



* Assembly Guide & Warranty Card Included

VC900 PALISADE CLIMBER OWNER'S MANUAL



VC900 OWNERS MANUAL

IMPORTANT:

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

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

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IMPORTANTE:

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

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

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

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IMPORTANT: Tous les produits présentés sont prototype. Le produit réel livré peut varier. Spécifications du produit, caractéristiques et logiciels sont sujettes à modification sans préavis. Pour la plus à jour le manuel du propriétaire s'il vous plaît visitez www.truefitness.com. Pour documents dans des langues supplémentaires, veuillez www.truefitness.com/resources/document-library/ 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，请访问www.truefitness.com 对于其他语言的文档，请访问www.truefitness.com/resources/document-library/

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WICHTIG: Alle hier gezeigten Produkte sind Prototypen. Das tatsächliche Produkt ausgeliefert wird, kann variieren. Produkt-Spezifikationen, Funktionen und Software können sich ohne vorherige Ankündigung ändern. In den meisten Fällen bis zu Bedienungsanleitung Bisher besuchen Sie bitte www.truefitness.com. Für Dokumente in weiteren Sprachen finden Sie unter www.truefitness.com/resources/document-library/

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VC900 OWNERS MANUAL

A MESSAGE TO OUR CUSTOMERS

Frank Trulaske began TRUE Fitness® over thirty-five year ago with the simple philosophy of delivering superior fitness products, service, and support. Today, TRUE is the global leader in premium fitness equipment for the commercial and residential markets. Our goal is to be the leader in technology, innovation, performance, safety and style. TRUE has received many awards for its product over the years and remains the benchmark for the industry. Fitness facilities and consumers invest in TRUE products for their durable commercial platforms used in all its products, both commercial and residential alike.

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

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

Our goal is to deliver the world's best premium equipment for our customers' health and fitness solutions.

VC900 OWNERS MANUAL

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CHAPTER 1: SAFETY INSTRUCTIONS

IMPORTANT SAFETY INSTRUCTIONS **SAVE THESE SAFETY 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.


 **WARNING:** ALL EXERCISERS MUST READ ALL INSTRUCTIONS BEFORE USING THE EQUIPMENT.

 **WARNING:** Heart rate monitoring systems may be inaccurate for some individuals. Over-exercising may result in serious injury or death. If you feel faint, stop exercising immediately.


 **WARNING:** Equipment should be immediately taken out of use if it fails to work properly or when a warning is presented electronically.

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

 **WARNING:** To reduce the risk of electrical shock, always unplug this TRUE product before cleaning or attempting any maintenance activity. Do not handle the plug with wet hands.


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


 **WARNING:** Do not move the equipment by lifting the console. Do not use the console as a handlebar during a workout.


 **WARNING:** This product contains chemicals known to the state of California to cause cancer and birth defects or other reproductive harm.

 **WARNING:** Keep equipment stable on flat ground.

CHAPTER 1: SAFETY INSTRUCTIONS

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

 **WARNING:** Replace any non-working or damaged components, remove the unit from service until repair is performed.

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

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

 **WARNING:** Risk of personal injury-crushing hazard when equipment is in operation - Keep feet, hands, and fingers away from moving parts.

 **CAUTION:**

- Do not use typing or web surfing features at excessive speeds. Always stabilize yourself by holding a stationary handle when using typing or web surfing features. (Varies by console option)
- Health related injuries may result from incorrect or excessive use of exercise equipment.
- Do not use the contact heart rate grips as a handlebar during a workout.
- Any changes or modifications to this equipment could void the product warranty.
- To disconnect, turn power OFF at the ON/OFF switch if applicable, then remove plug from electrical outlet.
- 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. Contact TRUE Customer Service for a replacement.
- Use a TRUE AC power cord or AC/DC adapter only.
- *Note the plug configuration for the power adapter may vary by country.
- 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 Palisade Climber.
- 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.
- Do not use this product in areas where aerosol spray products are being used or where oxygen is being administered. Such substances create the danger of combustion and explosion.
- Always follow the console instructions for proper operation.
- Close supervision is necessary when used near children under the age of 15, or disabled persons.
- Do not use this product outdoors, near water, while wet, or in areas of high humidity including extreme temperature changes.
- Never operate a TRUE product with the air openings blocked. Keep air openings free of lint, hair or any obstructing material.
- Never insert objects into any openings in this product. If an object should drop inside, turn off the power, unplug the power cord from the outlet and carefully retrieve it. If the item cannot be reached, contact TRUE Customer Service.
- Never place liquids of any type directly on the unit except in the accessory tray or bottle holders. Containers with lids are recommended.
- Wear shoes with rubber or high traction soles. Do not use shoes with heels, leather soles, cleats or spikes. Make sure no stones are embedded in the soles. Do not use this product in bare feet. Keep all loose clothing, shoelaces and towels away from moving parts.
- Do not reach into or underneath the unit, or tip it on its side during operation.
- Do not allow animals on or near the equipment while in operation.

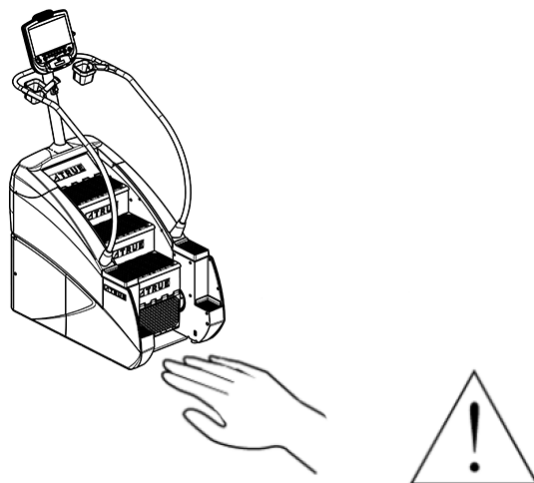
CHAPTER 1: SAFETY INSTRUCTIONS

⚠ CAUTION:

- Use the side handrails whenever additional stability is required. In case of emergency, such as tripping, the side handrails should be grabbed and the user should place his/her feet on the side platforms. The front handlebars should be used to grasp the heart rate sensors or to rest the hand on while operating the activity zone keys, but not for stability, emergency, or continuous use.
- Do not exceed VC900 maximum user weight of 400lbs (181 kg).
- Do not use if you have a cold or fever.
- 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 use attachments not recommended by the manufacturer.
- Allow only trained personnel to service this equipment.
- Avoid the possibility of bystanders being struck or caught between moving parts by making sure that they are out of reach of the equipment while it is in motion.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children shall not play with the appliance.
- Cleaning and user maintenance shall not be made by children without supervision.
- Allow only one person at a time on the equipment while it's operating.
- It is the sole responsibility of the owner/operator to ensure regular and scheduled maintenance is performed.
- To avoid injury, stand on the side steps before starting the Palisade Climber.
- Avoid exiting the Palisade Climber while leaving the steps in motion.
- Never walk or jog backwards on the Palisade Climber.
- When mounting the Palisade Climber, ensure the Palisade Climber steps are not in motion and then proceed with one step at a time to maintain balance using the handrails as needed.
- While the Palisade Climber 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 Palisade Climber if necessary.

⚠ CAUTION:

- To avoid serious injury, do not touch the steps while the palisade climber is in use.

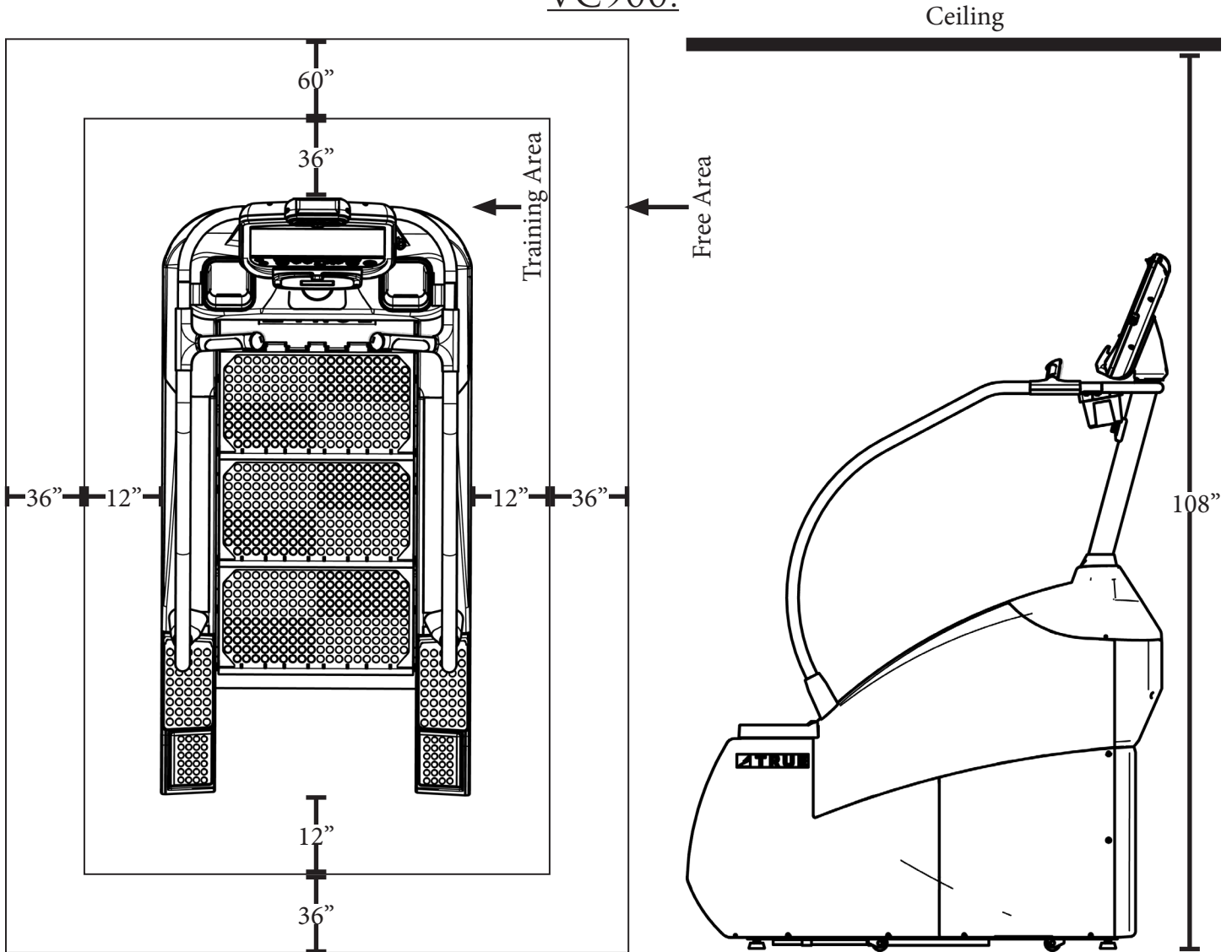


CHAPTER 1: SAFETY INSTRUCTIONS

SPACE REQUIREMENTS:

TRUE's recommendation is to leave a minimum of 12" (.3 m) on each side of the Palisade Climber and a 36" (.9 m) safety zone at the rear of the Palisade Climber.

VC900:



PALISADE CLIMBER ENTRY AND EXIT SAFETY:

Palisade Climber Entry:

- Step up onto the lower, rear steps one at a time while gripping both handrails for support.
- Step up onto the upper, rear steps one at a time while gripping both handrails for support.
- Position both feet on the lowest step closest to the upper, rear steps while gripping the contact heart rate handlebars.

Palisade Climber Exit:

- At the conclusion of the workout after the steps have ceased all movement, position both feet on the upper, rear steps one at a time while gripping the handrails.
- Step down onto the lower, rear steps one at a time while maintaining a grip with both hands on the handrails.
- Step down onto the floor one foot at a time while maintaining a grip with both hands on the handrails.

