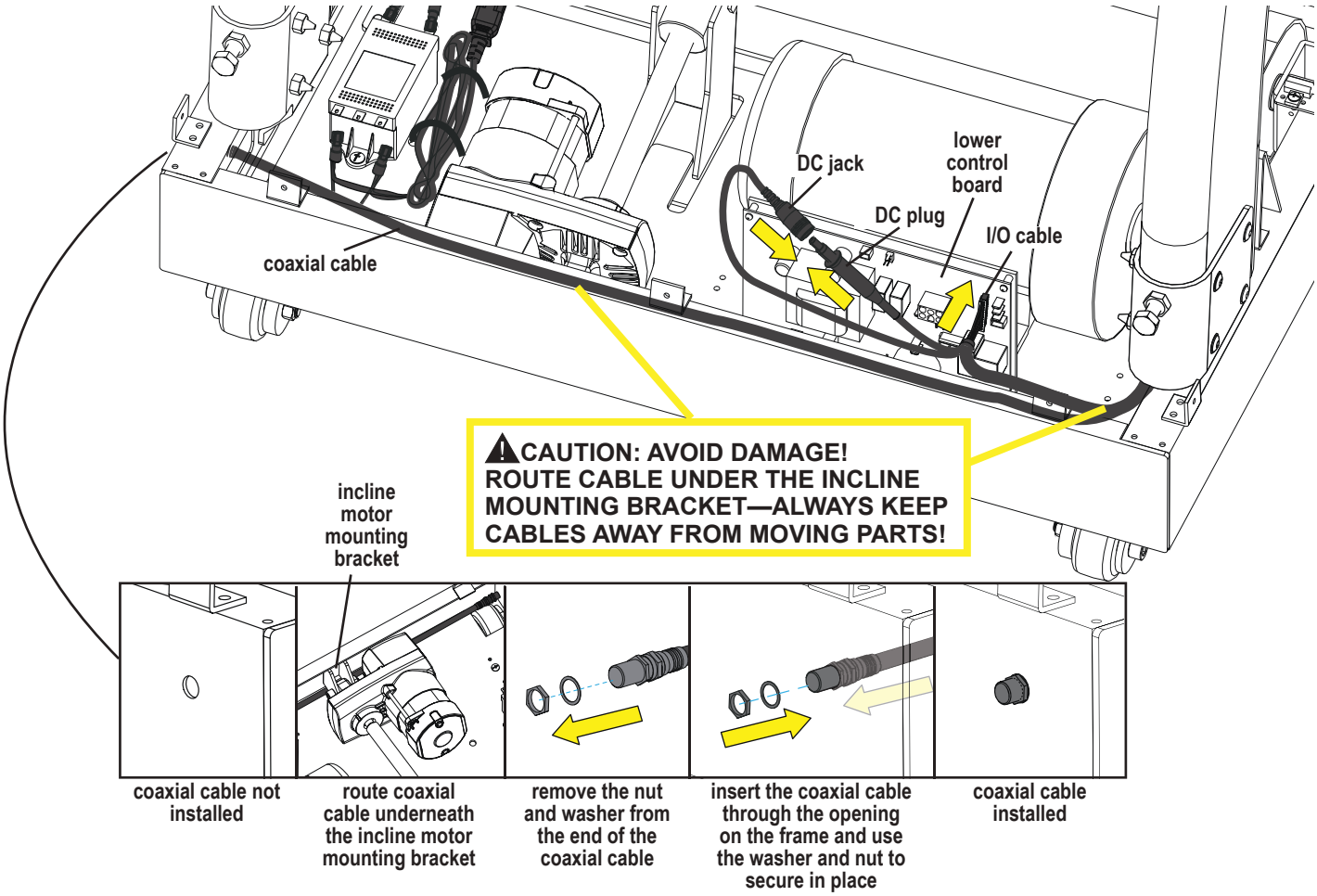
- I/O Communication Cable to the Lower Control Board
- Coaxial Cable to the Base

  **NOTE:** Carefully route the coaxial cable underneath the incline motor mounting bracket to avoid damage to the cable.

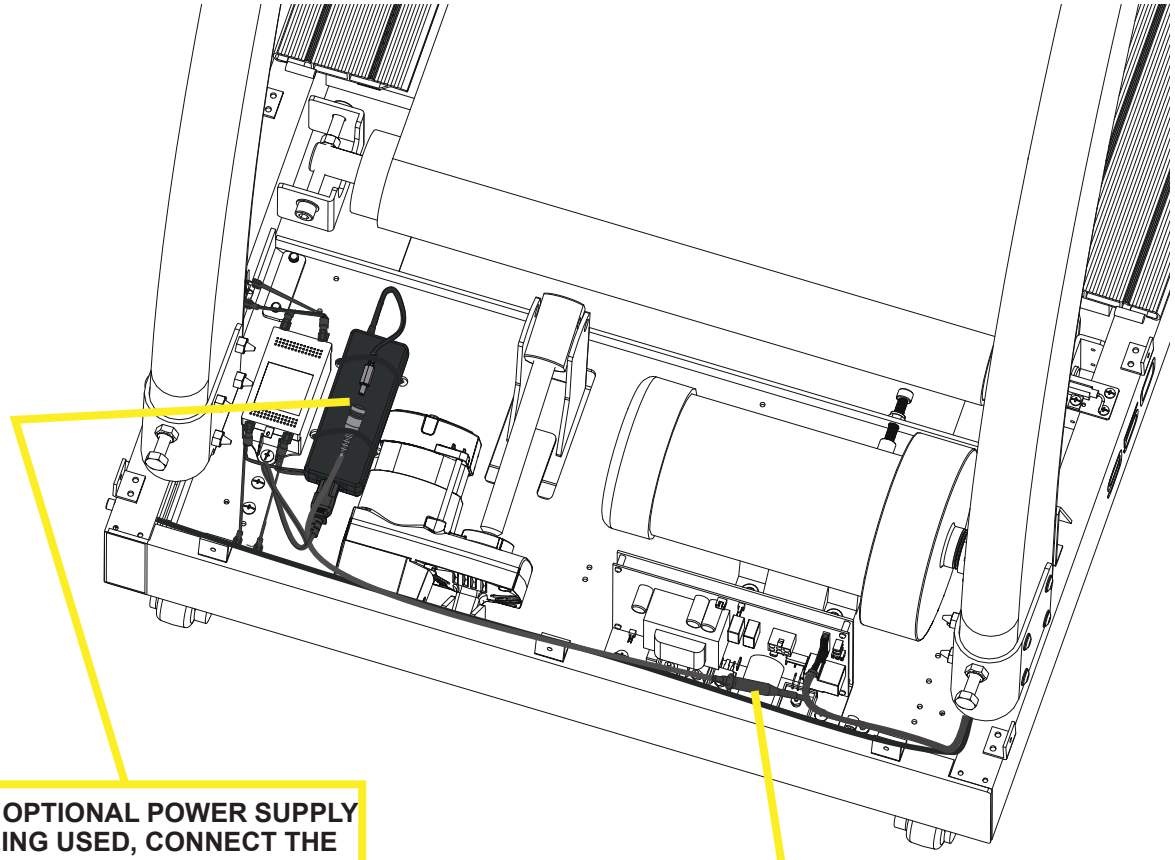
  **NOTE:** To fully tighten the coaxial cable nut, use a 7/16” wrench.
- Power AUXPS Cable Connections

  **NOTE:** If an auxiliary power supply is not being used, connect the DC plug and DC jack and tuck out the way to avoid damage to the cables.

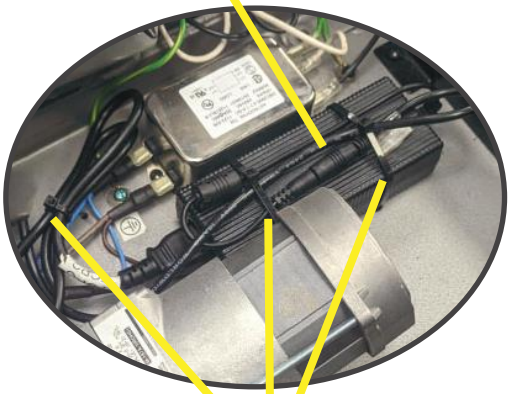
  **NOTE:** If an auxiliary power supply is being used, make the DC power connection to the auxiliary power supply and then secure the cables and power suppy with zip ties. See page 20 for more information.



## STEP 3—ROUTE AND CONNECT LOWER CABLES—INSTALL OPTIONAL AUXILIARY POWER SUPPLY (IF NEEDED*) CONTINUED

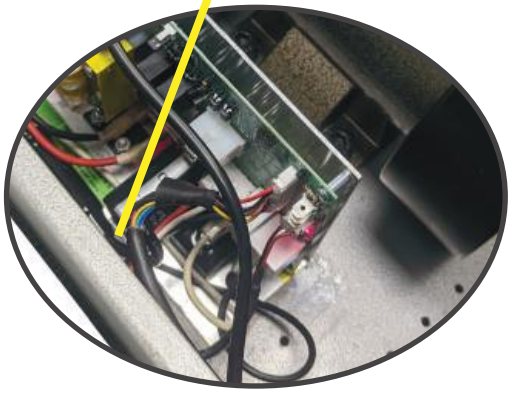


IF THE OPTIONAL POWER SUPPLY IS BEING USED, CONNECT THE AUXPS POWER CABLE FROM THE LEFT PEDESTAL TO THE DC CONNECTOR ON THE POWER SUPPLY



