



SUMMIT 300 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



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1. SAFETY INSTRUCTIONS

WARNING :

To reduce the risk of serious injury, read the following safety instructions before using the TROJAN SUMMIT 300 TREADMILL.

1. Use the TROJAN SUMMIT 300 TREADMILL only on a level surface.
2. Keep children and pets away from this equipment at all times.
3. The TROJAN SUMMIT 300 TREADMILL should not be used by persons weighing more than 110kgs.
4. The TROJAN SUMMIT 300 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 SUMMIT 300 TREADMILL, loss of balance may result in a fall and serious bodily injury.
6. Use the TROJAN SUMMIT 300 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 SUMMIT 300 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 SUMMIT 300 TREADMILL provides a convenient and simple method to begin your assault on getting your body in shape and achieving a healthier lifestyle.

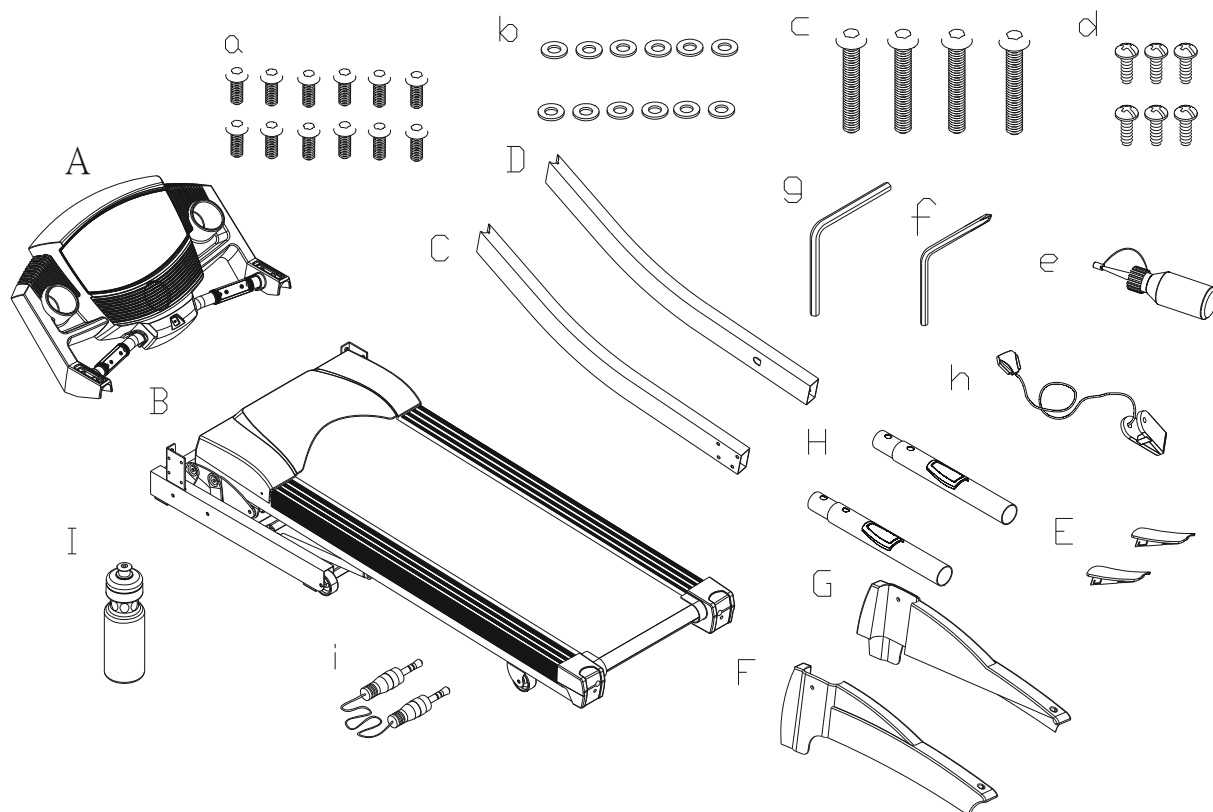
Before reading further, please review the drawing below and familiarize yourself with the parts that are labeled.

- Read this manual carefully before using the TROJAN SUMMIT 300 TREADMILL.



3. HARDWARE LIST

ITEM	Description	Qty	ITEM	Description	Qty
A	Computer Console	1	a	Allen Bolt M8xP1.25x15	12
B	Frame	1	b	Washer Ø8xØ16x1.5t	12
C	Upright(L)	1	c	Allen Bolt M8xP1.25x60	4
D	Upright(R)	1	d	Screw M5xP0.8x18	6
E	Protecting Cover	2	e	SILICON	1
F	Decorative Cover(L)	1	f	Allen Wrench 5mm	1
G	Decorative Cover(R)	1	g	Allen Wrench 6mm	1
H	Handrail Tube	2	h	Safety Key/Clip	1
I	Bottle	1	i	MP3 Sound Cable	1



4. ASSEMBLY STEPS

STEP 1

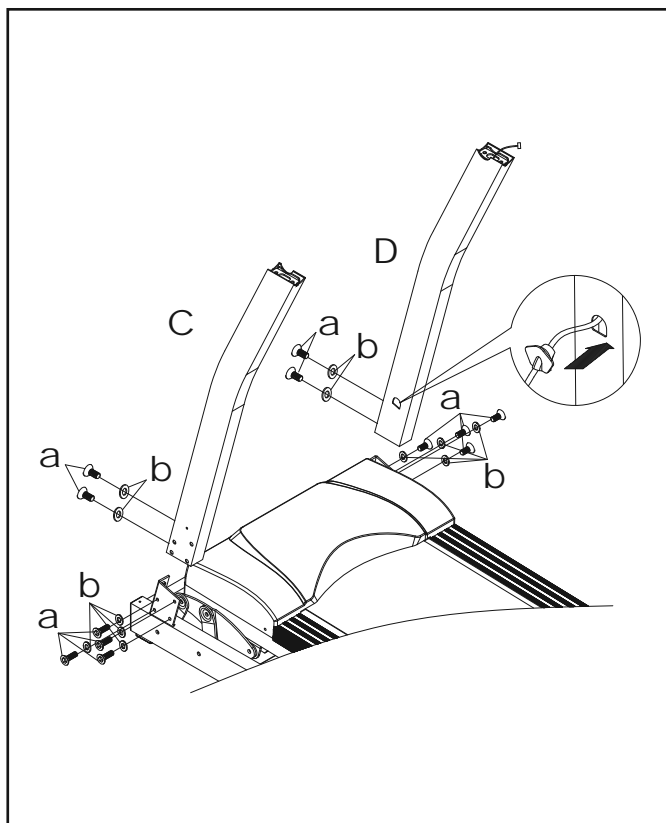
- Connect the Lower Control Wire of the Frame(B) to the Guide Thread of the Right Upright (D), then pull it into the Upright (D), and secure with wire ring, before inserting into the Upright.
- Place the Uprights(C,D) on the Frame(B) and secure with Allen Bolt(a) and Washer(b)

NOTE:

In order to prevent any injury, two persons are required to assemble the product. Please be aware that one person must hold the upright tubes during the assembly process, to prevent the tubes from falling.