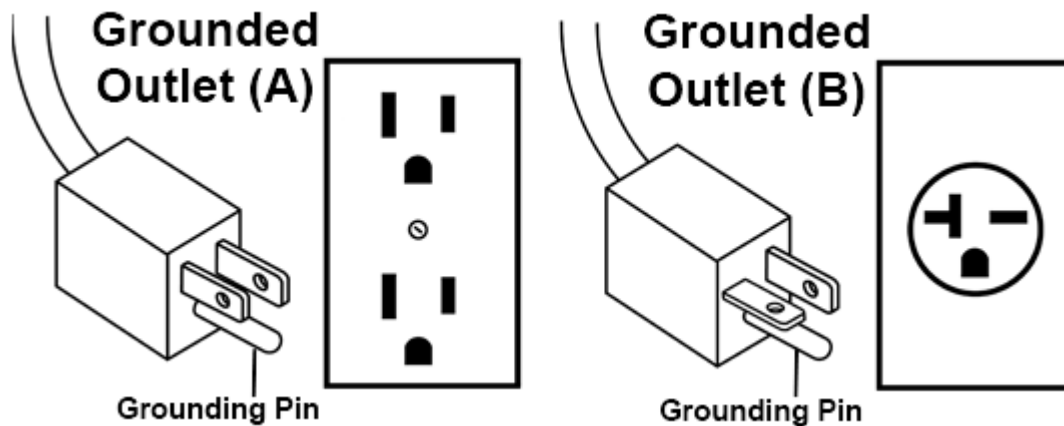
CHAPTER 1: SAFETY INSTRUCTIONS

GROUNDING INSTRUCTIONS:

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

DANGER:

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



CHAPTER 1: SAFETY INSTRUCTIONS

POWER REQUIREMENTS FOR TRUE PRODUCTS

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

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

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

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

Extension Cords

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

Grounded, Dedicated Line

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

Voltage

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

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

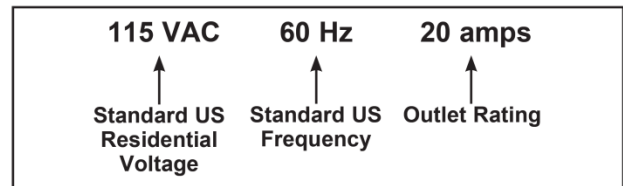


Figure 1

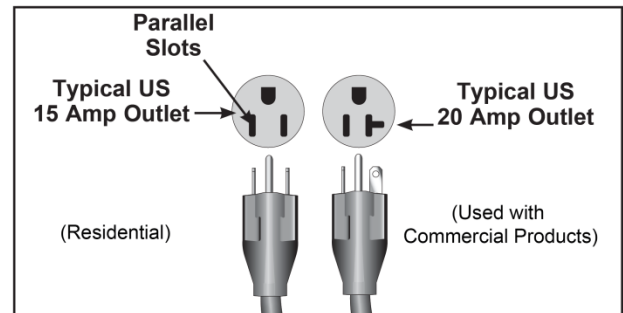


Figure 2

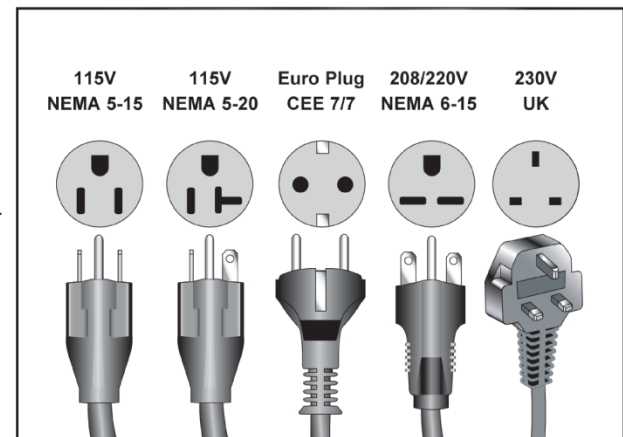



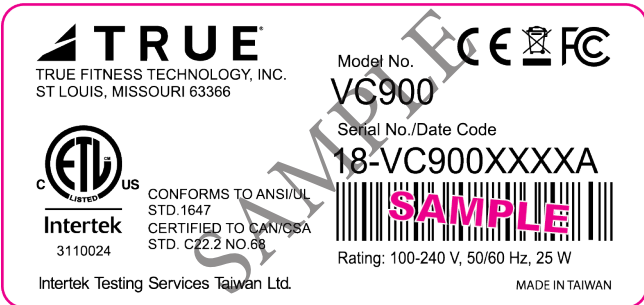
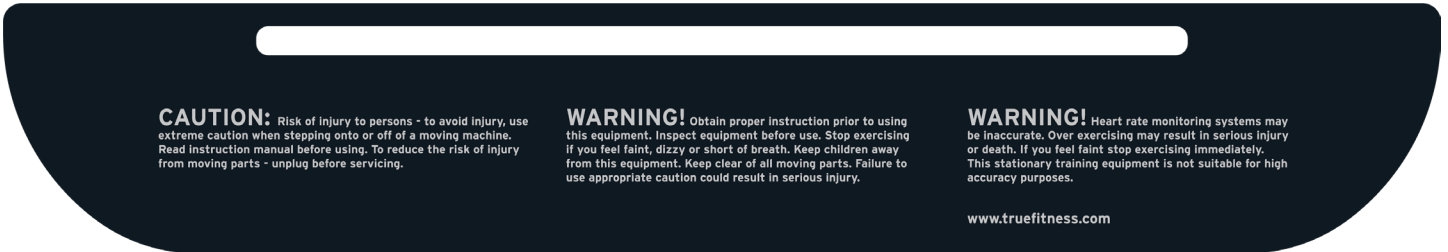
Figure 3

CHAPTER 1: SAFETY INSTRUCTIONS

WARNING DECALS:

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

To replace any worn or missing decals contact TRUE FITNESS by visiting www.truefitness.com or contact customer service at 800-883-8783.



COMPLIANCES:

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

CHAPTER 2: PRE-ASSEMBLY

IMPORTANT SAFETY INSTRUCTIONS

- **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 400 lbs.
- 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.
- Save these instructions.

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.

Important Electrical Requirements – 120V:

Your TRUE equipment requires a dedicated 120 volt, alternating current (AC), 20 amp grounded outlet circuit. This means nothing else can be plugged into the same circuit. Most power circuits are rated for this 120V AC 20 amp requirement, but you must ensure the equipment does not share the circuit with anything else.

Important Electrical Requirements – 220V:

Your TRUE equipment requires a dedicated 230 volt, alternating current (AC), 15 amp grounded outlet circuit. This means nothing else can be plugged into the same circuit. Most power circuits are rated for this 230V AC 15 amp requirement, but you must ensure the equipment does not share the circuit with anything else.

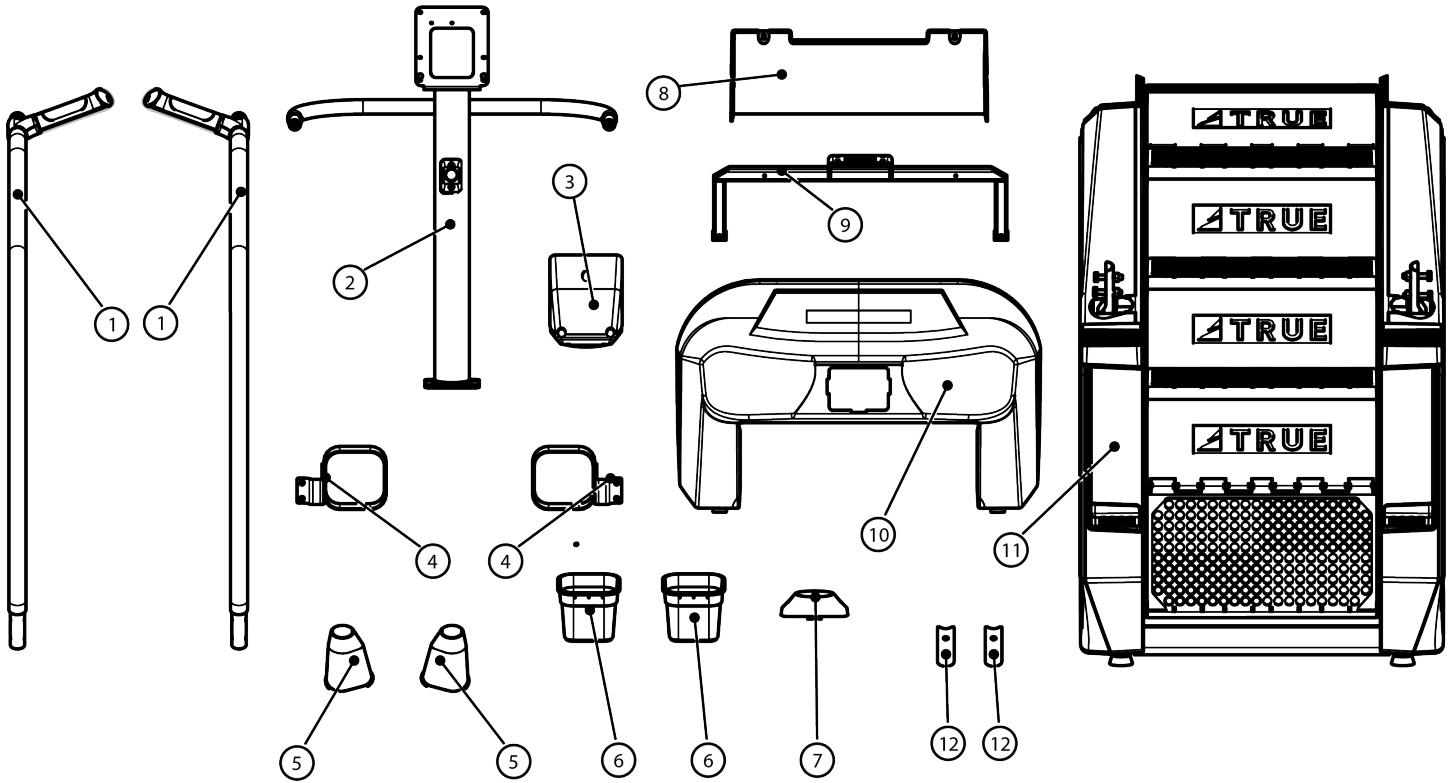


DANGER: Do not use an extension cord or ungrounded outlet:

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.

