



SOLITUDE 400 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

1561



INDEX	PAGE
1. SAFETY INSTRUCTIONS	3
2. PRE ASSEMBLY CHECK LIST	4
3. HARDWARE LIST	5
4. ASSEMBLY STEPS	6
5. FOLDING INSTRUCTIONS	8
6. MAINTENANCE	9
7. GROUNDING INSTRUCTIONS	10
8. COMPUTER FUNCTIONS	11
9. REFERENCE TABLES	14
10. FITNESS TIPS AND TECHNIQUES	20
11. CONDITIONING GUIDELINES	21
12. WARM -UP AND COOL-DOWN	22
13. FREQUENTLY ASKED QUESTIONS	23
14. PARTS LIST	24
15. EXPLODED DRAWING	25
16. TROJAN 1 YEAR LIMITED WARRANTY	26
17. TROJAN REPAIRS PROCEDURE	28

1. SAFETY INSTRUCTIONS

WARNING :

To reduce the risk of serious injury, read the following safety instructions before using the TROJAN SOLITUDE 400 TREADMILL.

1. Use the TROJAN SOLITUDE 400 TREADMILL only on a level surface.
2. Keep children and pets away from this equipment at all times.
3. TROJAN SOLITUDE 400 TREADMILL should not be used by persons weighing more than 120kgs.
4. The TROJAN SOLITUDE 400 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 SOLITUDE 400 TREADMILL, loss of balance may result in a fall and serious bodily injury.
6. Use the TROJAN SOLITUDE 400 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 SOLITUDE 400 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. The TROJAN SOLITUDE 400 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.

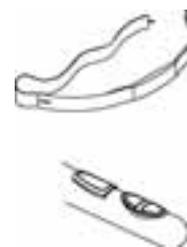
- Read this manual carefully before using the TROJAN SOLITUDE 400 TREADMILL.



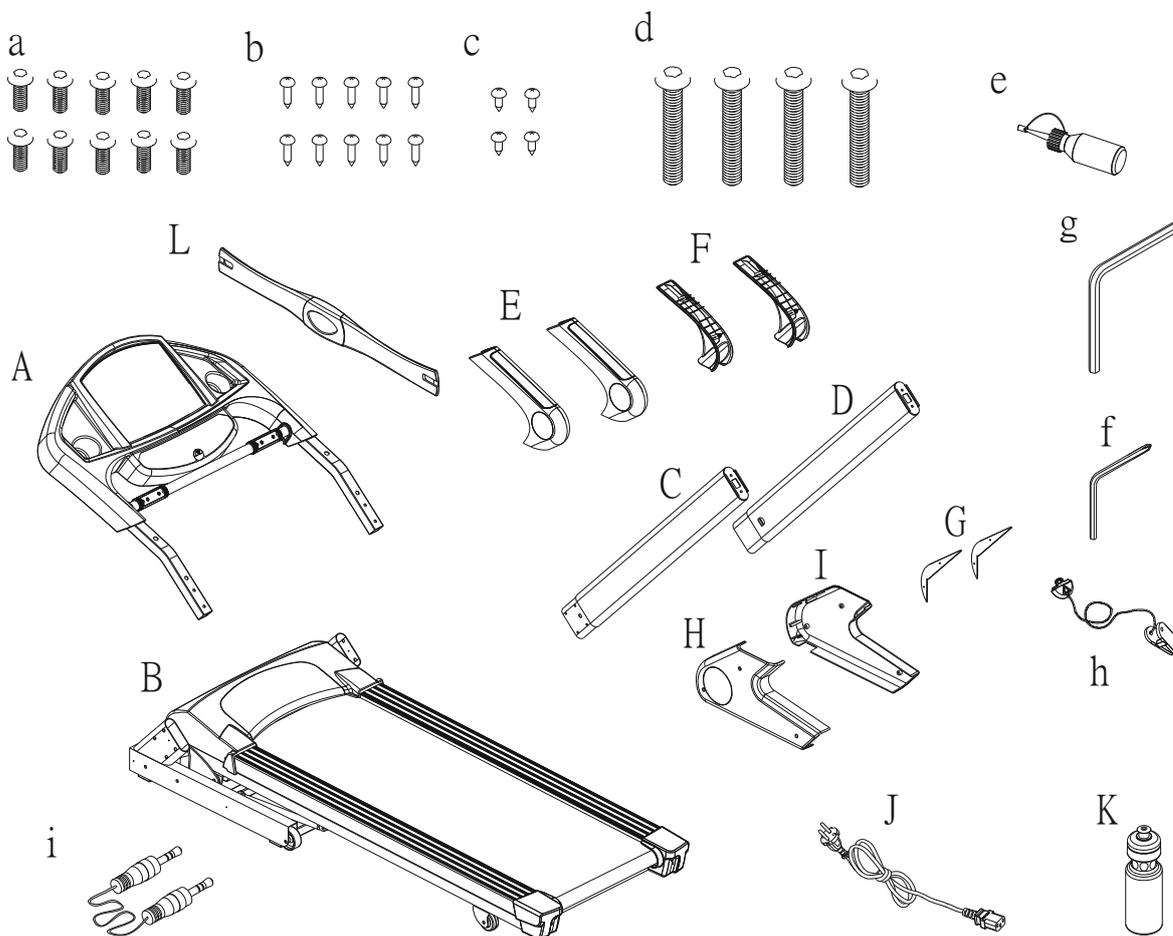
3. HARDWARE LIST

Handrail control button and heart rate strap are included in this package.

1. Heart rate can be measured on this treadmill. Attach the strap to your chest during exercise, the heart rate value will display on the PULSE window.
2. The control button on the handrail can also be used to adjust speed and elevation. The control button on the left handrail is for elevation while the right handrail button is for speed adjustment.



ITEM	Description	Qty	ITEM	Description	Qty
A	Computer Console	1	a	Allen Bolt M8xP1.25x15	10
B	Frame	1	b	Self Tapping Screw Ø4x16	10
C	Upright (L)	1	c	Self Tapping Screw Ø4x8	4
D	Upright (R)	1	d	Allen Bolt M8xP1.25x60	4
E	Upper Handrail Cover	2	e	SILICON	1
F	Upper Handrail Cover	2	f	Allen Wrench & Screwdriver 5mm(70mmx70mm)	1
G	Inner Decoration Cover	2	g	Allen Wrench 6mm(80mmx80mm)	1
H	Decoration Cover (L)	1	h	Safety Key/Clip	1
I	Decoration Cover (R)	1	i	MP3 Sound Cable	1
J	Power Cord	1			
K	Bottle	1			
L	POLAR Emitter	1			



4. ASSEMBLY STEPS

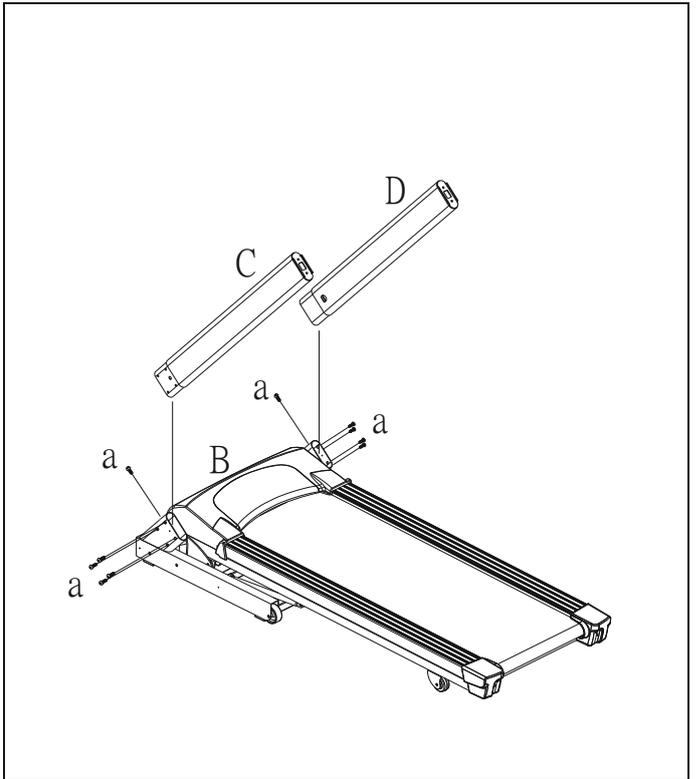
Two persons are required to finish the assembly steps.
(Caution!! Please follow the assembly steps below to avoid injury).

