RESIDENTIAL PERFORMANCE ELLIPTICAL

TRUE FITNESS

SCAN FOR UP-TO-DATE OWNER'S MANUAL

SCAN FOR ASSEMBLY VIDEO

MODEL XR1-SA-35
MAN-XR1-SA-35 REV02

OWNER'S MANUAL

IMPORTANT—PLEASE READ

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

For the most up-to-date version of this manual, please see our website:
https://shop.truefitness.com/services-support/user-manuals/

CONTACTING OUR SUPPORT TEAM

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

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

Or email us:

- Commercial Direct Customers and Corporate Accounts | service.direct@truefitness.com
- Retail Customers and Distributors | service@truefitness.com
- Service International | int.service@truefitness.com

When contacting TRUE, please have the following information ready:

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

NOTE: Authorized service providers, dealers, and distributors may also use TRUE's online resource | portal.truefitness.com.

CONTACTING OUR SALES TEAM

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

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

TRUE FITNESS

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.

TABLE OF CONTENTS

SAFETY INSTRUCTIONS

IMPORTANT SAFETY INSTRUCTIONS—SAVE THESE INSTRUCTIONS....6
POWER REQUIREMENTS....8
GROUNDING INSTRUCTIONS....8
SPACE REQUIREMENTS....9
SPECIFICATIONS....9
WARNING DECALS....10
COMPLIANCES....10
PROPER USE....11

ASSEMBLY INSTRUCTIONS

PREASSEMBLY CHECKLIST....12
ASSEMBLY STEPS....16

PRODUCT FEATURES

BASE OVERVIEW....31
CONSOLE OVERVIEW....33

CARE AND MAINTENANCE

INSPECTION....34
CLEANING THE EQUIPMENT....34
LEVELING THE EQUIPMENT....34
PREVENTATIVE MAINTENANCE....35
LONG TERM STORAGE....35

ADDITIONAL INFORMATION

TROUBLESHOOTING....36

WARRANTY INFORMATION

LIMITED WARRANTY....37

TRUE FITNESS

SAFETY INSTRUCTIONS

IMPORTANT SAFETY INSTRUCTIONS—SAVE THESE INSTRUCTIONS

This equipment intended for in-home use only. Do not use this product in any commercial, rental, school or institutional setting.

- 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 in-home use only.
- For indoor 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: Heart rate monitoring systems may be inaccurate. Over exercising may result in serious injury or death. If you feel faint, stop exercising immediately.

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

- 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 (◯) 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.
- 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.
- 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.

TRUE FITNESS

POWER REQUIREMENTS

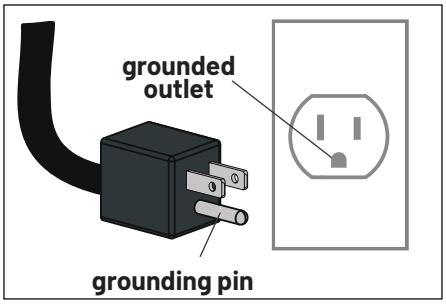
Read and understand all instructions before plugging any TRUE power cord into an electrical outlet.

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:

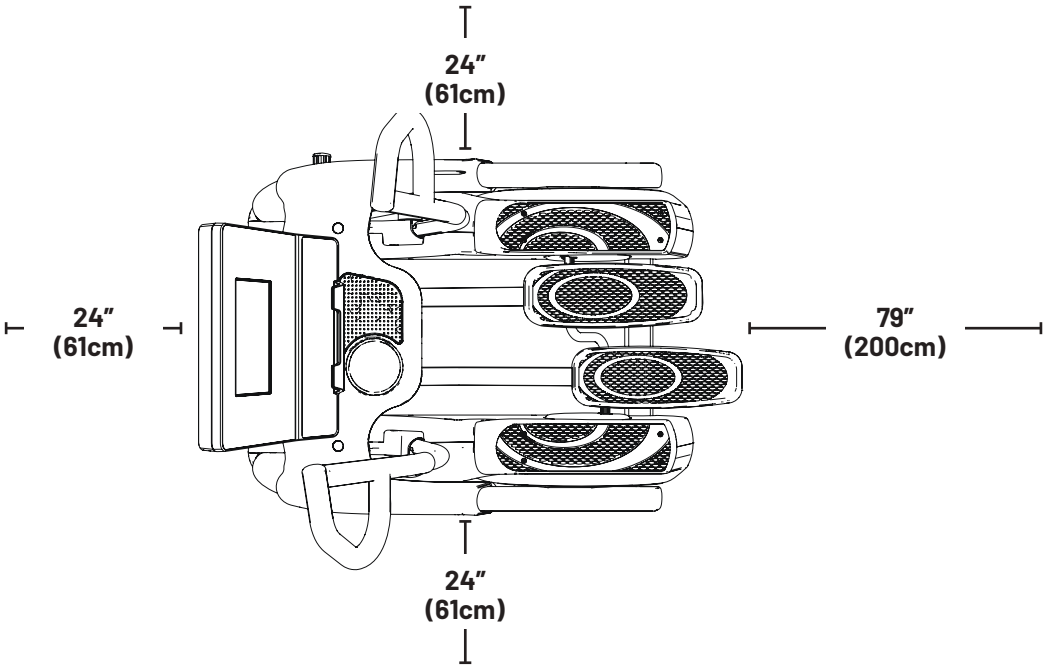
- Improper connection of the equipment grounding conductor can result in risk of electrical shock.
- Check with a qualified electrician or service provider if you are in doubt as to whether the equipment is properly grounded or installed on a dedicated line.
- Seek a qualified electrician to perform 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)**
XR1-SA-35	110	50/60Hz	15	1	NEMA 5-15	1230

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.



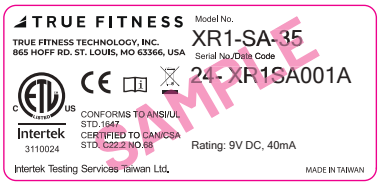
SPECIFICATIONS

- **DIMENSIONS (L X W X H)**
  - **Footprint**
    49" x 33" x 64" (124cm x 85cm x 163cm)
  - **Active Footprint**
    75" x 33" (191cm x 83cm)
- **MACHINE WEIGHT**
  272lbs / 124 kg
- **MAXIMUM USER WEIGHT**
  400 lbs / 181 kg

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).



⚠ CAUTION!

Before exercising, ensure knob has been pulled and fully rotated counter-clockwise to unlock.

⚠ WARNING

To avoid the possibility of being struck by moving foot pedals, stay clear of the area behind this machine at all times.

Failure to comply could result in serious injury or even death!

PX0150

COMPLIANCES

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

PROPER USE

Proper Training Position

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

Entry and Exit Safety

To Enter:

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

To Exit:

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

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

TRUE FITNESS

ASSEMBLY INSTRUCTIONS

NOTE: Supplemental video available @TRUEFitnessservicevids.

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 equipment.
Unpacking and assembling of this product 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

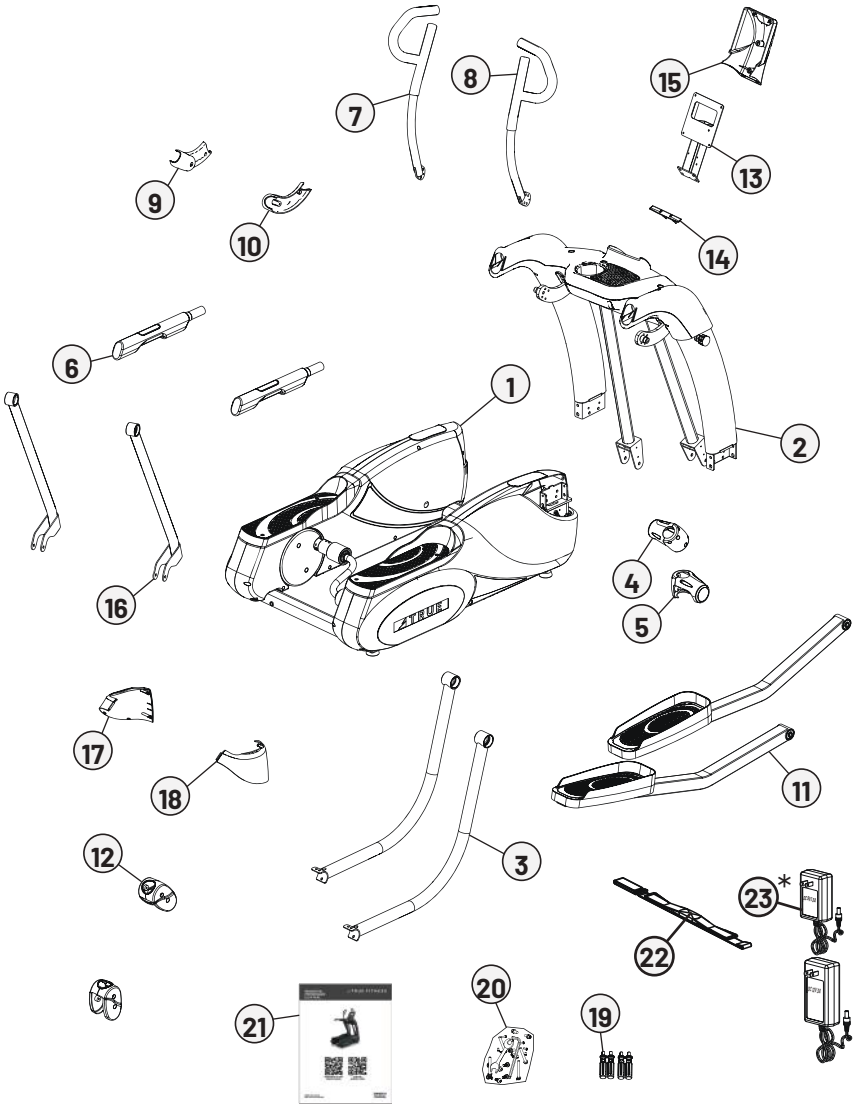
IMPORTANT! Please verify box contents. If you have questions, or if there are any missing parts, contact product support (service@truefitness.com | 800.883.8783).