CHAPTER 2: PRE-ASSEMBLY

PRE-ASSEMBLY CHECKLIST:



ITEM	DESCRIPTION	Qty.
1	Handrail	2
2	Console Mast	1
3	Console Back Cover	1
4	Cup Holder Rings	2
5	Handrail Base Covers	2
6	Cup Holder	2
7	Mast Base Cover	1
8	Inner Cover	1
9	Upper Frame	1
10	Top Shroud	1
11	Body	1
12	Handrail Brackets	2

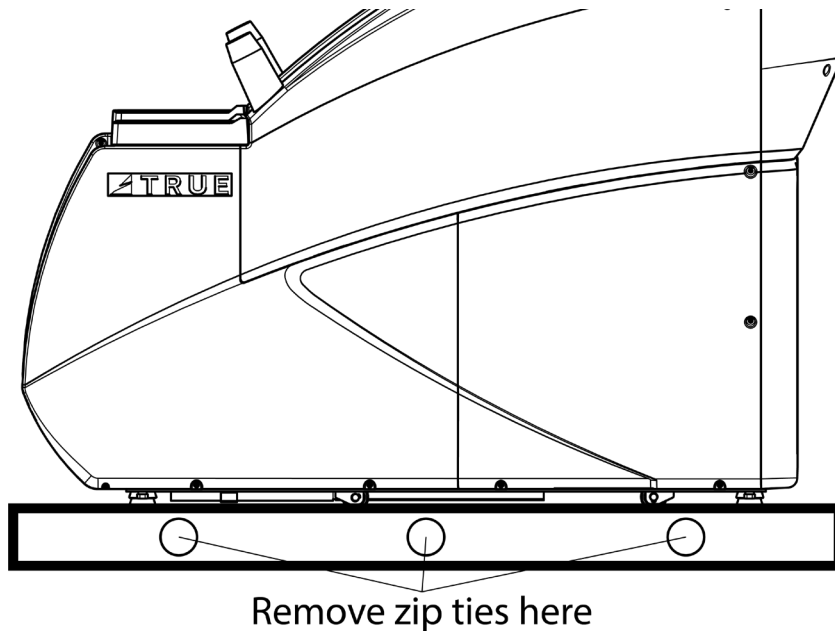
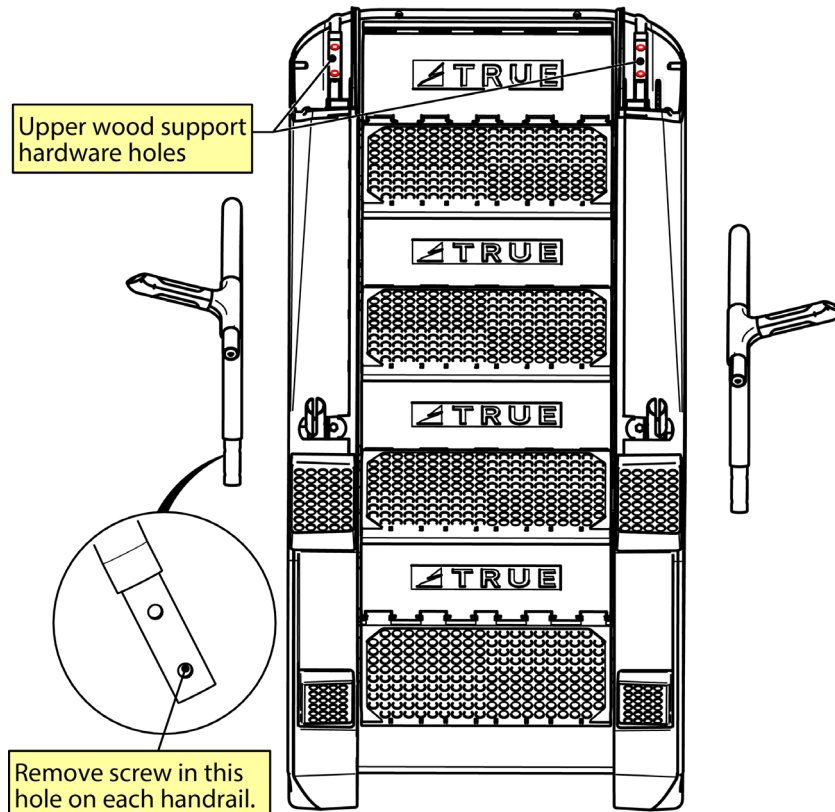
CHAPTER 3: UNBOXING

PALISADE CLIMBER ASSEMBLY STEPS:

Step 1 Unboxing:

After opening the product box, remove all smaller part boxes and plastic wrapping. Remove the cardboard securing the top part of the handrails and then remove the screws identified below that are securing the handrails to the shipping palette.

Remove the three zip ties identified below to remove the product from the shipping palette.



CHAPTER 3: UNBOXING

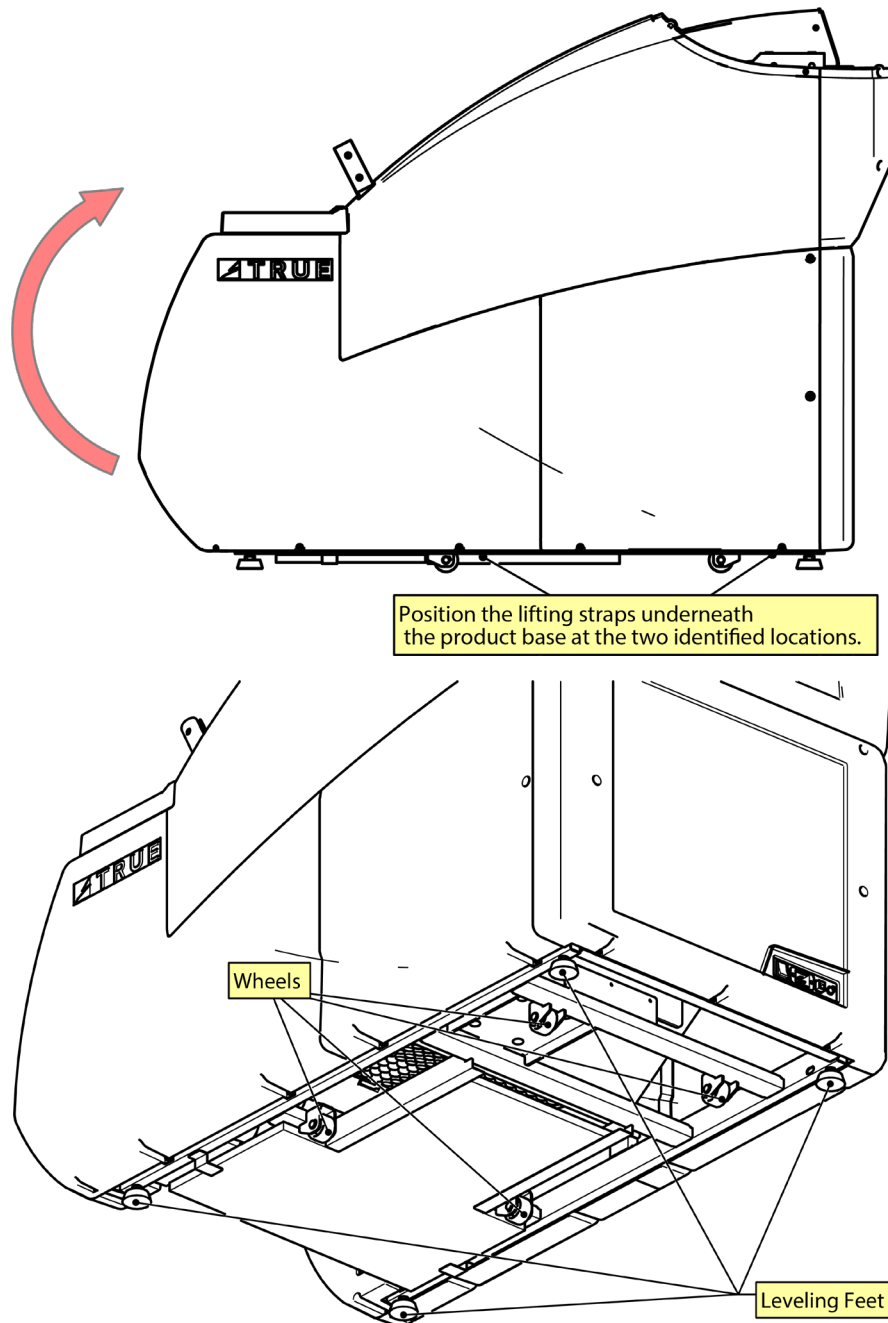
PALISADE CLIMBER ASSEMBLY STEPS:

Step 2 Unboxing:

Carefully tilt the product base upward to position lifting straps underneath. Using two people, carefully lift the product off the shipping palette and place on the ground.

If the product is near its final resting position, carefully tilt the product on each side and adjust the leveling feet identified below until the product base is parallel with the ground. Note: Do not tilt the product base too far on either side to avoid damaging the product base plastics.

If the product is far from its final resting position, use the identified wheels to move the product into place and then adjust the leveling feet using the above instructions.



CHAPTER 4: ASSEMBLY STEPS

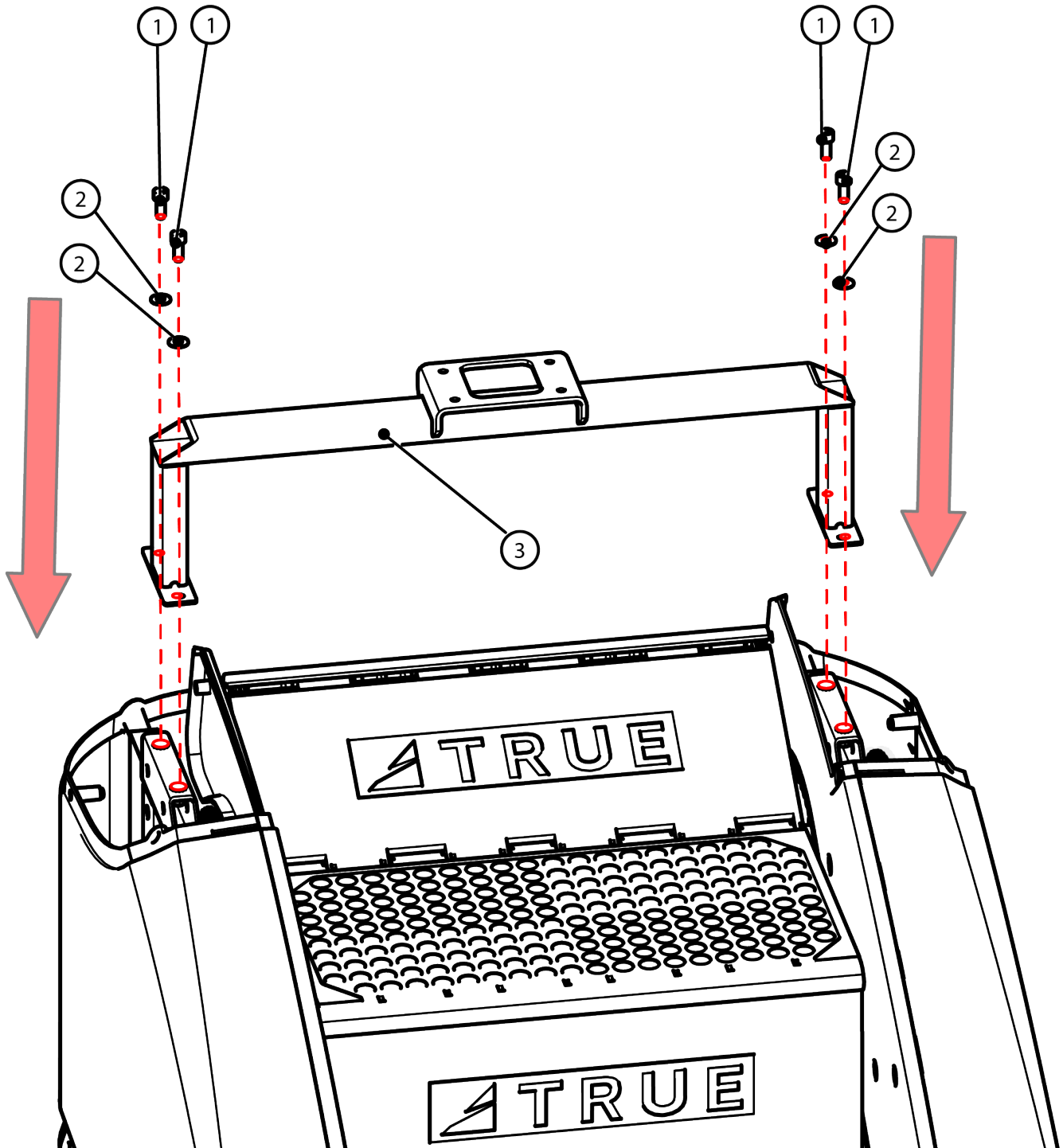
PALISADE CLIMBER ASSEMBLY STEPS:

Step 1 Upper Frame:

Secure the Upper Frame to the Body using the identified hardware.