SECURE OPTIONAL POWER SUPPLY WITH ZIP TIES

IF THE OPTIONAL POWER SUPPLY IS BEING USED TUCK THE AUXPS DC CONNECTOR FROM THE LEFT PEDESTAL OUT OF THE WAY

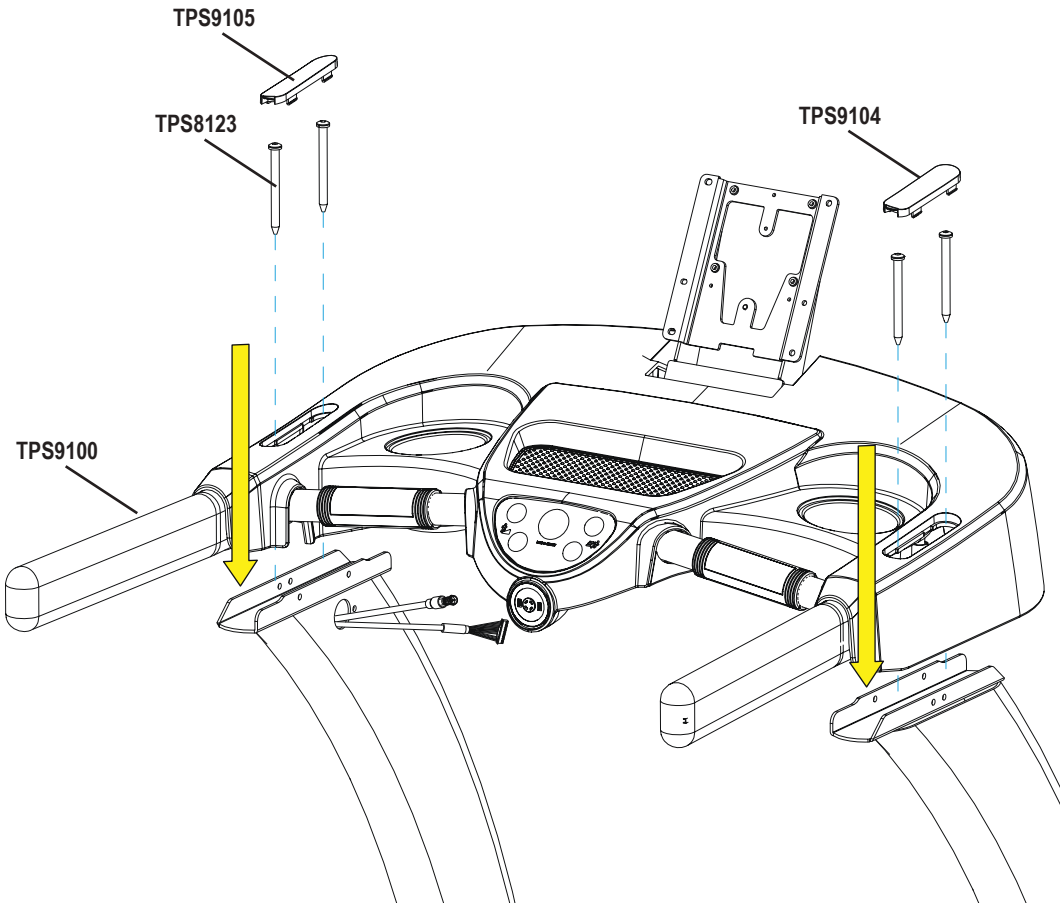


## STEP 4—ATTACH THE UPPER ASSEMBLY

| Tools Used in this Step | |
|---|---|
| 5mm Allen Wrench | |

| Parts Used in this Step | | |
|---|---|---|
| **Part** | **Description** | **Qty** |
| TPS9100 | ASSEMBLY, UPPER, TPS | 1 |
| TPS8123 | SCREW, M8 X 90MM | 4 |
| TPS9104 | COVER, RIGHT, UPPER , TPS, BLACK | 1 |
| TPS9105 | COVER, LEFT, UPPER, TPS, BLACK | 1 |

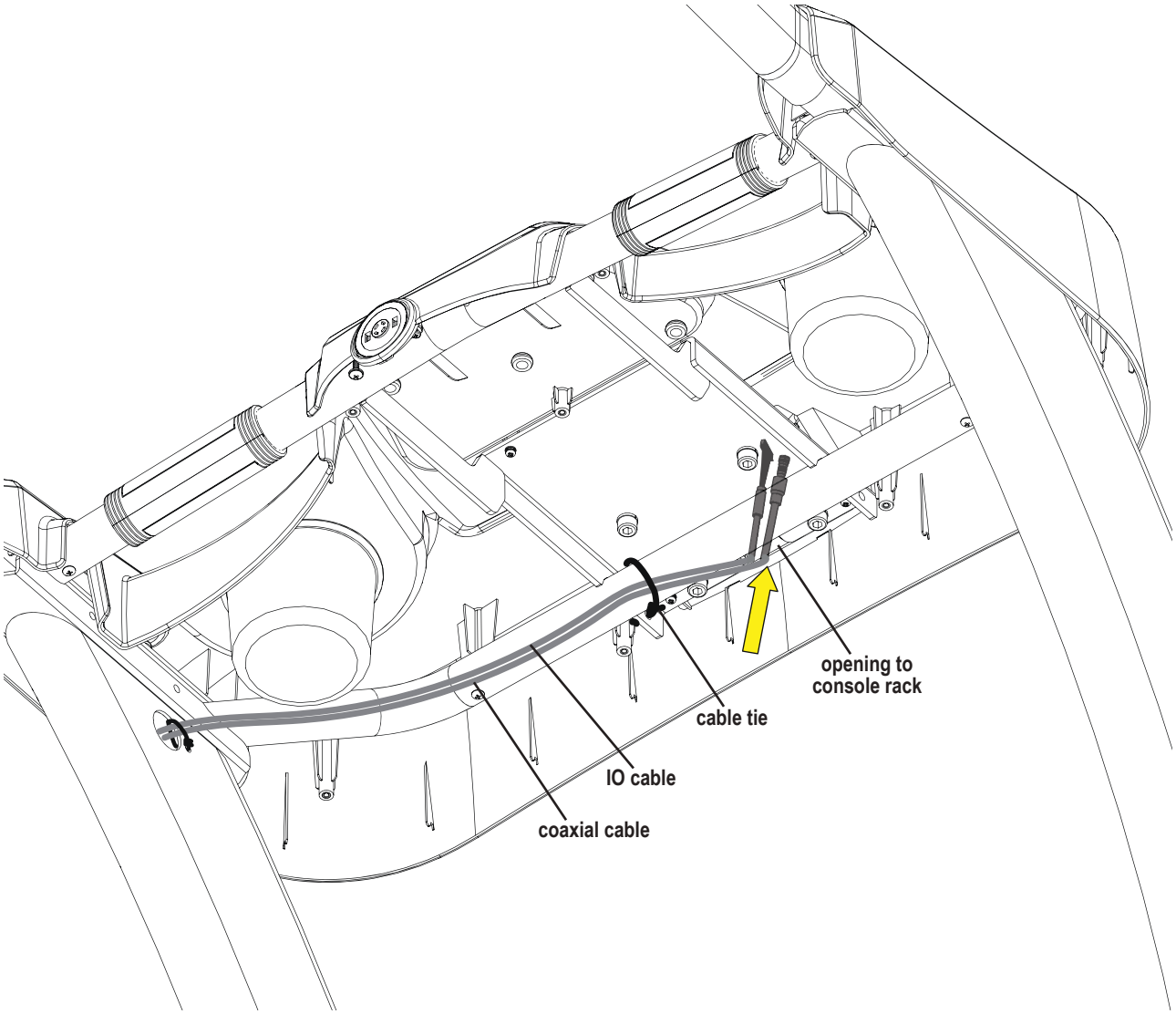
1. Attach the upper assembly to the pedestals using four (4) M8 screws.
2. Attach the left and right upper covers.



## STEP 5—ROUTE UPPER CABLES AND SECURE WITH CABLE TIE

Route the IO cable and coaxial cable along the upper weldment tube, through the cable tie, and out through the opening to the console rack.

**IMPORTANT! Leave enough cable length so you can make the cable connections to the console and then tighten cable tie.**

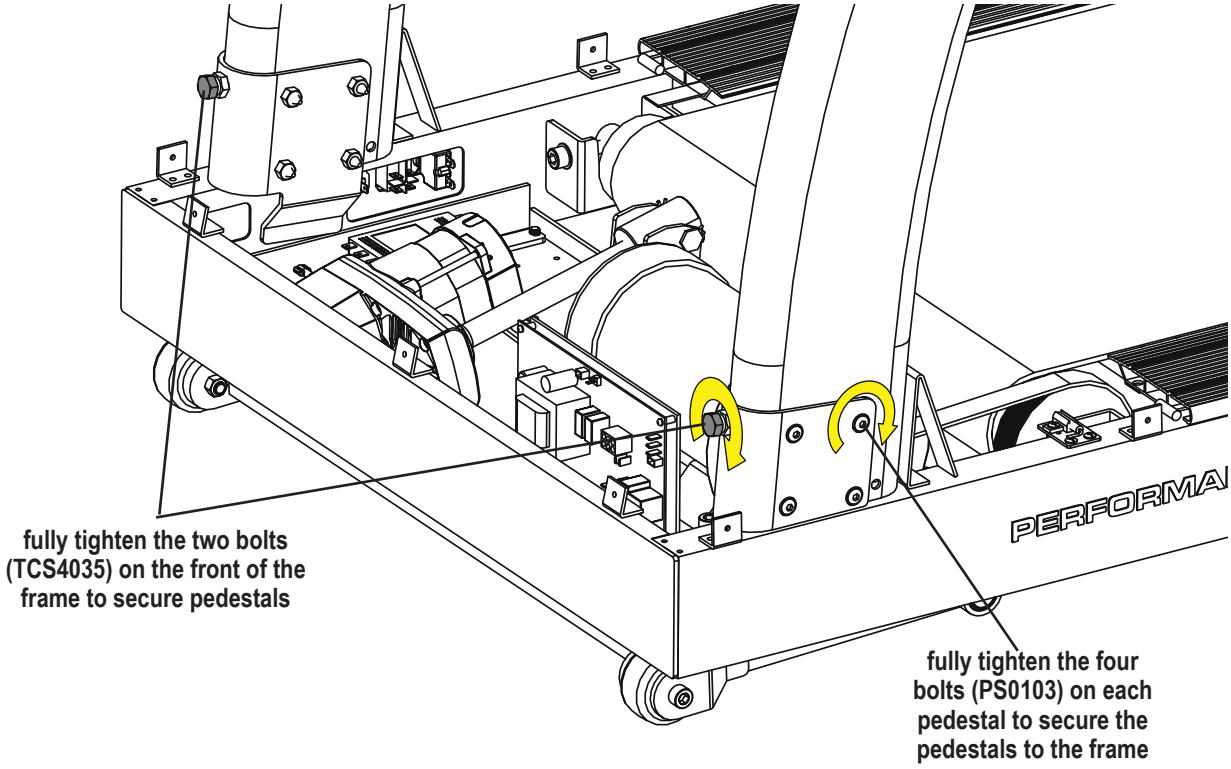


## STEP 6—TIGHTEN PEDESTALS

| Tools Used in this Step | |
|---|---|
| 5mm Allen Wrench | |
| 17mm Wrench | |

| Hardware Tightened in this Step/Parts Used in this Step | | |
|---|---|---|
| **Part** | **Description** | **Qty** |
| PS0103 | BOLT, M8 X 75MM, K-298A | 8 |
| TCS4035 | BOLT, M10xP1.5x25 | 2 |

