# Core Health & Fitness

**8RB-8UB Bikes**

## OWNER'S MANUAL

# TABLE OF CONTENTS

# PRODUCT SPOTLIGHT

STAR TRAC®



SKU: **9-8140**          Desc:     **8UB Upright**

| Overall Weight | Width | Length | Height | User Weight |
|---|---|---|---|---|
| 157 lbs (71kg) | 24.8 (63 cm) | 46.8" (119 cm) | 60" (152 cm) | 0-350 lbs (0-159 kgs) |



SKU: **9-8150**          Desc:     **8RB Recumbent**

| Overall Weight | Width | Length | Height | User Weight |
|---|---|---|---|---|
| 212 lbs (96 kg) | 28" (71 cm) | 64.6" (164 cm) | 59.7" (151 cm) | 0-350 lbs (0-159 kgs) |

STAR TRAC  StairMaster  NAUTILUS  SCHWINN
CORE HEALTH & FITNESS

**WARNING!**

Before using this product, it is essential to read the ENTIRE Owner's Manual and ALL installation instructions. The Owner's Manual describes equipment setup and instructs members on how to use correctly and safely.

Read all warnings posted on the equipment.

Health related injuries may result from incorrect or excessive use of exercise equipment. Core Health & Fitness strongly recommends you to encourage your members to discuss their health program or fitness regimen with a health care professional, especially if you or they have not exercised for several years, are over 35, or have known health conditions.

## ⚠ DANGER - to reduce the risk of electrical shock:

1. Always unplug the machine from the electrical outlet before cleaning or servicing.

2. This machine is not intended to be serviced by the end user, refer servicing to qualified personnel only.

3. This product will be wired for either 120 VAC nominal power input OR 230 VAC nominal input. It is factory-equipped with a specific electric cord and plug to permit connection to the proper electric circuit. Make sure that the product is connected to a dedicated power line having an outlet with the same configuration as that of the plug.

4. 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. NO adapter should be used with this product. If the product must be reconnected for use on a different type of electric circuit, the reconnection should be made by qualified service personnel in order to avoid a hazard.

5. Keep power cord away from heated surfaces. Unplug power cord when the machine is unattended and before performing any preventative maintenance such as cleaning or replacing a worn part.

6. If the power supply cord is damaged, it must be replaced by the manufacturer, its service agent, or similarly qualified persons in order to avoid hazard.

## ⚠ WARNING - to reduce the risk of injury to person:

24 in (0.6 m)
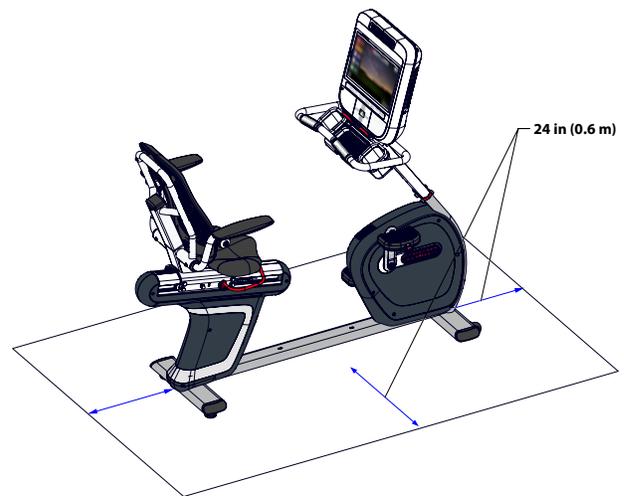
Fɪɢ. 1        *- Required Clearance (RB Shown)*

1. Assemble and operate the machine on a solid level surface. Position the machine with a minimum of 24 inches (0.6 meters) of clearance to allow for ease of mounting and dismounting.

   The actual area for access and passage shall be the responsibility of the facility and should take into account this training envelope, Americans with Disabilities Act Accessibility Guidelines (ADAAG) requirements and any required local codes or regulations (www.access-board.gov/ada).The safety and integrity of this equipment can only be maintained when the equipment is regularly examined for damage and wear and repaired. It is the sole responsibility of the owner of this equipment to

ensure that regular maintenance is performed. Worn or damaged parts must be replaced immediately or the equipment removed from service until the repair is made.