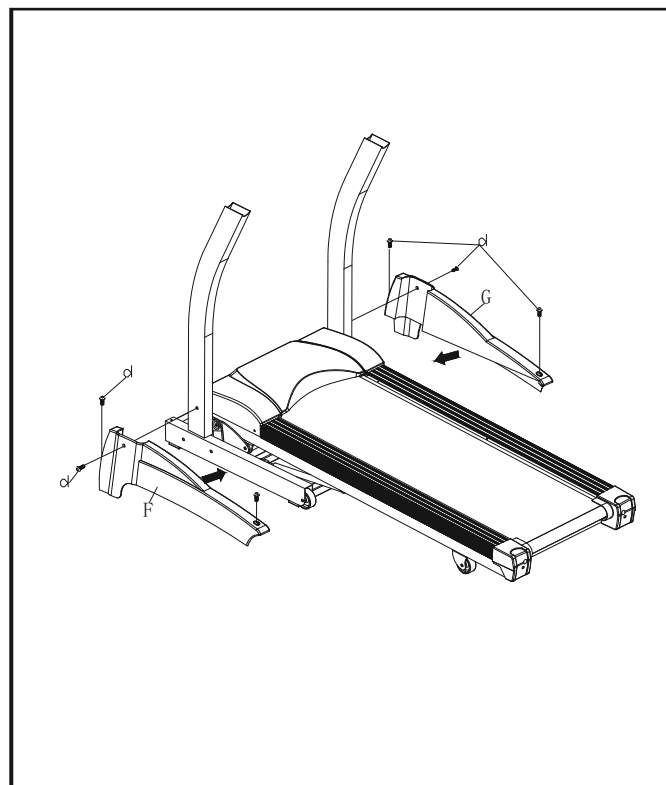
CAUTION:

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



STEP 2

- Insert the Side Covers (F, G) onto the Frame and tighten with Screw (d)
- Pull the Control Wire to the outlet of the Upright.



ASSEMBLY STEPS

STEP 3

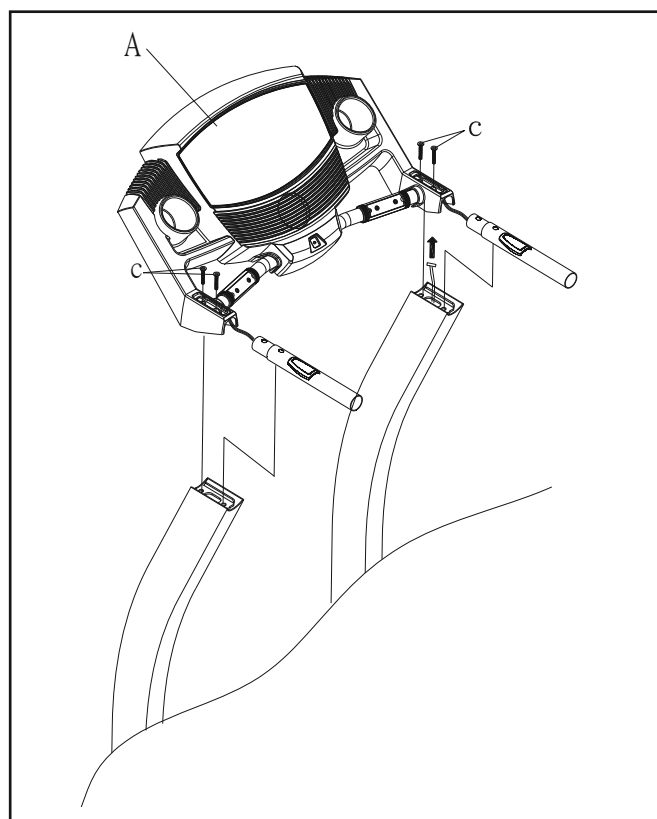
- Connect the Control Wires of the frame with the Control Wires in the Computer Consol (A)
- Place the Computer Consol (A) on the Upright. and tighten with Allen Bolt (c)

NOTE:

In order to prevent any injury, two persons are required to assemble the product. Please be aware that one person must hold the upright tubes during the assembly process, to prevent the tubes from falling.

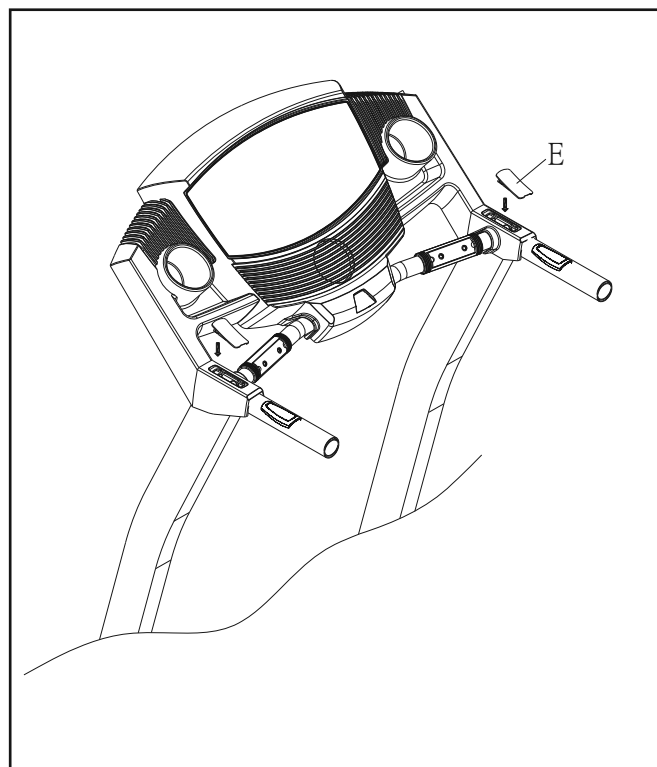
CAUTION:

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



STEP 4

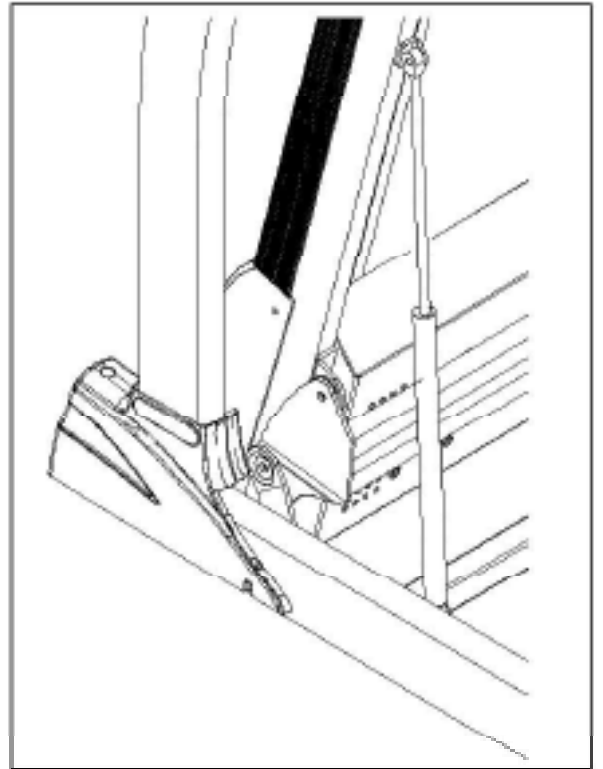
- Cap the Protecting Cover (E) on the Handrails.