1. Fully tighten the two (2) bolts on the front of the left and right pedestals.
2. Fully tighten the eight (8) bolts on the sides of the left and right pedestals.



## STEP 7—ATTACH CONSOLE, CONNECT POWER CORD, AND CALIBRATE

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

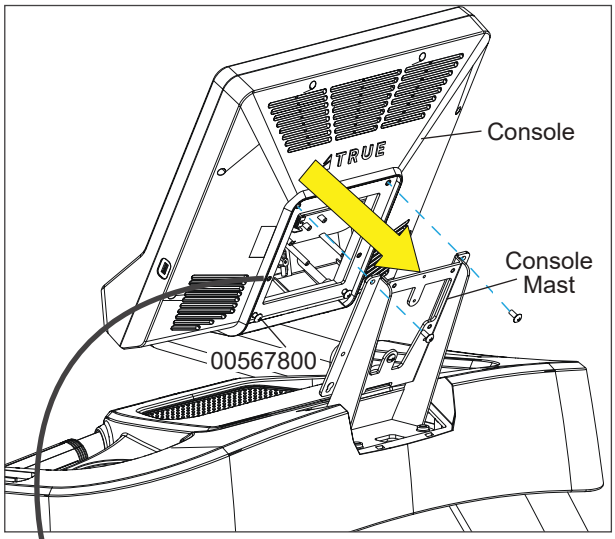
| Parts Used in this Step | | |
|---|---|---|
| **Part** | **Description** | **Qty** |
| PS0036A | POWER CORD, RIGHT ANGLE, PS 300CM | 1 |

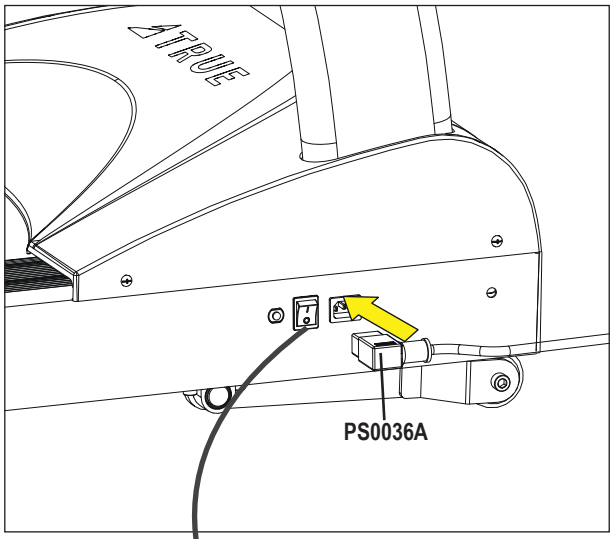
1. Using a #2 Phillips screwdriver, secure the console to the console mast using the hardware preassembled to the console (00567800 // SCREW, M5-.8X12 COMBO PHILLIPS/COMMON TRUSS HEAD - ACG BLACK // QTY 4).

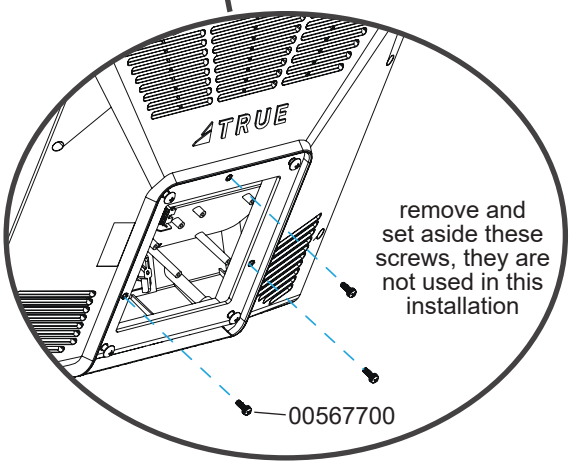
   **NOTE:** If the console also has three screws (00567700 // SCREW, M4-.7 X 12 PPHMS SEMS // QTY 3) preassembled, remove and set aside these screws. They are not used in this installation.

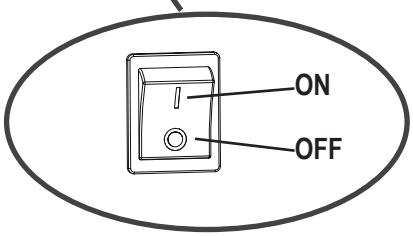
   **NOTE:** Loosen but do not remove the bottom two preassembled screws (00567800), those slide into the keyhole slots on the console mast.
2. Connect the console cables and ensure all cables are routed inside the console mast to avoid pinching the cables.

   **IMPORTANT! Please see the console owner's manual for more detailed information on the console cable connections, machine setup, and use.**
3. Connect the power cord into the power inlet and then power on the treadmill.
4. Follow the instructions in the console owner's manual to verify the correct base is configured to the console, and then calibrate the machine.



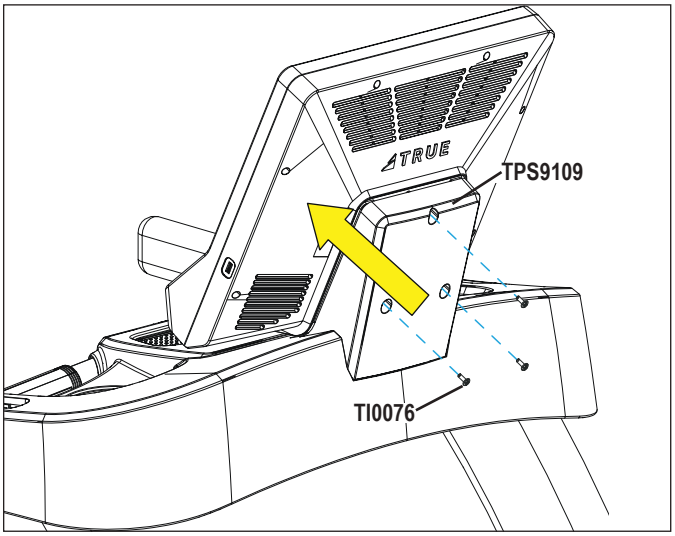



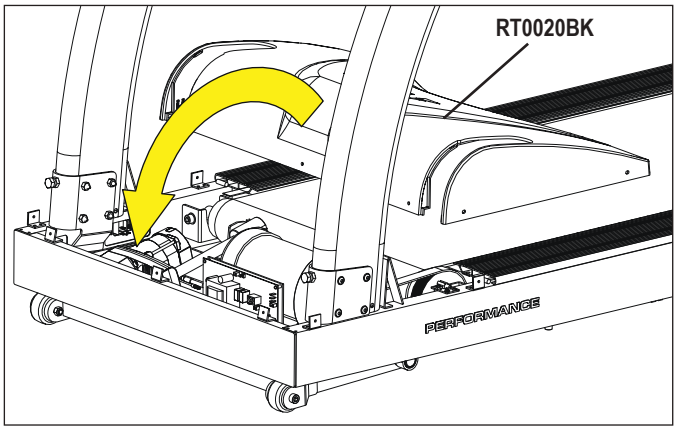
# STEP 8—ATTACH REAR CONSOLE COVER, MOTOR COVER, AND CAP COVERS

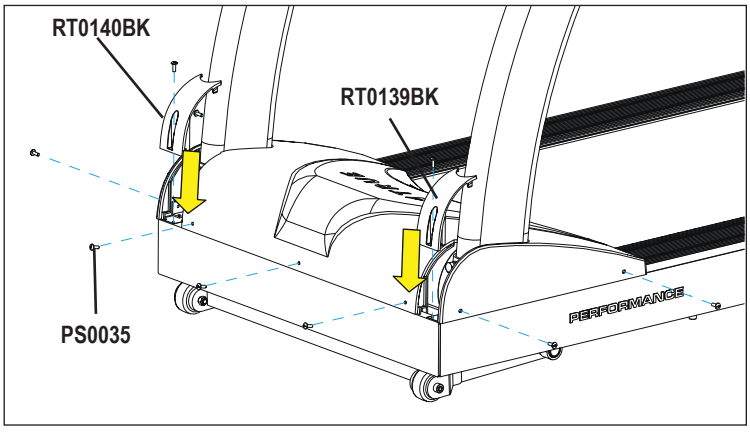
| Tools Used in this Step | |
|---|---|
| #2 Phillips Screwdriver | |

| Parts Used in this Step | | |
|---|---|---|
| **Part** | **Description** | **Qty** |
| TI0076 | PHCS, M4XP0.7X12 | 3 |
| TPS9109 | COVER, REAR CONSOLE, TPS, BLACK | 1 |
| PS0035 | SCREW, M5 X P0.8 X 15 SCA5-15 | 9 |
| RT0139BK | COVER, LEFT, PEDESTAL COVER, BLACK | 1 |
| RT0140BK | COVER, RIGHT, PEDESTAL COVER, BLACK | 1 |
| RT0020BK | COVER, MOTOR, BLACK | 1 |

1. Secure the rear console cover to the console mast.
2. Attach the motor cover.
3. Using the previously removed nine (9) screws, secure the motor cover and pedestal covers to the frame.



