



# MARATHON 200 TREADMILL



## TREADMILL CARE INSTRUCTIONS AND ASSEMBLY MANUAL

**CAUTION**  
READ ALL PRECAUTIONS AND  
INSTRUCTIONS IN THIS MANUAL  
BEFORE USING THIS EQUIPMENT  
KEEP THIS MANUAL FOR  
FUTURE REFERENCE

CALL  
0861 876526  
0861 TROJAN

1 YEAR  
warranty

SOUTH AFRICA'S  
**#1 HOME**  
FITNESS SINCE  
1991

INDEX	PAGE
1. SAFETY INSTRUCTIONS	3
2. PRE ASSEMBLY CHECK LIST	4
3. HARDWARE LIST	5
4. ASSEMBLY STEPS	6
5. GROUNDING	7
6. STORAGE INSTRUCTIONS	8
7. MAINTENANCE	9
8. COMPUTER FUNSTIONS	10
9. FITNESS TIPS AND TECHNIQUES	15
10. CONDITIONING GUIDELINES	16
11. WARM -UP AND COOL-DOWN	17
12. FREQUENTLY ASKED QUESTIONS	18
13. PARTS LIST	19
14. EXPLODED DRAWING	20
15. TROJAN 1 YEAR LIMITED WARRANTY	21
16. TROJAN REPAIRS PROCEDURE	23

# 1. SAFETY INSTRUCTIONS

## WARNING :

To reduce the risk of serious injury, read the following safety instructions before using the TROJAN MARATHON 200 TREADMILL.

1. Use the TROJAN MARATHON 200 TREADMILL only on a level surface.
2. Keep children and pets away from this equipment at all times.
3. The TROJAN MARATHON 200 TREADMILL should not be used by persons weighing more than 115kgs.
4. The TROJAN MARATHON 200 TREADMILL should be used by only one person at a time.
5. Be careful to maintain your balance while using, mounting, dismounting, folding, unfolding or assembling the TROJAN MARATHON 200 TREADMILL, loss of balance may result in a fall and serious bodily injury.
6. Use the TROJAN MARATHON 200 TREADMILL only as described in the manual.
7. Before using this equipment to exercise, always do stretching exercises to properly warm up.
8. Always make sure all bolts and nuts are tightened prior to each use.



## WARNING

Before starting any exercise or conditioning program you should consult with your personal physician to see if you require a complete physical exam. This is especially important if you are over the age of 35, have never exercised before, are pregnant, or suffer from any illness.

## 2. PRE ASSEMBLY CHECK LIST

Thank you for choosing the TROJAN MARATHON 200 TREADMILL. We take great pride in producing this quality product and hope it will provide many hours of quality exercise to make you feel better, look better and enjoy life to its fullest.

Yes, it's a proven fact that a regular exercise program can improve your physical and mental health. Too often, our busy lifestyles limit our time and opportunity to exercise. TROJAN MARATHON 200 TREADMILL provides a convenient and simple method to begin your assault on getting your body in shape and achieving a healthier lifestyle.

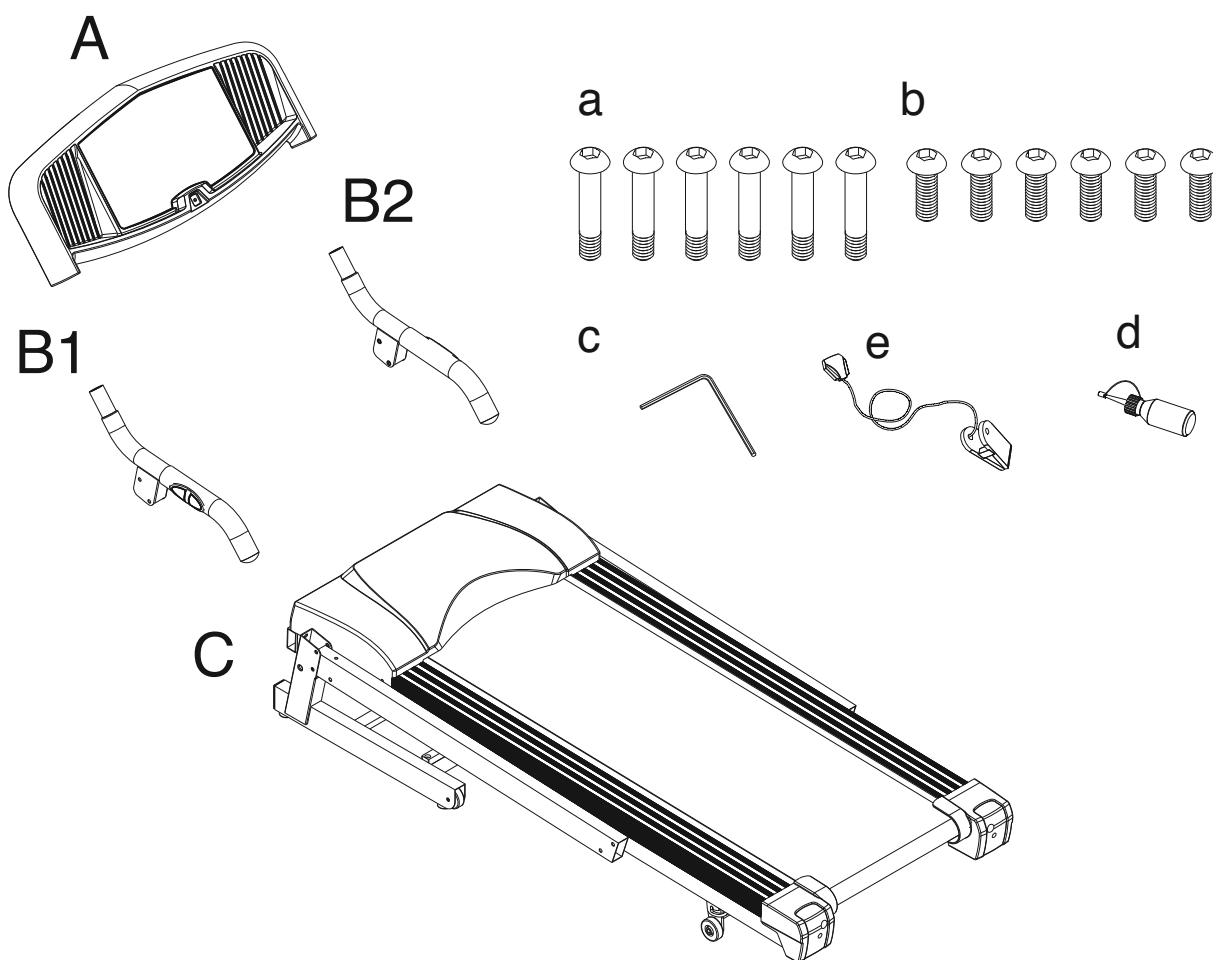
Before reading further, please review the drawing below and familiarize yourself with the parts that are labeled.

- Read this manual carefully before using the TROJAN MARATHON 200 TREADMILL.



### 3. HARDWARE LIST

ITEM	Description	Qty	ITEM	Description	Qty
A	Computer Consol	1	a	Allen Bolt M8xP1.25x40	6
B1	Handrail Tube(L)	1	b	Allen Bolt M8xP1.25x15	6
B2	Handrail Tube(R)	1	c	Allen Wrench 5mm	1
C	Frame	1	d	Silicon	1
			e	Safety Key/Clip	1

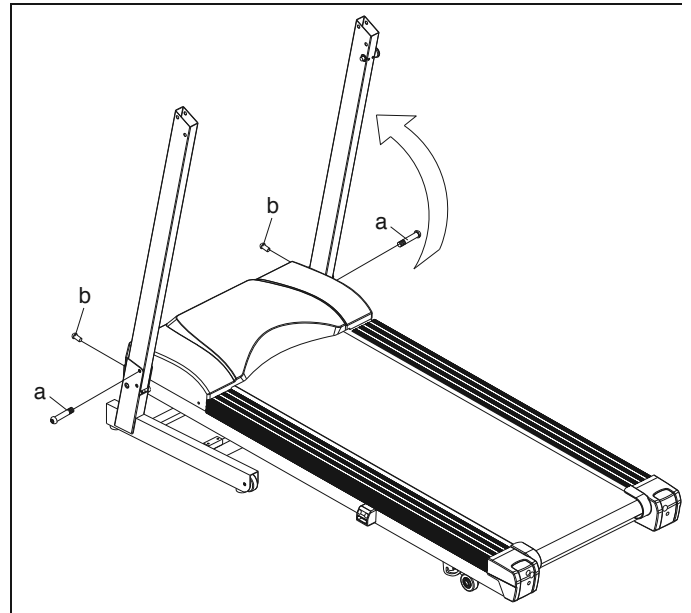


## 4. ASSEMBLY STEPS

### STEP 01

Two persons are required to assemble this treadmill  
(Caution!! Please follow the assembly steps below to avoid injury.)