Item	Part Number	Description	Quantity
1	VC90176	SHCS, M8 x 20mm	4
2	VC90151	Flat Washer	4
3	VC90003	Upper Frame Weldment	1

Note the orientation of the threaded holes on the Upper Frame as identified in the callouts shown below.



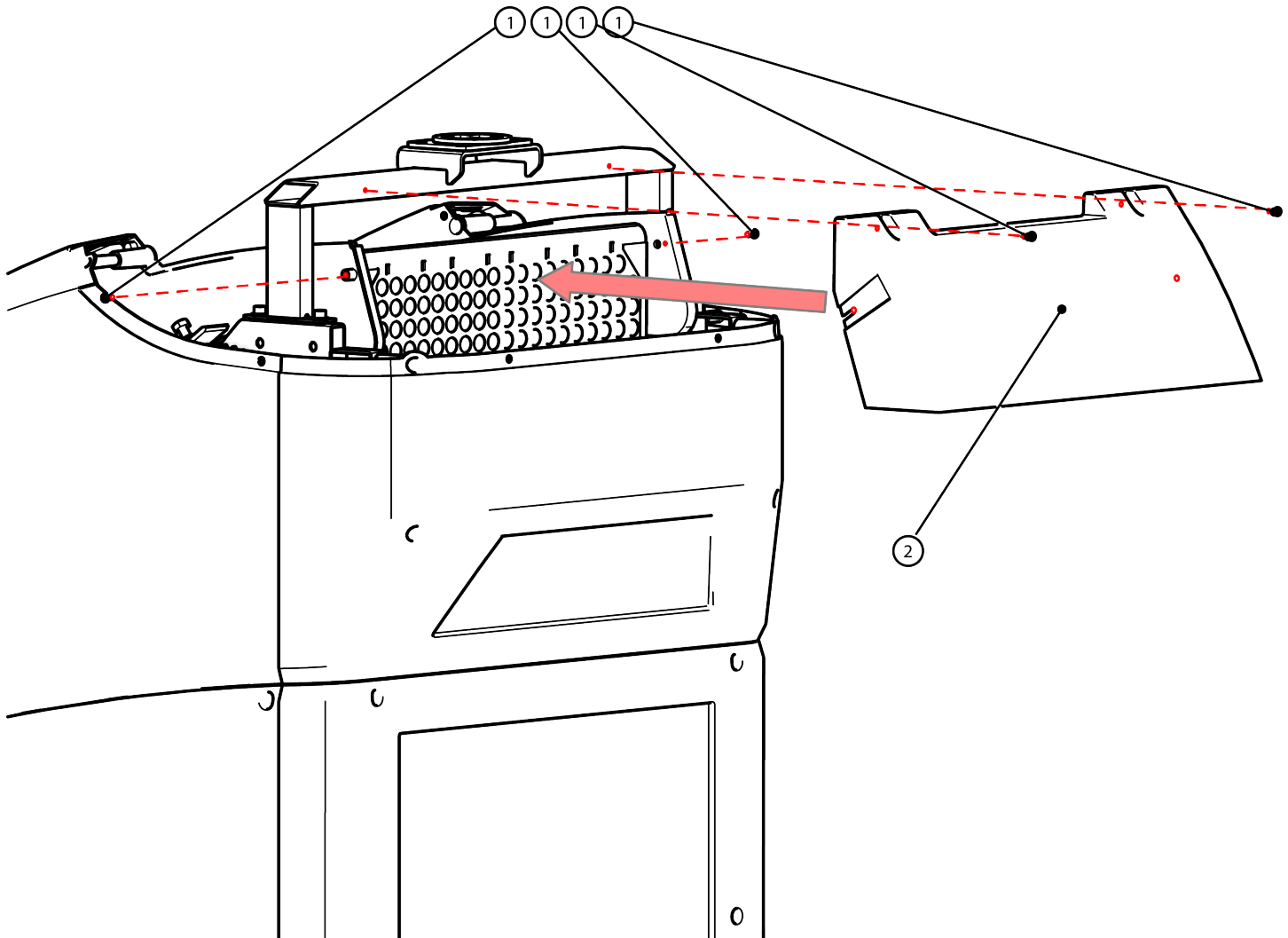
CHAPTER 4: ASSEMBLY STEPS

PALISADE CLIMBER ASSEMBLY STEPS:

Step 2 Inner Cover:

Secure the Inner Cover to the Body using the identified hardware.

Item	Part Number	Description	Quantity
1	VC90148	PHMS, M5 x 12mm	4
2	VC90103	Inner Cover	1



CHAPTER 4: ASSEMBLY STEPS

PALISADE CLIMBER ASSEMBLY STEPS:

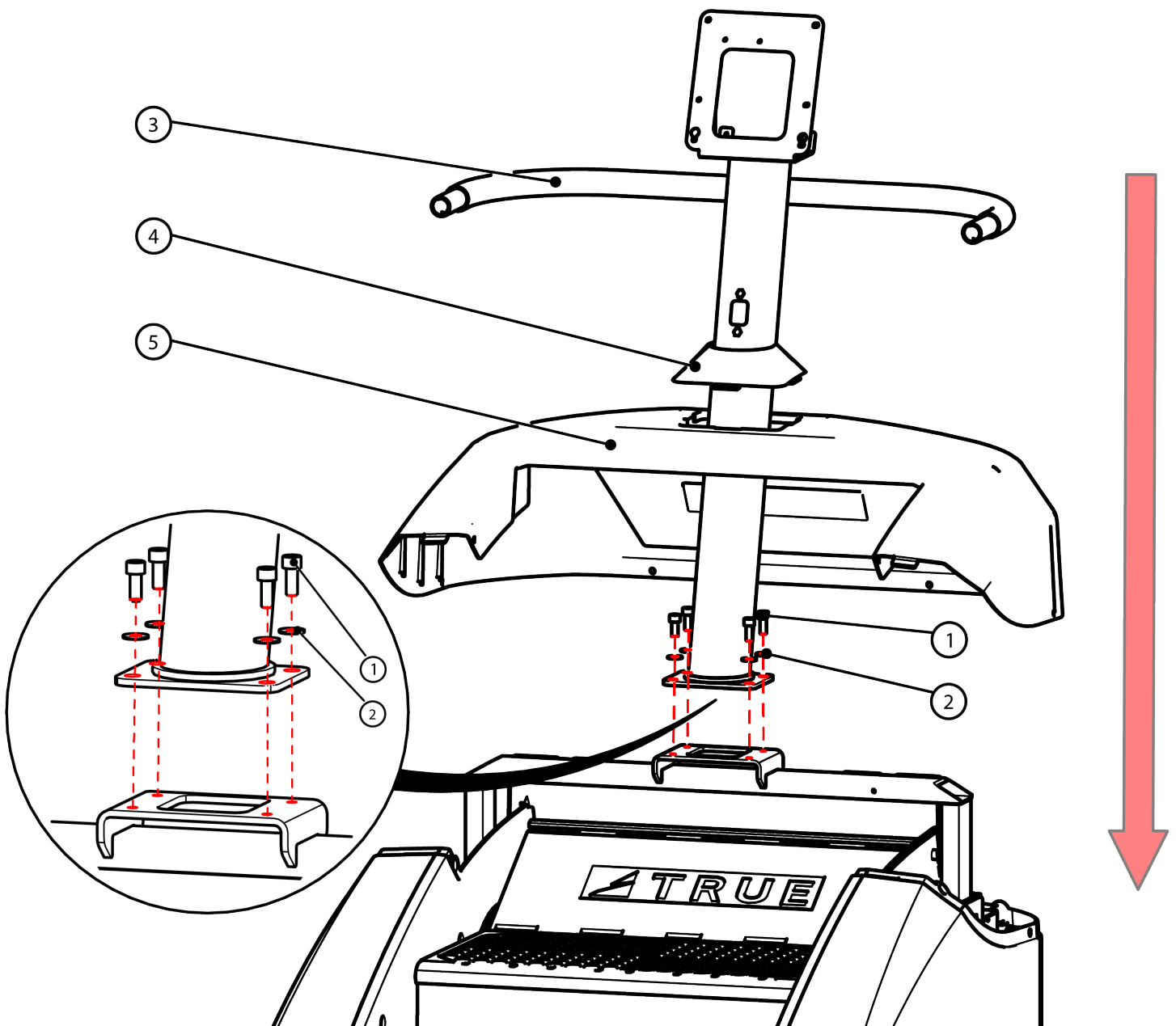
Step 3 Console Mast:

Secure the Console Mast to the Upper Frame using the identified hardware.

Note: Place the Mast Base Cover and Top Shroud on the Console Mast first as shown below before securing the Console Mast to the Upper Frame.

Item	Part Number	Description	Quantity
1	VC90176	SHCS, M8 x 20mm	4
2	VC90151	Flat Washer	4
3	VC90004	Console Mast	1
4	VC90112	Mast Base Cover	1
5	VC90090	Top Shroud	1

Note: Do not fully tighten hardware until Step 7 (Securing Hardware).



CHAPTER 4: ASSEMBLY STEPS

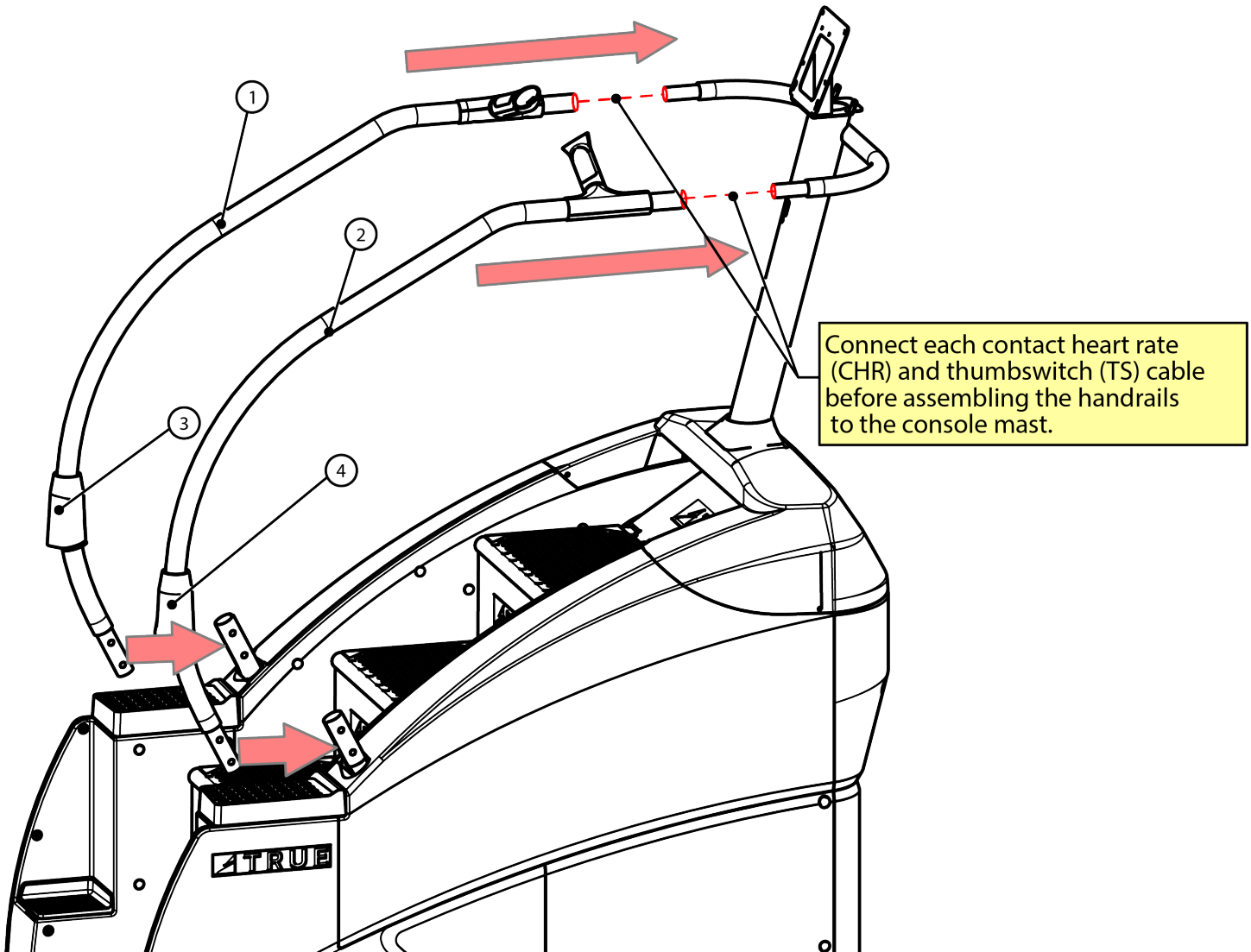
PALISADE CLIMBER ASSEMBLY STEPS:

Step 4 Handrails:

Connect the contact heart rate (CHR) and thumbswitch (TS) cables between the handrails and console mast.