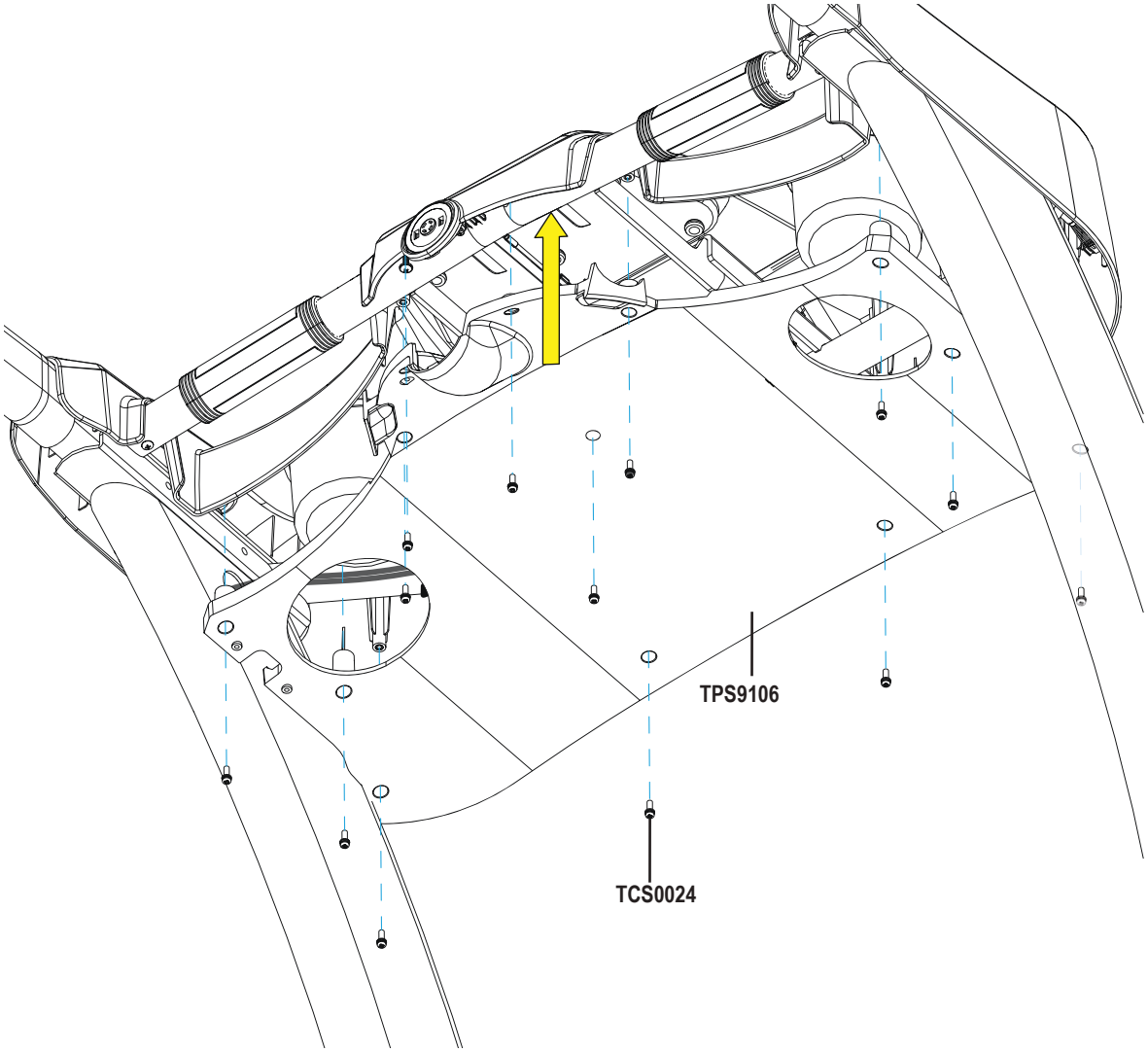



# STEP 9—ATTACH THE BOTTOM COVER TO THE UPPER ASSEMBLY

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

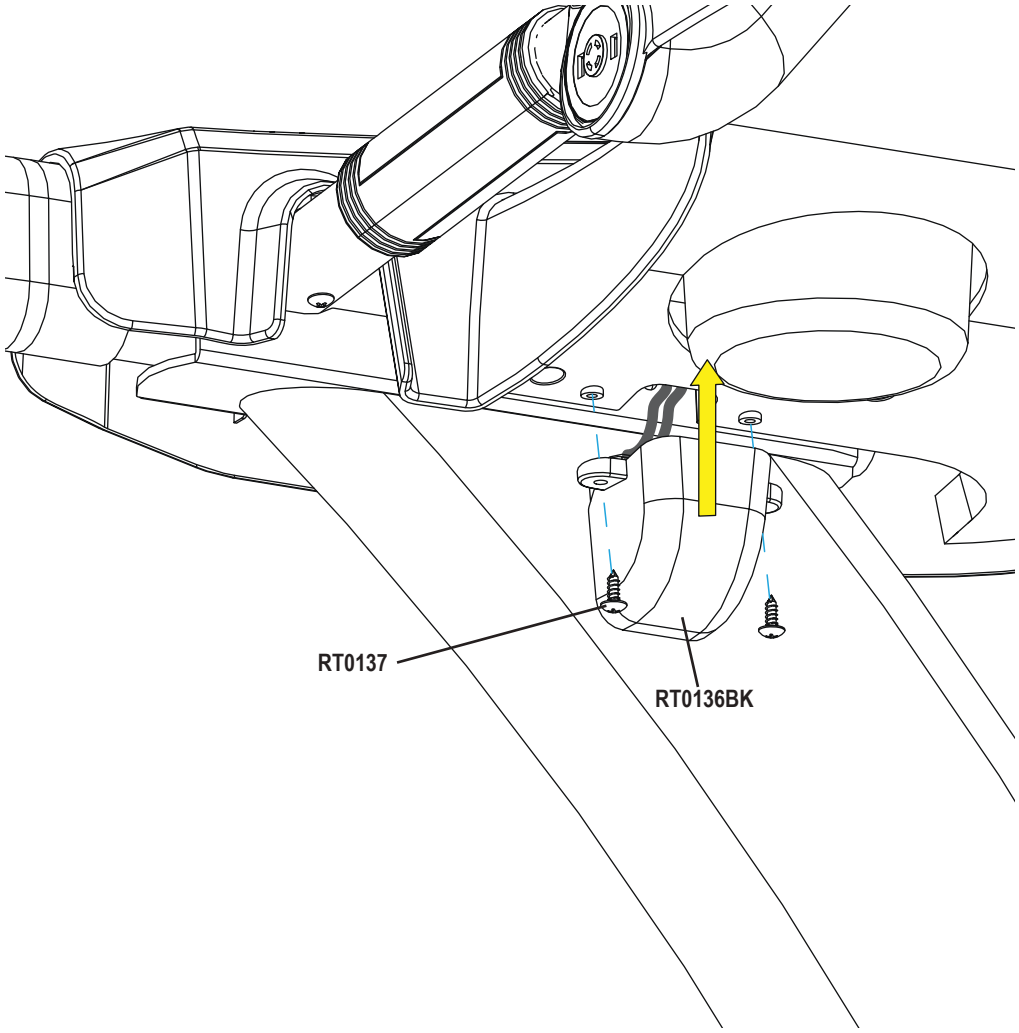
| Parts Used in this Step | | |
|---|---|---|
| **Part** | **Description** | **Qty** |
| TPS9106 | COVER, UPPER PLASTICS, BOTTOM, TPS, BLACK | 1 |
| TCS0024 | SCREW, SEMS, M4XP0.7X12, NYLOK, BLACK | 13 |



## STEP 10—ATTACH THE WIRE COVER TO THE UPPER ASSEMBLY

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

| Parts Used in this Step | | |
|---|---|---|
| **Part** | **Description** | **Qty** |
| RT0136BK | COVER, WIRE, BLACK | 1 |
| RT0137 | PHCS, M3X12 - SCI4-12, BK | 2 |