- Unfold the Uprights and then tighten with Allen Bolt(a)(b).

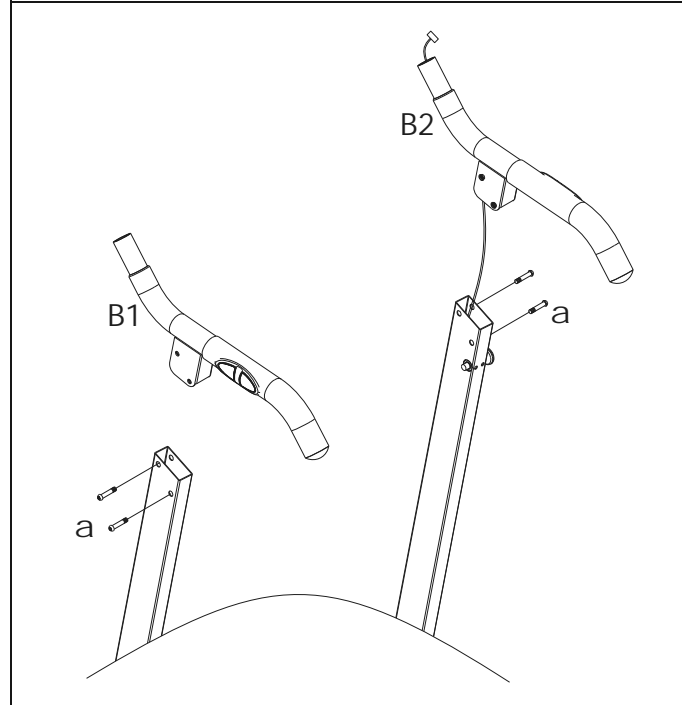


### STEP 02

- Thread the Control Wire through the hole of lower Handrail Tube(R)(B2), then pull it out the hole of upper Handrail Tube (B2). Then attach the Handrail Tubes(B1)(B2) onto the Uprights with Allen Bolt (a).

#### CAUTION:

Ensure that cables are not damaged during assembly or when tightening screws.

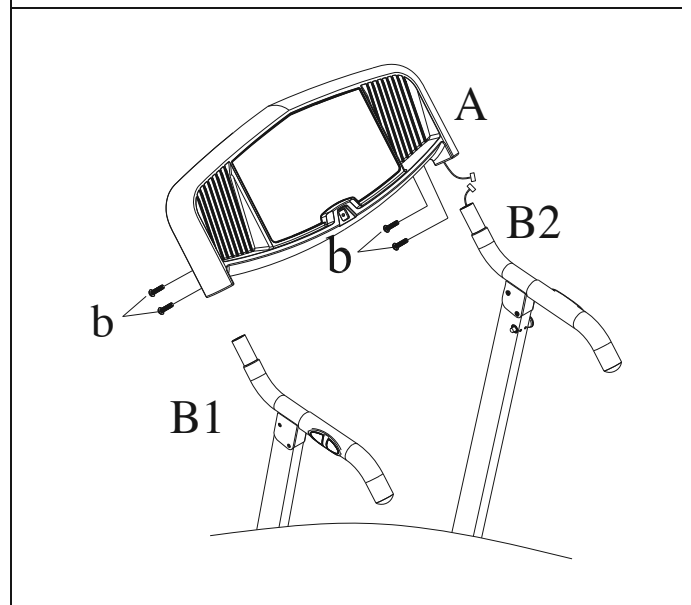


### STEP 03

- Connect the Control Wire in the Consol (A) to the Control Wire in Hand Rail Tube (B2)
- Thread the connected Control Wire into the Computer Shelf
- Attach Computer Consol (A) to Handrail Tubes (B1 + B2) and tighten with Screws (b)

#### CAUTION:

Ensure that cables are not damaged during assembly or when tightening screws.

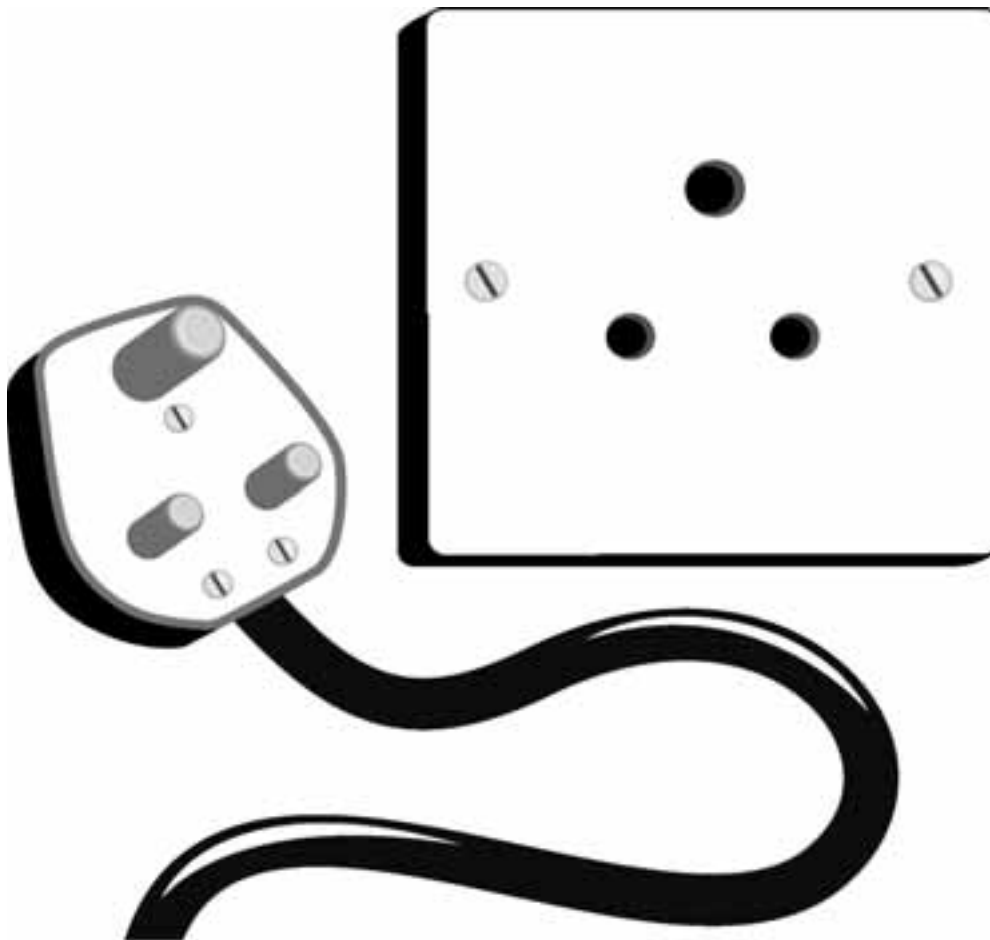


## 5. GROUNDING INSTRUCTIONS

This product must be grounded. If malfunction or breakdown occurs, 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.

This product is for use on a nominal 220–240-volt circuit and has a grounding plug that looks like the plug illustrated in the figure. Make sure that the product is connected to an outlet having the same configuration as the plug. No adapter should be used with this product.