Item	Part Number	Description	Quantity
1	VC90005	Left Handrail	1
2	VC90006	Right Handrail	1
3	VC90117	Left Handrail Base Cover	1
4	VC90118	Right Handrail Base Cover	1

Slide the handrail base covers on to the handrails and then position the handrails as shown below.



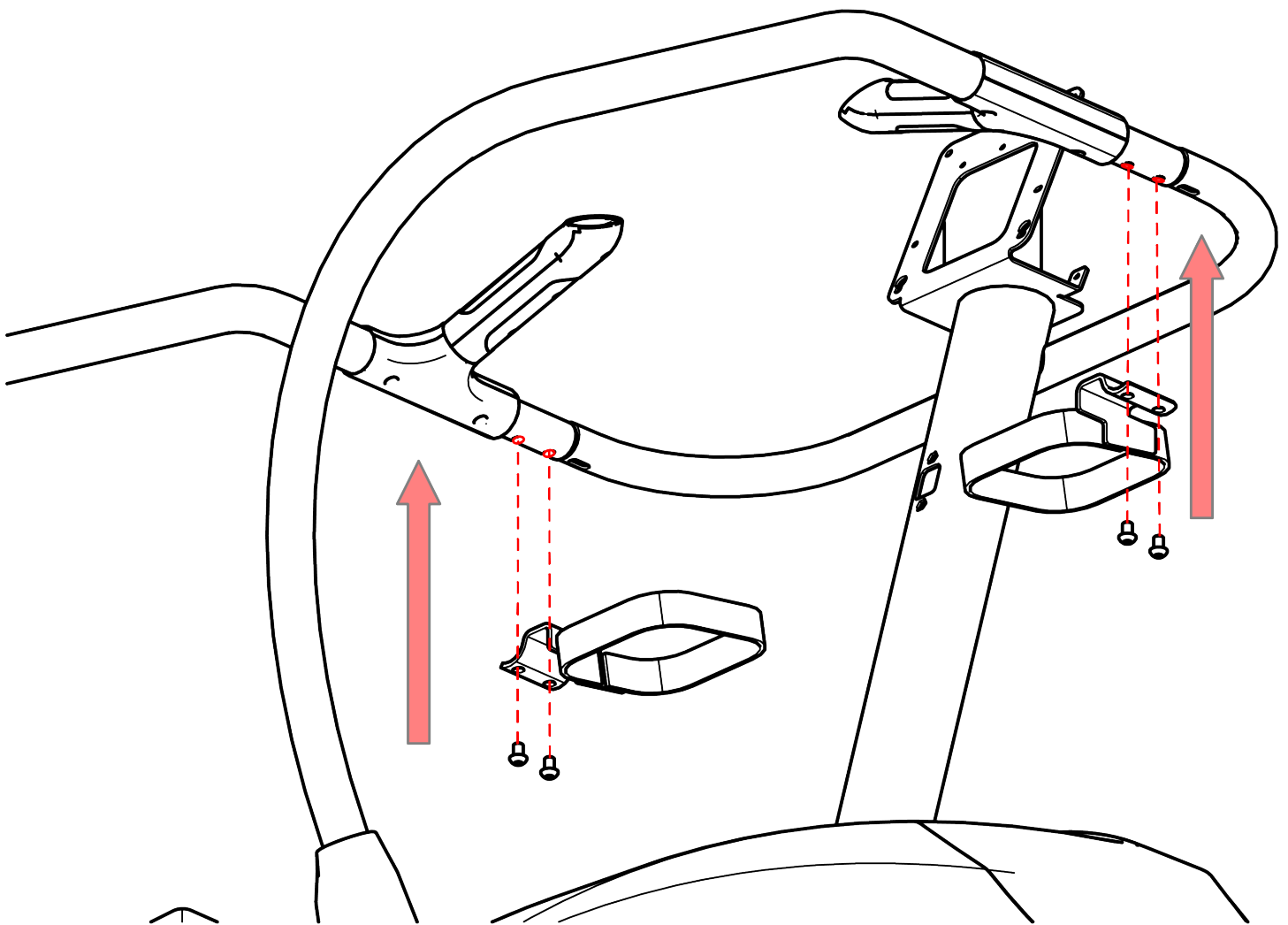
CHAPTER 4: ASSEMBLY STEPS

PALISADE CLIMBER ASSEMBLY STEPS:

Step 5 Cup Holders:

Assemble the cup holders to the handrails and console mast using the identified hardware.

<u>Item</u>	<u>Part Number</u>	<u>Description</u>	<u>Quantity</u>
1	VC90009	Left Cupholder Bracket	1
2	VC90010	Right Cupholder Bracket	1
3	VC90167	BHCS, M8 x 12mm	4



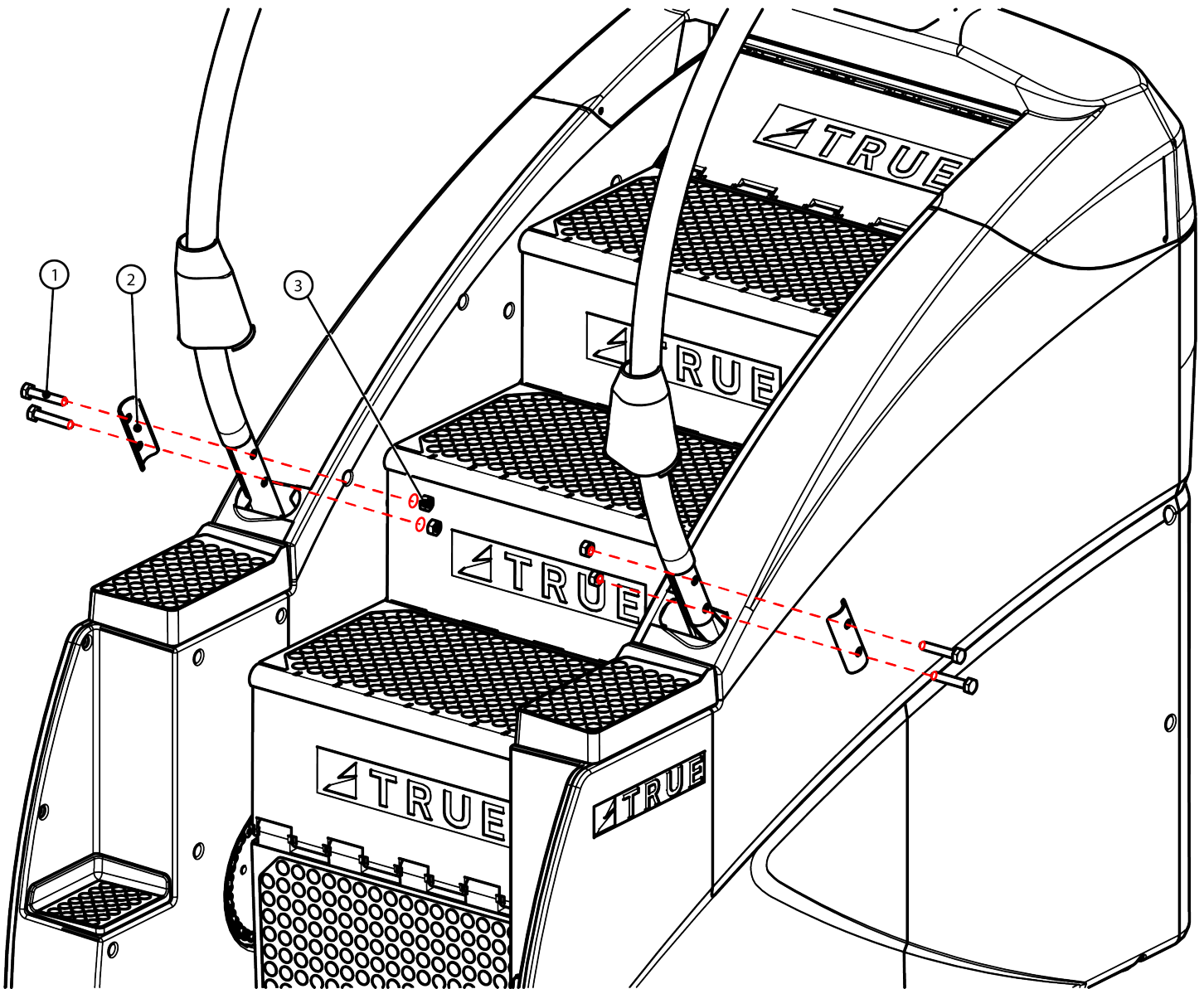
CHAPTER 4: ASSEMBLY STEPS

PALISADE CLIMBER ASSEMBLY STEPS:

Step 6 Handrail Brackets:

Align the handrails with the brackets shown below and assemble using the identified hardware.

Item	Part Number	Description	Quantity
1	VC90168	HHCS, M10 x 55mm	4
2	VC90019	Handrail Bracket	2
3	VC90169	Hex Nut, M10	4



CHAPTER 4: ASSEMBLY STEPS

PALISADE CLIMBER ASSEMBLY STEPS:

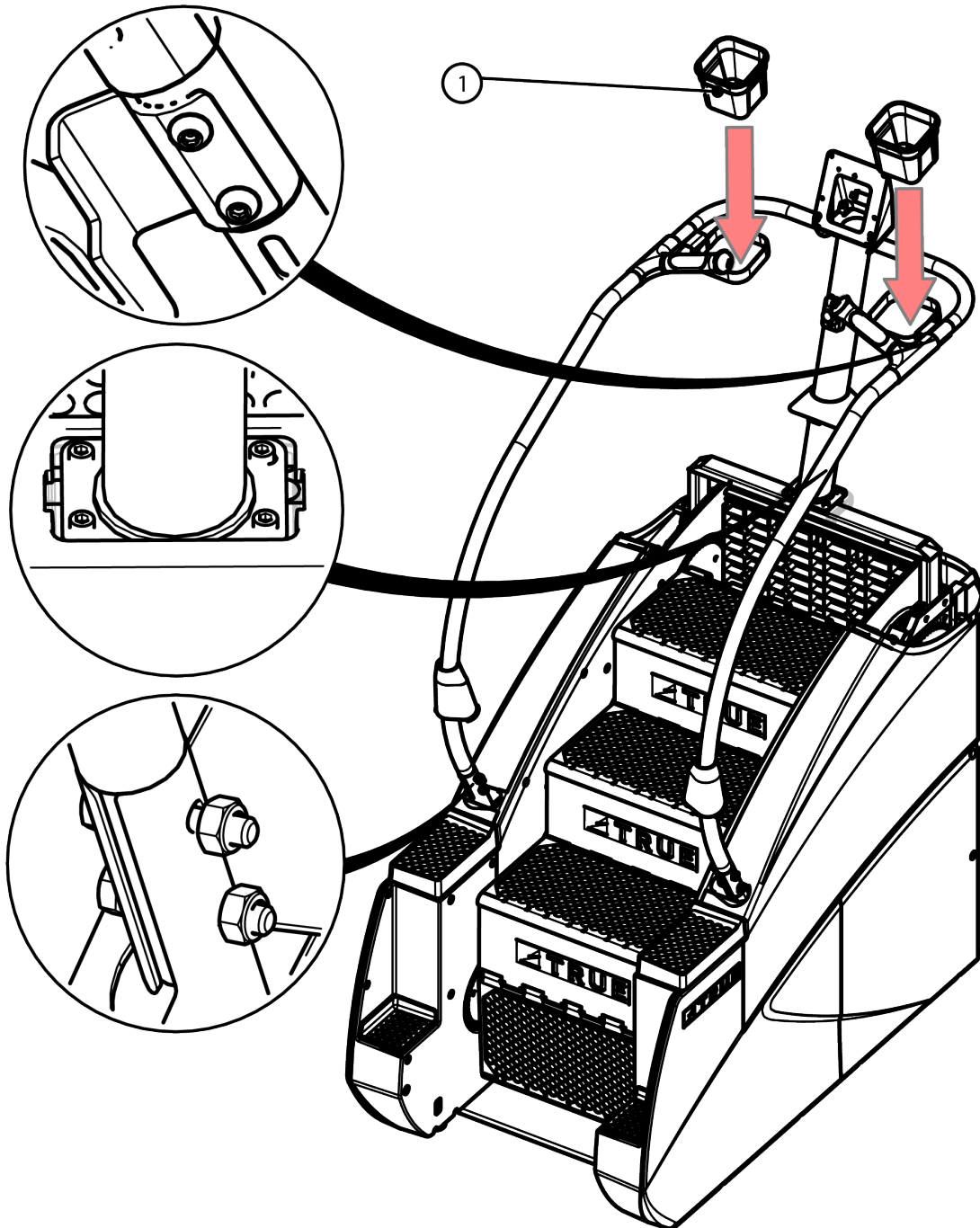
Step 7 Securing Hardware:

Insert the cupholders into the cupholder rings.

Item	Part Number	Description	Quantity
1	VC90111	Cupholder	2

Secure all hardware identified in the callouts as shown below.

Note: Top Shroud omitted here for clarity purposes.



CHAPTER 4: ASSEMBLY STEPS

PALISADE CLIMBER ASSEMBLY STEPS:

Step 8 Top Shroud:

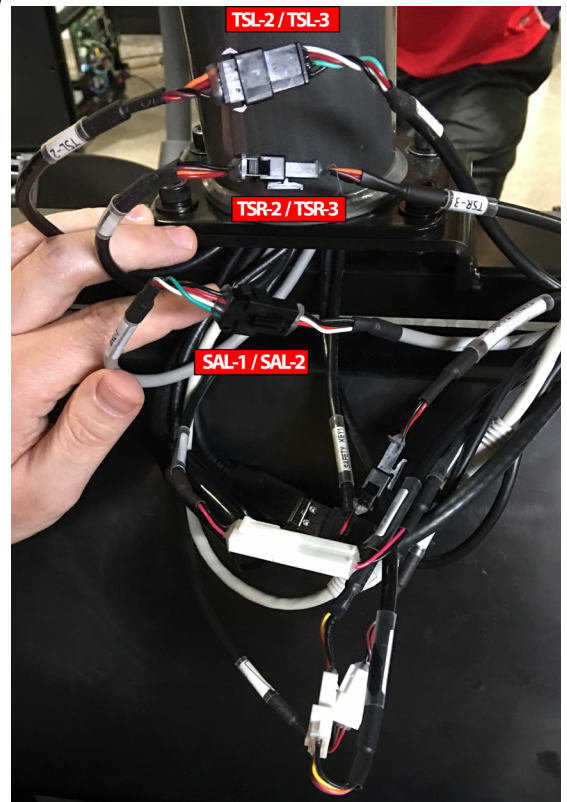
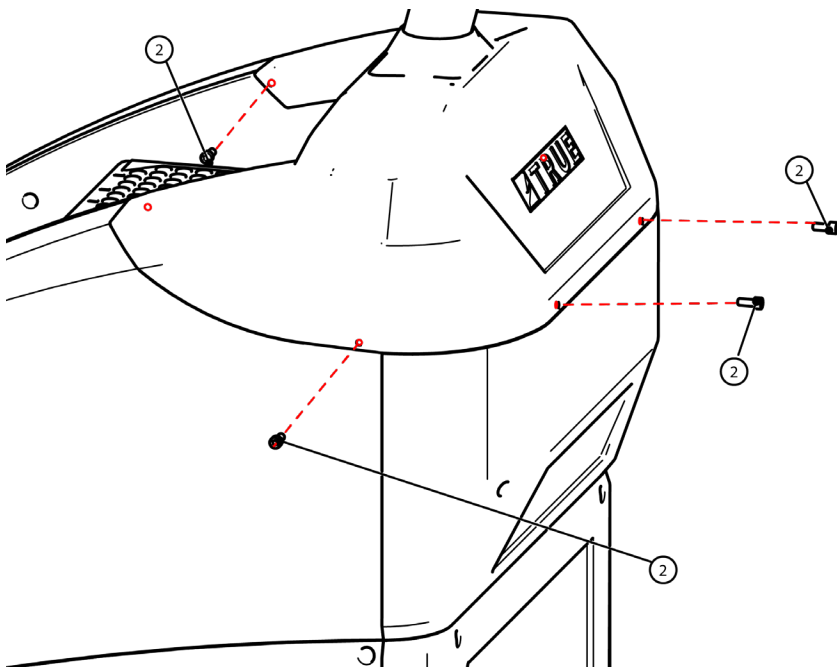
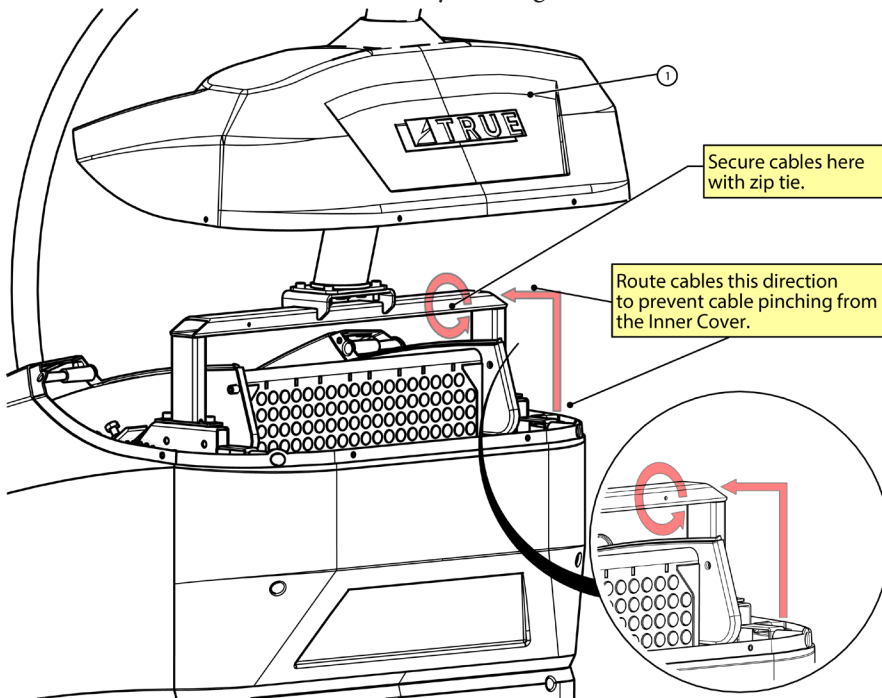
Connect all console mast cables to their respective body cables using the Wiring Diagram on page 35.

Secure these cables to the Upper Frame to ensure they do not hang below the Inner Cover, thus preventing cable pinching.

Secure the Top Shroud to the Body using the identified hardware.

Note: Inner Cover removed for clarity in images below.

Item	Part Number	Description	Quantity
1	VC90090	Top Shroud	1
2	VC90179	PHMS, M5 x 12mm	6



CHAPTER 4: ASSEMBLY STEPS

PALISADE CLIMBER ASSEMBLY STEPS:

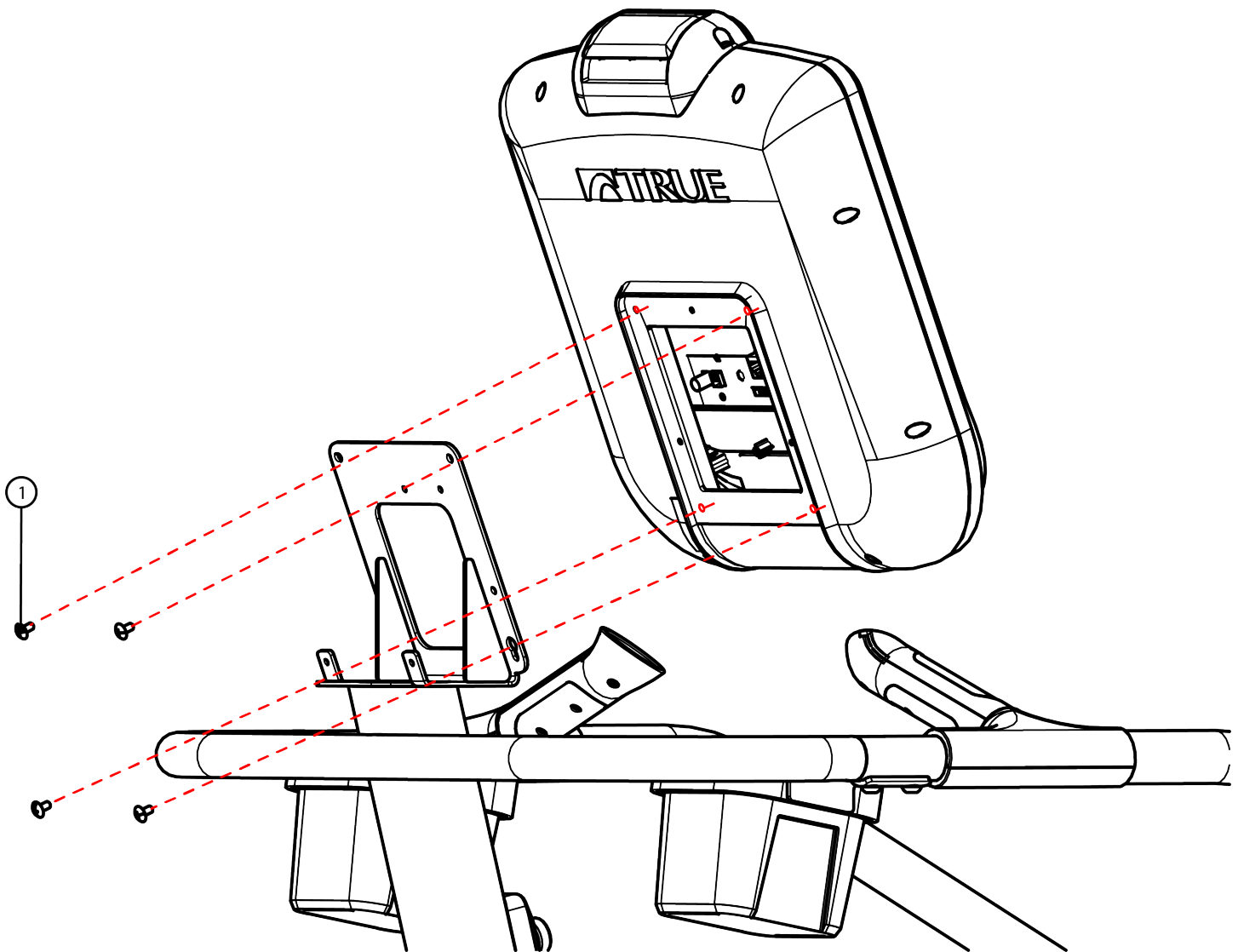
Step 9 Console Assembly:

Place the two bottom console mounting screws inside the bottom identified holes on the console mast assembly. Partially thread the two top console mounting screws into the console. Fully tighten all four console mounting screws.