STEP 1

- After pulling out Control Wire with Guide Thread in right Upright (C), clip it into the inside hole in right Upright (C).
- Tighten left and right Uprights (C, D) with Allen Bolt (a) after they are inserted into their stands

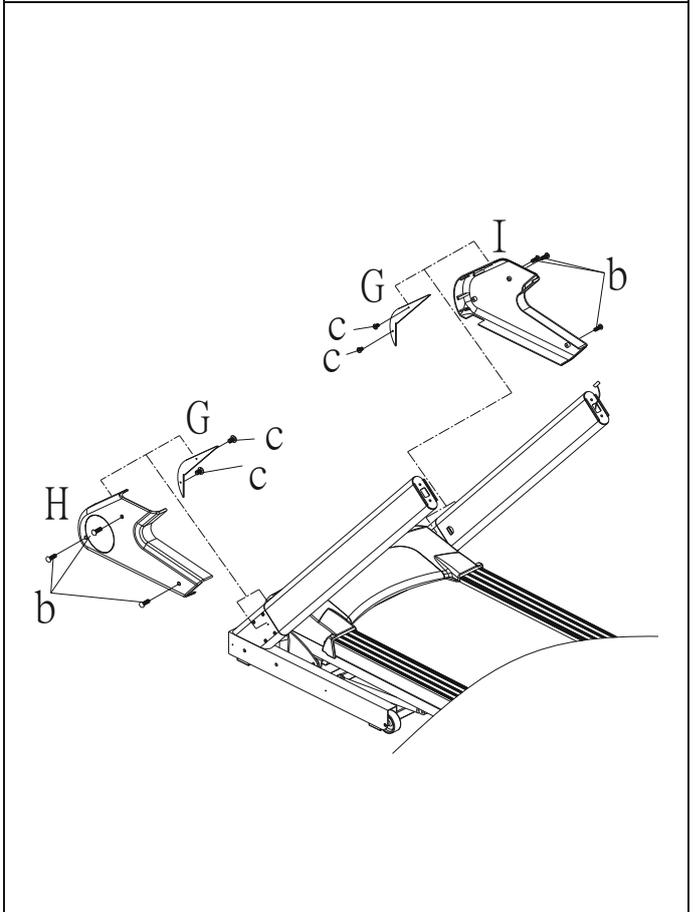
CAUTION:

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



STEP 2

- After left and right Uprights are tightened, attach left and right Decoration Covers (G, H) to the Frame and tighten them with Screw (b, c).



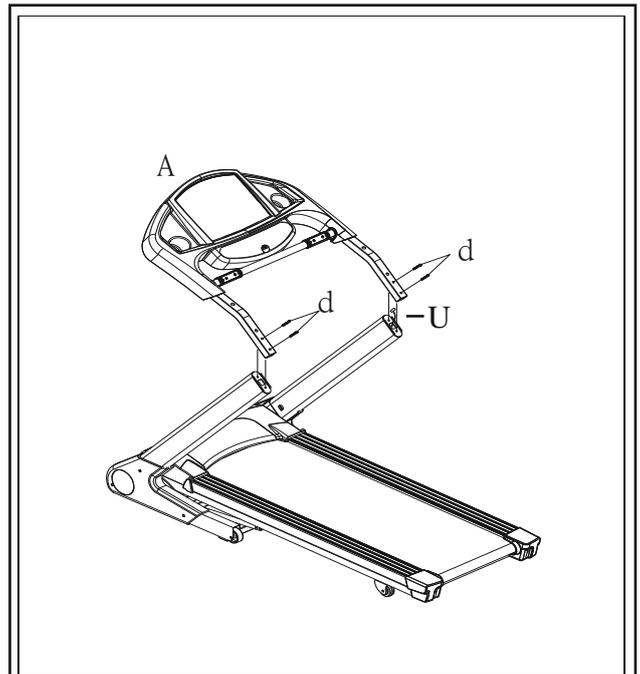
ASSEMBLY STEPS

STEP 3

- Connect Control Wire (L) in right Upright (C) with control wire (U) of Computer Console(A).
- Thread wires into Upright (C,D) and place Computer Console(A) on the Frame.
- Attach with Allen Bolt (d).

CAUTION:

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

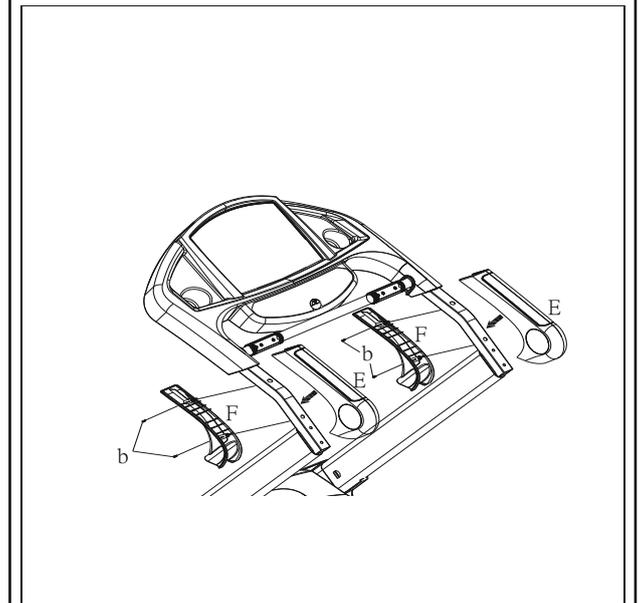


STEP 4

- Attach upper and lower Handrail Covers (E, F), to Handrail.
- Attach them with Self Tapping Screw (b).

CAUTION:

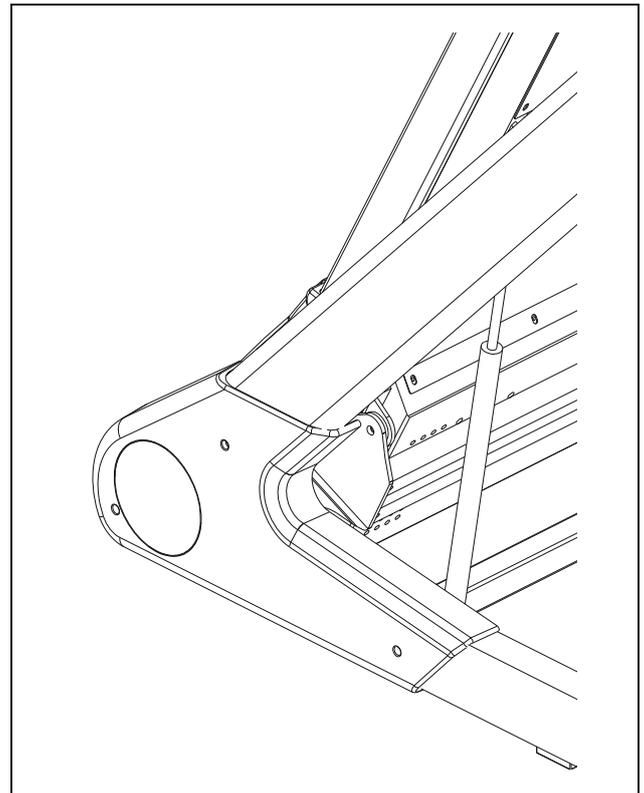
Ensure that cables are not damaged during assembly or when tightening screws.