2. Do not exceed the maximum allowable weight limit of 350 lbs. / 158 kg.

3. This equipment is designed for use in a commercial gymnasium or health club. To ensure the proper use of the equipment in a safe manner, all users of the equipment should read this manual before using the equipment. This equipment should be made a part of your club training program in order that the equipment is used by your members in a safe manner as intended. In addition to instructing the club members in the proper use of the equipment, the club member should obtain a complete physical examination from their health care provider before beginning any exercise program.

4. This machine is not intended to be used by children.

5. This machine is not intended to be used by persons with reduced physical, sensory, or mental capabilities or lack of experience and knowledge, unless given instruction and under the personal supervision concerning use of the machine by a person responsible for their safety. Do not leave children unsupervised around the machine

6. Consult a physician before you start an exercise program. Stop exercising if you feel pain or tightness in your chest, become short of breath, or feel faint. Contact your doctor before you use the machine again. Use the value calculated or measured by the console for reference purposes only.

7. If you have a pacemaker or other implanted electronic device, consult your physician before using a wireless chest strap or other telemetric heart rate monitor.

8. Ensure all adjustment and locking features are properly secured before using the equipment.

9. Do not use or put the device into service until it has been fully assembled and inspected for correct performance in accordance with the Owner's Manual and Installation Guide.

10. The safety and integrity of this machine can only be maintained when the equipment is regularly examined for damage and wear and repaired. It is the sole responsibility of the owner of this equipment to ensure that regular maintenance is performed. Worn or damaged parts must be replaced immediately or the equipment removed from service until the repair is made.