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.

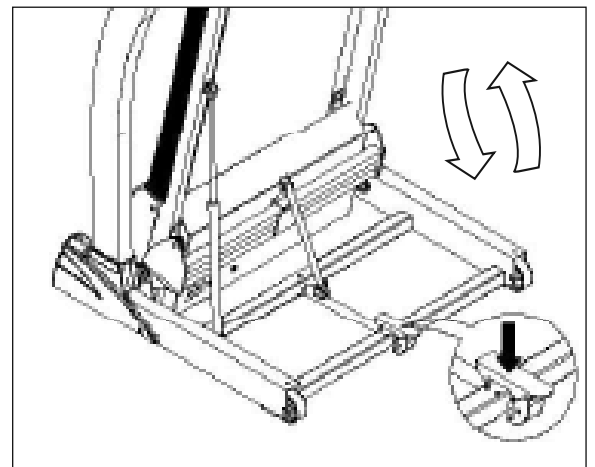


FOLDING MECHANISM

- 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

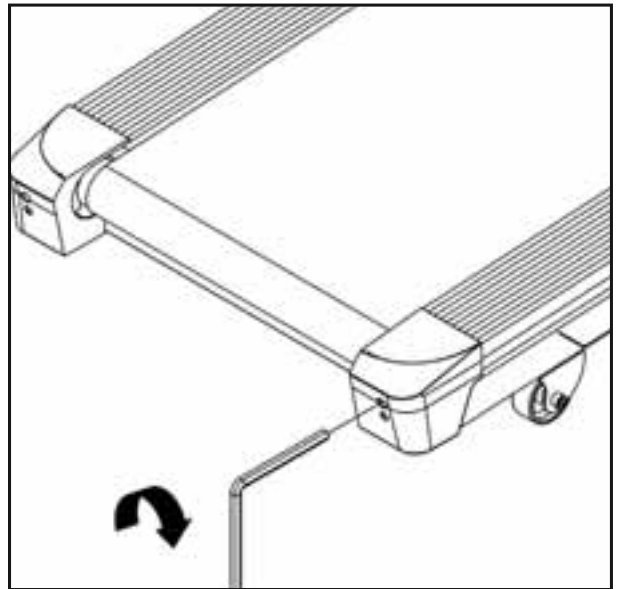
1. To prevent any injuries, ensure that no children are near to the machine when storing or unpacking the machine.
2. Should you want to move the machine, ensure it is locked in its storage position, hold machine on rear adjustment boxes, and tilt slowly onto its roller wheels



6. MAINTENANCE

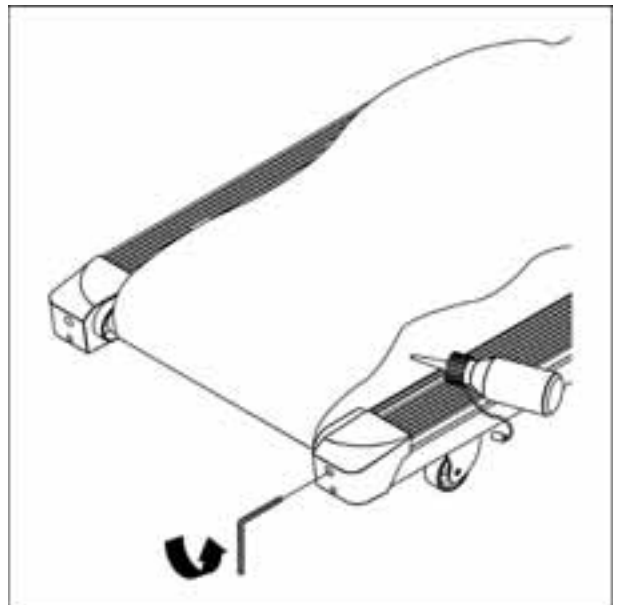
RUNNING BELT NOT CENTERED

- 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

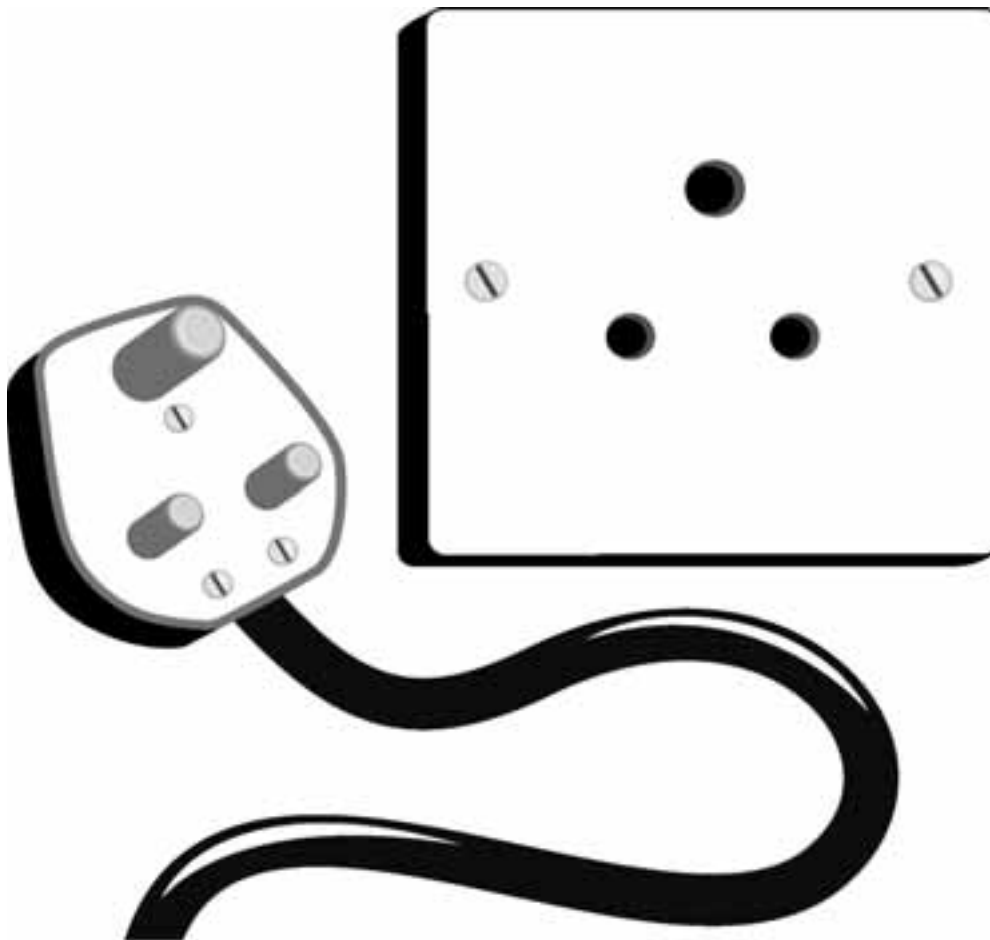
Speed	Suggested Time
1~6 km	1 year
6~12 km	6 months
12~16 km	3 months