5. FOLDING INSTRUCTIONS

FOLDING DECK CYLINDER

Note: The Cylinder is pressurised, so extra care must be taken to avoid contact with other objects. Note: If you damage the Cylinder, usage could be affected.

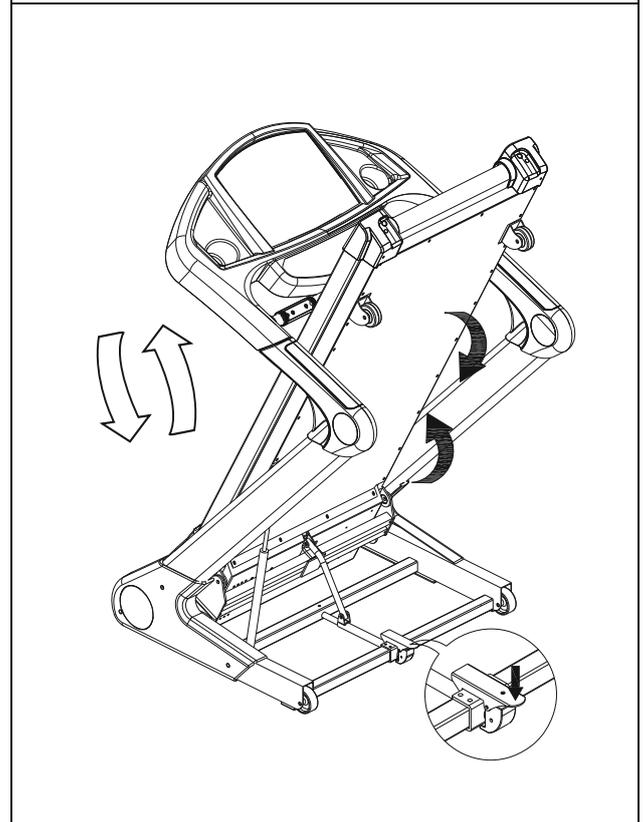


FOLDING MECHANISM

- This treadmill can be folded away for storage. When storing the treadmill, all power must be off. Fold the running deck towards the console.
- Ensure that the footplate locks onto the tube of the frame.
- To open, step on the footplate to release the tube. Slowly pull down the running deck and allow it to automatically move in the direction shown.
- Never stand underneath the deck.

Warnings

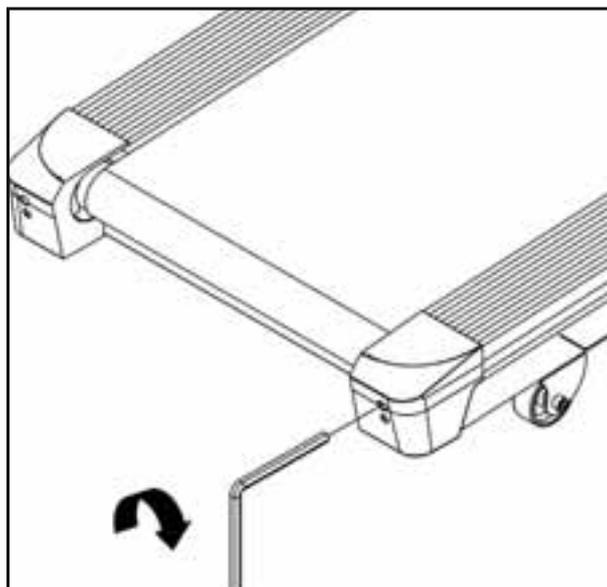
1. To prevent any injuries, ensure that no children are near to the machine when storing or unpacking the machine.
2. Should you want to move the machine, ensure it is locked in its storage position, hold machine on rear adjustment boxes, and tilt slowly onto its roller wheels



6. MAINTENANCE

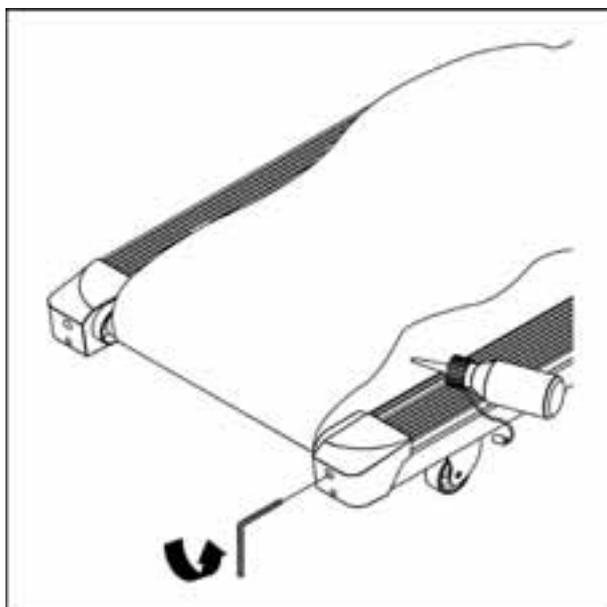
RUNNING BELT NOT CENTERED

- 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

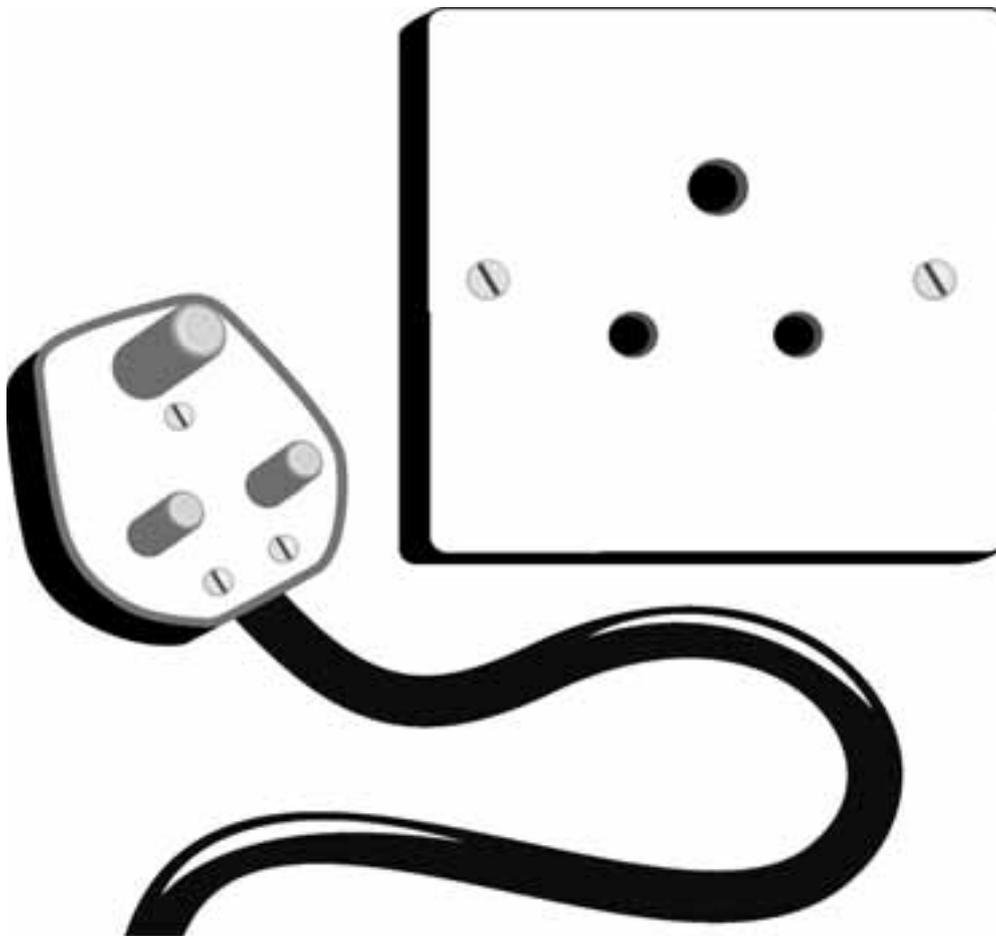
Speed	Suggested Time
1~6 km	1 year
6~12 km	6 months
12~16 km	3 months