## SAVE THESE INSTRUCTIONS

STAR TRAC®
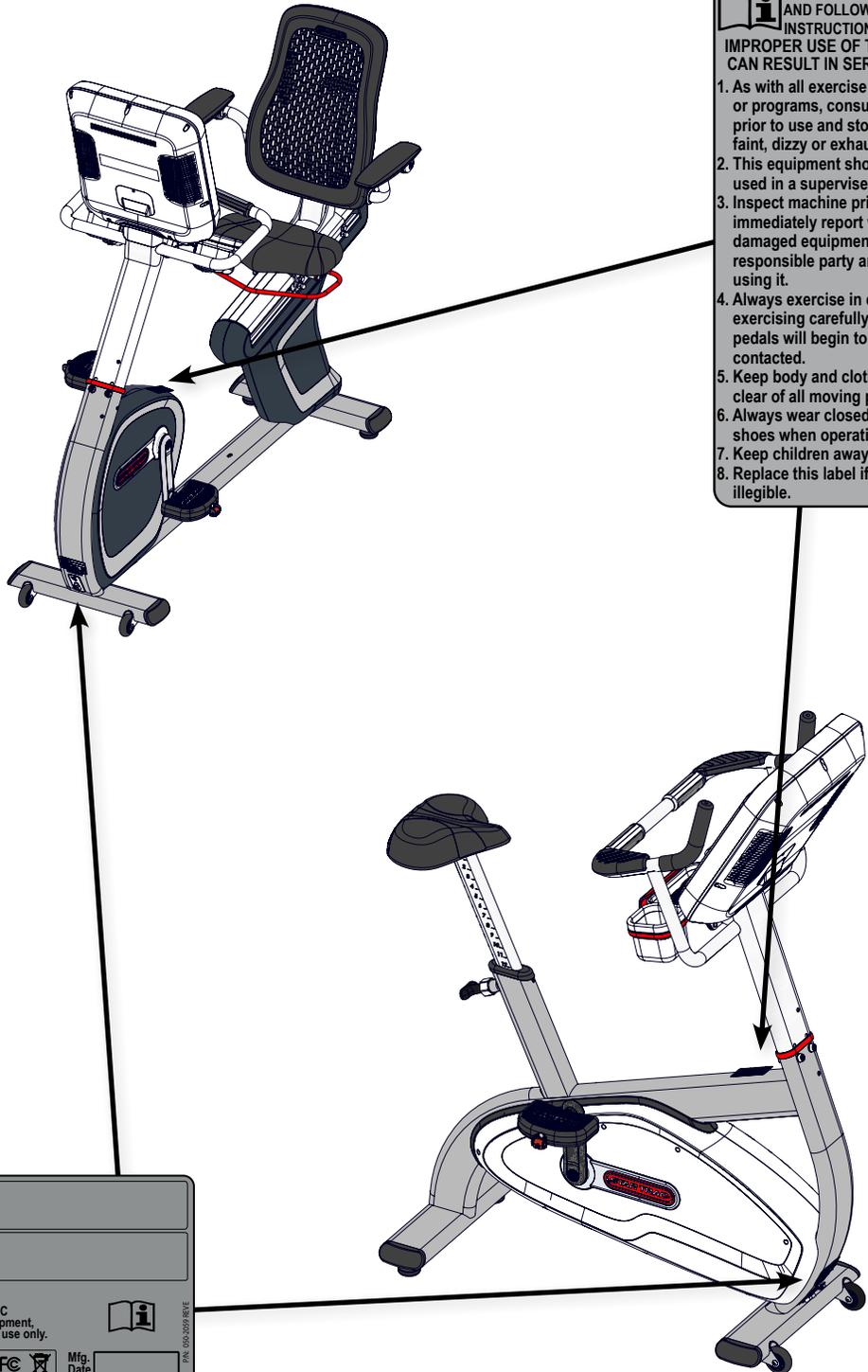


**⚠ WARNING**

READ THE OWNERS MANUAL AND FOLLOW ALL PROPER INSTRUCTIONS PRIOR TO USE. IMPROPER USE OF THIS MACHINE CAN RESULT IN SERIOUS INJURY.

1. As with all exercise equipment or programs, consult a physician prior to use and stop if you feel faint, dizzy or exhausted.
2. This equipment should only be used in a supervised environment.
3. Inspect machine prior to use and immediately report worn, loose or damaged equipment to the responsible party and refrain from using it.
4. Always exercise in control. Begin exercising carefully as steps and/or pedals will begin to move once contacted.
5. Keep body and clothing free and clear of all moving parts.
6. Always wear closed toe athletic shoes when operating this machine.
7. Keep children away.
8. Replace this label if damaged or illegible.

050-2215 B

**STAR TRAC®**

Core Health and Fitness, LLC
4400 NE 77th Avenue, Suite 300
Vancouver, WA 98662 USA
(714) 669-1660

**⚠ WARNING**

**⚠ SHOCK HAZARD**
Do not open cover. Refer servicing to qualified personnel only. Disconnect from power before servicing.

**Patent:** www.startrac.com/patents

SKU

SERIAL

Class SC
Fitness Equipment,
for commercial use only.