7. GROUNDING INSTRUCTIONS

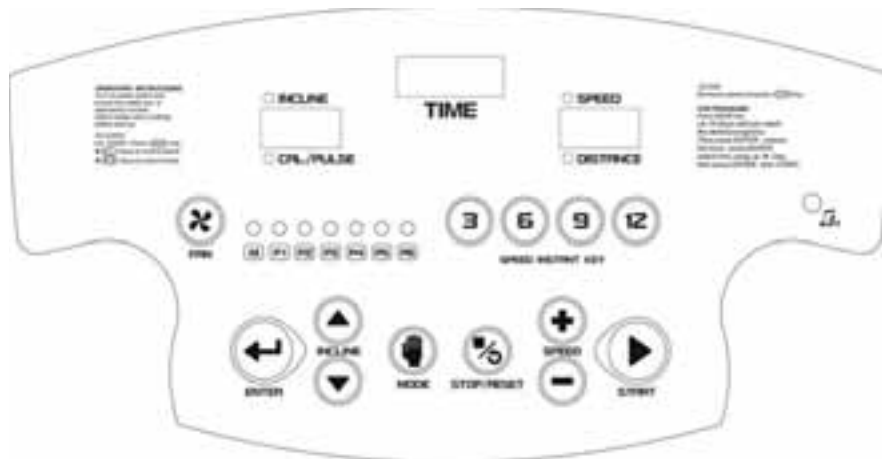
This product must be grounded. If malfunction or breakdown occurs, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into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

1. Turn on the treadmill.

2. Put the safety key in the recess of the consol.

The beeper will sound and the window will display 00:00, which indicates the treadmill is in the START/READY position. Under this situation, the user can hold the grip pulse sensor to detect heart rate value.

The pulse monitor will show the relationship between the amount of running, and your age and heart rate.

3. Press  to start treadmill, the treadmill will start with a speed of 1.0km/h. Press   to increase/ decrease speed, or you can press   to control the incline. When you press  the treadmill will stop. (press  once, time window will display STOP, and all the value will stop changing, the treadmill will PAUSE for 60sec and then revert back to the START/READY position. If you press  twice and hold it for 3sec. the second time, the treadmill will automatically reset to the START/READY position)

Speed range: 1 - 16km/h, each step is 0.1km/h

Incline range: 0 - 15° level, each step is 1°

4. You can also enter the other functions by pressing  when on the START/READY position.

5. Press  and the fan will start. Press  again, and the fan will stop.

6. Other than the keys on the computer, the switches on the handrails can also be used to adjust the SPEED/INCLINE.

The left handrail is used to adjust the INCLINE, while the right handrail is used to adjust the SPEED.

7. This product has MP3 connectivity. Connect the MP3 cable with the MP3 recess on the panel.

8. If the SAFETY KEY/CLIP is not placed in the recess of consol, all windows will display ----, which means the treadmill has not entered the START/READY position.

9. During exercise, if the SAFETY KEY/CLIP comes off, the beeper will sound a warning, and the treadmill will stop operating. Put the SAFETY KEY/CLIP back in the recess of the consol, and all the values will reset to the initial values.


10. Under START/READY position, if you do not hold the grip pulse sensor, then pulse window will display HP.




When you hold both grip pulse sensors, you will see the pulse window display your heart rate values.

11. If you press  during exercise, you can switch the display between SPEED/DISTANCE, CALORIES/INCLINE.

12. When the SAFETY KEY/CLIP is taken off and then replaced, the treadmill will not reposition the INCLINE. You need to press  to reset the INCLINE.













13. When the power is on, the treadmill will not reposition itself to previous settings.




14. Under START/READY position, continuously pressing  for 5sec, will make the treadmill reposition itself to 0 INCLINE




15. When operating any program, if you press  the program will stop. If you want to continue with the program, press  Pressing  again will allow you to exit the program and revert to START/READY position.

COMPUTER FUNCTIONS

B. MODE FUNCTION KEY


1. Press  under START/READY position. MANUAL LED will begin to flash. Press  or  to select P1 - P6.
2. MANUAL FUNCTIONS
When MANUAL flashes, press  to enter TIME selection. Adjust the TIME using  or 
When  is pressed, the motor will start at a speed of 1.0km/h. Press  or  to adjust the speed and the incline of the treadmill
3. P1 - P6 PROGRAM CONTROL FUNCTION (each program has 12 settings)
When MANUAL flashes, you can press  or  to select. Press  to confirm.
After selecting the desired program, the corresponding light will keep on flashing.



The CALORIES window will display the exercise level (L1-L3). You can press  or  to change to the desired level, then press  to confirm.




After the level selected, the TIME window will begin to flash, at this time you can press  or  to change the TIME. After the desired TIME is set, press  to confirm.

Preset time value: 25min

Range of time: 5 - 99min

Press  and the treadmill will run according to the preset value of the program. The speed and angle of the program 12 segments will change automatically according to the preset values. The first segment will last 2 min. with each following segment lasting 1min. SPEED will change automatically.

During exercise you can press  or  to directly change the SPEED..