7. GROUNDING INSTRUCTIONS

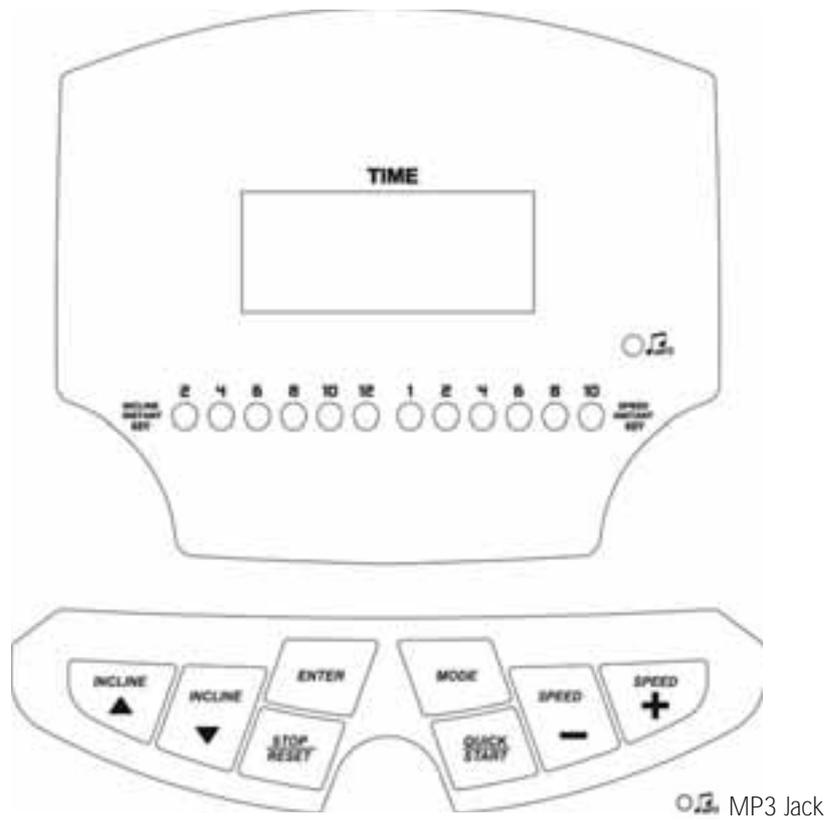
This product must be grounded. If malfunction or breakdown occurs, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into 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.

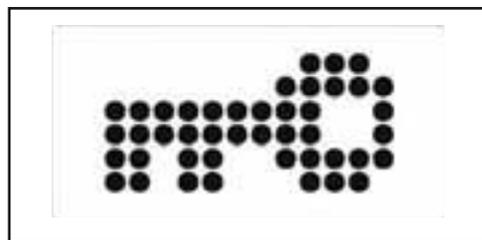


8. COMPUTER FUNCTIONS



A. START DISPLAY:

1. If the SAFETY KEY is taken off, the matrix screen will display key picture (shown above) and each function window will display ----.
2. If the SAFETY KEY is replaced, the matrix screen will display Kg for user with preset value is 70Kg. Range is 23 - 180Kg.
3. When done setting weight, press ENTER. The window will return to start/ready status and the matrix window displays a heart shaped picture.
4. Setting your weight will affect the CALORIES reading. Your weight only needs to be set when you start up the treadmill.



5. While exercising, if the safety key comes loose, the treadmill will sound a warning before turning off. To resume training, replace safety key.
6. If you don't hold the hand pulse sensor in start/ready position, the PULSE window will display HP. You will see the PULSE window display the heart pulse rates when you hold the heart pulse sensors on the handrails.

COMPUTER FUNCTIONS

B. OPERATING INSTRUCTIONS:

1. Under start/ready position, you can press ENTER to enter the edit mode. Under start/ready position, press QUICK/START to enter manual run.
2. Under start/ready position, if the incline is not at the lowest point, press STOP for 5 seconds and the treadmill will automatically return to the lowest position.
3. Under start/ready position, if the incline is not at the lowest point, press START and the incline will automatically return to the lowest position.
4. If the SAFETY KEY is removed and then replaced, the incline will not return to the lowest point. You need to press the START key to reposition it.
5. When exercising, pressing the STOP key, will stop the treadmill. Should you then wish to continue, you can press the START key. Should you wish to stop completely, you can press the STOP key again.

C. EDIT MODE:

1. Under start/ready mode, press ENTER, then select program (P1-P11) by pressing ▲▼ to select Manual mode or Program mode.
2. Program mode: Press ▲▼ to select program (P1-P11). PROGRAM window will flash. LCD will display P1-P11 to choose. After you have set up the PROGRAM for yourself, press ENTER to start, or press QUICK START to start. During setup, if QUICK START is pressed all values not set will default to a preset value.
3. Equipped with both WARM UP and COOL DOWN functions.
 - During "Warm Up" or Program Status, changing the Speed or Inclination will reflect in next phase.
 - "Cool Down" - Speed and inclination function can't be secured during "Cool Down". "Stop" is the only function that can be carried out.
4. There are 32 stages per program. Each stage is 1 minute long on the default setting. Should you adjust the time on a Program, the time spent on each stage will be spread evenly across all 32 stages.

D. PROGRAM OPERATING INSTRUCTIONS:

GOAL MODE

1. Press the "Start" key. Console will count down from 3 seconds, after which the motor will switch on to a speed of 0.8KPH.
2. To adjust the speed press the  speed keys or use the instant speed keys 2;4;6;8;10. Please note: these numbers reflect the speed of the treadmill. Range 0.8KPH ~ 20KPH.
3. To adjust the incline press the  incline keys or use the instant incline keys 0;2;4;6;8;10. Please note: these numbers reflect the incline of the treadmill. Range 0 ~ 12%.
4. To adjust the time press  keys. Range is 20 - 99 min. If no time is set, the clock will count up to 99:00 before the motor stops and returns inclination to zero. Should a time be set, the clock will count down to 0:00 before switching the motor off and returning the inclination to zero.
5. If you press the "Stop" key during exercise the motor will stop as will the inclination motor. Should you then press the "Start" key, the motor will start again after a 3 second countdown and the speed will return to what it was before the "Stop" button was pressed. The same applies to the elevation which will return to the level it was at prior to the "Stop" button being pressed.
6. To stop your workout, press the "Stop" button for 3 seconds and return all settings to their default.