P/N: 050-2059 REV E

Mfg. Date

350 LBS MAX USER WEIGHT

DESIGNED IN THE USA

FIG. 2

STAR TRAC  StairMaster  NAUTILUS  SCHWINN
CORE HEALTH & FITNESS

# PART IDENTIFICATION
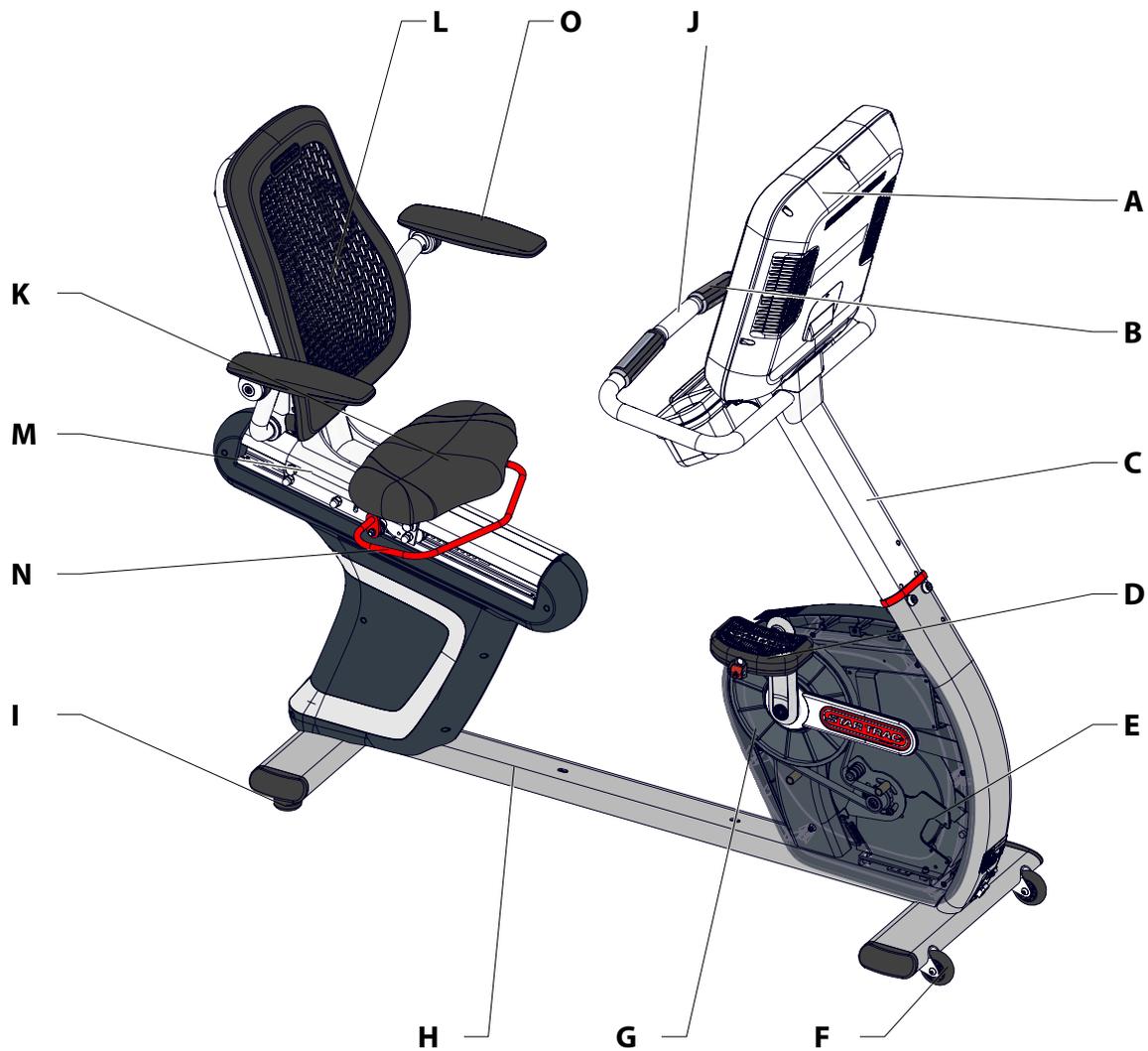
Fig. 3    - *Features - 8RB*

| # | Part | # | Part | # | Part |
|---|------|---|------|---|------|
| **A** | Console | **F** | Transport Wheel | **K** | Seat |
| **B** | Heart Rate Grips | **G** | Flywheel | **L** | Seat Back |
| **C** | Mast | **H** | Frame | **M** | Seat Trolley |
| **D** | Pedal | **I** | Foot | **N** | Seat Adjustment Lever |
| **E** | Shroud | **J** | Handlebar | **O** | Seat Handlebar |

K     L

A

B

C

D

G     F     E

J

I

H

Fɪɢ. 4    *- Features - 8UB*

| # | Pᴀʀᴛ | # | Pᴀʀᴛ | # | Pᴀʀᴛ |
|---|---|---|---|---|---|
| **A** | Console | **F** | Flywheel | **K** | Handlebar |
| **B** | Mast | **G** | Foot | **L** | Heart Rate Grips |
| **C** | Frame | **H** | Locking Pop Pin | | |
| **D** | Transport Wheel | **I** | Seat Post | | |
| **E** | Shroud | **J** | Seat | | |

## DISPLAY MEASUREMENTS

(RPM) Displays the current RPM

(LEVEL) Displays the current level

(KCAL) Displays accumulated calories burned

(WATTS/ METS) Alternates display of current user Watts and METS

WORKOUT PROFILE Displays profile of past and upcoming speed levels relative to one another

SEGMENT TIMER Below the Workout Profile area is a segment timer that counts down the time remaining in the current segment.