Item	Part Number	Description	Quantity
1	VC90148	CR.-RE. TRUSS HD. SCREW	4

Note: Ensure all cable connections are routed inside the console mast assembly to prevent cable pinching.

Note: Refer to the respective console manual included with your console for wiring connections.



CHAPTER 4: ASSEMBLY STEPS

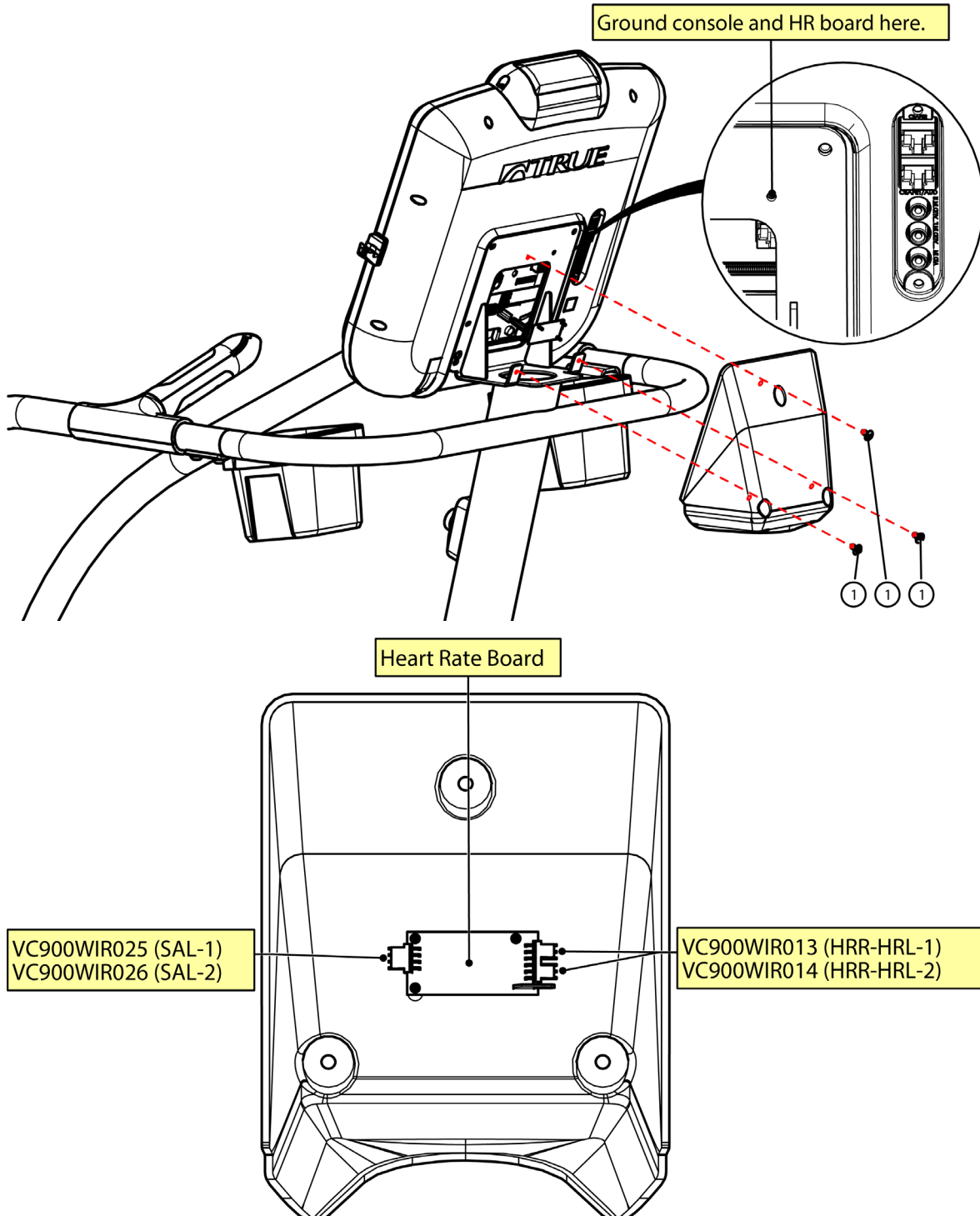
PALISADE CLIMBER ASSEMBLY STEPS:

Step 10 Rear Console Cover:

Attach the rear console cover using the identified hardware.

Item	Part Number	Description	Quantity
1	VC90148	CR.-RE. TRUSS HD. SCREW	3

Note: Confirm the heart rate cables are connected to the Heart Rate Board per the wiring diagram on pg. 35.



CHAPTER 5: PRODUCT OVERVIEW

PALISADE CLIMBER OVERVIEW:



CHAPTER 5: PRODUCT OVERVIEW

PALISADE CLIMBER OVERVIEW:

Console Assembly:

The console allows the user to set up a workout program and control the Palisade Climber during a workout (For console overview and operation instructions refer to chapter 4).

Quick Access Keys:

Allows the user to quickly start, stop, and wake the Palisade Climber or make fast, convenient adjustments to the speed of the Palisade Climber.

Contact Heart Rate Pads:

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

Safety Stop (E-Stop) Knob:

A safety stop knob permanently attached to the Palisade Climber. Push the safety stop knob to stop the steps in motion to prevent injury in an emergency.

On/Off Switch:

Allows users or faculty to turn the power on or off to the Palisade Climber.

Power Cord:

Delivers power from the wall outlet to the Palisade Climber.

Leveling Feet:

An adjustable system used to aid in the leveling the Palisade Climber.

CHAPTER 6: CARE & MAINTENANCE

CARE & MAINTENANCE:

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

Inspection:

TRUE Fitness is not responsible for performing or scheduling regular maintenance or inspections. Users should inspect the Palisade Climber daily. Do not exercise on the Palisade Climber without awareness of where the safety stop knob is and how it functions. Look and listen for slipping steps, 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 Palisade Climber until proper service has been performed or damaged parts have been replaced.

Important:

If you determine that the Palisade Climber needs service, make sure that the Palisade Climber 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 Palisade Climber needs service.

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

CLEANING THE EQUIPMENT:

After Each Use:

- Use GymWipes™ Antibacterial wipes or spray a solution of 30 parts water to 1 part mild detergent to dampen a soft cloth and wipe all exposed surfaces.
- Use a LCD/screen cleaner or spray a solution of 1 part 91% isopropyl alcohol and 1 part water to dampen a soft cloth and wipe the surface of the console. This helps remove fingerprints, dust, and dirt.

Weekly:

- Vacuum any dust or dirt that might have accumulated under or around the Palisade Climber and any motor cover vents. Clogged air vents can prevent adequate cooling to the drive motor and motor control board causing a shortened life.

CAUTION:

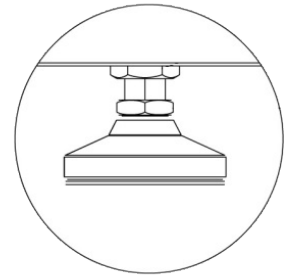
Do not use any acidic cleaners. Doing so will weaken the paint or powder coatings and may void the TRUE Fitness Warranty. Never pour water or spray liquids on any part of the Palisade Climber. Allow the Palisade Climber to dry completely before using. Frequently vacuum the floor underneath the unit to 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 steps.

CHAPTER 6: CARE & MAINTENANCE

LEVELING THE EQUIPMENT:

This equipment has adjustable leveling feet to make sure that the base unit is level.

If the unit is placed on an uneven surface, adjusting the leveling feet can help, but may not completely compensate for extremely uneven surfaces.



OTHER SCHEDULED PREVENTIVE MAINTENANCE:

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

Scheduled Preventive Maintenance:

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

▲ CAUTION:

Use only TRUE Fitness certified service providers.

LONG TERM STORAGE:

When the Palisade Climber 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.

CHAPTER 7: CUSTOMER SERVICE

CONTACTING SERVICE:

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

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

TRUE FITNESS SERVICE DEPARTMENT

865 HOFF ROAD

ST. LOUIS, MO 63366

1.800.883.8783

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

E-MAIL: service@truefitness.com

CONTACTING SALES:

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

TRUE FITNESS HOME OFFICE

865 HOFF ROAD

ST. LOUIS, MO 63366

1.800.426.6570

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

E-MAIL: sales@truefitness.com

CHAPTER 7: CUSTOMER SERVICE

REPORTING FREIGHT OR PARTS DAMAGE:

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

Severe Damage:

Obvious damage to external packaging / internal product. Please **refuse** the shipment and it will be returned to TRUE Fitness by the carrier. Contact the TRUE Fitness customer support team by calling 800.883.8783 or sales support team by calling 800.426.6570 Monday-Friday during normal business hours to notify us that the shipment has been refused. Once we have received the damaged shipment, a replacement shipment will be sent to you. Only refuse the damaged piece if the shipment is multiple boxes.

Slight Damage:

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

Concealed Damage:

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

CHAPTER 8: ADDITIONAL INFORMATION

TROUBLESHOOTING GUIDE:

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

Malfunction	Possible Cause	Corrective Action
No Power	Unit turned off	Verify the On/Off switch is at the ON position
	Damaged power cord	Replace power cord
	Power cord not fully seated in socket	Inspect power connection at the unit and outlet
	No power at outlet	Using a voltmeter verify power at outlet
Unit resets or pauses randomly	Damaged power cord	Replace power cord
	Power cord not fully seated in socket	Inspect power connection at the unit and outlet
	Safety e-stop key not fully engaged	Re-engage the safety/e-stop key to the console
	Insufficient power	Verify output voltage from 20A outlet with a voltmeter
	Error code is displayed on console	Contact TRUE Fitness Customer Service
	Pinched or loose main communication cable	
Heart rate is displaying erratically or not displaying	Transmitter belt contacts are not making good contact with the skin	Re-adjust the transmitter belt so that it is in full contact with the skin
	Contacts on the transmitter belt are not moist	Moisten the contacts on the transmitter belt
	Transmitter belt is not within 3 feet (1 meter) of the heart rate receiver	Adjust your position on the belt so that you are within 3 feet (1 meter) of the console
	The battery inside the transmitter belt is depleted	Replace the transmitter belt with a compatible transmitter belt
	Another user wearing a compatible transmitter strap is within 3 foot (1 meter) of the unit	Move the units so that there is more space in-between units
	Environmental interference from high voltage power lines	Move the unit to another position within the room or move the cause of the interference until heart rate reading are stable. If the probable source of interference is plugged into the same outlet move the suspect source to another outlet.
	Environmental interference from computers or Wi-Fi router	
	Environmental interference from motor driven appliances	
	Environmental interference from cell or cordless phone	