COMPUTER FUNCTIONS

D. PROGRAM: Press the individual PROGRAM key to set up.

P1 Goal	Pre-set time 0 min; range 20~99min
P2 9 Hole	LEVEL: pre-set program 1, levels 1~10, account distance 3500 meter.
P3 Hill Climb	LEVEL: pre-set program 1, levels 1~10. Time 30min, area 20~99min,
P4 Hill Run	LEVEL: pre-set program 1, levels 1~10. Time 30min, range 20~99min,
P5 Interval	LEVEL: pre-set program 1, levels 1~10. Time 30min, range 20~99min,
P6 Rolling	LEVEL: pre-set program 1, levels 1~10. Time 30min, range 20~99min,
P7 Weight Loss	LEVEL: pre-set program 1, levels 1~10. Time 30min, range 20~99min,
P8, P9	All CUSTOM Time 30min, range 20~99min,
P10 HRC*	<ol style="list-style-type: none"> 1. HRC (Heart Rate Control) Program allows you to train in a specific heart-rate range, or a specific target heart rate. The treadmill will automatically adjust its speed and inclination to keep the heart-rate in a specific range. 2. To adjust your age use the   keys. Press ENTER to select. Pre-set value is 30; range 13 - 80. 3. Training in a heart rate range, allows you to select between 65/75/85% of your max heart rate. These values are determined by your age entered in STEP 2. 4. To train at a specific target heart rate, press   until the display shows THR and BPM.. Use   to adjust target heart rate, range 50~220. Press ENTER to confirm. 5. "Time" indicator will flash on the LED screen. Use the   keys to adjust, press ENTER to select. Pre-set value is 30 min, range is 5 - 99 min.

9. REFERENCE TABLES

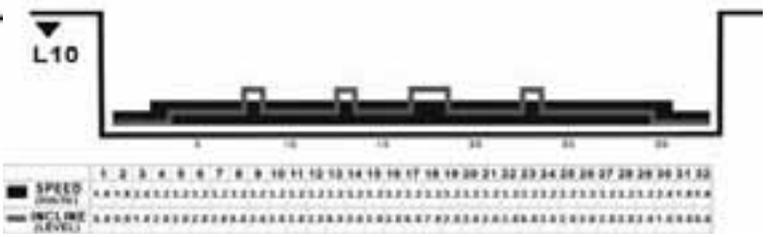
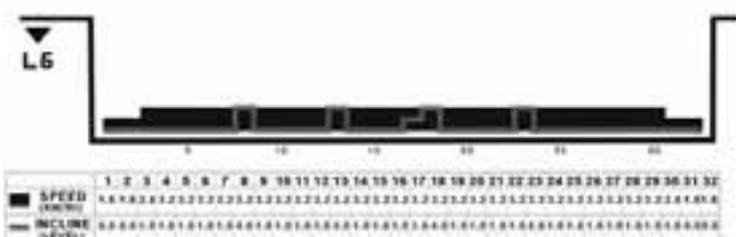
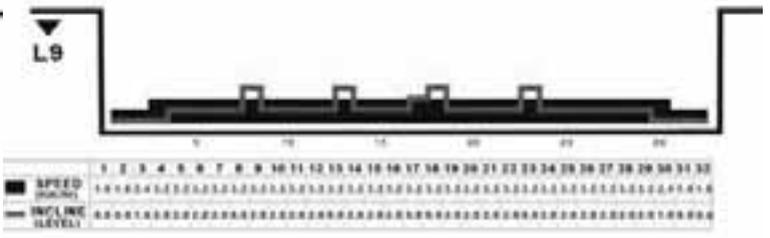
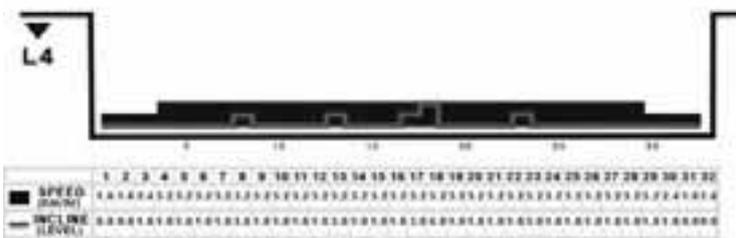
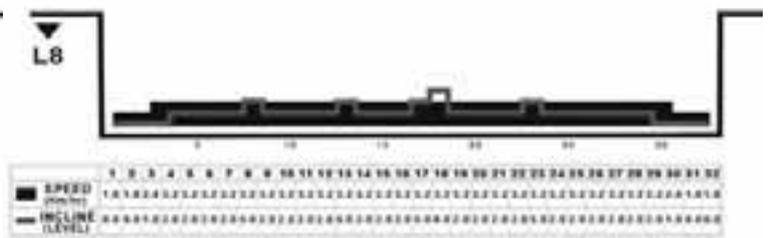
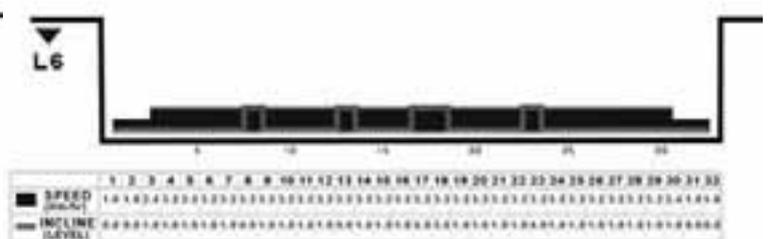
- To select either the Metric (KPH) or the English (MPH), press the “ENTER” key for 10 seconds, and the display will show either 0 (English) or 1 (Metric):
- Select either system by using the “+” or “-” buttons.
- Press “ENTER” to confirm the system.

The following tables reflect the detailed breakdown of each pre-set programme in the Trojan Executive 600 Treadmill

P2 - Nine Hole (Simulates walking 9 Holes of Golf)

9 HOLE(1)

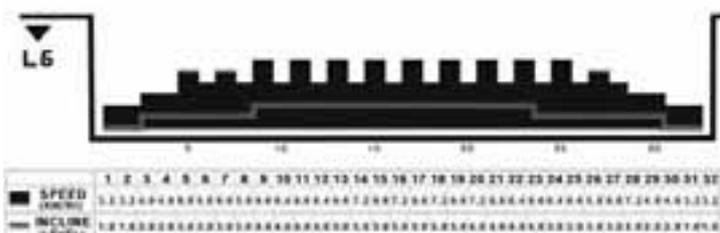
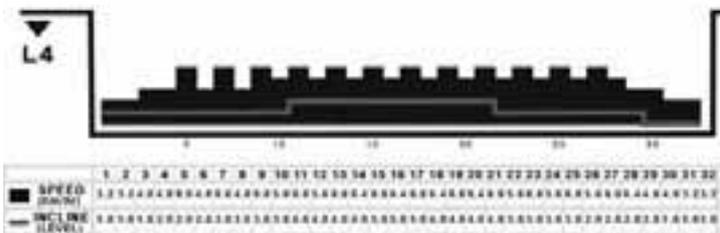
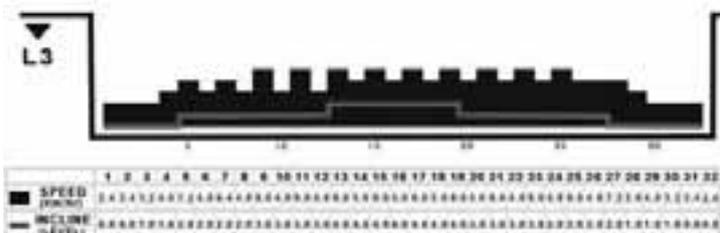
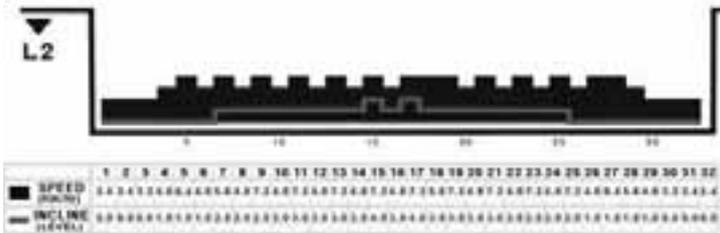
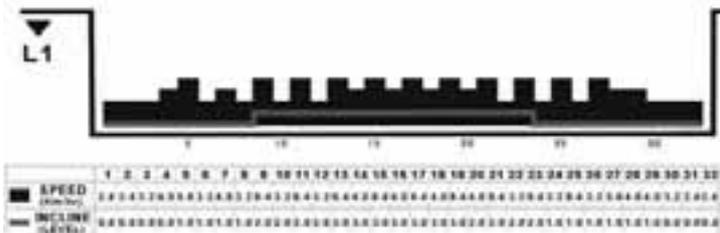
9 HOLE(2)