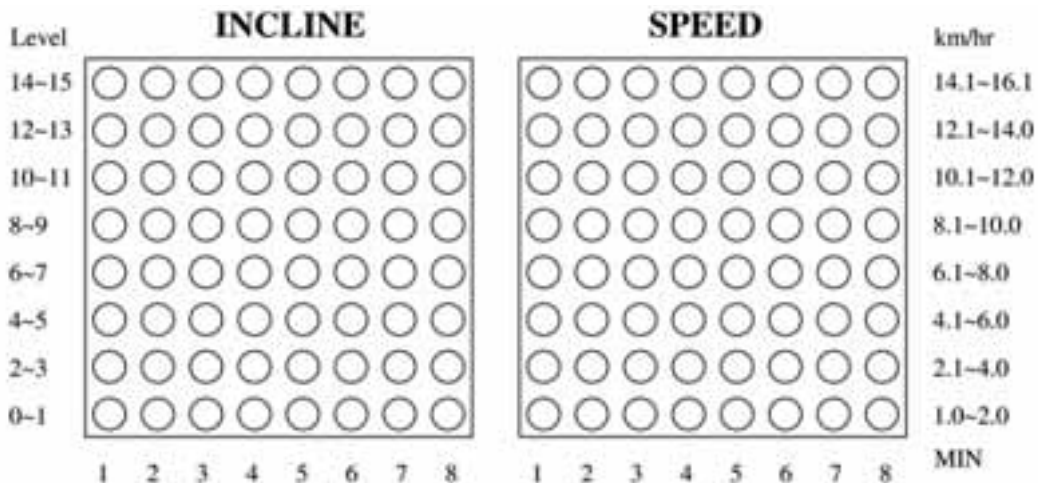
During the setting of P1 - P6, if  is pressed, the treadmill will START with all unset values preset. Press  or  to change the preset SPEED value of PROGRAM, but the value will reset in the next segment, to the original value of the PROGRAM.

P1 as a set PROGRAM.

This PROGRAM is set to 3500 meters. After you cover 3500m, the PROGRAM is finished, and the treadmill will stop. This program simulates walking on a golf course.

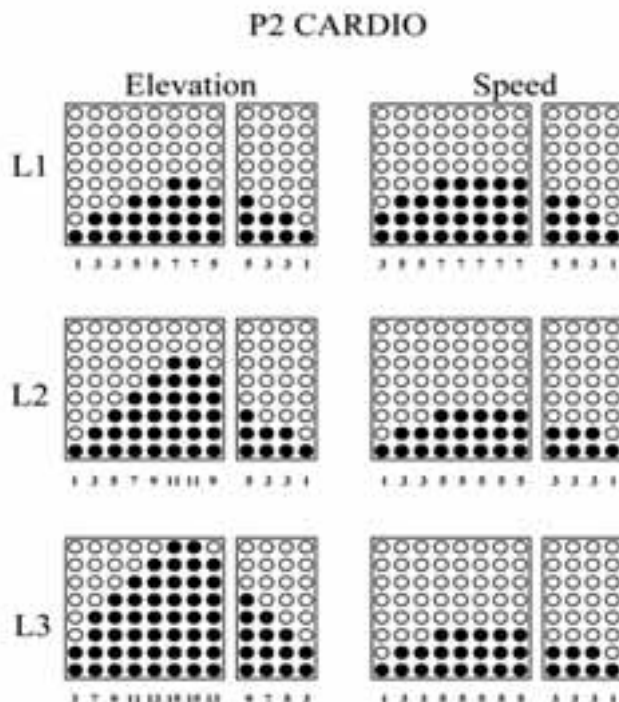
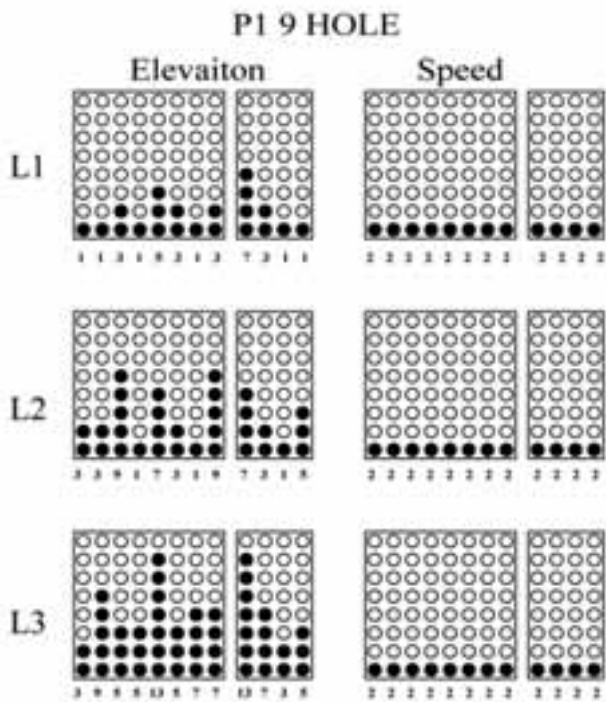
Each PROGRAM has a 1min warm up.

COMPUTER FUNCTIONS



P1 - Nine Hole (Simulates walking 9 Holes of Golf)

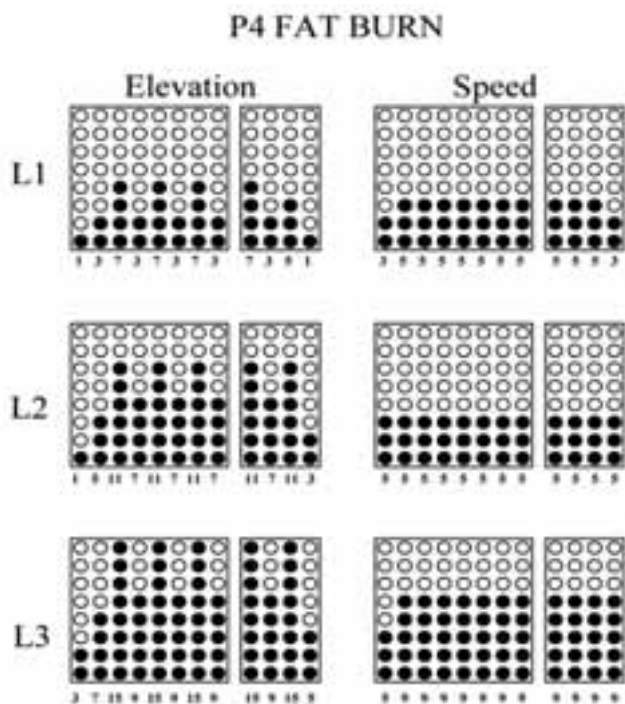
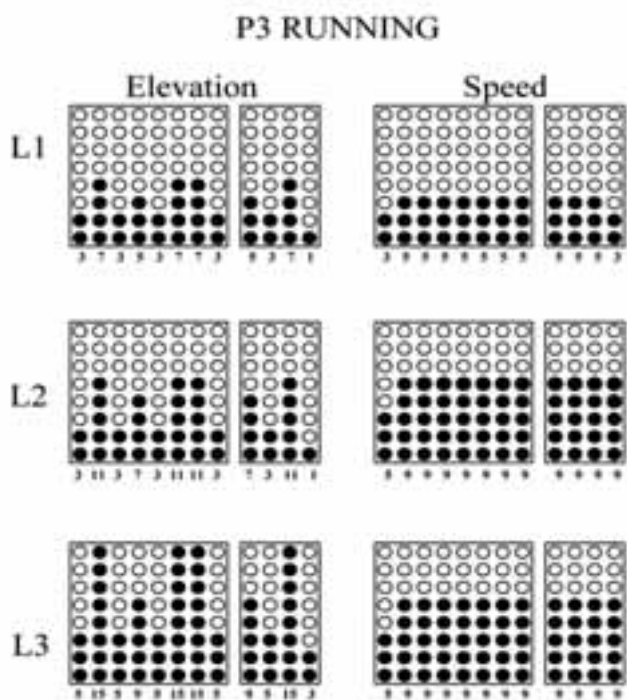
P2 - Cardio (designed to train your cardio system)