CHAPTER 8: ADDITIONAL INFORMATION

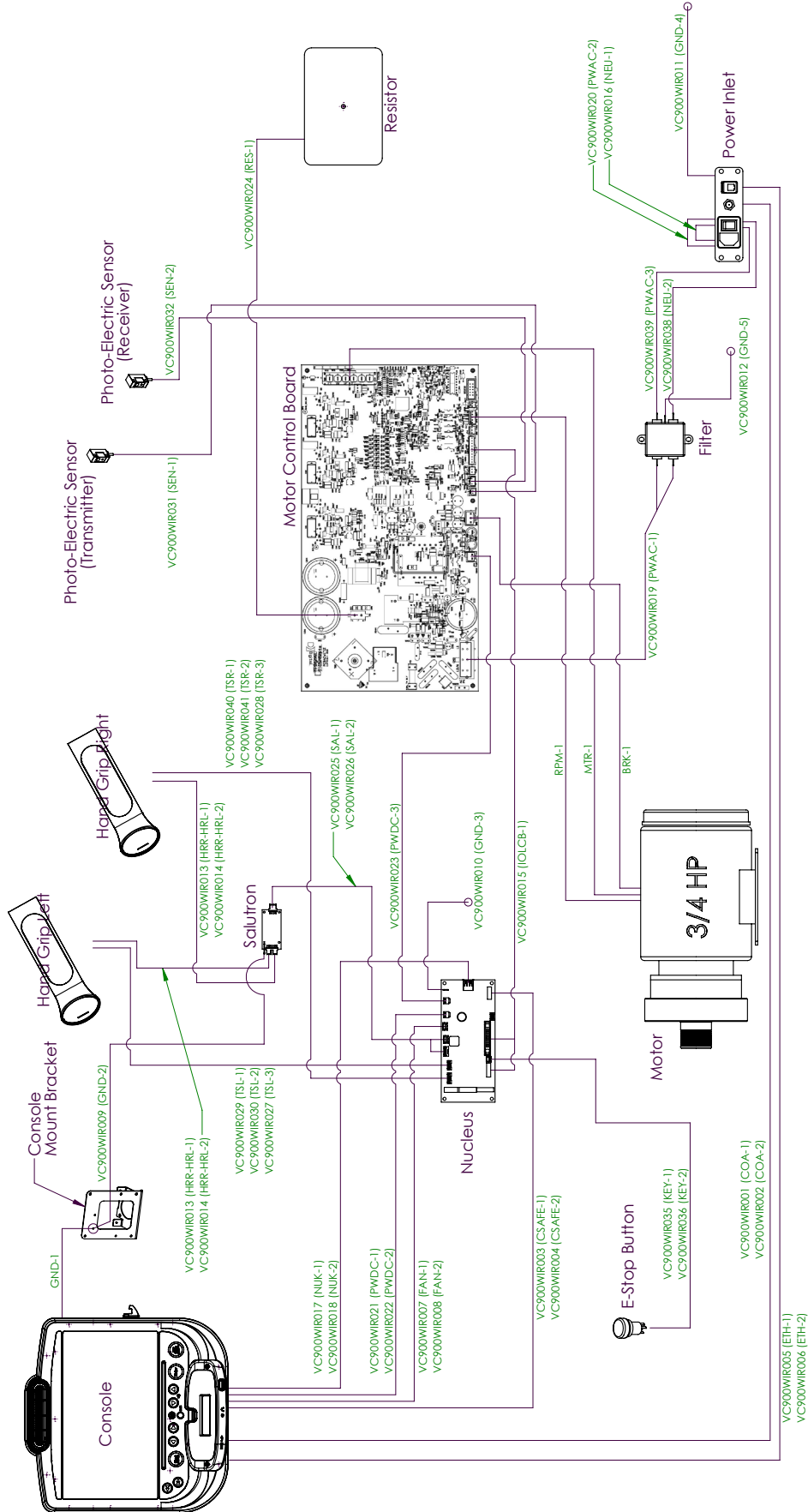
Fault Code	Category	Description	Cause	Corrective Action
Fault CN00: Corrupted Console Configuration	Console	Corrupted Nucleus configuration - fails integrity check	Corrupt software	Power cycle
				Re-configure console
			Firmware and software versions are not compatible	Re-install software/firmware
				Contact dealer or TRUE service
Fault CN06: Config Mismatch	Console	Console is configured for a product different than that to which it is connected.	Console Configure incorrectly	Power cycle
			Loose Cable	Re-configure console
				Check cable connections
Fault CN10: E-Stop Fault	Console	A test of the emergency circuit has failed	Console Catch	Power cycle
			Loose Cable	Check cable connections
				Switch Damaged
Fault SP04: No Speed Signal	Speed	Speed sensor is not providing speed data	Dirty or misaligned speed sensor	Contact dealer or TRUE service
			Low Line Voltage	Check AC line voltage
Fault A101: Motor Controller Fault	AC MCB	2.5 VDC Ref Status	Motor Control Board	Power cycle
				Contact dealer or TRUE service
Fault A102: Motor Controller Fault	AC MCB	2.5 VDC RefA Status	Motor Control Board	Power cycle
				Contact dealer or TRUE service
Fault A103: Motor Controller Fault	AC MCB	Phase B Current Sensor	Loose Cable	Check cable connections
			Motor Control Board	Contact dealer or TRUE service
Fault A104: Motor Controller Fault	AC MCB	Phase A Current Sensor	Loose Cable	Check cable connections
			Motor Control Board	Contact dealer or TRUE service
Fault A105: Motor Controller Fault	AC MCB	Phase C Circuit Open	Loose Cable	Check cable connections
			Motor Control Board	Contact dealer or TRUE service
Fault A106: Motor Controller Fault	AC MCB	Phase B Circuit Open	Loose Cable	Check cable connections
			Motor Control Board	Contact dealer or TRUE service

CHAPTER 8: ADDITIONAL INFORMATION

Fault A107: Motor Controller Fault	AC MCB	Phase A Circuit Open	Loose Cable	Check cable connections
			Motor Control Board	Contact dealer or TRUE service
Fault A109: Motor Controller Fault	AC MCB	Critical DCLink Bus Overvoltage (MAX_VDC2)	Loose Cable Connection	Power cycle
				Check cable connections
			Motor Control Board	Contact dealer or TRUE service
Fault A110: Motor Controller Fault	AC MCB	DCLink Bus Under Voltage	Line Voltage	Check AC line voltage
			Motor Control Board	Contact dealer or TRUE service
Fault A112: Motor Controller Fault	AC MCB	Phase over current(RMS)	Loose Cable Connection	Power cycle
				Check cable connections
			Motor Control Board	Contact dealer or TRUE service
Fault A113: Speed Sensor Fault	AC MCB	Faulty Speed Sensor	Dirty or misaligned speed sensor	Contact dealer or TRUE service
			Low Line Voltage	Check AC line voltage
Fault A114: Motor Over Temp	AC MCB	Motorcontroller Heat Sink Over Temperature	Low Line Voltage	Check AC line voltage
Fault A115: Motor Over Temp	AC MCB	Motor Over Temperature	Low Line Voltage	Check AC line voltage
Fault A120: Motor Controller Fault	AC MCB	Phase C Low Gate Driver	Loose Cable Connection	Check cable connections
			Drive Motor	Contact dealer or TRUE service
			MCB	
Fault A124: Motor Controller Fault	AC MCB	Phase C High Gate Driver	Loose Cable Connection	Check cable connections
			Drive Motor	Contact dealer or TRUE service
			MCB	
Fault A125: Motor Controller Fault	AC MCB	DC Link Bus Overvoltage	Loose Cable Connection	Check cable connections
			Drive Motor	Contact dealer or TRUE service
			MCB	

CHAPTER 8: ADDITIONAL INFORMATION

WIRING DIAGRAMS:



CHAPTER 9: WARRANTY INFORMATION



COMMERCIAL LIMITED WARRANTY VC900 PALISADE CLIMBER

Save Time and Register Online!
Activate Multiple Warranties at truefitness.com

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

Frame*	Lifetime
Motor Drive Motor Motor Controller	5 Years 5 Years
Parts Envision Touchscreen Electrical Wear Items Cosmetics	3 Year 3 Year 3 Year 6 Months
Labor Parts Motor Cosmetics	3 Years 3 Years 6 months
Device Connectivity Headphone Jack & USB Port	90 Days Parts, No Labor

NOTE: Warranty valid for USA and Canada only.
NOTE: Failure to register this product will result in no servicing or authorization of parts to be shipped.
NOTE: Buying after-market products from a 3rd party will result in voided warranty.
NOTE: This product is intended for Commercial use which includes facilities where usage is in excess of 8 hours per day. This includes all dues-paying facilities (regardless of usage) as well as many non-dues-paying facilities. If this product will not be used in this particular setting, please contact TRUE as this warranty is void.

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

Parts: The VC900 Palisade Climber electrical parts and wear items are warranted for defects in material and workmanship for three years with three years labor warranty. The Envision

touchscreen consoles are warranted for defects in material and workmanship for three years with three years labor warranty. This limited warranty does not cover damage or equipment failure resulting from or caused by improper assembly/ installation, failure to follow instructions and warnings in owner's manual, accident, misuse, abuse, unauthorized modification, or failure to provide reasonable and necessary maintenance.* TRUE Fitness shall not warrant the performance of the heart rate system on its products, as the heart rate system performance varies, based on user's physiology, age, method of use and other factors.* This limited warranty shall not apply to software version upgrades.

Cosmetics: The VC900 Palisade Climber cosmetic parts are warranted for defects in material and workmanship for six months with labor warranty to match the parts warranty period. This limited warranty does not cover damage or equipment failure resulting from or caused by improper assembly/installation, failure to follow instructions and warnings in owner's manual, accident, misuse, abuse, unauthorized modification, or failure to provide reasonable and necessary maintenance. This limited warranty will apply to but may not be limited to plastic covers, shrouds, caps, badges, overlays, paint, coatings, and grips.

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

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

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

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

CHAPTER 9: WARRANTY INFORMATION



COMMERCIAL LIMITED WARRANTY VC900 PALISADE CLIMBER

Save Time and Register Online!
Activate Multiple Warranties at truefitness.com

1. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MANY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.

2. 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.

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

4. 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).

5. 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.)

6. 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 except as expressly specified herein.

7. 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.

8. This Limited Warranty, which is given expressly and in lieu of all other express warranties, constitutes the only warranty made by TRUE.

9. 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.

10. THE REMEDIES DESCRIBED ABOVE 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:

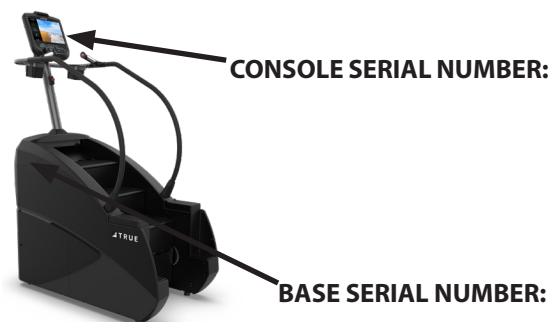
Warranty labor reimbursement or warranty parts rights may not be transferred to, reassigned to, a third party without the express written consent of TRUE. Even jobbing out warranty labor requires TRUE's written approval.

VC900 PALISADE CLIMBER SERIAL NUMBERS:

The VC900 Palisade Climber 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 on the lower portion of the Palisade Climber directly adjacent to the power inlet. 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:



Keep this page for your records

CHAPTER 9: WARRANTY INFORMATION



COMMERCIAL LIMITED WARRANTY VC900 PALISADE CLIMBER

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

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

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

Commercial Warranty Registration

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

CONSOLE SERIAL NUMBER:

BASE SERIAL NUMBER:

Model Type _____

Date of Purchase _____

Your Company Name _____

Contact First Name _____

Contact Last Name _____

Address _____

City _____ State _____ ZIP _____

Email Address _____ Website _____

Phone _____ Fax _____

1. Where did you first learn about TRUE?

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

2. Why did you purchase a TRUE product?

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

3. Please indicate your type of facility:

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

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

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

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

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

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

- Yes No

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

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

8. Would you recommend TRUE to other club owners?

- Yes No

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