## TOP DISPLAY WINDOW

**The top display window includes several measures:**

TIME      Current total workout time

HEART RATE      Current HR in beats per minute, if available

DISTANCE KM)      Current total distance traveled (MI/ KM)

SPEED      Current speed (MPH/KPH)

# CONSOLE KEY FUNCTIONS

**Bluetooth Device Pairing with Bluetooth Button:** Pushing the button puts the console into discover mode. The console will be available for pairing for up to 60 seconds to pair with a compatible App. The button will flash while searching for pairing, and the display will show the unique console code. Once a device is paired with the console, the light will stop flashing and remain on to indicate the connection. Visit our website for a list of compatible Apps.

**Pairing with Apple Watch:** OpenHub consoles marked with this icon [((•))] have the capability to connect using Near Field Communication (NFC) with Apple Watch (must be running WatchOS 4.2 or later). To connect, hold the Apple Watch near the icon on the console (this is where the NFC reader is located). When the display and Apple Watch detect each other, the Bluetooth button on the display will flash and then turn solid blue, and Apple Watch will ask user to confirm connection with the display. Once connection is confirmed by user, it will finalize and data will begin to pass between console and Apple Watch. It is possible to make this connection either before the workout begins (recommended), or at any time during an active workout. At the end of workout, the connection will be terminated. **Note:** when Apple Watch is connected to display, the Calories display window will display Total Calories, and the scrolling data window will display Active Calories periodically.

**QUICK START Key:** Enables manual operation using a default weight, SPEED and a default time limit.
**NOTE:** Default time speed and weight are adjustable through Maintenance Mode.

**Numeric Keypad:** Use to enter specific values for program parameters during program setup. During a program, these keys may be used to change level.

**Fan Button:** Cycles the fan between three settings: High, Low and Off

**Up/Down Buttons:** Cycle between options during setup mode, adjust incline & speed up and down during workout mode

# WORKOUT SELECTION KEYS AND PROGRAM DEFINITIONS

**Manual:** Similar to Quick Start, but allows user to enter weight for more accurate Calorie measurement

**Auto Pilot:** Increase resistance by pedaling faster, no key to press

**Warm up program:** Seven minute program with three resistance level settings designed to properly warm up the muscles prior to a workout

**Random Hill:** Climbing interval style workout

**Alpine Pass:** Climbing interval style workout with a progressive, high level of intensity

**Training Tools:** Access to HR Training and the fitness test

# OPERATION - OPENHUB
# TOUCHSCREEN CONSOLES



Fig. 5

## CONSOLE & HANDLEBAR (WHERE APPLICABLE) FUNCTIONS

| | | | |
|---|---|---|---|
|  | F | QUICK START Key | Enables manual operation using a default weight, SPEED and a default time limit. **NOTE:** Default time and weight are adjustable through Maintenance Mode. |
|  | | STOP Button | Press the STOP button to enter pause mode. Workout will be suspended and a count-down timer will begin counting down from 2 minutes. To re-start workout press the Key. To end the workout push the STOP button again |
|  | C | Flag Button | Displays language options, appears only on home screen |
|  | D | Unit Button | Unit toggle, appears only on home screen |
|  | A | Main Menu | Workout controls, varies by unit. See the Menu Map in the console owner's manual for complete details. |

# BLUETOOTH DEVICE PAIRING Ⓑ

Pushing the button opens the bluetooth menu. After selecting the device type, the console will show all available local devices. The display will show the unique console code. Once a device is paired with the console, the light will stop flashing and remain on to indicate the connection. Visit openhubconnect.com for a list of compatible apps and demonstration video.
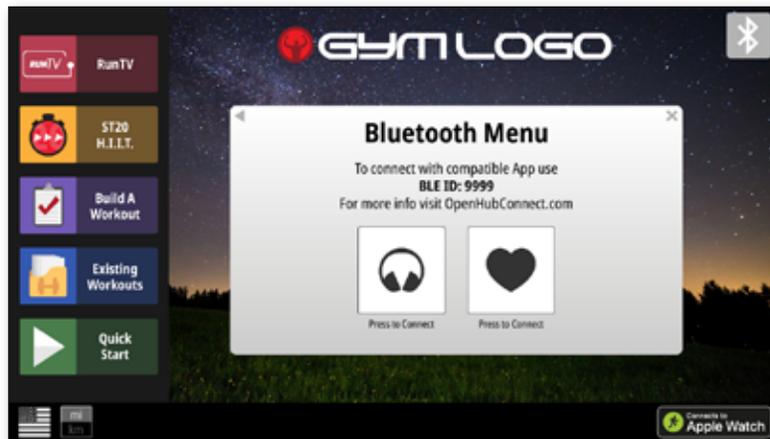