## 6. STORAGE INSTRUCTIONS

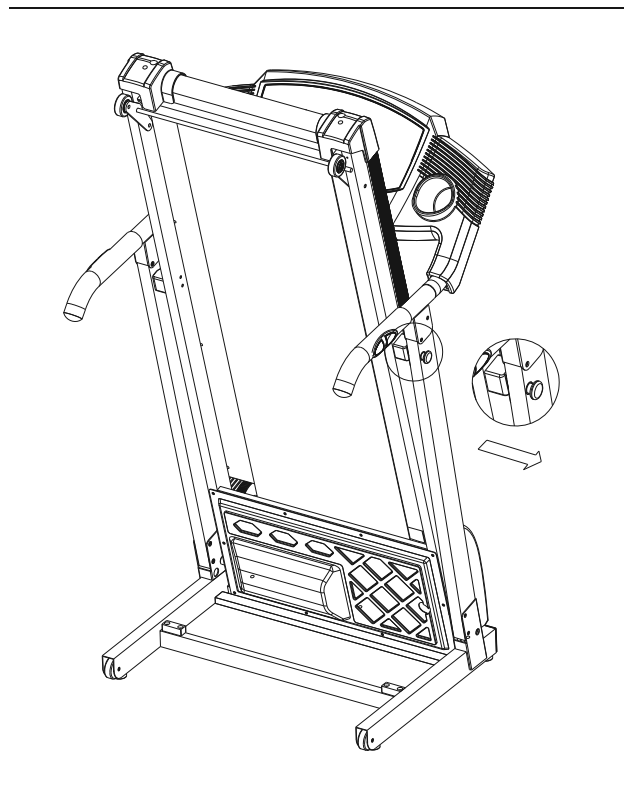
### TO FOLD THE TREADMILL

- Always check that the power is off, then unplug the power plug from the outlet before folding up.
- Pull out the Pop-Pin as shown in the drawing, then lift up the treadmill.
- Do not take your hands away until the POP-Pin click into the hole.
- If you want to use the treadmill, just pull out the POP-Pin as shown in the drawing.
- Do not take your hands away until the treadmill is slowly dropping to the ground .

(Note 1: To prevent accidents, do not operate near children

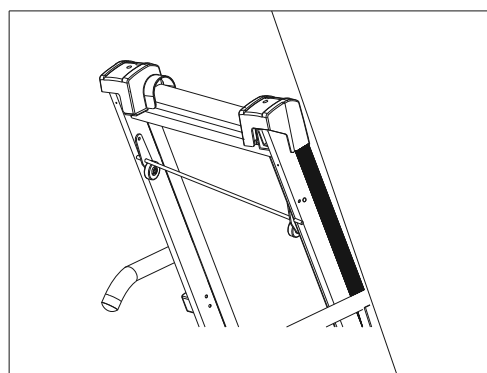
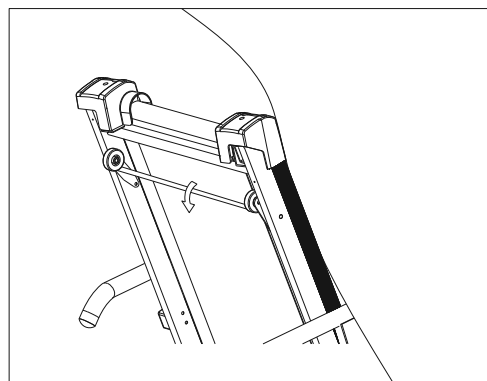
(Note 2: If you want to move the treadmill, fold the treadmill first, then hold the rear adjustment caps with your hands, then tilt the treadmill until the roller can be moved smoothly.)

(Note 3: Do not move the treadmill on uneven ground.)



### CHANGING ANGLE OF TREADMILL

- If you want to change the angle of the treadmill, first fold the treadmill (as above), then pull down the iron bar until it touches the iron tube of the Frame.
- Drop the Frame to the ground according to above steps



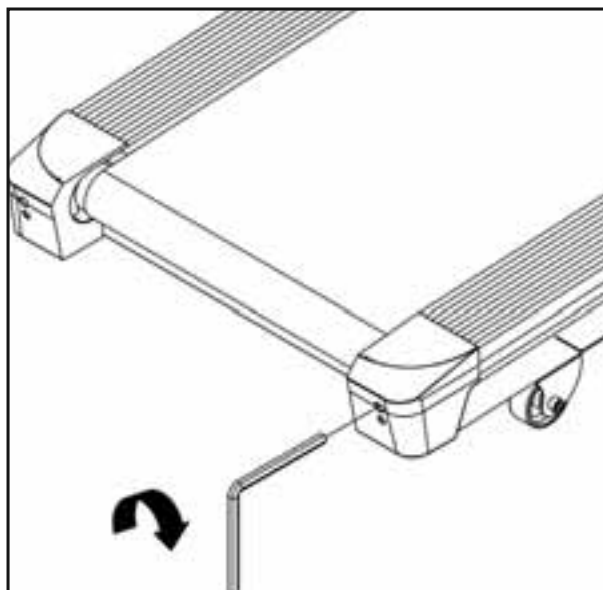


## 7. MAINTENANCE

### RUNNING BELT NOT CENTERED

- If the running belt is not centered on the tail roller and it's either too far left or right, please turn off the treadmill first.
- Use 6mm Allen Wrench shaped wrench to loosen bolts within rear adjusting boxes.
- If the running belt is tracking to the left, adjust belt to track to the right. Tighten the left tail roller Allen screw by turning quarter clockwise. The same procedure applies if the belt is pulling right i.e. tighten right tail roller. Power on the treadmill after the adjustment. If it has no obvious effect, just repeat the steps above.
- Do not use the treadmill until the running belt returns to the center position. Should tracking occur please use the above mentioned steps to rectify the issue.

- *Please note: The running belt might not stay precisely in the center, but might move slightly to either the right or left side.*
- *When aligned properly the belt wont scratch the side rails.*

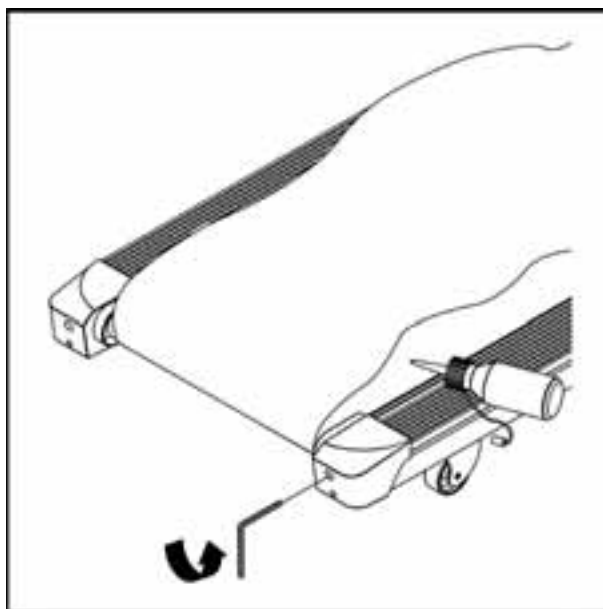


### LUBRICATION

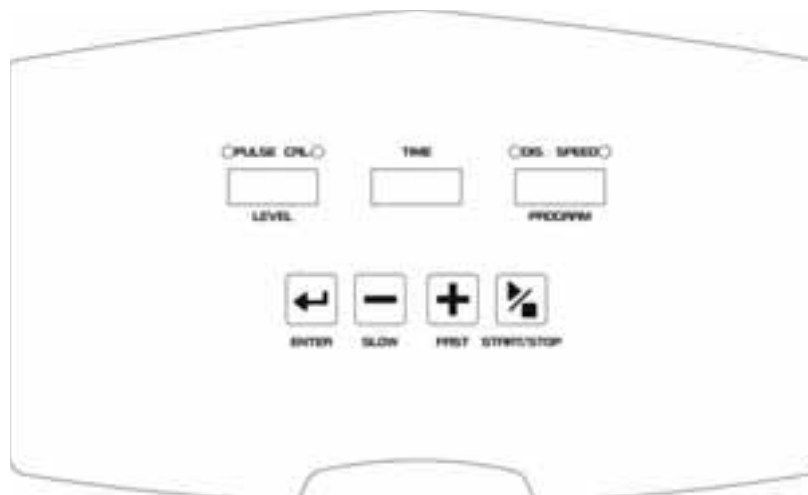
- It is strongly suggested that you follow the timetable below to apply lubrication to the running deck.
- Firstly use the 6mm wrench to loosen the bolts within the rear adjusting boxes, pull up the running belt and evenly apply lubrication on the center deck.
- Then adjust the belt to the center of deck and following the above step to tighten the belt.
- Please run treadmill at low speed, after all bolts are secure, to allow equal distribution of the lubricating oil.
- Please follow the above steps to lubricate the belt if you experience any skid phenomena.