COMPUTER FUNCTIONS

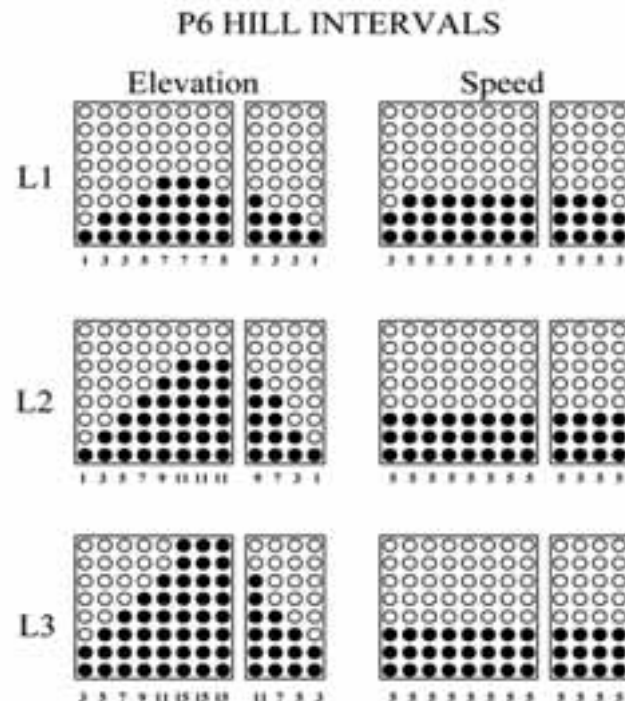
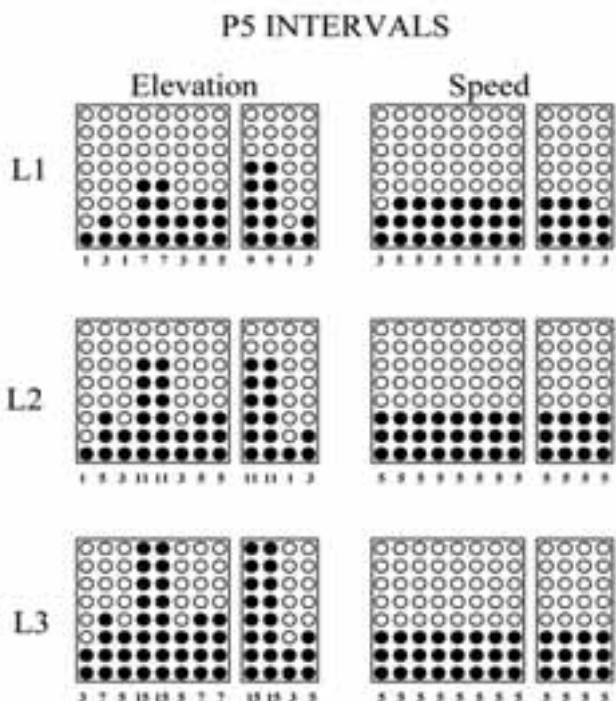
P3 - Speed training system

P4 - Fat burn program designed to burn fat



P5 - Alternating elevations for intense workout

P6 - Simulates running through hills



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

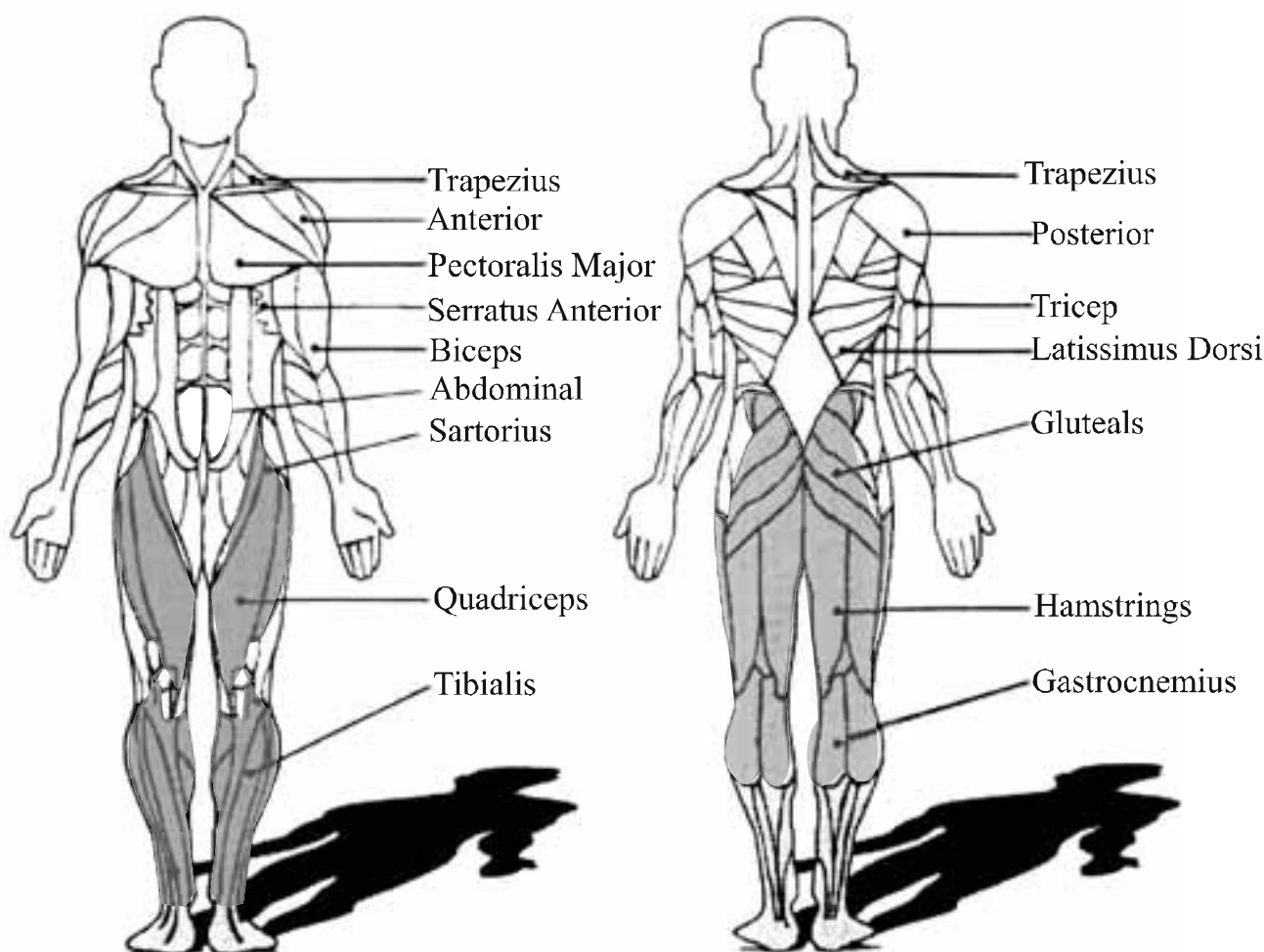
muscle. If you are working above your target zone, you may want to do a less amount of reps.