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**Pairing with Apple Watch Ⓔ :** OpenHub consoles marked with this icon [icon] have the capability to connect using Near Field Communication (NFC) with Apple Watch (must be running WatchOS 4.2 or later and have option **Detect Gym Equipment** set to **On** in Watch settings for Workout App). To connect, hold the Apple Watch near the icon on the console (this is where the NFC reader is located). When the display and Apple Watch detect each other, the Bluetooth button on the display will flash and then turn solid blue, and Apple Watch will ask user to confirm connection with the display. Once connection is confirmed by user, it will finalize and data will begin to pass between console and Apple Watch. It is possible to make this connection either before the workout begins (recommended), or at any time during an active workout. At the end of workout, the connection will be terminated.

**Note**: when Apple Watch is connected to display, the Calories display window will display both Total Calories and Active Calories.

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During most workouts, users can select from multiple screen view options by tapping the icons **G** at the bottom of screen. Screens vary by unit, all screens are shown in the Service Manual.

| | |
|---|---|
| Simple | Key workout stats in a large and easily readable format |
| Progress | Workout stats plus graphical representation of segments |
| Quick | Workout stats plus customizable buttons to select incline/speed with single button press |
| Entertainment | View video from connected TV feed, or HDMI streaming from personal device |
| Apps View | (networked product only) Select from a preset list of on-board Apps, including: YouTube, Facebook, Instagram, Twitter, Reddit, Pinterest, BBC, NPR (list subject to change at any time) |
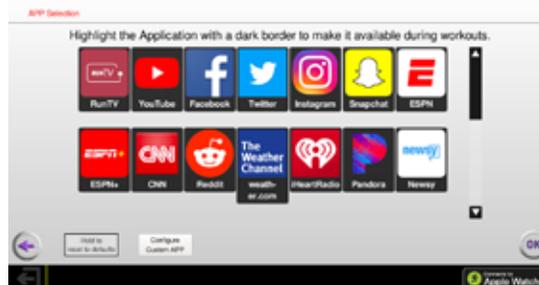


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Other controls vary by unit:

| | | | |
|---|---|---|---|
| 🌀 | **A** | **Fan Button** | Cycles the fan between three settings: High, Low and Off |
| ᛒ | **C** | **Bluetooth** | Button is grayed out if no device is connected to the console. |
| | **D** | **Adjustment Buttons** | Allows user to increase/decrease speed, level or incline depending on unit. |
| ⬅ | **E** | **Exit/Back** | This button has the same function as pressing stop button on hot bar, puts display into the pause screen. |
| 🌲 | **F** | **Wallpaper** | Select to set the screen background. |

**Display Measurements** Ⓑ
Measurements are displayed at top of screen during workout, tapping any of the measurement boxes allows user to select alternative measures to display and may include the following measurements:

| | |
|---|---|
| **Calories** | Active/Total calories burned<br>**Note:** When connected to Apple Watch only |
| **Time** | Current total workout time |
| **Pace** | Current pace |
| **Incline** | Current degree incline |
| **Cal/Hour** | Current rate of calorie burn |
| **METS** | Current user METS |
| **Speed** | Current speed |
| **Vehicle Distance** | Height traveled/climbed |
| **Calories** | Accumulated calories burned |
| **Watts** | Current user Watts |
| **Heart Rate** | Current HR in beats per minute, if available |



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## WORKOUT SELECTION KEYS AND PROGRAM DEFINITIONS

**On the main screen are several choices:**

**Quick Start**       Program will request user information to create more accurate calorie burn and heart rate zone calculations, then begin a fixed time (default length can be adjusted in maintenance mode) manual workout