### LUBRICATION TIMETABLE

Speed	Suggested Time
1~6 km	1 year
6~12 km	6 months
12~16 km	3 months



## 8. COMPUTER FUNCTIONS



### GENERAL OPERATION:

1. Turn on the treadmill.
2. Put the safety key in the recess of the consol. The beeper will now sound and this means the treadmill is in the START/READY status. Under manual (P0) status, you can hold the handgrip pulse sensor to detect your heart rate.
  - If the safety key is not placed in the recess, the TIME window will display "-----", which means the treadmill can not work normally.
  - During exercise, the beeper will sound a warning if the safety key falls off, then the treadmill will stop working. Put the safety key back into the recess of the consol, and all settings will revert back to the initial status.
  - Range of PULSE: 40~240 Beats/min
  - The pulse monitor will show the relationship between the amount of running and your age and heart rate

### OPERATING INSTRUCTIONS

- Under START/READY status, press to enter Manual run program, and then starting with a speed of 1.0 km/h. Press to increase/decrease the speed. Press to stop the treadmill. (If you press once, all the information will stop changing, the frame will Reset to the Start/Ready status. If you are under Program mode, and you press once, all the information will stop changing and the treadmill will pause for 4 minutes before coming back to the Start/Ready status. If you press once and hold it for 3 seconds, it will Reset the treadmill to the Start/Ready status.)
  - Under START/READY status, press and to select a program and then press to set values for this function.
  - Program mode: Press and to select Program (P0~P3). The PROGRAM number will flash. The window can display P0~P3 for then user to select. Press confirm. After selecting P0~P3, the LEVEL screen can display L1~L3.. Press and key to set level. After confirming the level, press to enter TIME. The manual preset value is 20min. The program preset value is 32min. The TIME range is 5 ~ 99 min. After your selection is finished, press to start. During selection, if you press to start, the rest of your selections which have not been completed will adopt the preset values.
4. This product has an MP3 connection. Connect the MP3 cable with MP3 recess on the panel.

# COMPUTER FUNCTIONS





## MANUAL and PROGRAM OPERATION INSTRUCTION

(Under this operation mode there is 1 MANUAL and 3 pre-set PROGRAM modes.)

### MANUAL(P0)

• In this mode, you can set the time, and distance. The operation method is shown below

When the PROGRAM screen flashes, press  and you will enter into the MANUAL mode.

• Now you can press   to set the time. Press  or  to start.

Program preset value: 20 min.





Time range: 5~99 min, each step is 1 min.





### PROGRAM

In this mode, there are 3 programs (P1~P3). You can choose the desired program using, the selection method shown below

• When the PROGRAM screen flashes you can press   to select mode P1~P3, after selection, press  to enter the selected mode.

• After you enter the mode, the LEVEL window will begin to flash. Under PROGRAM, each mode in P1~P3 has 3 LEVELS. You can select one according to your personal need.

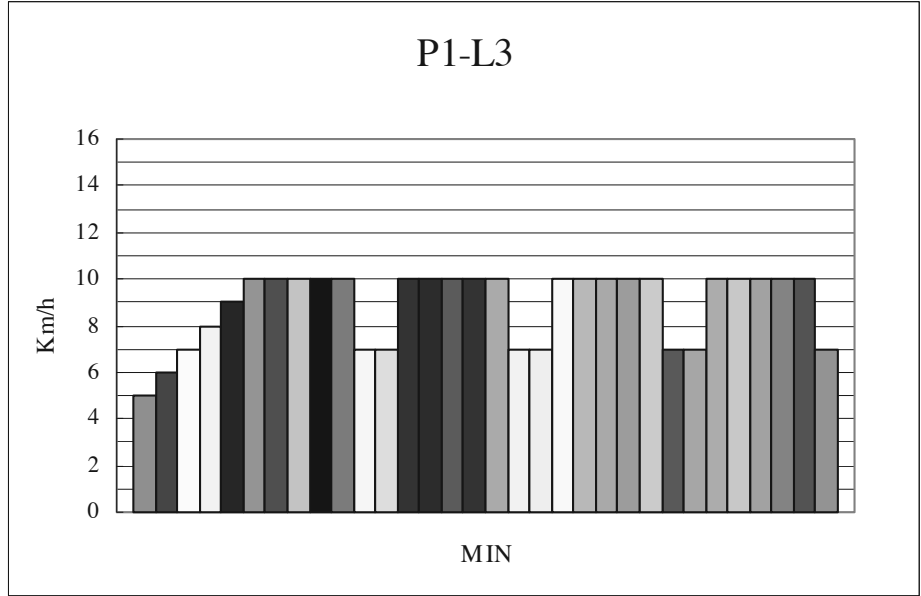
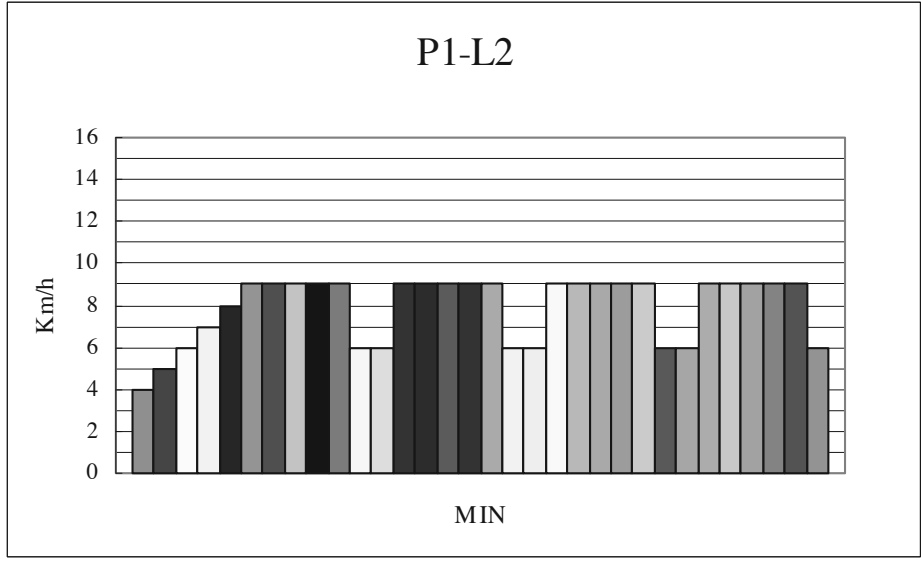
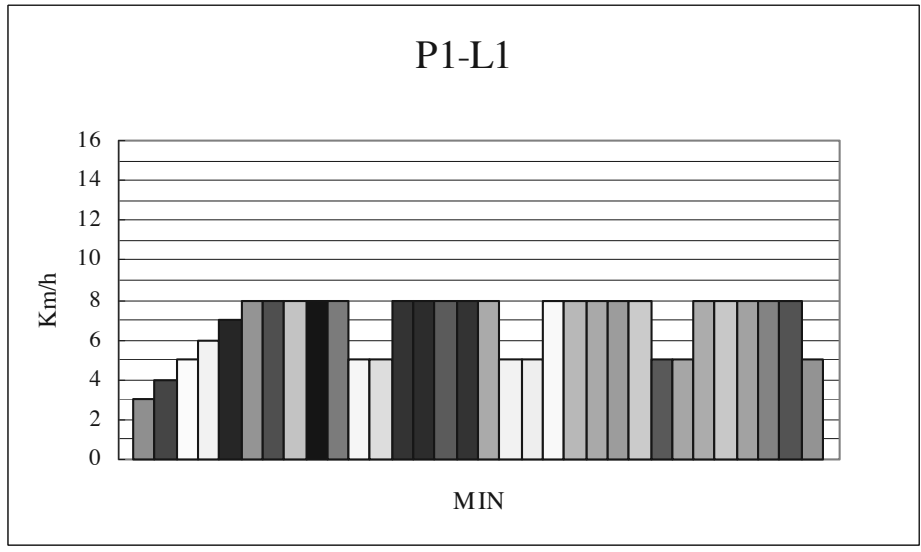
• Now you can press   to select the LEVEL. After setting, press  to start the treadmill, or press  to enter the time setting of the PROGRAM.

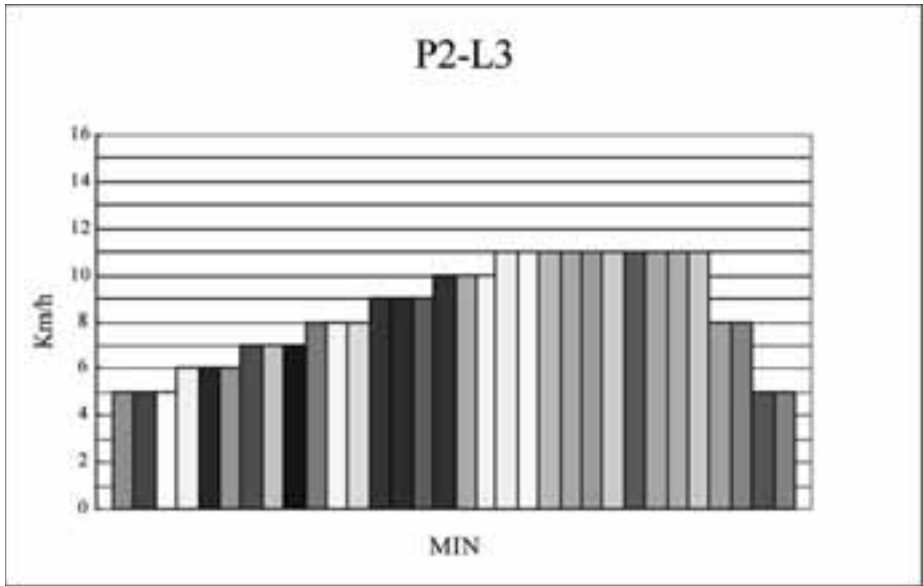
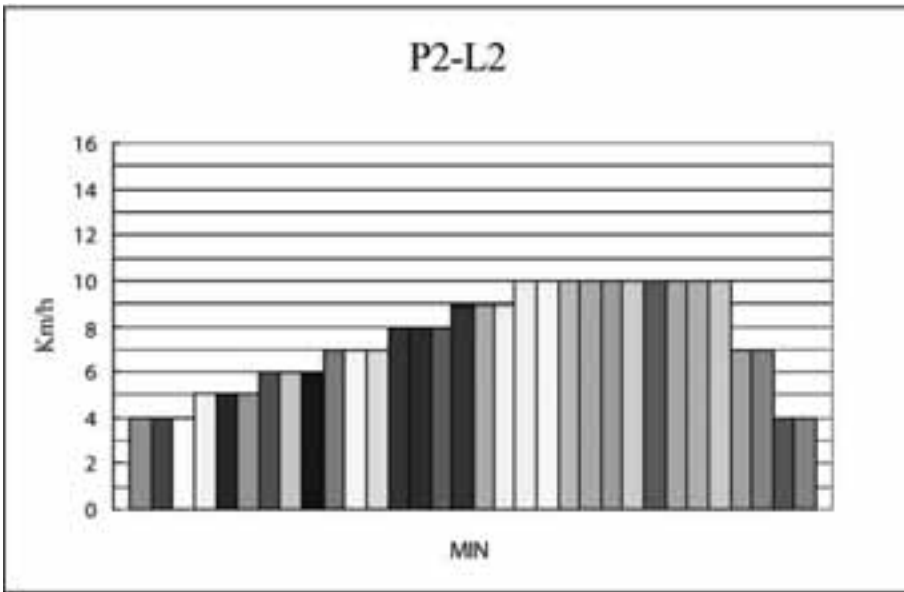
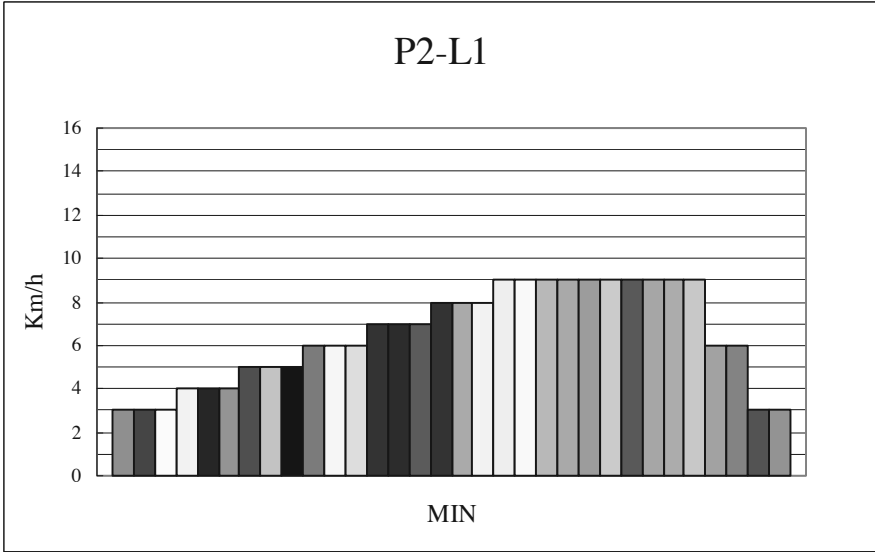
2.4 After you enter the time setting, you can press   to set the time, when finished setting, press  or  to start.

Program preset value : 32 min

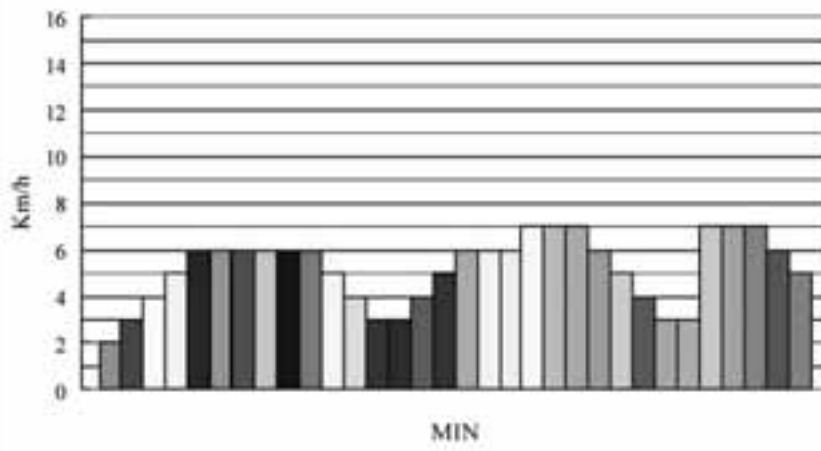
Time range; 5~99 min, each step is 1 min

2.5 Refer to tables 1~3 that follows for the pre-set values of P1~P3:

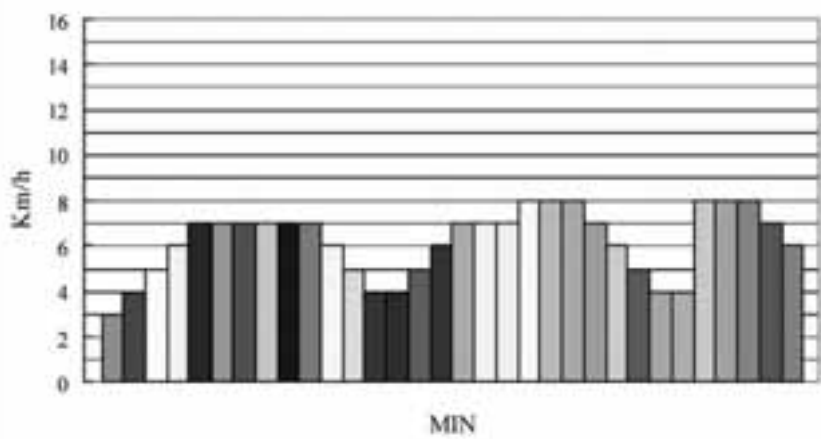




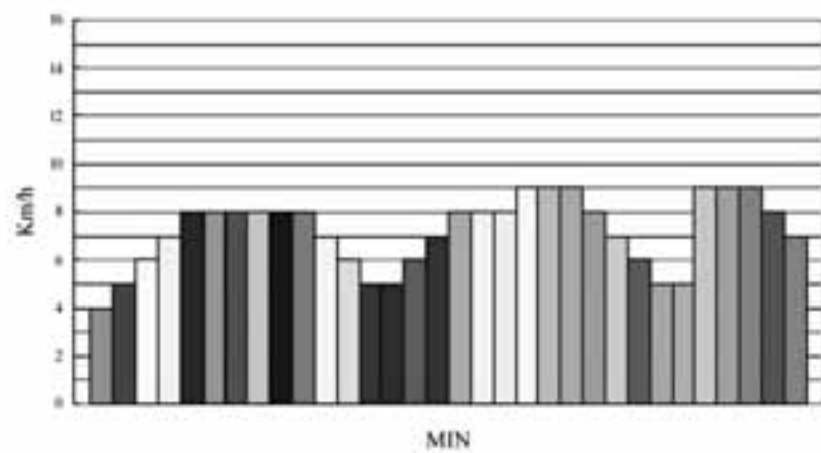
P3-L1



P3-L2



P3-L3



# 9. FITNESS TIPS AND TECHNIQUES

## AEROBIC EXERCISE

Aerobic exercise is any sustained activity that sends oxygen to your muscles via your heart and lungs.

Aerobic exercise improves the fitness of your lungs and heart - your body's most important muscle.

Aerobic exercise fitness is promoted by any activity that uses your large muscle -arms, legs, or buttock, for example.

Your heart beats quickly and you breathe deeply. An aerobic exercise should be part of your entire exercise routine.