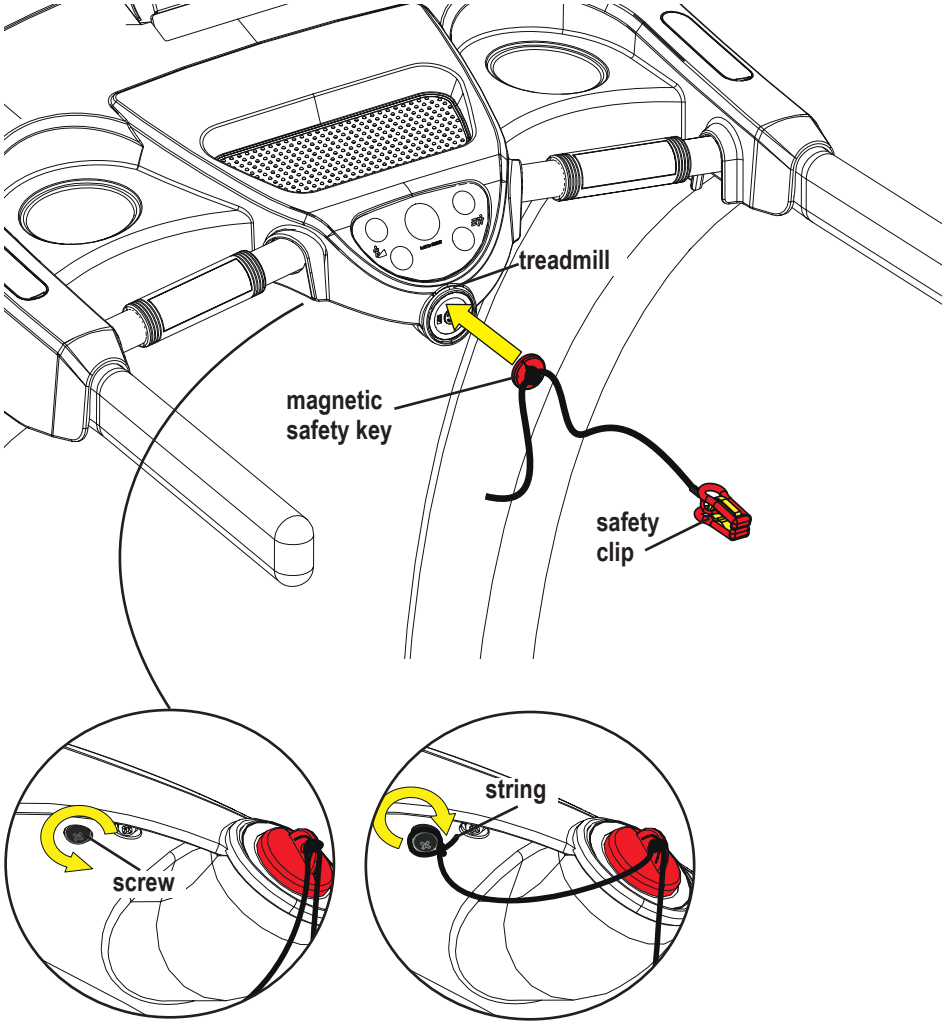
## STEP 11—ATTACH THE SAFETY KEY

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

1. Remove the safety key from the hardware kit.
2. Attach safety key magnet to front of the treadmill.
3. Use the screw on the upper assembly bottom cover to tether the safety key to the treadmill.

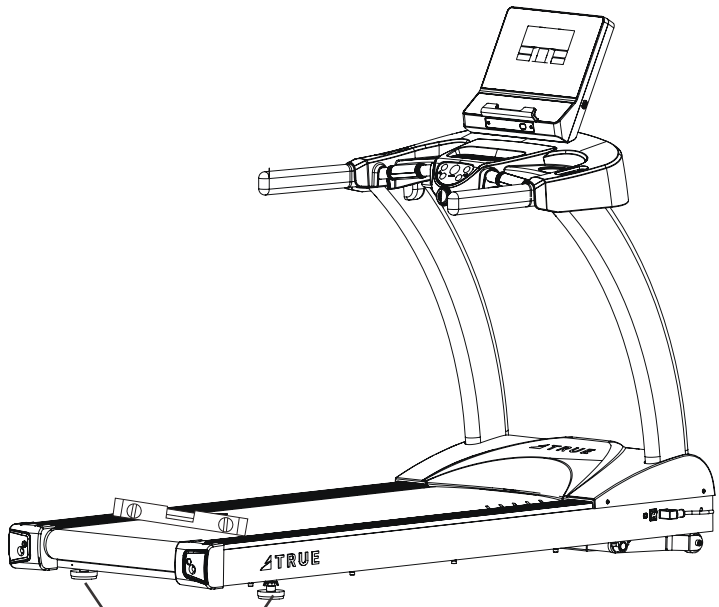
**IMPORTANT!**

- Read the entire Owner's Manual before attempting any workout.
- Attach clip to user's clothing at the beginning of any workout.
- Remove safety key from treadmill after each use.

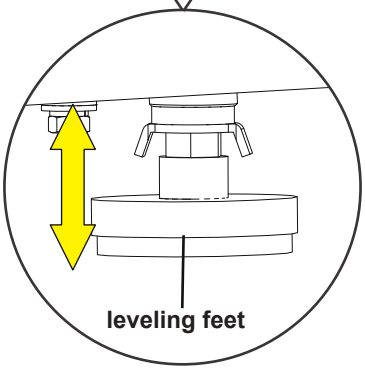


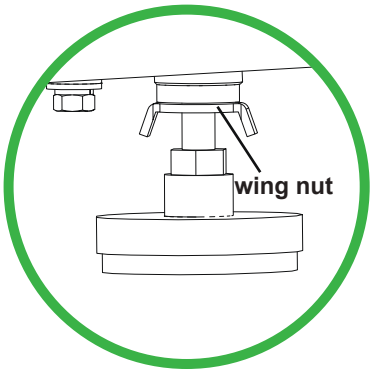
## STEP 12—LEVEL THE TREADMILL

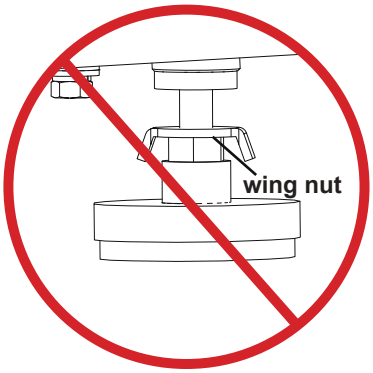
1. Verify the treadmill is resting on the floor and not on any packaging materials.
2. Use the wing nuts on the leveling feet to adjust the feet until the treadmill is level.
3. Once the treadmill is level, fully tighten both wing nuts.




**NOTE:** You should be able to loosen and tighten the wing nuts by hand. If not, use an adjustable wrench.



# PRODUCT FEATURES

## TREADMILL OVERVIEW

**Console Assembly—**The console allows the user to set up a workout program and control the treadmill during a workout.

**Contact Heart Rate Grips—**Allows the user to check their heart rate without wearing a wireless chest strap. **NOTE:** For increased safety and accuracy, this feature should only be used when the belt speed is below 4 mph.

**Safety Key (E-STOP)—**A tethered safety device designed to attach to both the user and the treadmill console. Removal of the key from the console will stop belt motion to prevent injury in an emergency.
**NOTE:** The safety key must be in place on the treadmill, and should be attached to the user's clothing. The treadmill will not operate if the safety key is not attached to the treadmill.

**Soft System® Belt—**The moving surface of the treadmill on which the user walks or runs. The Soft System® belt decreases the impact on joints.

**Straddle Covers—**Stationary covers on either side of the belt, which allows the user to safely straddle the belt during startup or in the event of an emergency.

**Belt Adjustment Bolts—**An adjustment system that allows the users to adjust the belt tracking and tension as needed.

**ON/OFF Switch—**Allows users to turn power on or off to the treadmill.

**Circuit Breaker—**A safety device designed to protect the treadmill from excessive electrical current.

**Power Cord Inlet—**Where the power cord plugs in to the treadmill to receive power from the wall outlet.

**Leveling Feet—**An adjustable system used to level the treadmill.

***Adjustable Soft Select—**Customizable deck cushioning. Available on the TPS8000 only.

## CONSOLE OVERVIEW

**Console Display—**Used to monitor and/or control workouts and for feature navigation.

**Tablet Holder—**An adjustable mount designed to hold mobile devices during a workout.

**Headphone Jack—**Allows users to listen to audio coming from the console.

**Contact Heart Rate Grips—**Allows the user to check their heart rate without wearing a wireless chest strap. **NOTE:** For increased safety and accuracy, this feature should only be used when the belt speed is below 4 mph.

**Quick Touch Incline Keys—**Manually increase or decrease the incline of the treadmill. Additionally, the user can set the incline percentage to preset levels of 3%, 5%, 7%, 9%, and 12%.

**Safety Key—**A tethered safety device designed to attach to both the user and the treadmill console. Removal of the key from the console will stop belt motion to prevent injury in an emergency.

**NOTE:** The safety key must be in place on the treadmill, and should be attached to the user's clothing. The treadmill will not operate if the safety key is not attached to the treadmill.

**STOP Key—**Stops/Pauses a workout. Press and hold this key for five seconds to reset the unit.

**Quick Touch Speed Keys—**Manually increase or decrease the speed of the treadmill. Additionally, the user can set the treadmill speed to preset levels of 3 mph, 4 mph, 6 mph, 7 mph, and 8 mph.

**USB Port—**Allows users to charge a mobile device, or update the console software.

**Warning Label—**Important safety information for users to review prior to using the equipment.

# CARE AND MAINTENANCE

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

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

To order parts or request service from a TRUE authorized service provider, please contact TRUE product support:

- www.truefitness.com
- 800.883.8783
- service@truefitness.com

## CLEANING THE EQUIPMENT

### After Each Use

**Wipe Exposed Surfaces—**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.

**Wipe Console—**Use an 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—**Use a vacuum to remove any dust or dirt that might have accumulated under or around the treadmill, any motor cover vents, and under the straddle covers. Clogged air vents can prevent adequate cooling to the drive motor, incline motor, and motor control board causing a shortened life.

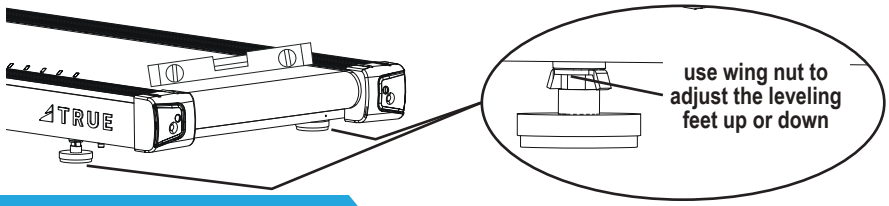
**Inspect Belt—**Check for proper running belt alignment and tension. If running belt adjustment is required, please see the following pages for how to adjust.

## ⚠CAUTION:

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

## LEVELING THE TREADMILL

The treadmill has adjustable rear leveling feet. Make sure that the running surface is level. If the treadmill is placed on an uneven surface, adjusting the rear feet can help, but may not completely compensate for extremely uneven surfaces.