**Existing Workouts**

>   5K Time Trial
>
>   Manual
>
>   Random Hill
>
>   Alpine Pass
>
>   Evaluate Fitness (Fitness Test, Firefighter Test, Military Tests – see Service Manual for details)

**Build a Workout**

>   Custom Interval Training
>
>   Heart Rate Training
>
>   Time Goal
>
>   Distance Goal
>
>   Calorie Goal



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**Startrac 20**       A set of 5 different 20 minute High Intensity Interval Training (HIIT) program options, allowing users of all fitness levels to create a workout that allows them to experience the benefit of adding HIIT to their workout routine

**RunTV**       A set of first person videos, allows users to choose from a variety of running paths to visually enhance their workout

## PROGRAM UPLOAD

Prior to starting a workout, a BlueTooth connected device can be used to upload a program to display on the console from a compatible app. The upload may contain user info such as age and weight.

1.   In an App interface, select the option to Upload Program to Display and then select the program from the app to upload. Console will switch to shown page when responding to the app.

NOTE: if done while a workout is in progress, the display will not respond to the app command.
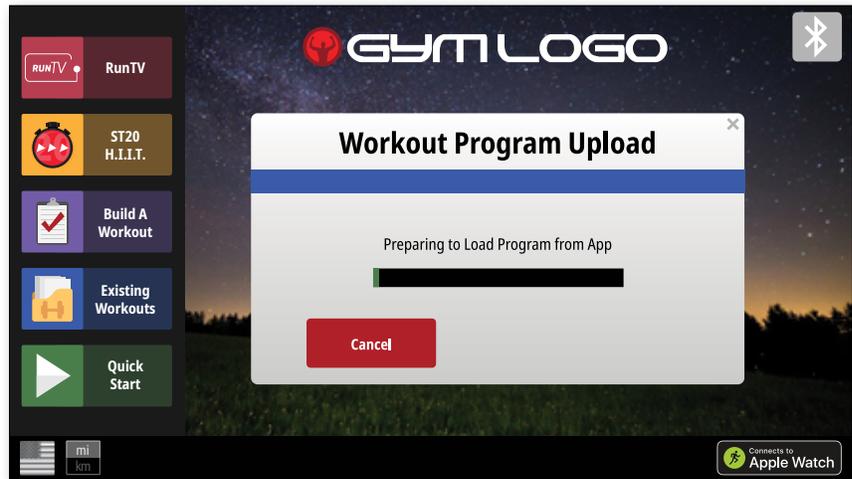
2.   The app will upload to the console. Pressing the cancel during this time will return to the home screen and remove any uploaded information from the console.
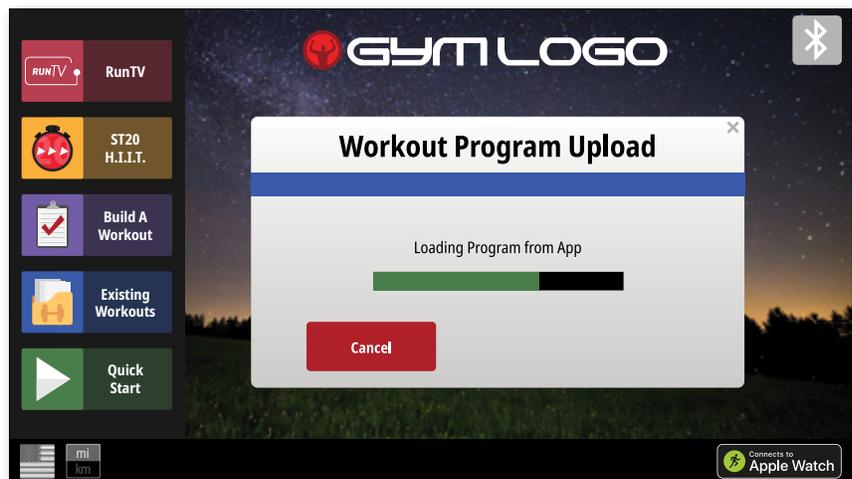
**3.** Once the program has loaded, press the green start button to progress to the setup screen.

**NOTE:** Console will return to home screen after 30 seconds or if cancel is pressed.

**4.** If program fails to load, an error screen is displayed for 5 seconds before retuning to the home screen. