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[TRUEFITNESS.COM](http://TRUEFITNESS.COM)

Better Business Bureau: Complaint 16803007

According to our records authorized reseller Fitness Pro located in Tallahassee FL, Sold a TRUE modal XC400 elliptical to Chris Calvert and installed in October 2019.

Model is sold with 1-year in home labor and 10-years wear parts and electronics

The below gives a synopsis of reports of issues, identification that issue was not caused by a defect in manufacturing or material but was in fact caused by faulty installation of the elliptical into the customer's home. True has provided reasonable options to resolve the non-warranty issue and has not denied any additional services nor stated that the rest of the unit's warranty would be void.

TRUE Fitness highly values its customers and takes pride in providing high quality exercise equipment. Please do not hesitate to reach out with any questions or concerns. TRUE Fitness' contact information can be found in the signature block below. Thank you for your assistance on this matter.

Best,

**Kevin Novak**

**Director of Product Support**

1.800.883.8783

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4 November 2021 service ticket 206279, was created with the reported issue of “a squeak from the machine”

- Advised to contact Fitness Pro to have a technician review the elliptical for causes.
- Note in service ticket 206279 date 11 November 2022, (Pedestal was loose and tech tightened)
- Note in service ticket 206279 date 30 November (noise issue is still occurring) TRUE recommend for the technician to start a video call with our contact center went on site.
  - During the video call found that one of the bolts that connect the upper pedestal to the base had been cross threaded and stripped during installation of the elliptical.
  - See (STEP 1: Assemble Pedestal to Base) page 10 in owner’s manual
  - Notified contact of section four of the limited warranty statement provided on page 331 of owner’s manual.
    - **4. This Limited Warranty does not cover damage or equipment failure resulting from or caused by improper assembly/ installation**, failure to follow instructions and warnings in owner’s manual, accident, misuse, abuse, unauthorized modification, or failure to provide reasonable and necessary maintenance (as referenced in the owner’s manual.)
  - Provided information of how to perform a field repair to contact, and closed ticket

2 December 2021 service ticket 209722 was created with the reported issue of “noise from the machine”

- Contact provided photos of the damaged frame and bolt.
  - Contact was told no RMA (return material authorization and exchange) would be issued.
  - TRUE again provided instructions as to how to do a field repair.
- Notes in service ticket 209722 date 4 February 2022 (Chris Calvert called to check RMA Status, was told Fitness Pro the Unit was being replaced.
- Notes in service ticket 209722 date 10 February 2022 (we again gave instructions to the contact of how to do a field repair and that no RMA would be issued.
- Notes in service ticket 209722 date 24 February 2022 (Chris Calvert called to state he would not be content with a repair)

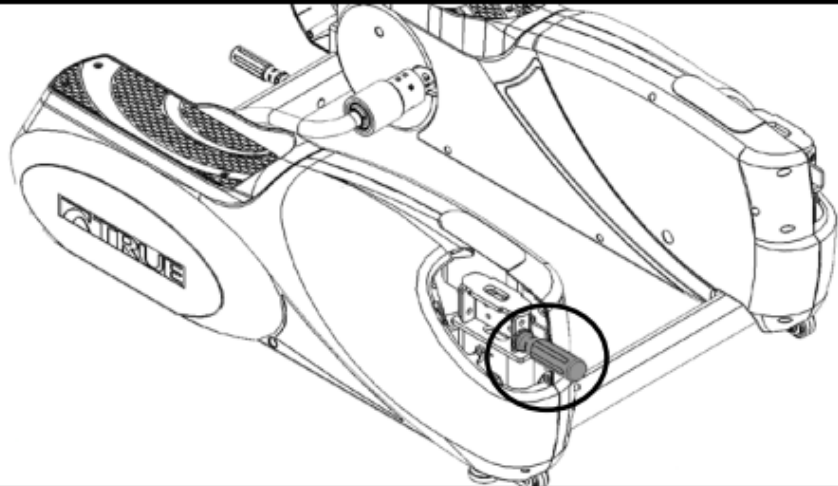


## CHAPTER 2: ASSEMBLY INSTRUCTIONS

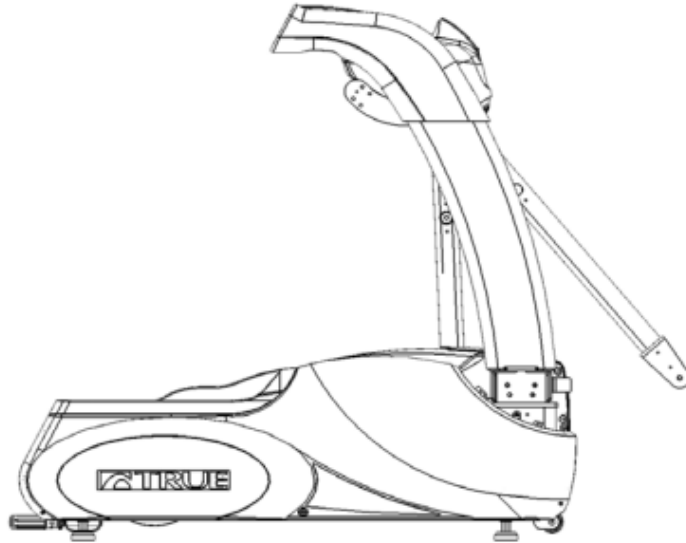
### ELLIPTICAL ASSEMBLY STEPS (CONTINUED):

#### STEP 1: Assemble Pedestal to Base:

a) Remove Front Handles before assembling Pedestal.



b) Use 2 people to slide the Pedestal straight down onto the Base and be careful to not pinch the wires on the right side of the base.



c) Use 2 M12x12mm bolts and 8 M8x12mm bolts to attach Pedestal to Base and then connect the cables coming from the right pedestal to the corresponding wires in the base.

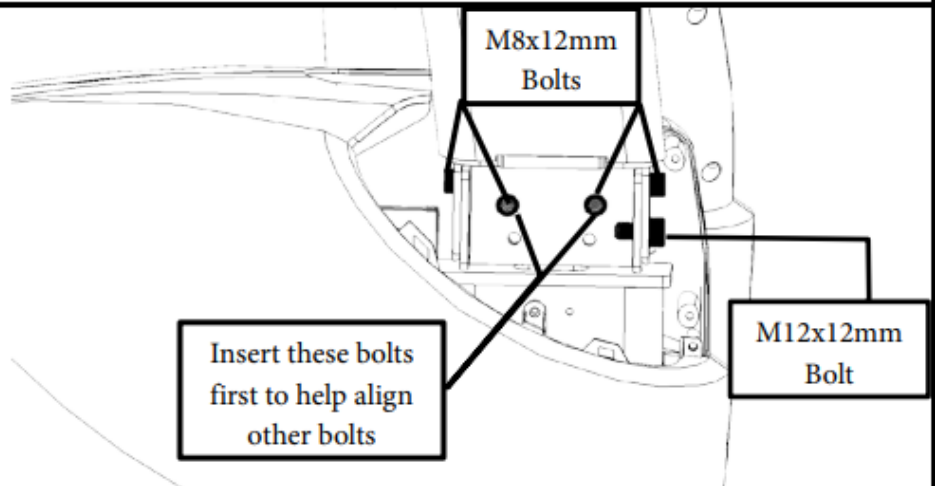
#### Hardware Required (Bag 1):



8 M8x12mm Bolts



2 M12x12mm Bolts



## CHAPTER 7: ADDITIONAL INFORMATION



### COMMERCIAL LIMITED WARRANTY XC400 ELLIPTICAL

Save Time and Register Online!  
 Activate Multiple Warranties at [truefitness.com/support](http://truefitness.com/support)

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

1. This Limited Warranty can be processed only if the Warranty Registration Form is completed on-line; or if the attached form is filled in, signed by the original purchaser and mailed to TRUE within 30 days of purchaser's receipt of this Product. The serial number must be intact on the Product for this Limited Warranty to be valid.
2. This Limited Warranty applies to the product only while the Product remains in the possession of the original purchaser and is not transferable.
3. This Limited Warranty becomes VALID ONLY if the Product is initially assembled/installed by a TRUE authorized dealer/ technician (if anyone other than a TRUE authorized dealer/ technician initially assembles and installs the Product, this Limited Warranty will be void unless the written authorization of TRUE is first obtained).
4. This Limited Warranty does not cover damage or equipment failure resulting from or caused by improper assembly/ installation, failure to follow instructions and warnings in owner's manual, accident, misuse, abuse, unauthorized modification, or failure to provide reasonable and necessary maintenance (as referenced in the owner's manual.)
5. This Limited Warranty applies only to the cost of repair or replacement of parts and does not include labor (beyond the above warranty period), transportation, service, return and freight charges associated therewith expressly specified herein.
6. This Limited Warranty shall not apply to: Service calls to correct installation of the equipment or instruction to owners on how to use the equipment; or any labor costs incurred beyond the applicable labor warranty period.
7. This Limited Warranty is in lieu of all warranties, express or implied, and in lieu of all other obligations or liabilities on the part of TRUE, under no circumstances shall TRUE be liable by virtue of this Limited Warranty or otherwise from damage to any person or property whatsoever for any special, indirect, incidental, secondary or consequential losses, damages or expenses in connection with exercise products. Any implied warranty is limited in duration to the time period covered by the Limited Warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion may not apply to you. This Limited Warranty grants you specific legal rights and you may also have other rights, which vary from state to state.

**NOTE TO AUTHORIZED WARRANTY LABOR PROVIDERS:**  
 Warranty labor reimbursement or warranty parts rights may

not be transferred to, reassigned to, a third party without the express written consent of TRUE. Even jobbing out warranty labor requires TRUE's written approval.

**XC400 ELLIPTICAL SERIAL NUMBERS:**

The XC400 elliptical comes with two serial numbers; one on the base and one on the display console (see diagram below). The serial number on the base is located on the front inside sheet metal on the bottom right hand side. The console serial number is located on the bottom right side of each console. Please write down your serial numbers below and keep for your records.

**CONSOLE SERIAL NUMBER:**

**BASE SERIAL NUMBER:**



**SAMPLE SERIAL NUMBER STICKER:**

<p>TRUE FITNESS TECHNOLOGY, INC.                  ST LOUIS, MISSOURI 63366</p>		Model No. <b>XC400</b>	
<p>Intertek                  3110024</p>	<p>CONFORMS TO ANSI/UL                  STD.1647                  CERTIFIED TO CAN/CSA                  STD. C22.2 NO.68</p>	Serial No./Date Code <b>17-XC400001A</b>	
Intertek Testing Services Taiwan Ltd.		Rating: 120Vac, 0.5amp, 35watts, 60Hz, 1Ø	MADE IN TAIWAN

Keep this page for your records