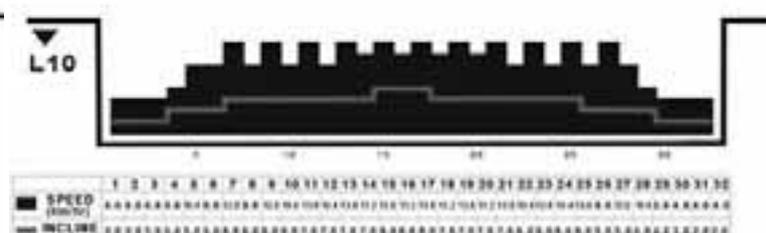
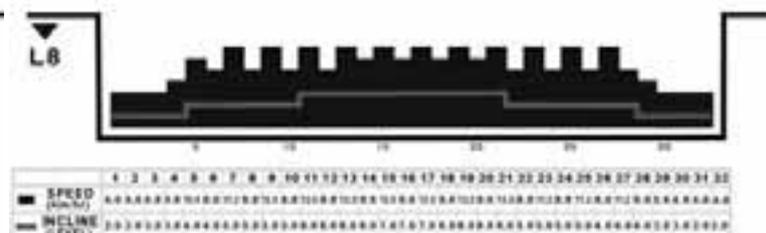
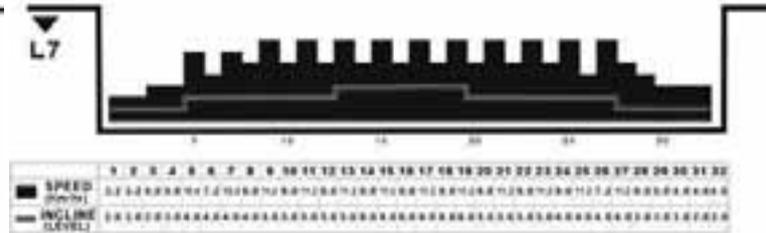
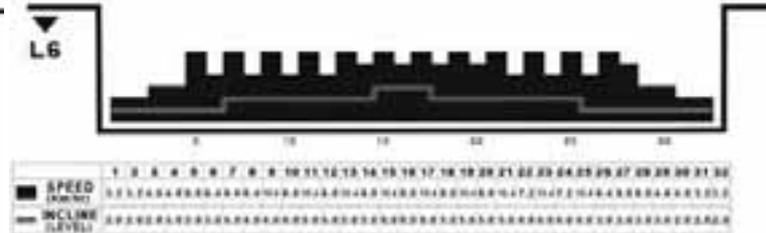
REFERENCE TABLES

P3 - Hill Climb - Programme designed to simulate walking through hills

HILL CLIMB(1)



HILL CLIMB(2)

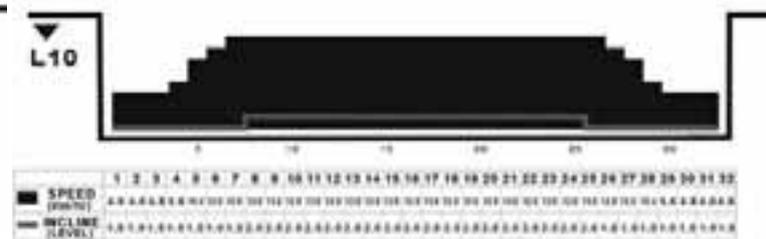
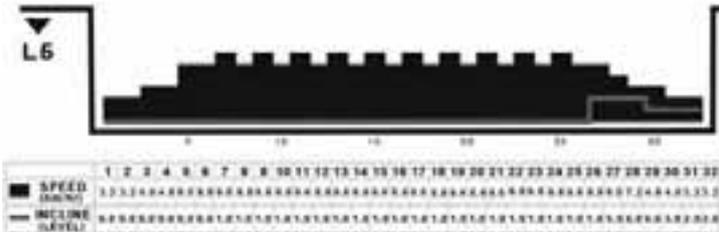
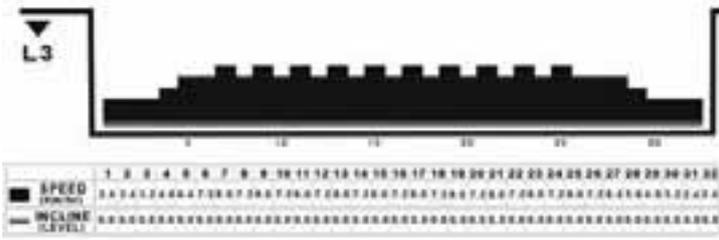
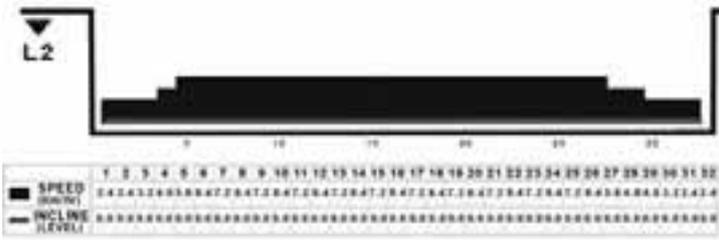
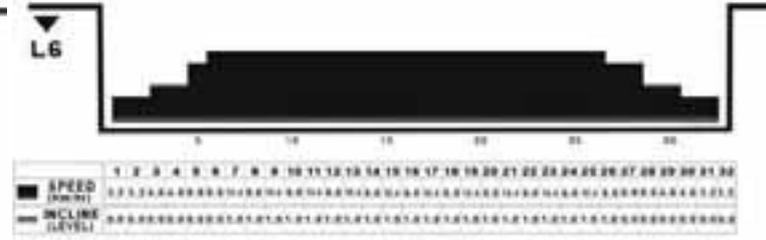
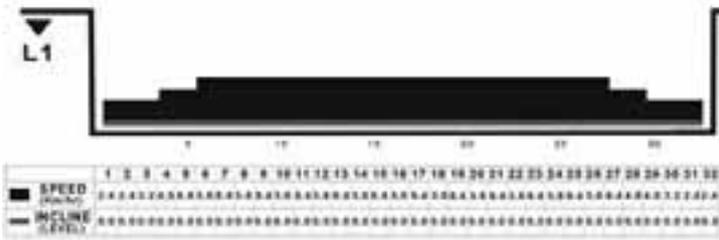


REFERENCE TABLES

P4 - Hill Run - Programme designed to simulate running through hills

HILL RUN(1)

HILL RUN(2)