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

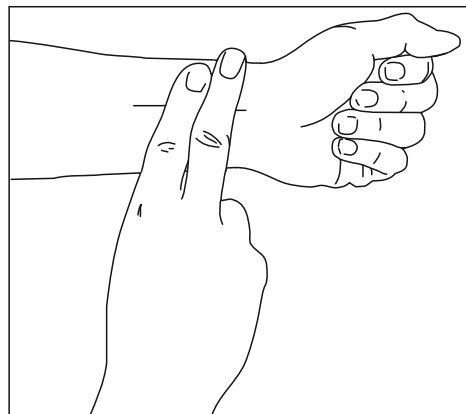
How you begin your exercise program depends on your physical condition. If you have been inactive for several years, or are severely overweight, you must start slowly and increase your time on the equipment; a few minutes per workout.

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.

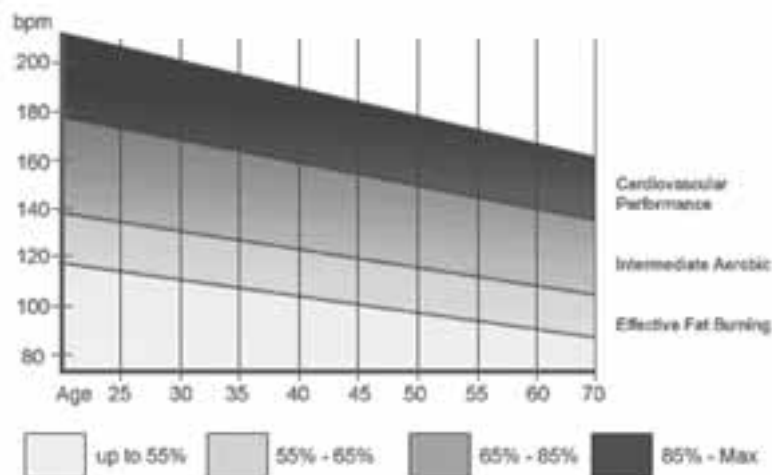


During the first few months of your exercise program, keep your heart rate near the low end of your target zone as you exercise. After a few months, your heart rate can be increased gradually until it is near the middle of your target zone as you exercise.

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



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

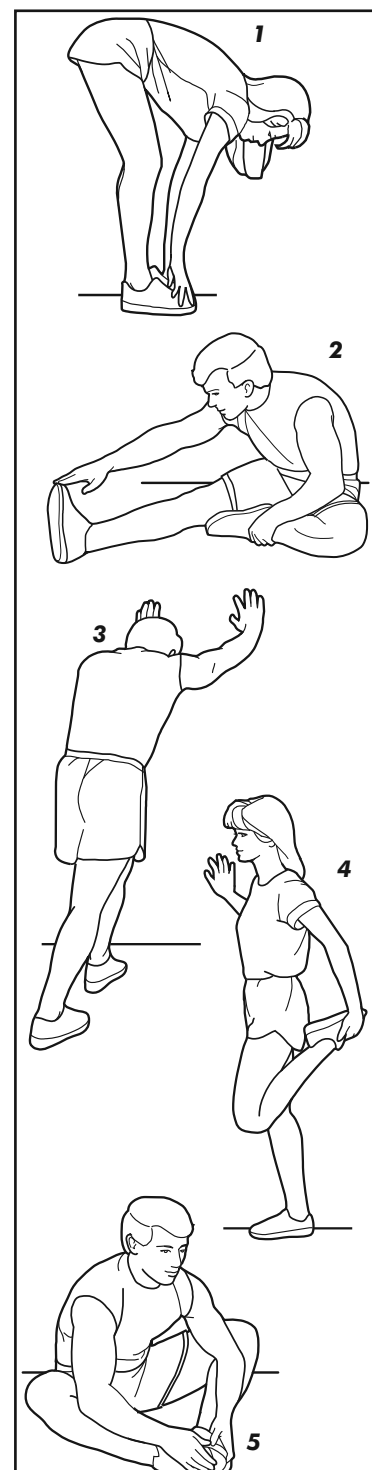
With one leg in front of the other, reach forward and place your hands against a wall. Keep your back leg straight and your back foot flat on the floor. Bend your front leg, lean forward and move your hips toward the wall. Hold for 15 counts, then relax. Repeat 3 times for each leg. To cause further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



For more information on dieting and training visit www.trojanhealth.co.za

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.