## WEIGHT TRAINING

Along with aerobic exercising which helps get rid of and keep off the excess fat that our bodies can store,

weight training is an essential part of the exercise routine process. Weight training helps tone, build and strengthen

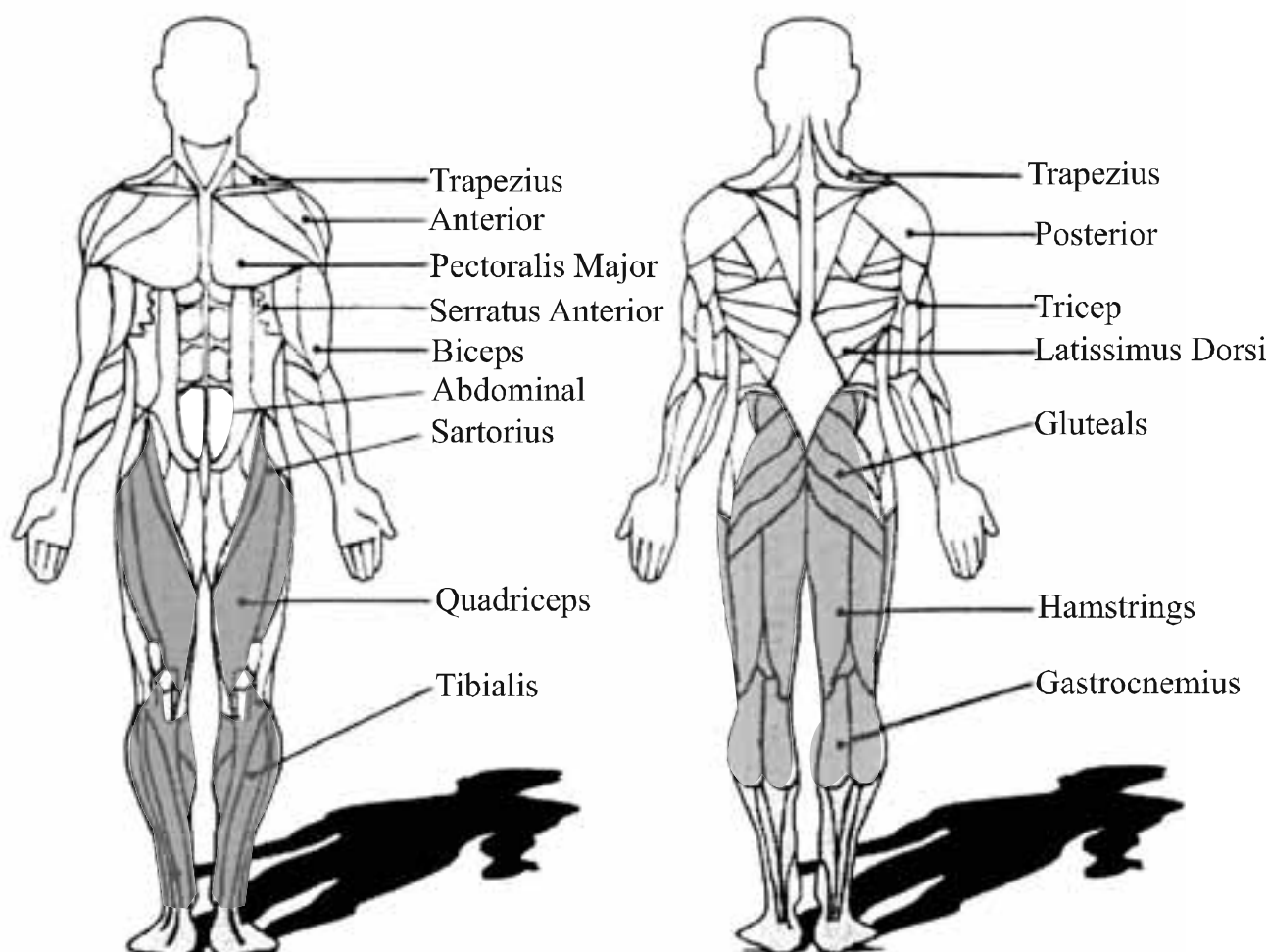
muscle. If you are working above your target zone, you may want to do a less amount of reps.

And as always consult your physician before beginning any exercise program.

## MUSCLE CHART

### TREADMILL

The exercise routine that is performed on the treadmill will develop the lower body muscle group as well as condition the circulatory system and provide a good aerobic workout . These muscle groups are highlighted on the muscle chart below.



# 10. CONDITIONING GUIDELINES

How you begin your exercise program depends on your physical condition. If you have been inactive for several years, or are severely overweight, you must start slowly and increase your time on the equipment; a few minutes per workout.

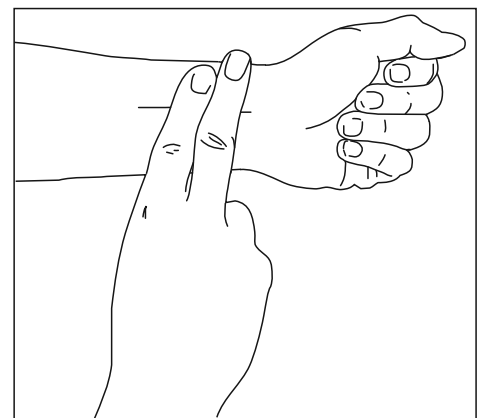
Initially, you may be able to exercise only for a few minutes in your target zone, however, your aerobic fitness will improve over the next six to eight weeks. Don't be discouraged if it takes longer. It's important to work at your own pace.

Ultimately, you'll be able to exercise continuously for 30 minutes. The better your aerobic fitness, the harder you will have to work to stay in your target zone. Please remember these essentials :

- Have your doctor review your training and diet programs to advise you of a workout routine you should adopt.
- Begin your training program slowly with realistic goals that have been set by you and your doctor.
- Monitor your pulse frequently. Establish your target heart rate based on your age and condition.
- Set up your equipment on a flat, even surface at least 3 feet from walls and furniture.

## EXERCISE INTENSITY

To maximize the benefits of exercising, it is important to exercise with the proper intensity. The proper intensity level can be found by using your heart rate as a guide. For effective aerobic exercise, your heart rate should be maintained at a level between 65% and 85% of your maximum heart rate as you exercise. This is known as your target zone. You can find your target zone in the table below.

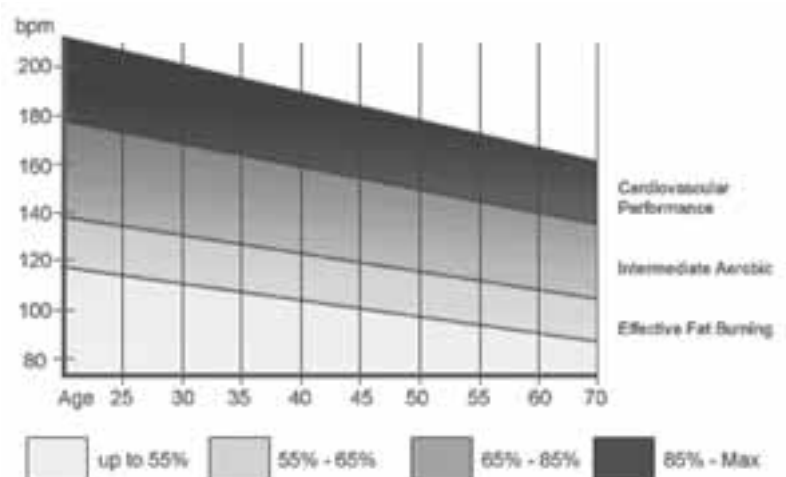


During the first few months of your exercise program, keep your heart rate near the low end of your target zone as you exercise. After a few months, your heart rate can be increased gradually until it is near the middle of your target zone as you exercise.

To measure your heart rate, stop exercising but continue moving your legs or walking around and place two fingers on your wrist. Take a six-second heartbeat count and multiply the results by 10 to find your heart rate. For example, if your six-second heartbeat count is 14, your heart rate is 140 beats per minute. (A six-second count is used because your heart rate will drop rapidly when you stop exercising.)

Adjust the intensity of your exercise until your heart rate is at the proper level.

For more information on dieting and training visit [www.trojanhealth.co.za](http://www.trojanhealth.co.za)





# 11. WARM-UP AND COOL-DOWN

## WORKOUT GUIDELINES

Each workout should include the following three parts:

A warm-up, consisting of 5 to 10 minutes of stretching and light exercise. A proper warm-up increases your body temperature, heart rate, and circulation in preparation for exercise.