**NOTE:** You should be able to loosen and tighten the wing nuts by hand. If not, use an adjustable wrench.

# RUNNING BELT ALIGNMENT

Proper belt alignment allows the belt to remain centered and ensures smooth operation. Realigning the belt takes a few simple adjustments. If you are unsure about this procedure, contact TRUE product support:

- www.truefitness.com
- 800.883.8783
- service@truefitness.com

**IMPORTANT! Damage to the running belt due to improper belt adjustments is not covered under warranty.**

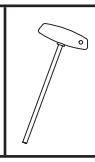
## ⚠CAUTION:

- Verify the treadmill is level before attempting any belt adjustments. An unstable unit may cause belt misalignment.
- Special care must be taken when aligning the running belt. Turn off the treadmill while adjusting or working near the rear roller. Remove any loose clothing and tie back your hair. Be very careful to keep your fingers and any other object clear of the belt and rollers, especially in front of the roller and behind the deck. The treadmill will not stop immediately if an object becomes caught in the belt or rollers.
- If you hear any chafing or the running belt appears to be getting damaged, stop the running belt immediately by pressing the **STOP** key. Walk around to the rear of the unit and observe the belt for a few minutes. The belt should be centered on the running deck. If the belt drifts off center, you must make adjustments.
- For your safety, use the power switch to turn off the treadmill before making any adjustments. Do not adjust the running belt when someone is standing on the unit.
- Do not turn the adjusting bolt more than ¼ turn at a time. Over tightening the bolt can damage the treadmill and over stretch the belt.

**IMPORTANT! Failure to align the belt may cause the belt to tear or fray, which may not be covered under the TRUE Warranty.**

To stop the running belt:

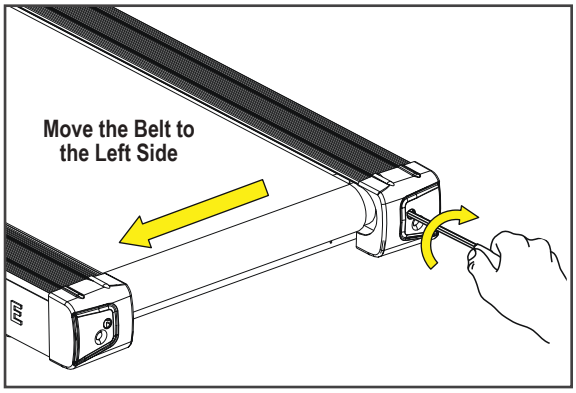
1. Press the **Stop** key.
2. Turn the treadmill off.

| Tools Used in this Procedure | |
|---|---|
| 8mm T-Handle Allen Wrench |  |

**If the running belt is too far to the right side:**

1. Locate the right side belt adjustment bolt in the rear end cap of the treadmill. (To determine left and right, stand at the rear of the treadmill and face the display.)
2. On the right side of the machine, turn the adjustment bolt clockwise ¼ turn.
3. Turn the treadmill on and start the belt at 3 mph (5 kph) keeping off the unit.
4. Allow 2 minutes for the belt to self adjust.

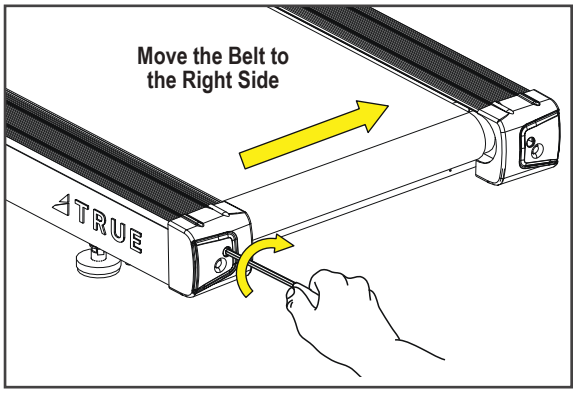
Repeat these steps if additional adjustment is necessary.




**If the running belt is too far to the left side:**

1. Locate the left side belt adjustment bolt in the rear end cap of the treadmill. (To determine left and right, stand at the rear of the treadmill and face the display.)
2. On the left side of the machine, turn the adjustment bolt clockwise ¼ turn.
3. Turn the treadmill on and start the belt at 3 mph (5 kph) keeping off the unit.
4. Allow 2 minutes for the belt to self adjust.

Repeat these steps if additional adjustment is necessary.



## TENSIONING THE RUNNING BELT

If there is a slipping or jerking sensation when running on the treadmill, the running belt may require tightening. In most cases the belt has stretched from use. Tensioning the belt takes a few simple adjustments. If you are unsure about this procedure, contact TRUE product support:

- www.truefitness.com
- 800.883.8783
- service@truefitness.com

**IMPORTANT! Damage to the running belt due to improper belt adjustments is not covered under warranty.**

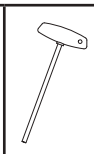
### ⚠CAUTION:

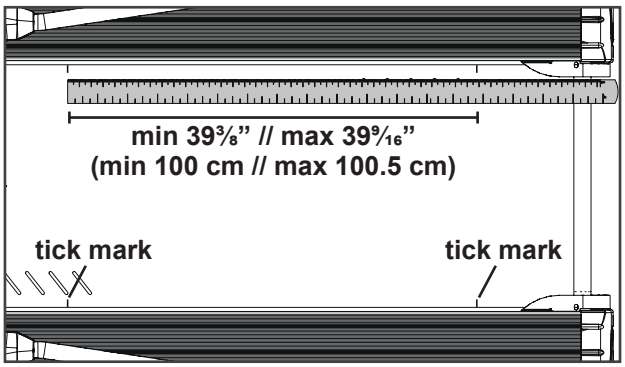
- Verify the treadmill is level before attempting any belt adjustments. An unstable unit may cause belt misalignment.
- Special care must be taken when tensioning the running belt. Turn off the treadmill while adjusting or working near the rear roller. Remove any loose clothing and tie back your hair. Be very careful to keep your fingers and any other object clear of the belt and rollers, especially in front of the roller and behind the deck. The treadmill will not stop immediately if an object becomes caught in the belt or rollers.
- For your safety, use the power switch to turn off the treadmill before making any adjustments. Do not adjust the running belt when someone is standing on the unit.
- Do not turn the adjusting bolt more than ¼ turn at a time. Over tightening the bolt can damage the treadmill and over stretch the belt.
- If you tighten the belt and it still slips, the problem could actually be the drive belt, which is located under the motor cover and connects the motor to the front roller. If the drive belt is loose, it feels similar to the walking belt being loose. Tightening the drive belt should only be done by a trained service person, contact TRUE product support for assistance.

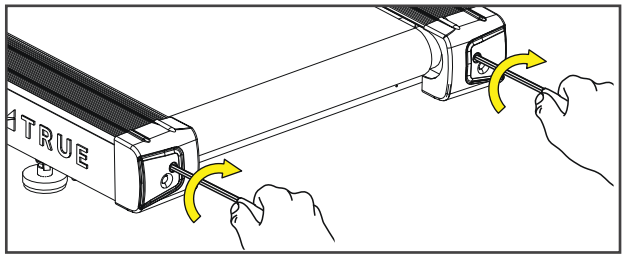
**To tension the running belt:**

1. Press the **STOP** key.
2. Turn the treadmill off.
3. Rotate the running belt by hand so the four horizontal tick marks are visible.
4. Measure the distance between the tick marks on each side of the machine. The span should be at least 39⅜” (100 cm) but no greater than 39⁹⁄₁₆” (100.5 cm) on each side.
5. If the belt needs to be adjusted, locate the adjustment bolts in the rear end caps of the treadmill.
6. On each side of the machine, turn the adjustment bolts clockwise ¼ turn and remeasure.
7. When both sides are measuring within range, turn the treadmill on and start the belt at 3 mph (5 kph) keeping off the unit.
8. Allow 2 minutes for the belt to self adjust.
9. Check to see if the belt is still slipping.

Repeat these steps if additional tensioning is needed.

| Tools Used in this Procedure | |
|---|---|
| 8mm T-Handle Allen Wrench |  |
| Long-Length Ruler 0”-48”/0 cm-120 cm | |



## LUBRICATING THE TREADMILL

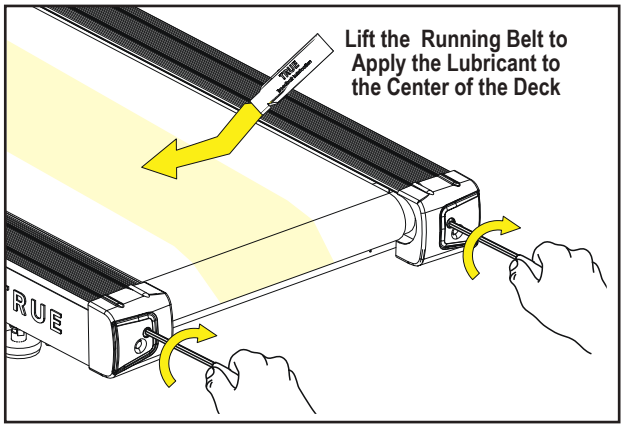
For optimal performance, TRUE recommends lubricating the treadmill running belt and deck with TRUE lubricant every 200 miles.

**To lubricate the deck and belt**

1. Press the **STOP** key.
2. Turn the treadmill off.
3. Loosen the belt adjustment bolts in the rear end caps.
4. Lift the belt and apply the lubricant to the center of the deck.
5. Center the belt and re-tension.
   See Tensioning the Running Belt for instructions.
6. Walk on the treadmill at 3 mph (5 kph) for approximately one minute to spread the lubricant evenly through the belt and deck.