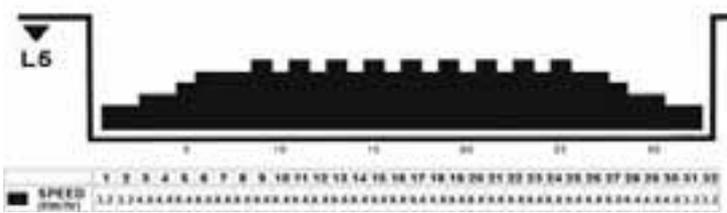
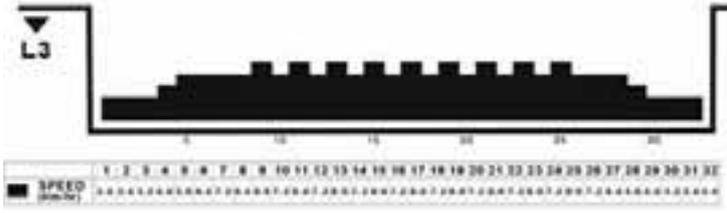


REFERENCE TABLES

P6 - Rolling programme with gradual speed increases

ROLLING(1)

ROLLING(2)

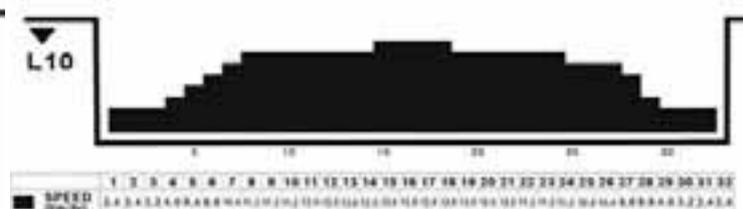
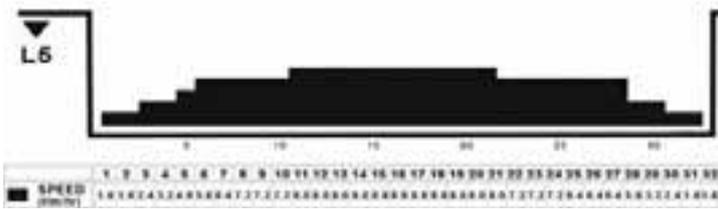
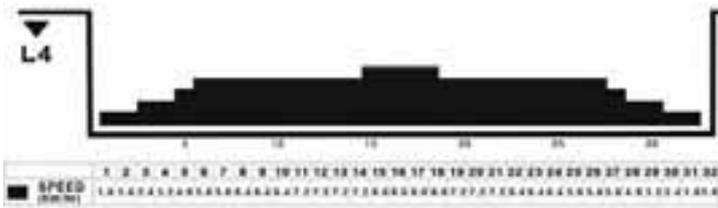
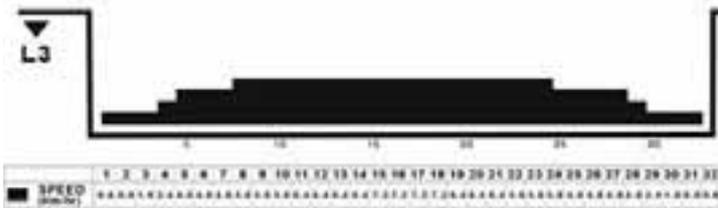
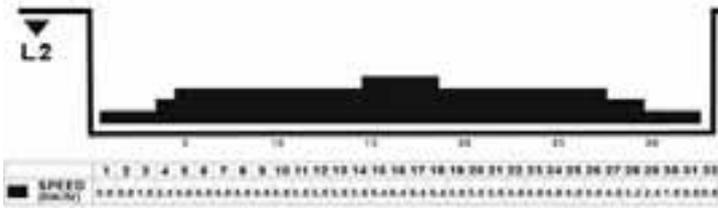
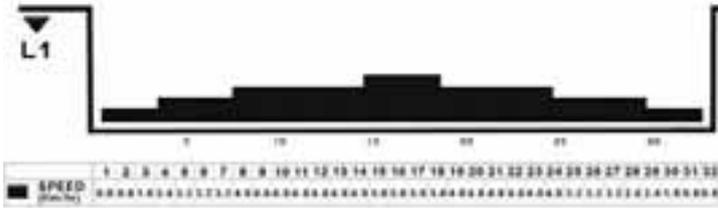


REFERENCE TABLES

P7 - Weight Loss programme specifically designed for weight loss

WEIGHT LOSS(1)

WEIGHT LOSS(2)



10. 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.

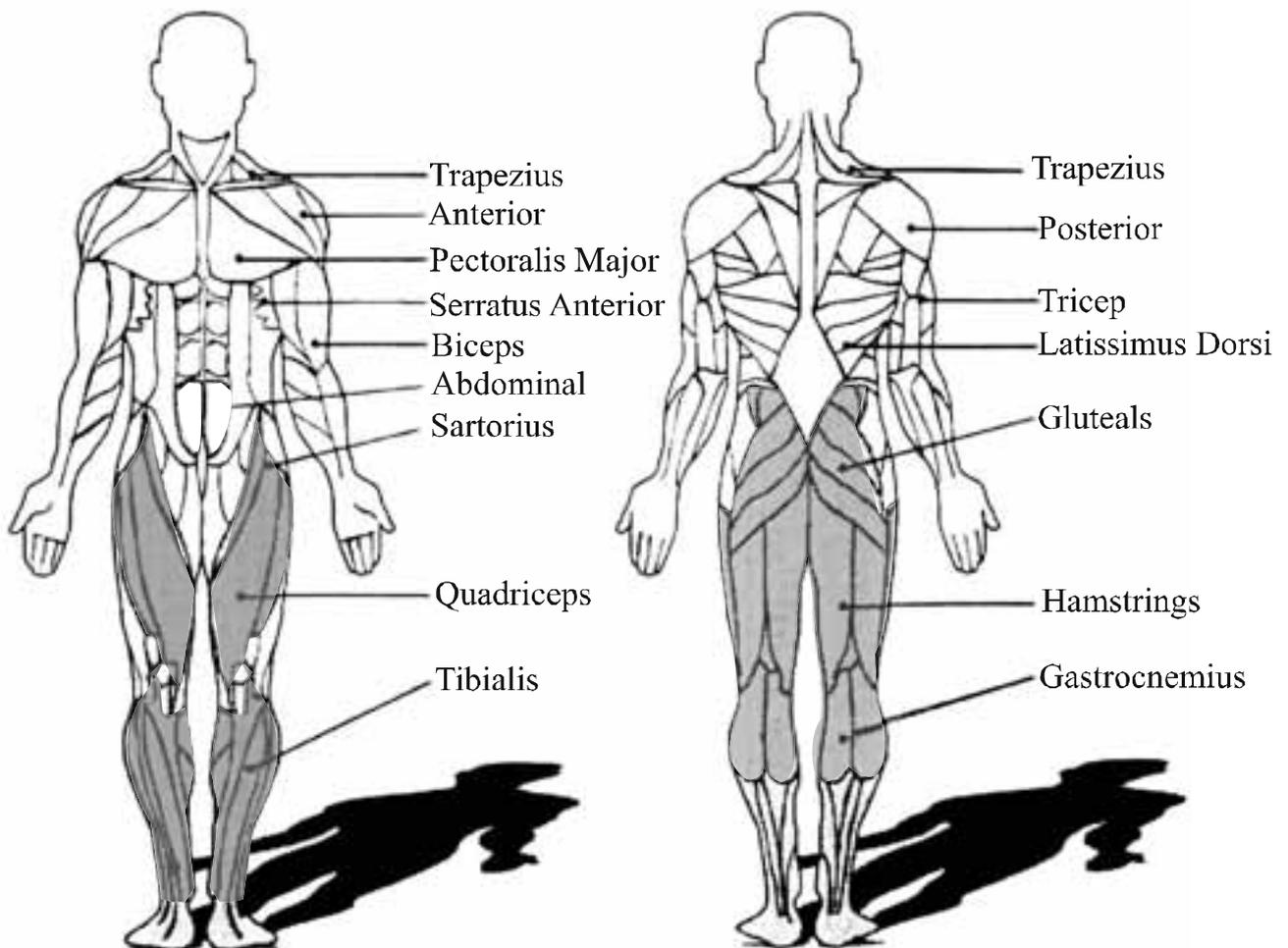
WEIGHT TRAINING

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.