Training zone exercise, consisting of 20 to 30 minutes of exercising with your heart rate in your training zone. (Note: During the first few weeks of your exercise program, do not keep your heart rate in your training zone for longer than 20 minutes.)

A cool-down, with 5 to 10 minutes of stretching. This will increase the flexibility of your muscles and will help to prevent post-exercise problems.

## EXERCISE FREQUENCY

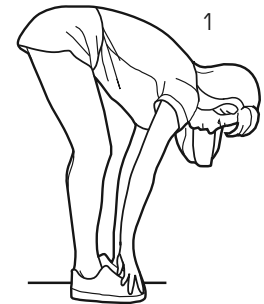
To maintain or improve your condition, plan three workouts each week, with at least one day of rest between workouts. After a few months of regular exercise, you may complete up to five workouts each week, if desired. Remember, the key to success is make exercise a regular and enjoyable part of your everyday life.

## SUGGESTED STRETCHES

The correct form for several basic stretches is shown at the right. Move slowly as you stretch-never bounce.

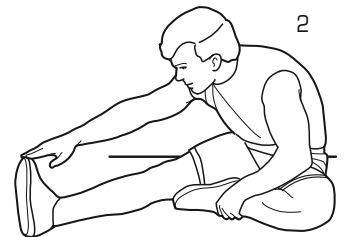
### 1. Toe Touch Stretch

Stand with your knees bent slightly and slowly bend forward from your hips. Allow your back and shoulders to relax as you reach down toward your toes as far as possible. Hold for 15 counts, then relax. Repeat 3 times. Stretches: Hamstrings, back of knees and back.



### 2. Hamstring Stretch

Sit with one leg extended. Bring the sole of the opposite foot toward you and rest it against the inner thigh of your extended leg. Reach toward your toes as far as possible. Hold for 15 counts, then relax. Repeat 3 times for each leg. Stretches: Hamstrings, lower back and groin.



### 3. Calf/Achilles Stretch

With one leg in front of the other, reach forward and place your hands against a wall. Keep your back leg straight and your back foot flat on the floor. Bend your front leg, lean forward and move your hips toward the wall. Hold for 15 counts, then relax. Repeat 3 times for each leg. To cause further stretching of the achilles tendons, bend your back leg as well. Stretches: Calves, achilles tendons and ankles.



### 4. Quadriceps Stretch

With one hand against a wall for balance, reach back and grasp one foot with your other hand. Bring your heel as close to your buttocks as possible. Hold for 15 counts, then relax. Repeat 3 times for each leg. Stretches: Quadriceps and hip muscles.



### 5. Inner Thigh Stretch

Sit with the soles of your feet together and your knees outward. Pull your feet toward your groin area as far as possible. Hold for 15 counts, then relax. Repeat 3 times. Stretches: Quadriceps and hip muscles.



## 12. FREQUENTLY ASKED QUESTIONS

Errors:

**Q1. My treadmill will not start up?**

Ensure the safety key is attached to the console.

**Q2. E1 – Treadmill has stopped caused by the motor's abnormality.**

Restart the treadmill and check that the running belt is well lubricated and that the motor wasn't overloaded because of insufficient lubrication. If the error continues please contact your local Trojan Service Centre on 0861 876526

**Q3. E4 – Body fat function failure (if the treadmill has this function)**

Please re-start the treadmill, and make sure that both hands are holding the grip pulse sensor

**Q4. E6/E7 – Incline function abnormality code.**

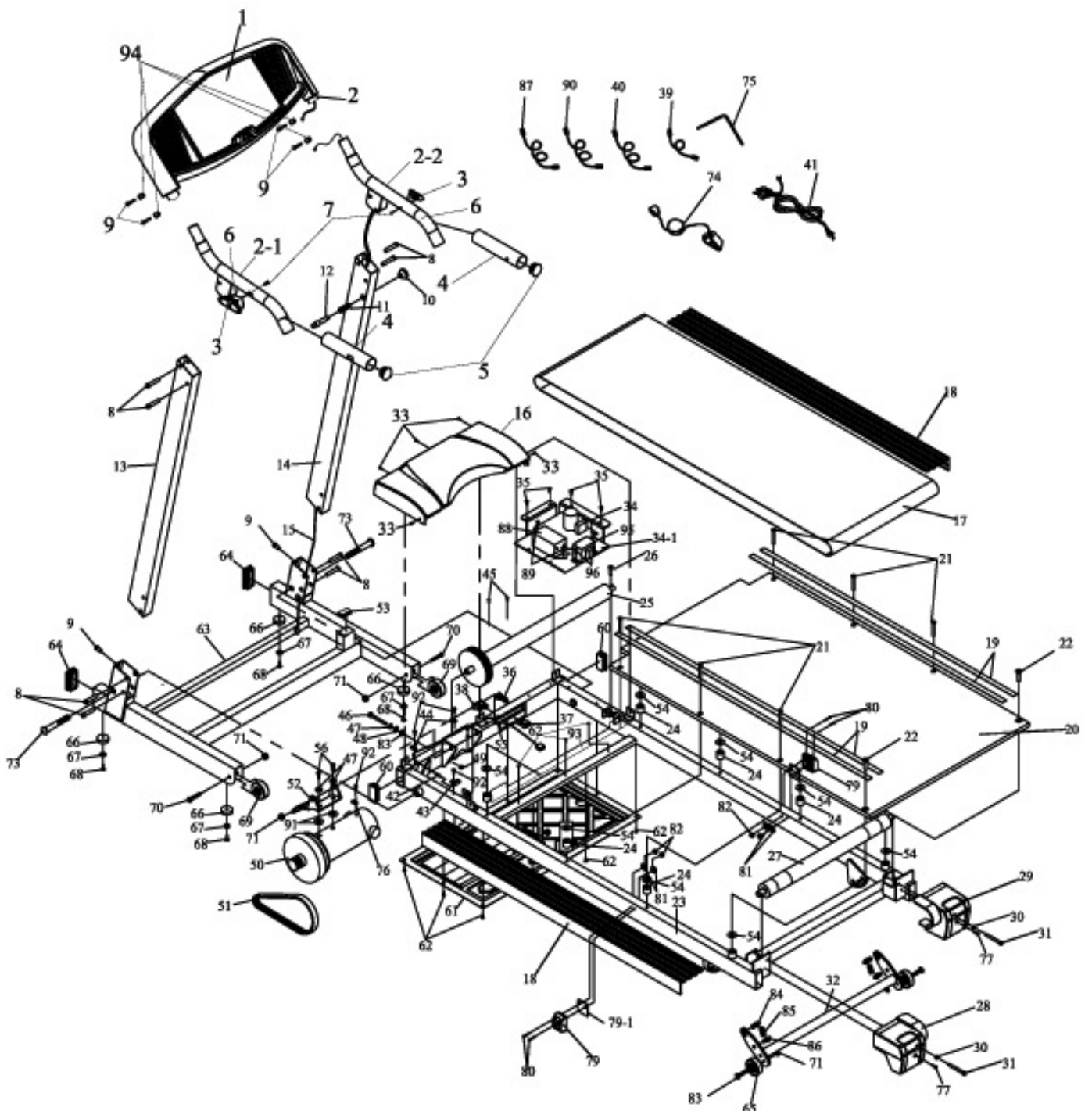
E6 indicates that the actual incline position is beyond both the upper and lower pre-set range.