Please contact your dealer or TRUE product support to obtain the proper lubrication.

| Items Used in this Procedure | |
|---|---|
| 8mm T-Handle Allen Wrench | |
| 00349000 TRUE Treadmill Lubrication | |




## SCHEDULING QUARTERLY PREVENTATIVE MAINTENANCE WITH A SERVICE PROVIDER

TRUE recommends scheduling quarterly preventative maintenance with a qualified service provider. Please contact your dealer or visit www.truefitness.com to contact a local TRUE authorized service provider.

### Quarterly Preventative Maintenance

- Record time, distance, and hours from the console.
- Check error log in console.
- Check running belt and drive belt tension and tracking.
- Remove the motor cover and vacuum any debris out of the drive motor, speed sensor cage, motor control board, and heat sink motor compartment.
- Move treadmill and vacuum underneath.
- Lubricate elevation pivot points including rear stabilizing feet and the lift motor screw.
- Lubricate running belt and deck.
- Inspect all fasteners.
- Inspect all electrical connections.
- Inspect all components for abnormal or premature wear.

**⚠CAUTION:** Only use TRUE authorized service providers. Using non-authorized service providers could void the TRUE Warranty.

## LONG TERM STORAGE

When the treadmill 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.

### Cleaning and Storing the Chest Strap

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

# TROUBLESHOOTING

This troubleshooting information 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 TRUE product support (800-883-8783) for assistance with troubleshooting and diagnostics.

| Malfunction | Possible Cause | Corrective Action |
|---|---|---|
| No power | A. Unit turned off<br>B. Damaged power cord<br>C. Power cord not fully seated in socket<br>D. No power at outlet<br>E. Tripped circuit breaker | A. Verify the On/Off switch is at the ON position<br>B. Replace power cord<br>C. Inspect power connection at the unit and outlet<br>D. Use a voltmeter to verify power at outlet<br>E. 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 it |
| Unit resets or pauses randomly | A. Damaged power cord<br>B. Power cord not fully seated in socket<br>C. Safety key (E-STOP) not fully engaged<br>D. Insufficient power<br>E. Error code is displayed on console<br>F. Pinched or loose main communication cable<br>G. No User Present displayed on screen | A. Replace power cord<br>B. Inspect power connection at the unit and outlet<br>C. Re-engage the safety key to the console<br>D. Verify output voltage from 20A outlet with a voltmeter<br>E. Contact TRUE product support<br>F. Contact TRUE product support<br>G. User weight must be over 90 lbs—verify No User Present settings in console |
| Walking belt is off center | A. Uneven floor<br>B. Adjust belt tracking | A. Adjust the treadmill rear leveling feet<br>B. See Aligning the Running Belt |
| Walking belt hesitates or slips when stepping | A. Adjust belt tension<br>B. Lubricate running belt | A. See Tensioning the Running Belt<br>B. See Lubricating the Treadmill |
| Rubbing sound from treadmill when in operation | A. Walking belt is rubbing a straddle cover<br>B. Foreign object may be stuck under walking belt<br>C. Foreign object may be stuck in motor compartment<br>D. Roller bearings may be damaged<br>E. Drive motor may be damaged<br>F. Drive belt may be misaligned | A. See Aligning the Running Belt<br>B. Inspect under the unit—remove any object that may be under the unit<br>C. Contact TRUE product support<br>D. Contact TRUE product support<br>E. Contact TRUE product support<br>F. Contact TRUE product support |
| Heart rate displaying erratically or not displaying | A. Transmitter belt contacts are not making good contact with the skin<br>B. Contacts on the transmitter belt are not moist<br>C. Transmitter belt is not within 3 feet (1 meter) of the heart rate receiver<br>D. The battery inside the transmitter belt is depleted<br>E. Another user wearing a compatible transmitter strap is within 3 foot (1 meter) of the unit<br>F. Environmental interference from high voltage power lines, computers, motor driven appliances, cell/cordless phone, or WiFi router | A. Re-adjust the transmitter belt so that it is in full contact with the skin<br>B. Moisten the contacts on the transmitter belt<br>C. Adjust your position on the treadmill so that you are within 3 feet (1 meter) of the console<br>D. Replace the transmitter belt with a compatible transmitter belt<br>E. Move the units so that there is more space between them<br>F. 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 |

| Fault Code | Category | Description | Cause | Corrective Action |
|---|---|---|---|---|
| Fault CN00: Corrupted Console Configuration | Console | Corrupted brainboard configuration / fails integrity check | A. Corrupt software<br>B. Firmware and software versions are not compatible | A. Power cycle machine -- Reconfigure console<br>B. Reinstall software/firmware -- Contact TRUE product support |
| Fault CN01: Internal Fault | Console | Math error - software | A. Console configured incorrectly<br>B. Corrupt software | A. Power cycle machine -- Reconfigure console<br>B. Reinstall software/firmware -- Contact TRUE product support |
| Fault CN02: Invalid Console Configuration | Console | The product configuration data has failed validation checks (incline ranges make no sense, etc.) | A. Console configured incorrectly<br>B. Incline motor out of range<br>C. Loose cable | A. Power cycle machine -- Reconfigure console<br>B. Reinstall software/firmware -- contact TRUE product support<br>C. Check cable connections |
| Fault CN03: Stuck Key | Console | Membrane key stuck down/ closed | Membrane key is damaged | Contact TRUE product support |
| Fault CN04: Lower Board Comm Fault | Console | Brainboard fails to receive timely communication responses from lower board / Fault after 3 retries | A. Console<br>B. Loose cable<br>C. Motor control board | A. Power cycle machine<br>B. Check cable connections<br>C. Contact TRUE product support |
| Fault CN05: No Lower Control | Console | No lower board connected to console - detection wires not connected | A. Loose cable<br>B. Console configured incorrectly | A. Power cycle machine -- Check cable connections<br>B. Reconfigure console |
| Fault CN06: Config Mismatch | Console | Console is configured for a product different than that to which it is connected | Console configured incorrectly | Power cycle machine -- Reconfigure console |
| Fault CN07: Calibration Timeout | Console | Incline calibration was not able to complete within allowed time | Low AC Line Voltage | Retry calibration -- Verify AC voltage at outlet |
| Fault CN08: Calibration Failed -- Lower Limit NotReached | Console | During incline calibration, the incline stalled before reaching what should be the lower limit | A. Console displays Fault Calibration not saved. Incline disabled.<br>B. Incline potentiometer value out of range | A. Power cycle machine -- Check cable connections -- Run incline calibration<br>B. Contact TRUE product support |
| Fault CN09: Insert Safety Key | Console | Emergency circuit opened | A. Safety key not engaged<br>B. Loose cable<br>C. Switch damaged | A. Re-insert safety key<br>B. Check cable connections<br>C. Contact TRUE product support |
| Fault CN10: E-Stop Fault | Console | A test of the emergency circuit has failed | A. Console Catch<br>B. Safety Key not engaged<br>C. Loose Cable<br>D. Switch Damaged | A. Power cycle machine<br>B. Re-insert safety key<br>C. Check cable connections<br>D. Contact TRUE product support |
| Fault CN24: BB Comm Fault | Console | SBC cannot communicate with Brainboard | Console | Power cycle machine -- Contact TRUE product support |
| Fault CN25: Firmware Mismatch | Console | Firmware on brainboard not compatible with SBC software | A. Corrupt software<br>B. Firmware and software versions are not compatible | A. Power cycle machine -- Reconfigure console<br>B. Reinstall software/firmware -- Contact TRUE product support |

| Fault Code | Category | Description | Cause | Corrective Action |
|---|---|---|---|---|
| Fault SP01: Belt Under Speed | Speed | Tread motor rpm is below target rpm | A. High belt/deck friction<br>B. High belt tension<br>C. Low line voltage<br>D. Dirty or misaligned speed sensor | A. Lubricate tread belt -- Contact TRUE product support<br>B. Check drive belt and walking belt tension<br>C. Contact TRUE product support<br>D. Contact TRUE product support |
| Fault SP02: Belt Over Speed | Speed | Tread motor rpm is higher than target rpm | A. High belt/deck friction<br>B. Line voltage<br>C. Dirty or misaligned speed sensor | A. Lubricate tread belt -- Contact TRUE product support<br>B. Check AC line voltage<br>C. Contact TRUE product support |
| Fault SP03: Belt Over Accel | Speed | Tread belt speed increasing too quickly | A. User is holding belt back<br>B. High belt/deck friction<br>C. Dirty or misaligned speed sensor | A. Do not try to stop belt<br>B. Lubricate tread belt<br>C. Contact TRUE product support |
| Fault SP04: No Speed Signal | Speed | Speed sensor is not providing speed data | A. Dirty or misaligned speed sensor<br>B. High belt/deck friction<br>C. Low line voltage | A. Contact TRUE product support<br>B. Lubricate tread belt -- Contact TRUE product support<br>C. Check AC line voltage |
| Fault IN01: Incline Stall | Incline | Incline not moving when commanded | A. Console displays Fault Calibration not saved. Incline disabled.<br>B. Incline potentiometer value out of range | A. Power cycle machine -- Check cable connections -- Run incline calibration<br>B. Contact TRUE product support |
| Fault IN02: Incline Out of Range | Incline | Incline value is out of the calibrated range - does not occur during calibration | A. Console displays Fault Calibration not saved. Incline disabled.<br>B. Incline potentiometer value out of range | A. Power cycle machine -- Check cable connections -- Run incline calibration<br>B. Contact TRUE product support |
| Fault IN03: Incline Run Fault | Incline | Incline moving when not commanded | A. Console displays Fault Calibration not saved. Incline disabled.<br>B. Incline Potentiometer value out of range | A. Power cycle machine -- Check cable connections -- Run incline calibration<br>B. Contact TRUE product support |
| Fault IN04: Incline Max/Min | Incline | Incline value is out of expected operating range -may indicate that it is disconnected. | A. Console displays Fault Calibration not saved. Incline disabled.<br>B. Incline potentiometer value out of range | A. Power cycle machine -- Check cable connections -- Run incline calibration<br>B. Contact TRUE product support |

# WARRANTY INFORMATION

## Limited Warranty—Performance 1000/3000/8000 Treadmill

**SAVE TIME AND REGISTER ONLINE!**
https://shop.truefitness.com/customer-service/warranty-registration/

**THIS PRODUCT IS INTENDED ONLY FOR USE AS DESCRIBED HEREIN AND THIS LIMITED WARRANTY IS VALID ONLY IN THE UNITED STATES AND CANADA**

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.