TOOLS NEEDED FOR ASSEMBLY		INCLUDED IN BOX
6mm Ball End Allen Wrench		YES
8mm Allen Wrench		YES
10mm Allen Wrench		YES
17mm Wrench		NO

TOOLS NEEDED FOR ASSEMBLY		INCLUDED IN BOX
17mm Socket Wrench		NO
#2 Phillips Screwdriver		NO
Tape Measure		NO

BOX CONTENTS

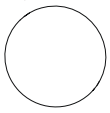
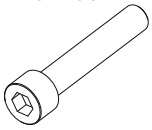
ITEM	DESCRIPTION	QTY
1	Base	1
2	Pedestal	1
3	Drawbars	1
4	Left Drawbar Cover	1
5	Right Drawbar Cover	1
6	Side Arms	1
7	Left Upper Exercise Arm	1
8	Right Upper Exercise Arm	1
9	Left Exercise Arm Cover	1
10	Right Exercise Arm Cover	1
11	Pedal Tubes	2
12	Rocker Arm Covers	2
13	Console Mast	1
14	Front Lower Console Cover	1
15	Rear Console Cover	1
16	Push Rods	2
17	Left Pedestal Base Cover	1
18	Right Pedestal Base Cover	1
19	Transport Handles	4
20	Hardware Bag(s)	1
21	Manual	1
22	Chest Strap	1
23*	Power Adapter	1

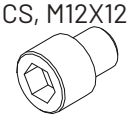


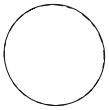
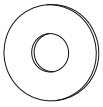
*The 9V, 1.3A power adapter is for LED consoles only. Touchscreen consoles require a 12V, 3A power adapter, which is included with touchscreen consoles.

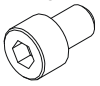
TRUE FITNESS

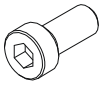
HARDWARE CONTENTS

STEP 1		
ITEM	**DESCRIPTION**	**QTY**
XPS0225	CAP, PLASTIC 	2
XPS0400	BOLT SHCS NYLOC M10-1.5 X 55 BZ 	2

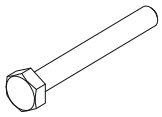
STEP 2		
ITEM	**DESCRIPTION**	**QTY**
TI0229	BOLT, HEX SOC. HD. CAP, M8X1.25X12MM	8
XCS0372	SHCS, M12X12MM 	2
XPS0078	M4X16 TRUSS HD TAPPING SCREW (FOR SHROUD)	4

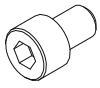
STEP 3		
ITEM	**DESCRIPTION**	**QTY**
XPS0047	UPPER LINKAGE COVER 	2
PX0153	HEX. HD. BOLT	2
XPS0421	SPRING WASHER	2
XPS0413	FLAT WASHER 10 X 25 X 2.3 	2

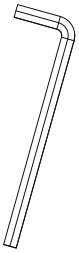
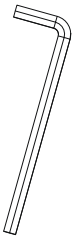
STEP 4		
ITEM	**DESCRIPTION**	**QTY**
TI0229	BOLT, HEX SOC. HD. CAP, M8X1.25X12MM 	4

STEP 5		
ITEM	**DESCRIPTION**	**QTY**
TS1275	SHCS, COUNTERSUNK, M8X1.25X16 	8
CX0063	PHMS, M5 X 8MM	4

HARDWARE CONTENTS

STEP 6		
ITEM	**DESCRIPTION**	**QTY**
SX0115	HHS, M10-1.5 X 81.5MM 	2
SX0116	NUT, HEX, M10, ZP	2
SX0004	PHMS, M5-0.8X12MM, CRE, RE	8

STEP 7		
ITEM	**DESCRIPTION**	**QTY**
TI0229	BOLT, HEX SOC. HD. CAP, M8X1.25X12MM 	2
XCS0388	M8X20 SOCKET HEAD BOLT	2
XCS0389	PHMS, W/WASHER, M5X12	2
CX0079	PHMS, M5-0.8 X 12MM, BLK ZP	2

TOOLS		
ITEM	**DESCRIPTION**	**QTY**
XCS0050008	HEX KEY, 10MM 	1
N/A	HEX KEY, 8MM 	1
XCS0050009	HEX KEY, 6MM, BALL END	1

TRUE FITNESS

ASSEMBLY STEPS

Preassembly Step 1—Attach Transport Handles

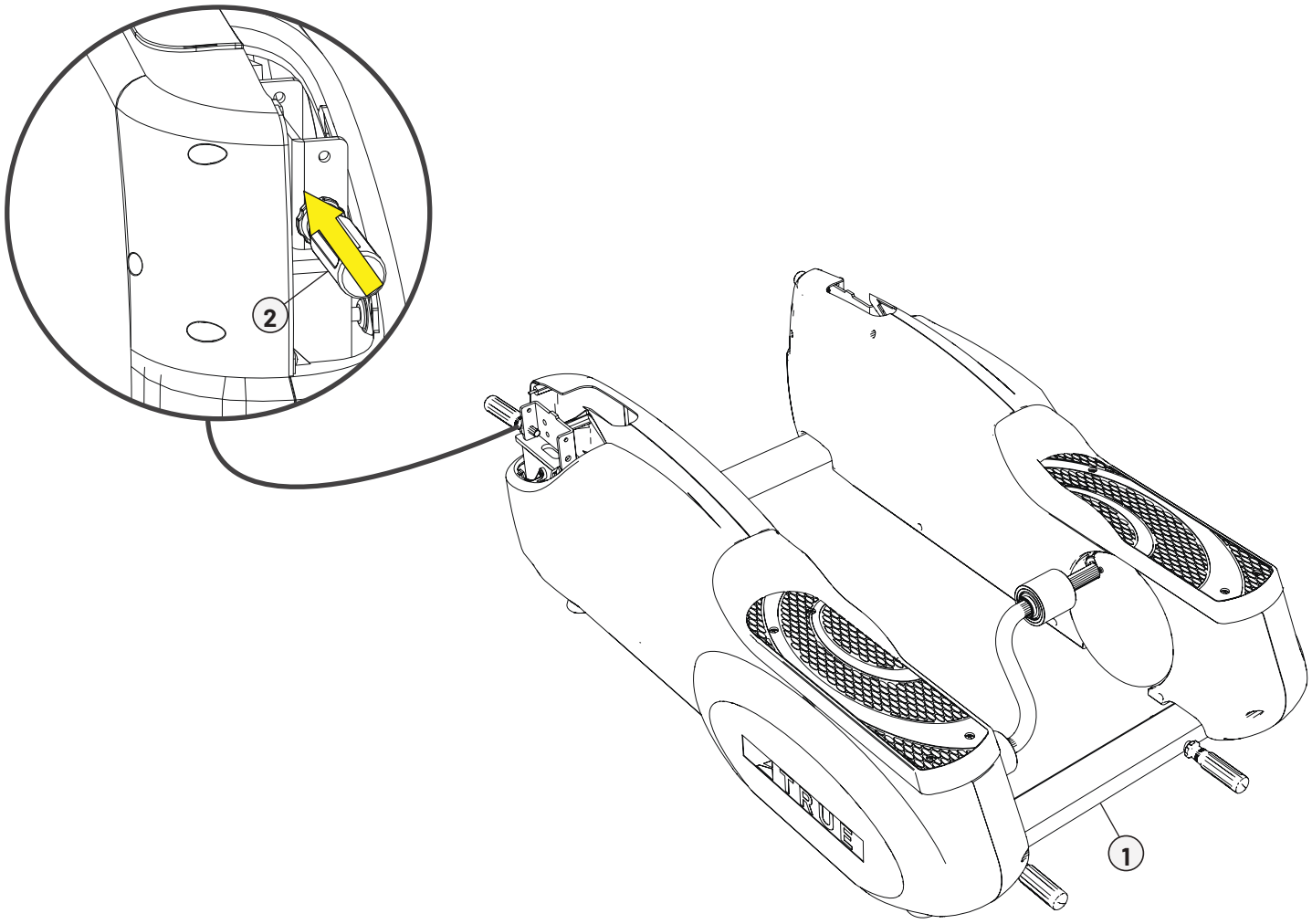
Parts Used in this Step			
Item	**Part**	**Description**	**Qty**
1	XPS0100-35	XES700 BASE	1
2	XES0033	HANDLE, REMOVABLE	4

A. With the machine still on the pallet, attach the 4 transport handles to the front and rear of the machine.

NOTE: Transport handles will provide assistance in moving the machine.

B. Carefully remove the machine from the pallet.

C. After placing the machine in its final location, remove the transport handles from the machine and store them with the owner's manual for future use.