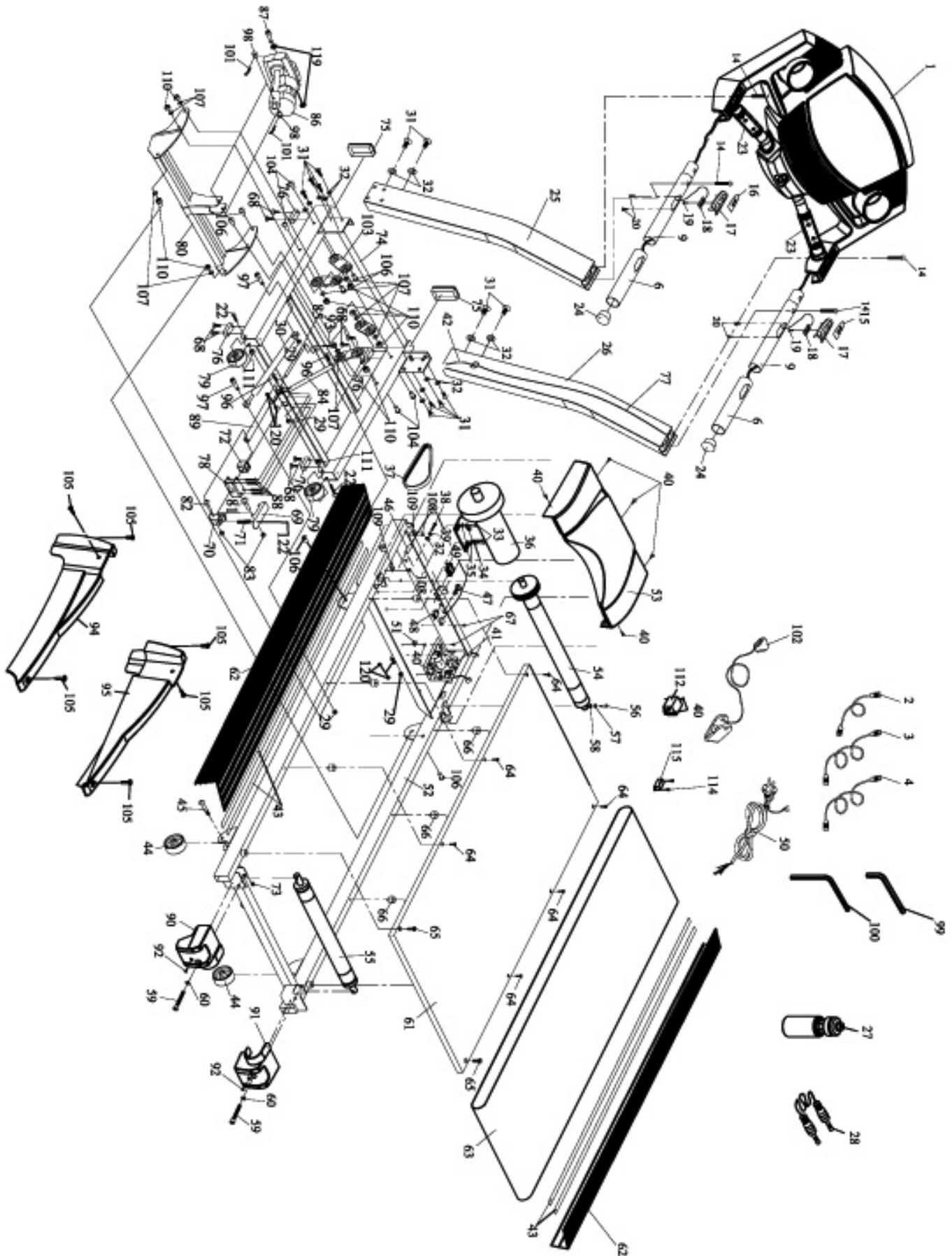
E6 indicates that the actual incline position is beyond both the upper and lower pre-set range.

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		Qty	No.	Description		Qty
1	Computer Console		1	64	Screw	M6xP1.0x25	6
2	Extension Wire	16AWGx90mm(white)	1	65	Allen Bolt	M8xP1.25x30	2
3	Extension Wire	16AWGx300mm(black)	1	66	Rubber Cushion		6
4	Extension Wire	16AWGx300mm(white)	1	67	Screw(Copper)	M5xP0.8x8	3
5				68	Self Tapping Screw	Ø4x20	8
6	Foam Grip		2	69	Deck	NBZNO3232	1
7				70	Rear Fixer	PCZP1708	1
8				71	Spring		1
9	Lower Handrail		2	72	Plastic Post Pad	PCZP1707	1
10				73	Nylon Nut	M10	2
14	Allen Bolt	SAEK299	4	74	Base Frame Assembly		1
15	Handrail Switch Decal(S)		1	75	End Cap	Ø40x80x2.0t	2
16	Handrail Switch Decal(A)		1	76	Foot Pad	PCFP1151	4
17	Handrail Switch Plastic		2	77	Guide Thread		1
18	Handrail Switch+Wire(L)		2	78	Folding Fixing Plate		1
19	Self Tapping Screw	Ø3x8	2	79	Wheel	PBKP320	2
20	Self Tapping Screw	Ø3x20	4	80	Incline Rod		1
22	Allen Bolt	M10x52(12mm)	2	81	Screw	M5x40	1
23	Hand Pulse		2	82	Screw	M5x35	1
24	Tube Cap	PAZP1135	2	83	Nylon Nut	M5	2
25	Upright (L)		1	84	Round Tube		1
26	Upright (R)		1	85	Post		1
27	Bottle		1	86	Incline Motor		1
28	MP3 Sound Cable		1	87	Allen Bolt	SAK101535A	1
29	Nylon Nut	M8xP1.25	4	88	Allen Bolt	M6x45	4
30	Cylinder		1	89	Telescopic Tube		1
31	Allen Bolt	M8xP1.25x15	12	90	Rear End Cap(L)		1
32	Waher	Ø8xØ16x1.5t	13	91	Rear End Cap(R)		1
33	Allen Bolt	M10xP1.5x18	4	92	Self Tapping Screw	Ø4x16	2
34	Spring Washer	M10	4	93	Allen Bolt	M6x20	1
35	Waher	Ø10.2xØ20x3t	4	94	Decorative Cover(L)		1
36	Motor Assembly		1	95	Decorative Cover(R)		1
37	Drive Belt		1	96	Allen Bolt	M8x32	2
38	Allen Bolt	M8xP1.25x110(40mm)	1	97	Allen Bolt	M8xP1.25x25	2
39	Spring Washer	M8	1	98	Ø Shaped Steel Pin		2
40	Screw	M5xP0.8x10	9	99	Allen Wrench	5mm	1
41	Controller Assembly		1	100	Allen Wrench	6mm(80mmx80mm)	1
42	Control Wire		1	101	R-Ring	Ø10xØ2.0	2
43	Double Sided Tape		4	102	Safety Key/Clip		1
44	Wheel	PBKP1145	2	103	Lift Plate	NAZNO3001	4
45	Allen Bolt	SAEK288	2	104	Allen Bolt	SAEK432	4
46	Seneor		1	105	Screw	M5xP0.8x18	6
47	Power Cord Holder	6P-4	1	106	Allen Bolt	SAEK430	6
48	Circuit Breaker		1	107	Washer	SCAK431	10
49	Power Switch		1	108	Self Tapping Screw	M4xP0.7x16	2
50	Power Cord	FDf	1	109	Wire Clip	UC-0.5	2
51	Wire Clip	UC-1	1	110	Nylon Nut	M10xP1.5.8t	10
52	Frame Assembly		1	111	Nylon Nut	M10	2
53	Upper Motor Cover		1	112	Filter		1
54	Front Roller		1	113			
55	Rear Roller		1	114	Choke		1
56	Allen Bolt	M6xP1.0x25	1	115	Screw	M4xP0.7x10	2
57	Spring Waher	M6	1	116			
58	Waher	Ø6xØ13x1.0t	1	117			
59	Allen Bolt	M8xP1.25x55	2	118			
60	Washer	Ø8xØ12x1.5t	1	119	Plastic Washer	PECp1720	2
61	Running Board		1	120	Plastic Post Pad	PCAP1721	4
62	Side Rail		2	121			
63	Running Belt		1	122	Allen Bolt	M6x8	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

1 YEAR
warranty


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

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.



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