### Performance 1000 Residential Limited Warranty

| WARRANTY ITEM | DURATION |
|---|---|
| Frame | Lifetime* |
| **Parts** | |
| Drive Motor | 25 Years |
| Electrical and Mechanical | 5 Years |
| Non-Touch Screen Console and Touch Screen Console | 5 Years |
| Wear Items | 90 Days |
| **Labor** | |
| Electrical, Mechanical, Console, Drive Motor, and Frame | 1 Year |
| Wear Items | 90 Days |

### Performance 1000 Commercial Limited Warranty

Intended for non-dues paying facilities where equipment use is up to 4 hours per day. *Prisons and correctional facilities are excluded from warranty coverage.*

| WARRANTY ITEM | DURATION |
|---|---|
| Frame | 5 Years |
| **Parts** | |
| Drive Motor | 3 Years |
| Electrical and Mechanical | 2 Years |
| Non-Touch Screen Console and Touch Screen Console | 1 Year |
| Wear Items | 90 Days |
| **Labor** | |
| Electrical, Mechanical, Console, Drive Motor, and Frame | 1 Year |
| Wear Items | 90 Days |

### Performance 3000 Residential Limited Warranty

| WARRANTY ITEM | DURATION |
|---|---|
| Frame | Lifetime* |
| **Parts** | |
| Drive Motor | 25 Years |
| Electrical and Mechanical | 7 Years |
| Non-Touch Screen Console and Touch Screen Console | 5 Years |
| Wear Items | 90 Days |
| **Labor** | |
| Electrical, Mechanical, Console, Drive Motor, and Frame | 1 Year |
| Wear Items | 90 Days |

### Performance 8000 Residential Limited Warranty

| WARRANTY ITEM | DURATION |
|---|---|
| Frame | Lifetime* |
| **Parts** | |
| Drive Motor | 25 Years |
| Electrical and Mechanical | 10 Years |
| Non-Touch Screen Console and Touch Screen Console | 5 Years |
| Wear Items | 90 Days |
| **Labor** | |
| Electrical, Mechanical, Console, Drive Motor, and Frame | 1 Year |
| Wear Items | 90 Days |

## DO NOT RETURN TO THE RETAILER

TRUE limited warranty service may be obtained by contacting the authorized TRUE dealer from whom the Product was purchased. If the dealer from whom the Product was purchased, is no longer an authorized TRUE dealer, TRUE limited warranty may be obtained by contacting TRUE Product Support:
service@truefitness.com | 800.883.8783 | Monday - Thursday 8:30am - 6:00pm (CST) | Friday 8:30am - 5:00pm (CST).

## FRAME

*This limited warranty on the structural frame does not include paint or coatings. The frame is defined as the serialized base of the unit and does not include any parts that can be removed. Warranty applies to the value of the frame only and does not cover labor, shipping, or other costs associated with removal or replacement of the covered unit. Frame warranty shall not exceed seven years after discontinuation of specific model.

## DRIVE MOTOR

Drive motor is warranted for defects in material and workmanship for the specified time 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 the owner's manual, accident, misuse, abuse, unauthorized modification, or failure to provide reasonable and necessary maintenance. Drive motor warranty shall not exceed seven years after discontinuation of specific model.

## REASONABLE AND NECESSARY MAINTENANCE

Reasonable and necessary maintenance includes proper lubrication of the running deck and tread belt area as specified in the owner's manual. Failure to maintain proper lubrication of the Product will void this limited warranty. Proof/receipts of necessary maintenance may be required within 30 days of requested warranty part or service.

## ELECTRICAL, MECHANICAL, AND CONSOLES

This limited warranty applies to but may not be limited to the treadmill elevation motor, upper control board, deck, running belt and drive belt. TRUE shall not warrant the performance of the heart rate system on its products, as the heart rate system performance varies, based on user's physiology, age, method of use, and other factors. This limited warranty shall not apply to software version upgrades, compatibility with third party/aftermarket hardware, software, applications, or websites.

## WEAR ITEMS

This limited warranty applies to but may not be limited to Coax/TV, HDMI, USB, Mirroring or Ethernet connections, paint/coatings, covers/caps, badges, overlays or safety key.

## LABOR

Labor is covered for the specified period of time from the date of purchase, unless otherwise expressed within this limited warranty as long as a TRUE authorized service provider performs the service. Service that requires over 50 miles of travel may be subject to additional charges.

SAVE TIME AND REGISTER ONLINE!
https://shop.truefitness.com/customer-service/warranty-registration/

## THE TRUE LIMITED WARRANTY IS SUBJECT TO AND WILL BE IN ACCORDANCE WITH THE CONDITIONS SET FORTH BELOW:

1. This limited warranty is valid for the United States and Canada only.
2. This product is intended for specified use. If this product will not be used in the specified setting, please contact TRUE as this warranty is void, unless otherwise stated and within this warranty.
3. This limited warranty gives you specific legal rights, and your rights may vary from state to state.
4. This limited warranty is in lieu of all other warranties of any kind either expressed or including but not limited to implied warranties of merchant.
5. This limited warranty can be processed only if the warranty registration form is completed on-line; or if the attached form is filled in, signed by the original purchaser, and mailed to TRUE within 30 days of purchaser's receipt of this Product. The serial number must be intact on the Product for this limited warranty to be valid.
6. TRUE will neither assume nor authorize any person to assure for us any other obligation or liability concerning the sale of this Product. Under no circumstances shall TRUE be liable under this warranty, or otherwise, of any damage to any person or property, including any lost profits or lost savings, for any special, indirect, secondary, incidental, or consequential damages arising out of the use of or inability to use this Product.
7. Failure to register this product within 30 days of purchase will result in no servicing or authorization of parts to be shipped.
8. Installation or download of any 3rd party or after-market products will result in voided warranty. Includes but not limited to electrical and mechanical parts, software, or applications.
9. TRUE will ship to any authorized service provider any new or rebuilt replacement part or component, or at our option, replace or refund the Product. Replacement parts are warranted for the remaining portion of the original warranty period.
10. No one is authorized to change, modify, or extend the terms of this limited warranty.
11. This limited warranty applies to the Product only while the Product remains in the possession of the original purchaser and is not transferable.
12. This limited warranty becomes VALID ONLY if the Product is initially assembled/installed by a TRUE authorized dealer/technician (if anyone other than a TRUE authorized dealer/technician initially assembles and installs the Product, this limited warranty will be void unless the written authorization of TRUE is first obtained).
13. This limited warranty does not cover damage or equipment failure resulting from or caused by improper assembly/installation, failure to follow instructions and warnings in owner's manual, accident, misuse, abuse, unauthorized modification, or failure to provide reasonable and necessary maintenance (as referenced in the owner's manual). Proof/receipts of necessary maintenance may be required within 30 days of requested warranty part or service.
14. This limited warranty applies only to the cost of repair or replacement of parts and does not include labor (beyond the above warranty period), transportation, service, return, and freight charges associated there with except as expressly specified herein.
15. This limited warranty shall not apply to: Service calls to correct installation of the equipment or instruction to owners on how to use the equipment; or any labor costs incurred beyond the applicable labor warranty period.
16. This limited warranty, which is given expressly and in lieu of all other express warranties, constitutes the only warranty made by TRUE.
17. **ANY IMPLIED WARRANTY, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, IS LIMITED IN DURATION AND REMEDY TO THE TIME PERIOD COVERED BY THE LIMITED WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.**
18. **THE REMEDIES DESCRIBED HEREIN ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND TRUE'S ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. TRUE'S LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE PRODUCT, NOR SHALL TRUE UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.**

**NOTE TO AUTHORIZED WARRANTY LABOR PROVIDERS—**Warranty labor reimbursement or warranty parts rights may not be transferred to, or reassigned to, a third party without the express written consent of TRUE. Even jobbing out warranty labor requires TRUE's written approval.

**SAVE TIME AND REGISTER ONLINE!**
https://shop.truefitness.com/customer-service/warranty-registration/

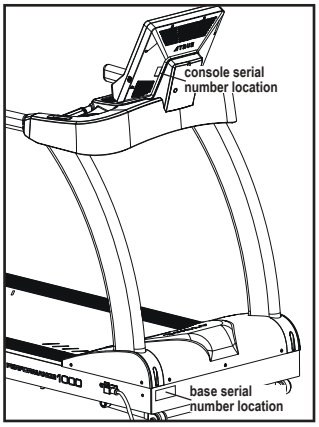
## Warranty Registration

Thank you for purchasing a TRUE product! To validate your product warranty, please register your product within 30 days of purchaser's receipt of this product.

To register your product:

- Go online to: https://shop.truefitness.com/customer-service/warranty-registration/
  OR
- Complete the information below and mail to: **TRUE Product Support, 865 Hoff Road, St. Louis, MO 63366**

**PLEASE RETAIN THIS PORTION FOR YOUR RECORDS**
**BASE SERIAL NUMBER:**
**CONSOLE SERIAL NUMBER:**



## Warranty Registration

**Base Serial Number**

**Console Serial Number (if applicable)**

**NOTE:** Some base units require a console serial number.

**Purchase Date**

**Company (if applicable)**

**Customer Name (First and Last)**

**Email Address**

**Phone Number**

**Street Address**

**City**

**State**

**Postal Code**

**Country**

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TPS1000/TPS3000/TPS8000 Owner's Manual, Assembly Guide, and Warranty Card
MAN-TPS REV01