Preassembly Step 2—Measure Doorways

Tools Used in this Step	
Tape Measure	

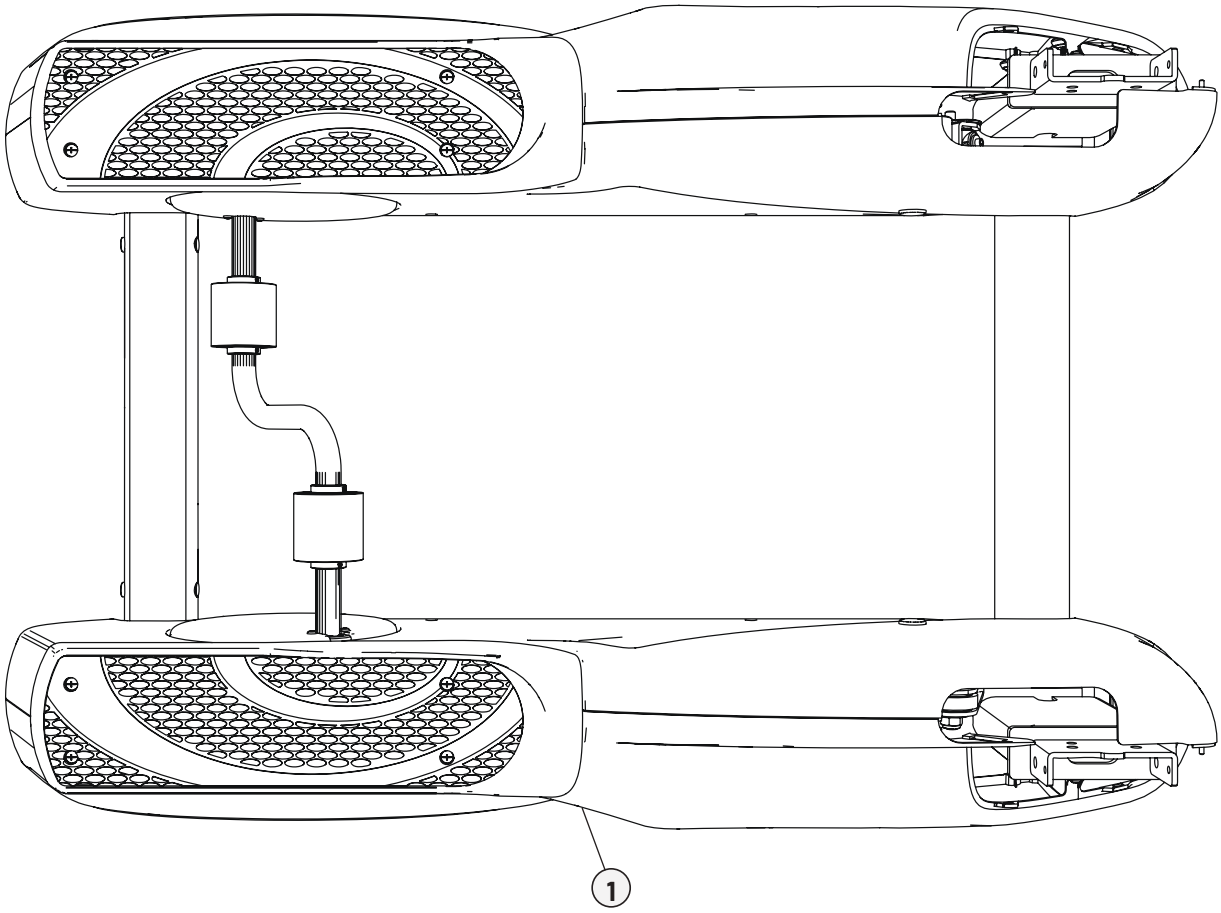
Parts Used in this Step			
Item	**Part**	**Description**	**Qty**
1	XPS0100-35	XES700 BASE	1

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

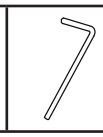
A. Using a tape measure, measure all doorways, hallways, and stairwells to make sure that the 33" frame can fit through them.

B. If it will not fit, move all parts to the final location and assemble machine in that location. If the machine needs to be placed on its side, separate the pedestal from the base and keep the left side foam packaging attached to the base to help avoid damaging the plastic covers. Set the base on the foam or the feet only.

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



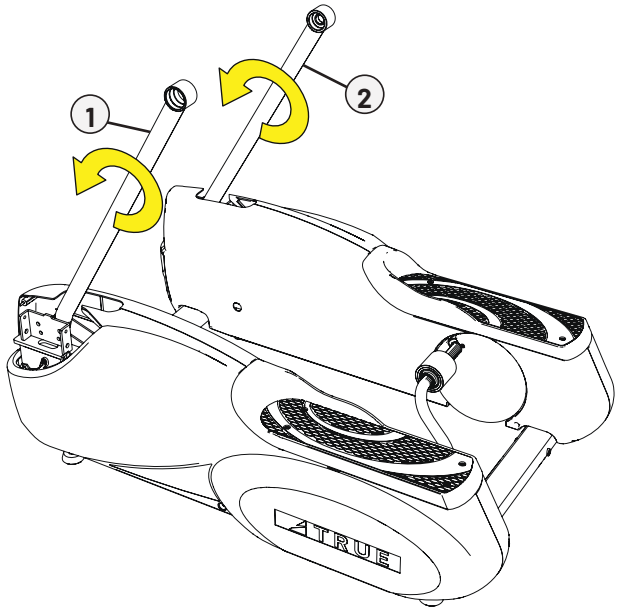
Step 1—Attach Push Rods

Tools Used in this Step	
8mm Allen Wrench	

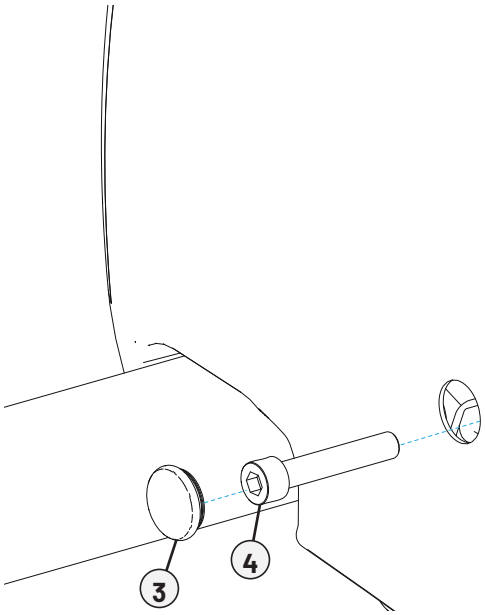
Parts Used in this Step			
Item	**Part**	**Description**	**Qty**
1	XPS0035R-35	RIGHT EXTERNAL LINKAGE ASSEMBLY	1
2	XPS0035L-35	LEFT EXTERNAL LINKAGE ASSEMBLY	1
3	XPS0225	CAP, PLASTIC	2
4	XPS0400	BOLT SHCS NYLOC M10-1.5 X 55 BZ	2

A. Rotate the crankshaft to the rear on the side you are installing before inserting the push rod.

B. Once the push rod is inside the shroud, rotate the crankshaft forward until the connection joint is accessible through the hole in the shroud.



C. Using a 8mm allen wrench, insert 2 hex screws through the shroud and into the joint and tighten. Place 2 rubber caps over the holes in the shrouds.



Step 2—Attach Pedestal

Tools Used in this Step	
6mm Ball End Allen Wrench	
10mm Allen Wrench	
#2 Phillips Screwdriver	

Parts Used in this Step			
Item	**Part**	**Description**	**Qty**
1	XPS0101-35	XES700 PEDESTAL ASSEMBLY	1
2	XPS0034	PEDESTAL BASE COVER ASSEMBLY RH	1
3	XPS0033	PEDESTAL BASE COVER ASSEMBLY LH	1
4	TI0229	BOLT, HEX SOC. HD. CAP, M8X1.25X12MM	8
5	XCS0372	SHCS, M12X12MM	2
6	XPS0078	STMS, TRUSS HD, M4X16 (FOR SHROUD)	4

A. Carefully slide the pedestal down onto the base.

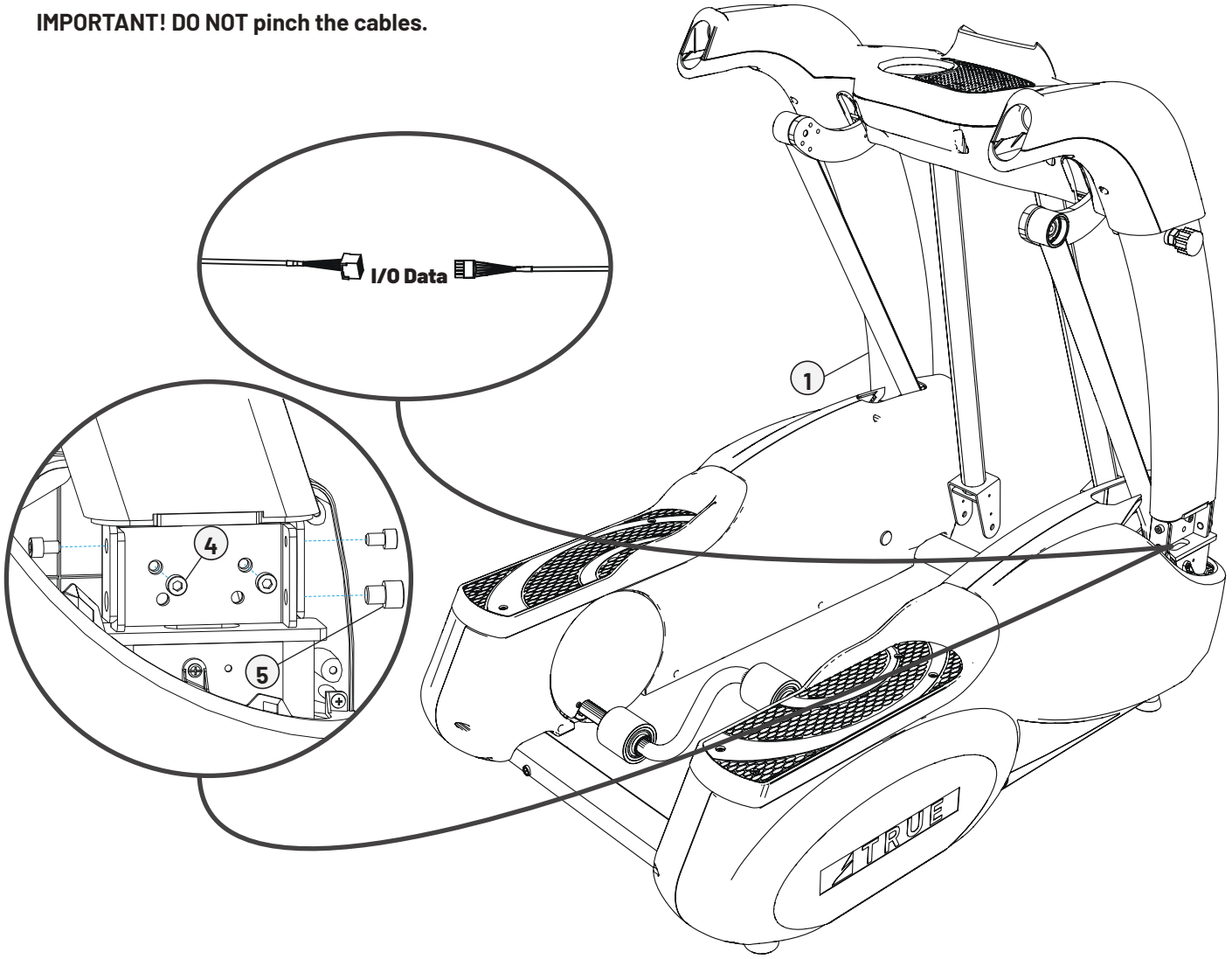
NOTE: Use two people while sliding the pedestal onto the base.