11. CONDITIONING GUIDELINES

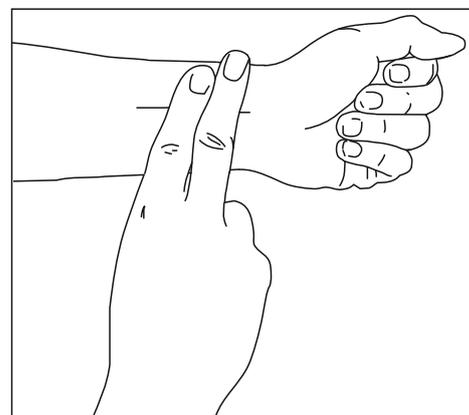
How you begin your exercise program depends on your physical condition. If you have been inactive for several years, or are severely overweight, you must start slowly and increase your time on the equipment; a few minutes per workout.

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.

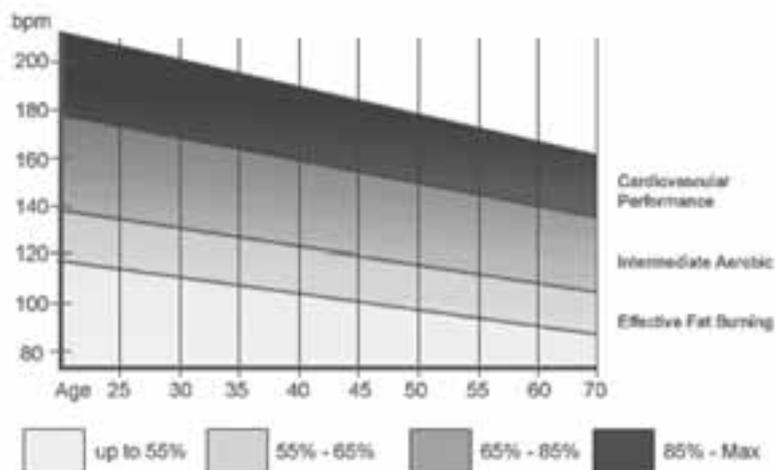


During the first few months of your exercise program, keep your heart rate near the low end of your target zone as you exercise. After a few months, your heart rate can be increased gradually until it is near the middle of your target zone as you exercise.

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



12. 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

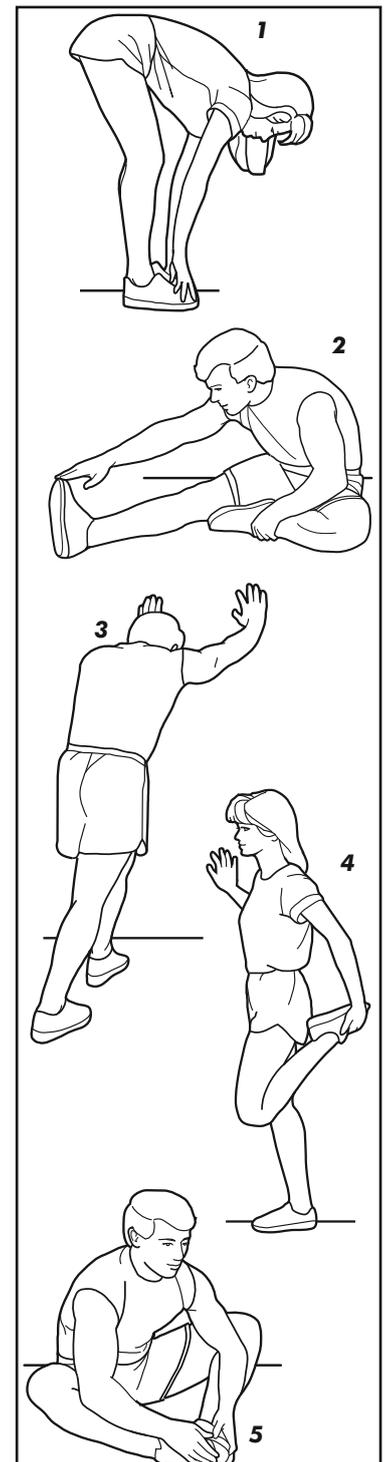
With one leg in front of the other, reach forward and place your hands against a wall. Keep your back leg straight and your back foot flat on the floor. Bend your front leg, lean forward and move your hips toward the wall. Hold for 15 counts, then relax. Repeat 3 times for each leg. To cause further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



13. FREQUENTLY ASKED QUESTIONS

Q1. My treadmill will not start up?

- Is the power cord connected to the power outlet, and turned on?
- Is your treadmill power button turned on?
- Do you have power supply to your home?
- Is your safety key attached to the consol?

Q2. My treadmill has stopped working and is showing an E1 error

- This occurs when the motor is under strain
- Restart the treadmill and check that the running belt is well lubricated so the motor is not overloaded.
- If the error continues, please contact the Trojan service centre on 0861 876526 (0861 TROJAN)

Q3. My treadmill is showing an E6/E7 error

- This occurs when there is an abnormality in the incline function
- Restart the treadmill and see if the error is rectified and the treadmill can be operated normally
- If the error continues, please contact the Trojan service centre on 0861 876526 (0861 TROJAN)

Q4. How important is it to do maintenance on the treadmill?

Very important, most motor failures are directly attributed to the additional stress placed on it by virtue of:

- a) Not lubricating the running deck,
- b) Incorrect mat alignment causing drag and
- c) Incorrect mat tension causing slipping on the drive rollers.

Q5. Should I bring back my treadmill to zero incline once I have finished my workout?

- Yes.

Q6. How often should I lubricate my running deck?

- Refer to recommendation on page 9

Q7. Should I always unplug my unit from my wall socket when not in use?

- Yes.

Q8. My belt is making a rubbing sound. How do I rectify this problem?

- Ensure the deck is well lubricated and that it is well aligned.

Q9. My display panel is very faint?

- Ensure the unit is not in direct sunlight. Remove the plastic film on monitor. If the problem persists, please contact your local Trojan Service Centre on 0861 876526 (0861 TROJAN)

Q10. Is it wise to extend my power cable?

- No, as any modifications to the unit could affect it and your warranty.

Q11. Can I stop halfway through my workout and then resume from where I stopped?

- Yes, with the new Platinum Range, pressing stop during a program will pause the program. To resume again, press start.

14. PARTS LIST

15. EXPLODED DRAWING

16. 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. 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	
CLIENT DETAILS		
NAME: _____		
EMAIL: _____	CELL: _____	
TEL(H): _____	TEL(W) _____	FAX _____
ADDRESS: _____		

PRODUCT DETAILS		
DATE OF PURCHASE: dd / mm / yy	SERIAL NUMBER: _____	TILL SLIP NUMBER: _____
DISCRIPTION OF PRODUCT _____		

BRANCH PURCHASED AT		

0861 TROJAN (0861 876526)		WWW.TROJANHEALTH.CO.ZA



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

17. 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.



CALL
0861 876526
0861 TROJAN

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

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