Restart the treadmill and check if the treadmill can then be operated normally. If the problem persists please contact your local Trojan Service Centre on 0861 876526

# 13. PARTS LIST

No.	Description		Q'ty	No.	Description		Q'ty
1	Computer Console		1	50	Motor Assembly		1
2	Handrail Tube		1	51	Drive Belt		1
3	Hand Pulse		2	52	Motor Adjustment Plate		1
4	Foam Grip		2	53	Tube Cap		1
5	Tube Cap	PAZP1135	2	54	Plastic Washer	20x8.5x3.0t	8
6	Hand Pulse Sensor Wire		2	55	Allen Bolt	M8xP1.25x100 (15mm)	1
7	Self Tapping Screw	Ø4x25	2	56	Allen Bolt	M8xP1.25x15	2
8	Allen Bolt	M8xP1.25x40	8	60	Tube Cap	ø25x50x1.5t	2
9	Allen Bolt		6	61	Lower Motor Cover		1
10	POP-Pin Head	PAPK297A	1	62	Self Tapping Screw	Ø4x12	13
11	Spring	NCCS013	1	63	Base Frame		1
12	POP-Pin Rod	NCZ1051	1	64	Tube Cap	30x60x1.2t	2
13	Upright(L)		1	65	Wheel		2
14	Upright(R)		1	66	Foot Pad	PCFP1155	4
15	Control Wire		1	67	Washer	Ø6xØ16x1.0t	4
16	Upper Motor Cover		1	68	Self Tapping Screw	Ø4x20	4
17	Running Belt		1	69	Wheel		2
18	Pedal		2	70	Allen Bolt	M8xP1.25x40(10mm)	2
19	Double Sided Tape		4	71	Nylon Nut	M8xP1.25	5
20	Running Belt		1	72			
21	Screw	M6xP1.0x25	6	73	Allen Bolt	1/2"-20UNFx80(30mm)	2
22	Allen Bolt	M8xP1.25x30	2	74	Safety Key/Clip		1
23	Frame Assembly		1	75	Allen Wrench+Screwdriver	5mm(70mmx70mm)	1
24	Rubber Cushion		6	76	Wire Clip	UC-1,(PCZUC1)	1
25	Front Roller		1	77	Self Tapping Screw	Ø4x16	2
26	Screw	M6xP1.0x25	1	78			
27	Rear Roller		1	79	Fixing plastic		2
28	Rear End Cap(L)		1	79-1	Shim		2
29	Rear End Cap(R)		1	80	Screw	M6xP1.0x42	4
30	Washer	Ø6xØ10x1.0t	2	81	Washer	Ø19xØ6x1.5	4
31	Allen Bolt	M6xP1.0x55	2	82	Nylon Nut	M6xP1.0	4
32	Incline Rod		1	83	Allen Bolt	M8xP1.25x35	2
33	Screw	M5xP0.8x10	5	84	Bolt	SAIK425	2
34	Controller		1	85	Spring	NDCS092	2
34-1	Aluminous Control Board		1	86	Bolt	SAIK425A	2
35	Self Tapping Screw	Ø4x16	4	87	Extension Wire	16AWGx250	1
36	Power Cord Holder	6P-4(FDF6P4)	1	88	Filter		1
37	Circuit Breaker	88 SERIES 5A,(FDZ88)	1	89	Screw	M5xP0.8x10	2
38	Power Switch	R415KKFTOF	1	90	Extension Wire	14AWGx150mmx1T1R	1
39	Extension Wire	16AWGx90mm	1	91	Rubber Shim	Ø18xØ8x2.0t	3
40	Extension Wire	16AWGx250	1	92	Self Tapping Screw	Ø4x16	4
41	Power Cord	1.0mmx2000mm (FDF1)	1	93	L Shaped Plastic	PDD54540	1
42	Sensor	(Ø6x25L)800mm,(FBZ625)	1	94	Rivet Nut	M8	4
43	Sensor Holder	UC-0.5,(PCZUC0.5)	1	95	Choke		1
44	Wire Clip	UC-0,(PCZUC0)	2	96	Screw	M4xP0.7x10	2
45	Screw(copper)	M4xP0.7x8	2				
46	Allen Bolt	M8xP1.25x90 (50mm)	1				
47	Spring Washer	M8	3				
48	Washer	Ø16xØ8x1.5t	1				
49	Nut	M8	1				

# 14. EXPLODED DRAWING



# 15. TROJAN 1 YEAR LIMITED WARRANTY

Masstores (Pty)Ltd ("the Supplier") hereby provides a limited warranty to the original purchaser of this product ("the Consumer") that this product will be free of manufacturing defects in materials and workmanship which under normal, personal, family or household use (commercial use expressly excluded) manifest themselves within the following stipulated periods from the date of purchase:

## Exclusions

The warranty does not include and will not be construed to cover products damaged as a result of disaster; misuse; commercial use; use not in accordance with the written instructions included with the product; abuse; and/or any non-authorized modification of the product. It also does not cover replacement of the light bulbs and other expendables.

All demo models carry a 3 month warranty.

## Waiver

The warranty provided herein and the obligations of the Supplier are in lieu of, and the Customer waives, all other warranties, guarantees, conditions or liabilities, express or implied, arising by law or otherwise, including without limitation, any obligation of the Supplier in respect of any injury, loss or damage (direct, indirect or consequential) arising out of the use of, or inability to use, this product and whether or not occasioned by the Supplier's negligence or any act or omission on its part.

## Claims under 1 Year Limited Warranty

Within 7 days of purchase:

The faulty product will be exchanged (provided that the product is in its original packaging with all accessories).

After 7 days but within 3 months of purchase:

The Supplier may in its sole discretion either replace or repair the product.

After 3 months but within 1 year of purchase:

The Supplier may in its sole discretion either replace or repair the product. The following shall not be covered:

- **Treadmills:** Running Decks, Running Belts, and Rubber Arm covers
- **Exercise Bikes/Spinners:** Pedals, Cranks, and Rubber Arm covers
- **Cross Trainers/ Ellipticals/ Steppers:** Foot Rests, Cranks, Shocks, and Rubber/Foam Arm covers
- **Home Gyms/Benches:** Pulleys, Cables, Seats and Padding
- **Trampolines:** Springs, Mats, and Covers
- **Rowers:** Rowing Strap / Rope / Arms, Pulling Handle, Grip, Moveable Seat

**Parts not mentioned in the above, are covered under warranty within the 1st year of purchase**




## Proof of Purchase

Any claim in terms of the warranty must be supported by a proof of purchase or a warranty number. Warranty numbers can be issued through contacting our call centre on 0861 Trojan (0861 876 526), or online at [www.trojanhealth.co.za](http://www.trojanhealth.co.za). If such proof is not available, then notwithstanding anything to the contrary herein, the service agent's prevailing charges for services/repairs including call-out and/or spares will be payable by the Consumer upon collection or delivery of the repaired product.

The Consumer does not need to return the product to the store.

The Consumer shall phone the Trojan hotline on 0861 Trojan (0861 876 526) and the Supplier's authorized agent will at its discretion either repair the item at the Consumer's residence or collect and repair the item at their premises.

During the warranty period the product may only be serviced and/or repaired by the Supplier's duly authorized agent(s).

	ATTACH RECEIPT
<b>CLIENT DETAILS</b>	
NAME: _____	
EMAIL: _____	CELL: _____
TEL(H): _____	TEL(W) _____ FAX _____
ADDRESS: _____	
<b>PRODUCT DETAILS</b>	
DATE OF PURCHASE: dd / mm / yy	SERIAL NUMBER: _____ TILL SLIP NUMBER: _____
DISCRIPTION OF PRODUCT	
<b>BRANCH PURCHASED AT</b>	
0861 TROJAN (0861 876526)	WWW.TROJANHEALTH.CO.ZA



Masstores (Pty) Ltd  
16 Peltier Drive, Sunninghill  
Sandton, Johannesburg, South Africa

# 16. TROJAN REPAIRS PROCEDURE

## 1. Procedure for repairs

Should you experience any faults or breakdowns on your Trojan equipment, please adhere to the following procedure to have the fault rectified speedily and professionally.

- Do not return the product to the store\*
- Call 0861 Trojan (0861 876526) to log the faulty product (under warranty or out of warranty)
- The operator or technical advisor will try identify the fault, and will book a service team call out.
- The service team will endeavour to fix the problem in your home on an agreed date and time.
- Only if the fault cannot be repaired in the convenience of your home, will the service team take the faulty product back to the service centre.
- Items repaired in our service centre will be returned to your home on an agreed date and time.

*\* Note:*

*Should you live in an outlying area, it may be necessary to return the product to the store nearest to you. Our service operator will advise you of your repair procedure.*

## 2. Cost of Repairs

### 2.1 Under warranty

- Any items still under warranty will be repaired free of charge, as long as it complies with the terms and conditions of the warranty. (refer to "warranties" section in this manual)
- Any items that need to be repaired that are NOT covered in the warranty will be for the consumer's expense. A quote for the repair/replacement of these items will be provided to the consumer for approval prior to repairs being conducted.

### 2.2 Out of Warranty

- Any items that need to be repaired once the warranty has expired will be for the consumer's expense including call out fees. A quote for the repair/replacement of these items will be provided to the consumer for approval prior to repairs being conducted.



**GET IT FIXED AT YOUR HOME OR OURS**

For immediate help with assembly or for additional product information, please call our help line.  
No need to return this product to the store.  
Our Customer Service Department is ready to provide you with friendly assistance from the convenience of your own home

[WWW.TROJANHEALTH.CO.ZA](http://WWW.TROJANHEALTH.CO.ZA)

Please have your serial number ready when you call the service centre