IMPORTANT! DO NOT pinch the cables.

B. Using a 6mm ball end allen wrench and a 10mm allen wrench, attach the pedestal to the base using 8 hex screws and 2 larger hex screws.

C. Connect the I/O data cable coming from the right pedestal to the corresponding I/O data cable in the base.

IMPORTANT! DO NOT pinch the cables.



Step 2—Attach Pedestal Continued

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

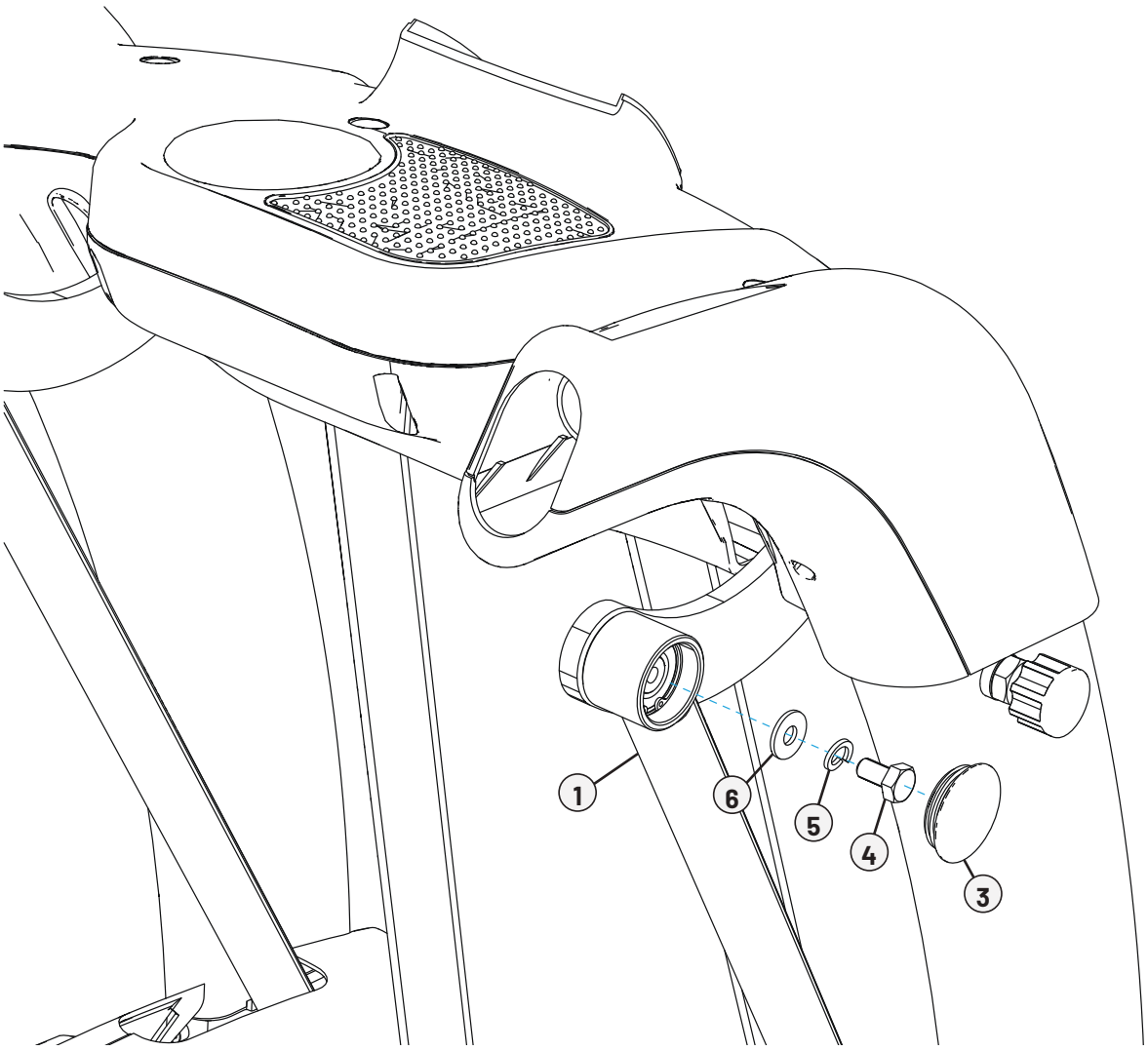
Step 3—Attach Top of Push Rods

Tools Used in this Step	
17mm Socket Wrench	

Parts Used in this Step			
Item	**Part**	**Description**	**Qty**
1	XPS0035R-35	RIGHT EXTERNAL LINKAGE ASSEMBLY	1
2	XPS0035L-35	LEFT EXTERNAL LINKAGE ASSEMBLY	1
3	XPS0047	UPPER LINKAGE COVER	2
4	PX0153	HEX. HD. BOLT	2
5	XPS0421	SPRING WASHER	2
6	XPS0413	FLAT WASHER 10 X 25 X 2.3	2

A. Slide the shafts through the bearing on the top of the push rods.

B. Using a 17mm socket wrench, attach the push rods to the shafts using 2 bolts, 2 lock washers, 2 flat washers, and 2 plastic caps.



Step 4—Attach Side Arms

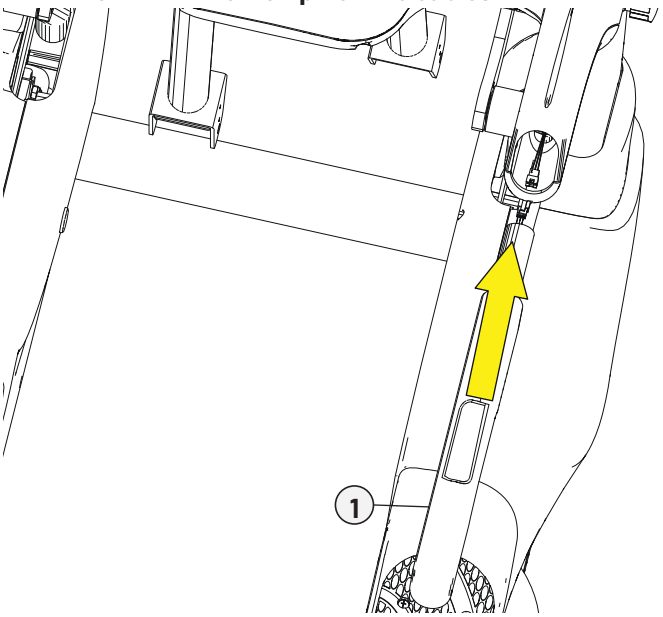
Tools Used in this Step	
6mm Ball End Allen Wrench	

Parts Used in this Step			
Item	**Part**	**Description**	**Qty**
1	XPS0011	HANDLEBAR WITH HR	2
2	TI0229	BOLT, HEX SOC. HD. CAP, M8X1.25X12MM	4

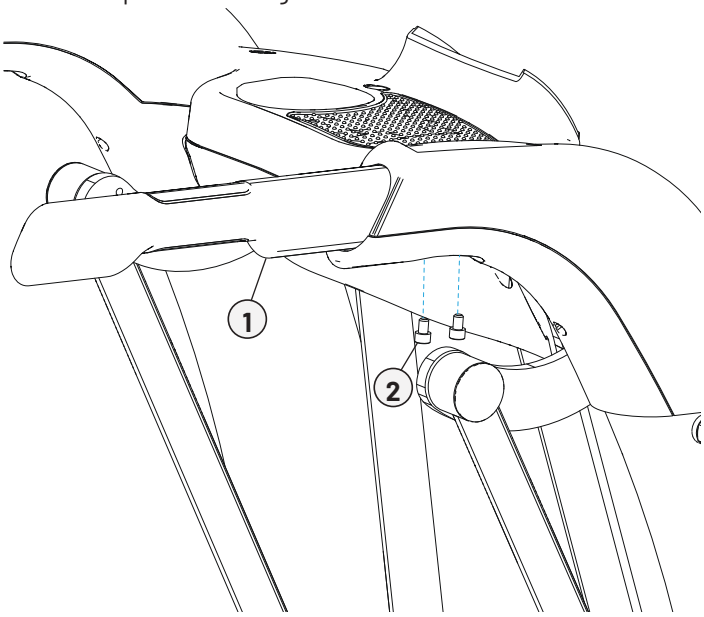
A. Connect the side arm heart rate cables.

B. Carefully slide the side arms into the pedestal and tuck the heart rate cables into the tubes.

IMPORTANT! DO NOT pinch the cables.



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



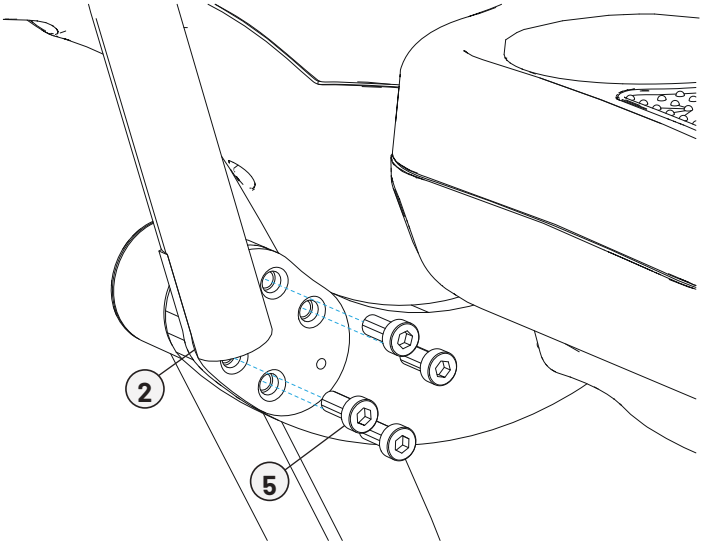
Step 5—Attach Upper Exercise Arms and Exercise Arm Covers

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

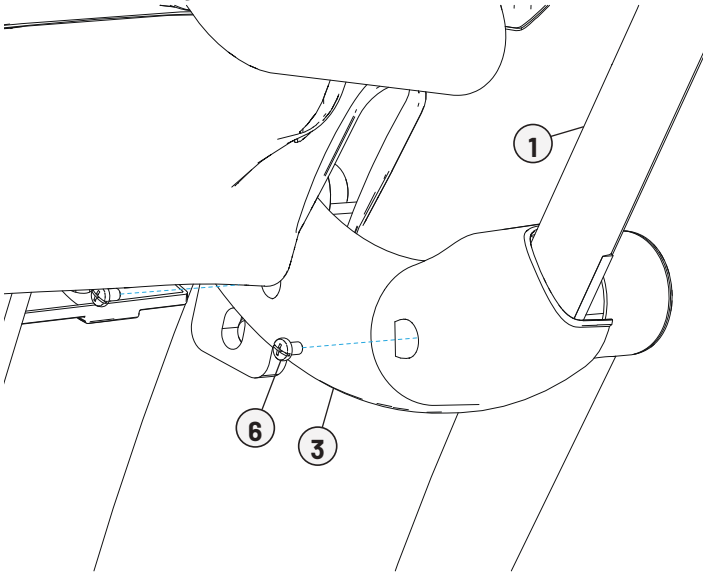
Parts Used in this Step			
Item	**Part**	**Description**	**Qty**
1	XPS1222-35	SUBASSEMBLY, OVERMOLD, HANDLEBAR, RH, XR1-SA	1
2	XPS1221-35	SUBASSEMBLY, OVERMOLD, HANDLEBAR, LH, XR1-SA	1
3	XPS0046	HANDLEBAR COVER ASSEMBLY RH	1
4	XPS0045	HANDLEBAR COVER ASSEMBLY LH	1
5	TS1275	SHCS, COUNTERSUNK, M8X1.25X16	8
6	CX0063	PHMS, M5 X 8MM	4

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

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



B. Using a #2 Phillips screwdriver, attach the exercise arm covers using 4 screws.



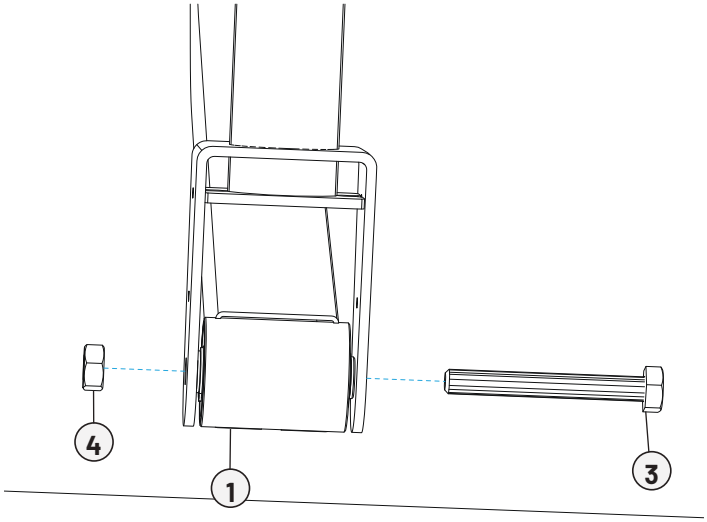
Step 6—Attach Pedal Tubes and Rocker Arm Covers

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

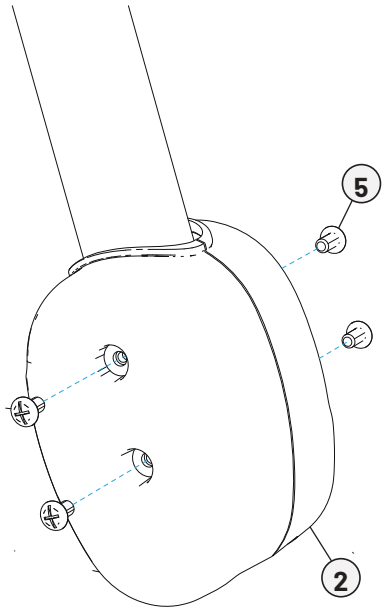
Parts Used in this Step			
Item	**Part**	**Description**	**Qty**
1	XPS0154	SUBASSEMBLY, PEDAL TUBE - XES700-20 (+15mm)	2
2	XCS0099BK	KIT, ROCKER ARM COVER SET BLACK	2
3	SX0115	HHS, M10-1.5 X 81.5MM	2
4	SX0116	NUT, HEX, M10, ZP	2
5	SX0004	PHMS, M5-0.8X12MM, CRE, RE	8

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

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



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



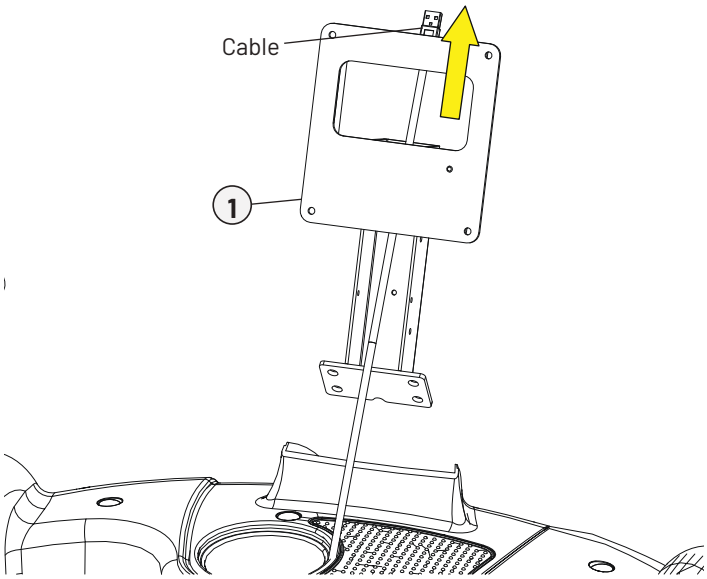
Step 7—Attach Console Mast and Console Continued

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

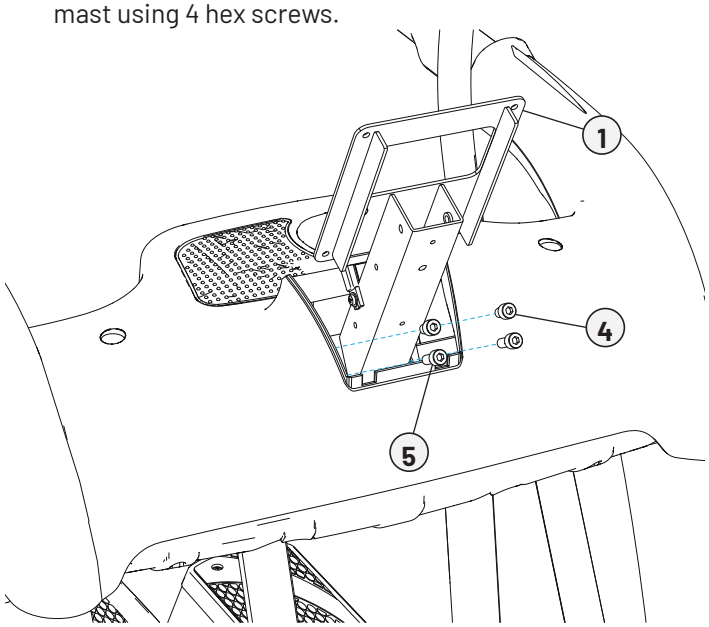
Parts Used in this Step

Item	Part	Description	Qty
1	XCS0005BK	SUBASSEMBLY, CONSOLE MAST - XC400, BLACK	1
2	XCS0022BK	SUBASSEMBLY, FRONT LOWER CONSOLE COVER, BLACK	1
3	XCS0038BK	SUBASSEMBLY, REAR CONSOLE COVER - XC400	1
4	TI0229	BOLT, HEX SOC. HD. CAP, M8X1.25X12MM	2
5	XCS0388	M8X20 SOCKET HEAD BOLT	2
6	XCS0389	PHMS, W/WASHER, M5X12	2
7	CX0079	PHMS, M5-0.8 X 12MM, BLK ZP	2

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

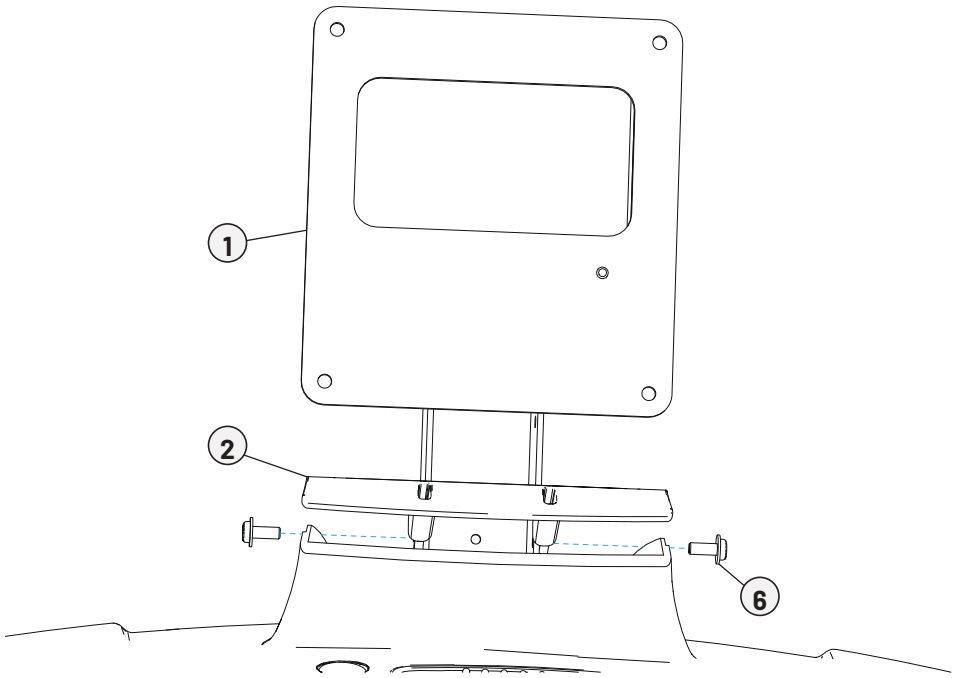


B. Using a 6mm ball end allen wrench, attach the console mast using 4 hex screws.



Step 7—Attach Console Mast and Console Continued

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



Step 7—Attach Console Mast and Console Continued

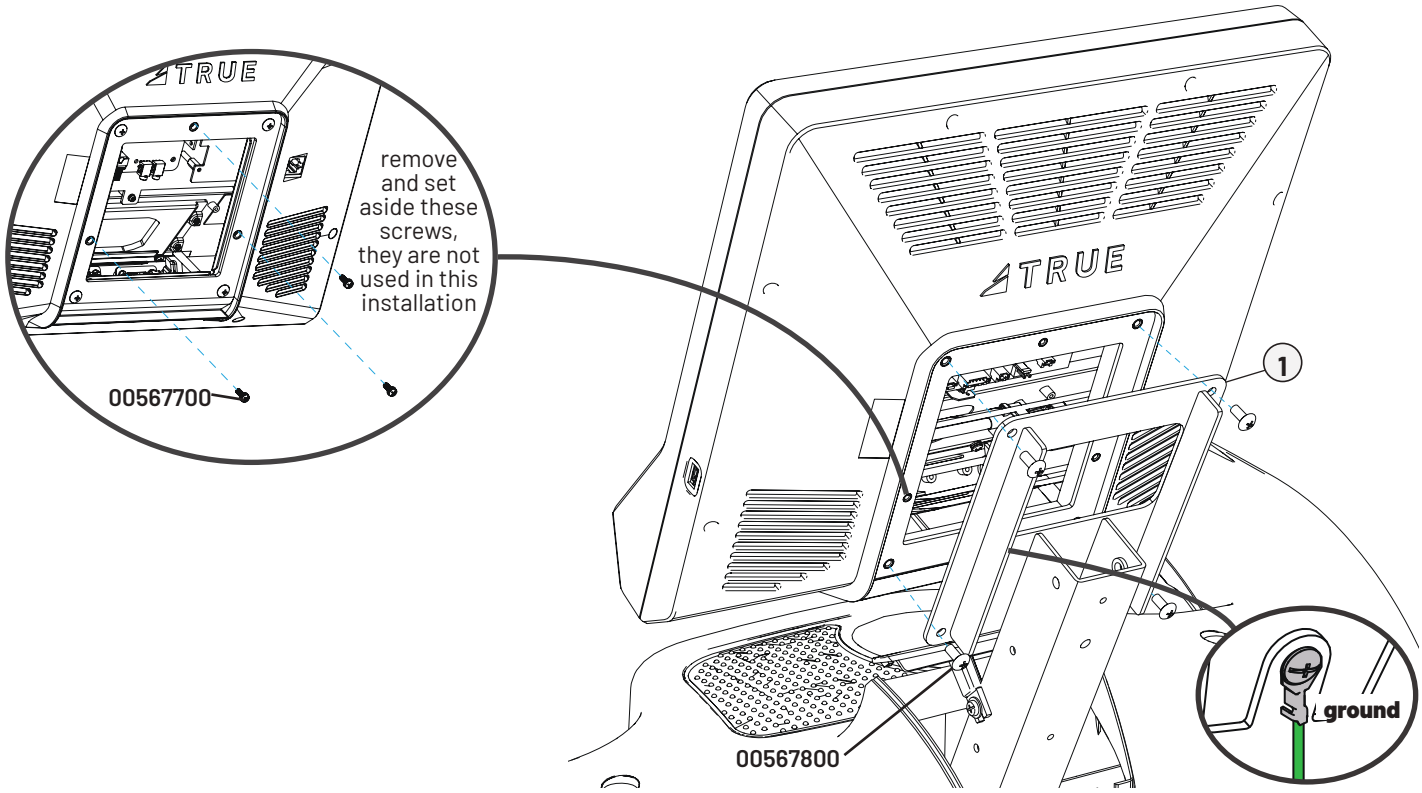
D. If the console has three screws (00567700 // SCREW, M4-.7 X 12 PPHMS SEMS) preassembled, remove and set aside these screws. They are not used in the installation. Remove and set aside the four screws (00567800 // SCREW, M5-.8X12 COMBO PHILLIPS/COMMON TRUSS HEAD - ACG BLACK) preassembled to the console.

E. Connect the console and base cables: heart rate, I/O data, and ground (use the screw on the console mast to attach the ground cable from the console).

Ensure all cables are routed inside the console mast to avoid pinching cables.

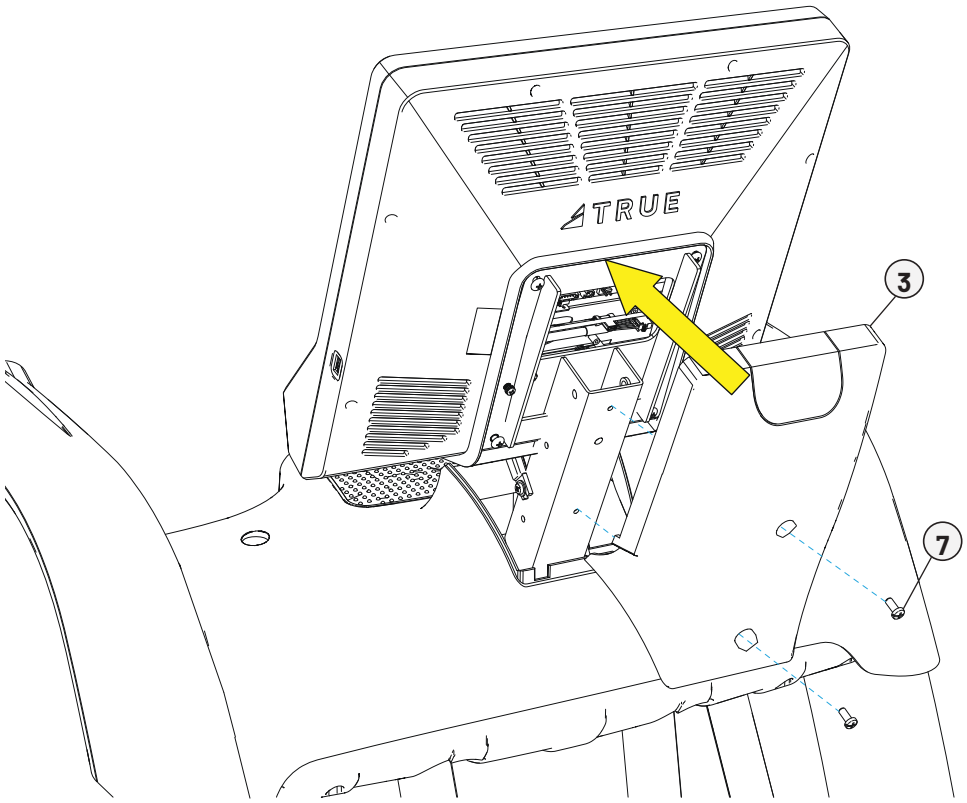
IMPORTANT! Please see the console owner's manual for more detailed information on the console cable connections, machine setup, and use.

F. Using a #2 Phillips screwdriver, secure the console to the console mast using the four screws (00567800).



Step 7—Attach Console Mast and Console Continued

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

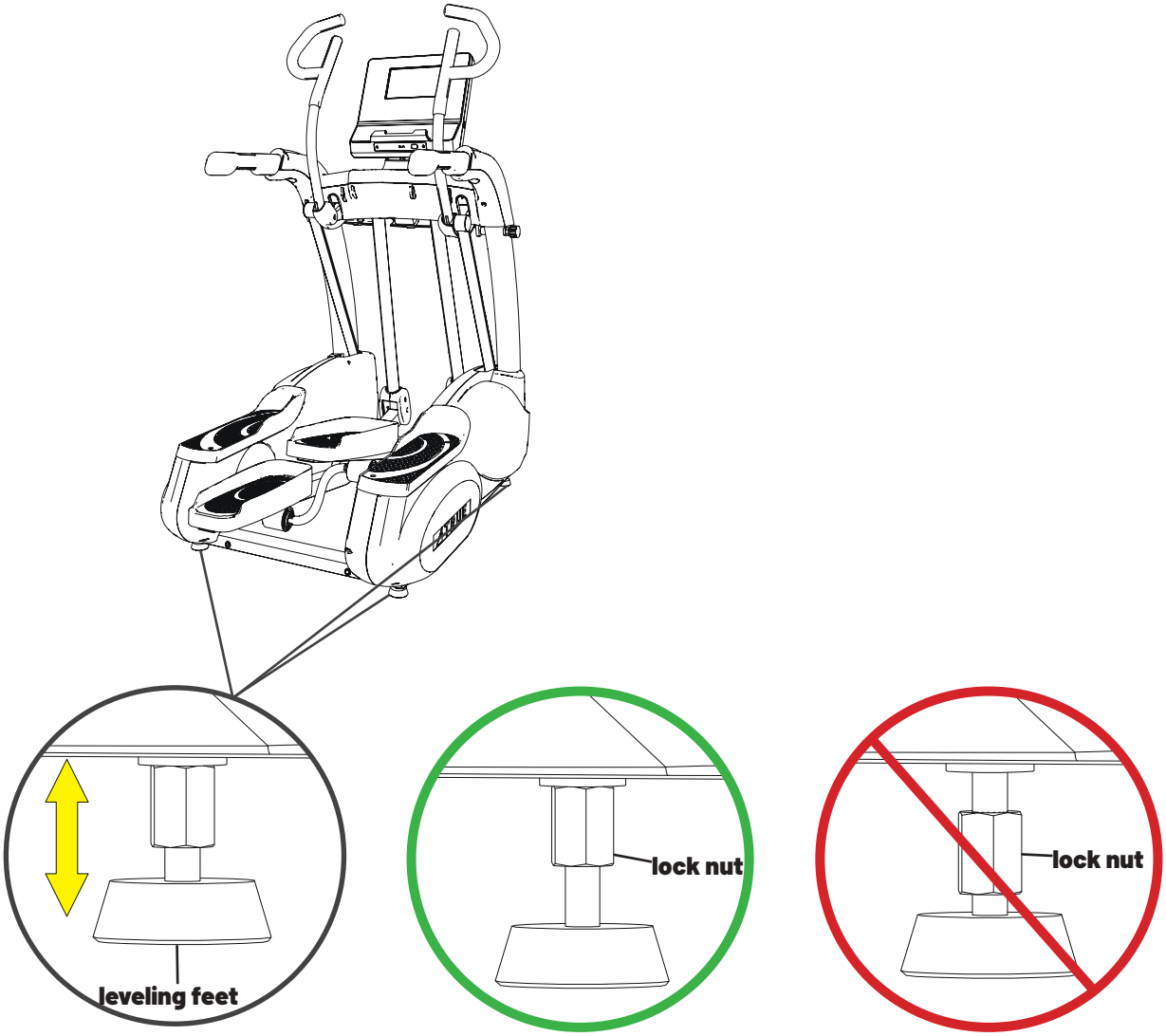


Step 8—Level the Machine

Tools Used in this Procedure	
17mm Wrench	

A. Using a 17mm wrench, adjust all four leveling feet until they contact the floor.
IMPORTANT! Do not adjust the leveling feet to such a height that they detach or unscrew from the machine.

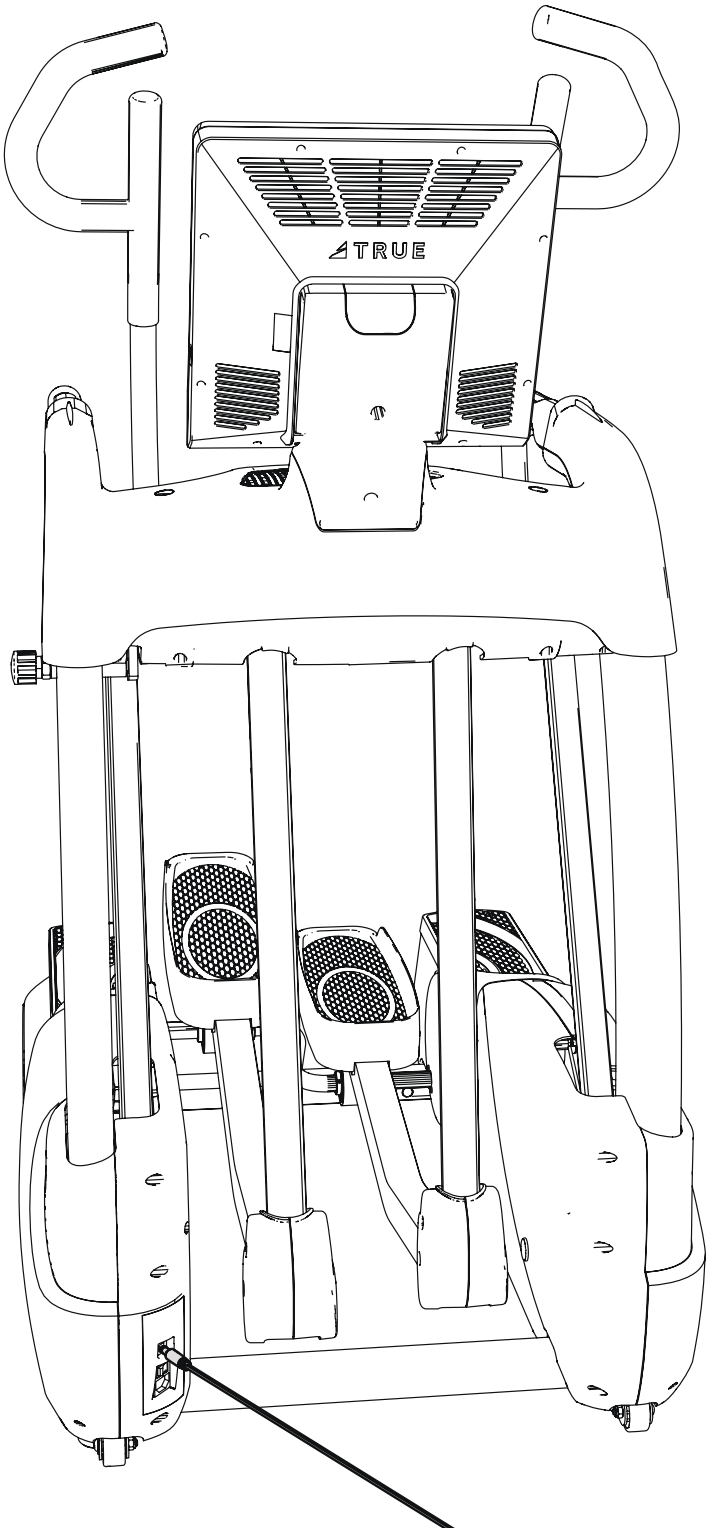
B. Verify all four lock nuts are securely tightened and flush against the bottom of the frame.



Step 9—Connect Power Adapter

A. Make the correct power connections for the base and console:
   - If the console is a touchscreen use the 12V, 3A power adapter.
   - If the console is an LED use the 9V, 1.3A power adapter.

B. Verify the console powers up and is configured for this machine. See the console owner's manual for more information.



PRODUCT FEATURES

BASE OVERVIEW

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

Contact Heart Rate Grips—Allows the user to check their heart rate without wearing a wireless chest strap.

Upper Exercise Arms—Moving handles on the elliptical that provide resistance to the upper body during a workout.

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

Side Steps

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

Foot Pads

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

Leveling Feet—An adjustable system used to level the machine.

TRUE Lock—Allows the user to immobilize the foot pedals when entering or exiting the machine.

BASE OVERVIEW CONTINUED

TRUE Lock

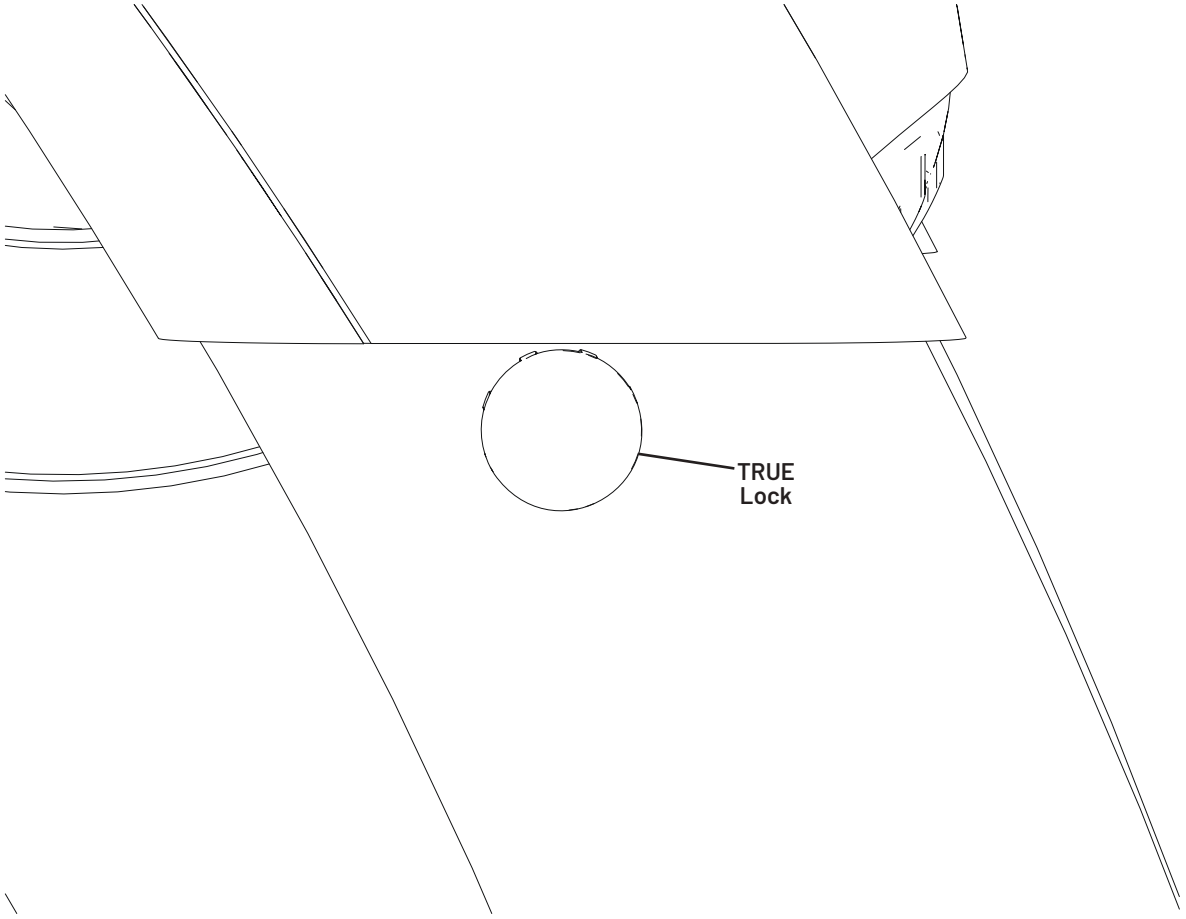
The XR1-SA-35 elliptical includes the TRUE Lock. This feature allows users to immobilize the foot pedals. By locking the exercise machine, a user can create a more stable foot pedal when entering and exiting the machine. TRUE Lock also prevents unintentional foot pedal movement when the machine is stored and not in use.

Operating Instructions

The TRUE Lock knob is designed to be positioned in either the locked or unlocked position. Always make sure it is secured fully in one of these positions. To operate, first pull knob to disengage, then simply turn in the appropriate direction. Once you have reached the correct position, release the knob.

IMPORTANT! Before exercising, ensure knob has been pulled and fully rotated counter-clockwise to unlock.

IMPORTANT! When locking the device, ensure knob has been pulled and fully rotated clockwise to lock. Foot pedals must be in the neutral (at rest position) to lock. To ensure the system is locked, slightly move one of the foot pedals forward or backwards. If the system is locked only very slight movement is possible. If the foot pedal is not locked, re-check the knob for full rotation in the clockwise direction and move the foot pedal until the locking pin engages.



CONSOLE OVERVIEW

Touchscreen Console

LED Console

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

Tablet Holder—Designed to hold mobile devices during a workout.

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

USB Port—Used to update 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 elliptical 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 elliptical daily. Look and listen for loose fasteners, unusual noises, worn or frayed power cords, and any other indications that the equipment may be in need of service. If any of these are noticed, obtain service. Do not attempt to use the elliptical until proper service has been performed or damaged parts have been replaced.

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

To order parts or 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 elliptical.

⚠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 machine. Allow the machine 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.

LEVELING THE MACHINE

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

SCHEDULING QUARTERLY PREVENTATIVE MAINTENANCE

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.
- Move elliptical and vacuum underneath.
- 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 elliptical 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).

ADDITIONAL INFORMATION

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 B. Damaged power cord C. Power cord not fully seated in socket D. No power at outlet E. Tripped circuit breaker	A. Verify the On/Off switch is at the ON position B. Replace power cord C. Inspect power connection at the unit and outlet D. Use a voltmeter to verify power at outlet 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 B. Power cord not fully seated in socket C. Insufficient power D. Error code is displayed on console E. Pinched or loose main communication cable F. No User Present displayed on screen	A. Replace power cord B. Inspect power connection at the unit and outlet C. Verify output voltage from 20A outlet with a voltmeter D. Contact TRUE product support E. Contact TRUE product support F. User weight must be over 90 lbs—verify No User Present settings in console
Heart rate displaying erratically or not displaying	A. Transmitter belt contacts are not making good contact with the skin B. Contacts on the transmitter belt are not moist C. Transmitter belt is not within 3 feet (1 meter) of the heart rate receiver D. The battery inside the transmitter belt is depleted E. Another user wearing a compatible transmitter strap is within 3 foot (1 meter) of the unit 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 B. Moisten the contacts on the transmitter belt C. Adjust your position so that you are within 3 feet (1 meter) of the console D. Replace the transmitter belt with a compatible transmitter belt E. Move the units so that there is more space between them 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
Rubbing or knocking sound from unit when in operation	A. Uneven floor B. Loose hardware C. Bearings may be damaged	A. Use leveling feet to make adjustments B. Inspect and tighten hardware C. Contact TRUE product support

WARRANTY

IN HOME RESIDENTIAL WARRANTY		
WARRANTY ITEM	**DURATION**	Warranty does not cover damage or equipment failure resulting from or caused by improper assembly/installation, accident, misuse, abuse, unauthorized modification, or failure to provide reasonable and necessary maintenance. *Frame is the serialized base of the unit and does not include paint or coatings. **Labor is available for equipment located within United States and Canada. ***Wear Items include: batteries, covers, caps, badges, paint, pedal straps, toe clips, elliptical pedal inserts, foot pads, Coax/TV, HDMI, USB, mirroring or Ethernet connections, and safety key.
Frame*	25 Years	
Parts	7 Years	
Consoles	9" Touch (7 years) LED (7 years)	
Labor**	1 Year	
Wear Items***	90 Days	

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 specified period of time.

NOTE:

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

All Warranty Items are "LIMITED"

- This limited warranty does not cover damage or equipment failure resulting from or caused by improper assembly/installation, failure to follow instructions and warnings in owner's manual, accident, misuse, abuse, unauthorized modification, failure to provide reasonable and necessary maintenance, software version upgrades, compatibility with third party/aftermarket hardware, software, applications, or websites.
- TRUE's liability shall under no circumstances exceed the actual amount paid by you for the product, nor shall TRUE under any circumstances be liable for any consequential, incidental, special or punitive damages or losses, whether direct or indirect.
- Some states or countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.
- TRUE will neither assume nor authorize any person to assure for us any other obligation or liability concerning the sale of this Product. Under no circumstances shall TRUE be liable under this warranty, or otherwise, of any damage to any person or property, including any lost profits or lost savings, for any special, indirect, secondary, incidental, or consequential damages arising out of the use of or inability to use this Product.
- This limited warranty, which is given expressly and in lieu of all other express warranties, constitutes the only warranty made by TRUE.
- The remedies described herein are your sole and exclusive remedies and TRUE's entire liability for any breach of this limited warranty.
- No one is authorized to change, modify, or extend the terms of this limited warranty.
- This limited warranty is in lieu of all other warranties of any kind either expressed or including but not limited to implied warranties of merchant.
- This limited warranty applies to the product only while the product remains in the possession of the original purchaser and is not transferable.
- This limited warranty becomes VALID ONLY if the Product is initially assembled/installed by a TRUE authorized dealer/technician (if anyone other than a TRUE authorized dealer/technician initially assembles and installs the Product, this limited warranty will be void unless the written authorization of TRUE is first obtained).
- This limited warranty can be processed only if the warranty registration form is completed on-line; or if the form provided with equipment is filled in, signed by the original purchaser, and mailed to TRUE within 30 days of purchaser's receipt of this Product.
- All serial numbers must be intact on the Product for this limited warranty to be valid.
- Installation or download of any 3rd party or after-market products will result in voided warranty. This includes, but is not limited to, electrical and mechanical parts, software, or applications.
- TRUE will ship to an authorized service provider any new or rebuilt replacement part or component, or at our option, replace or refund the Product.
- Replacement parts are warranted for the remaining portion of the original warranty period.
- Proof/receipts of necessary maintenance may be required within 30 days of requested warranty part or service.
- This limited warranty does not apply to the performance of the heart rate accuracy will not be warranted as performance varies, based on user's physiology, age, method of use, and other eternal factors.

TRUE FITNESS

WARRANTY REGISTRATION

Thank you for purchasing a TRUE product!

To validate your product warranty, you must register your product within 30 days of purchaser's receipt of this product.

To register your product:

- Go online to:
  https://shop.truefitness.com/resources/warranty/
  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

TRUE FITNESS

CONTACT US
service@truefitness.com
1.800.883.8783

865 Hoff Road
St. Louis, MO 63366

TRUEFITNESS.COM

MAN-XR1-SA-35 Owner's Manual, Assembly Guide, and Warranty Card
REV02
© 2024 TRUE Fitness All Rights Reserved.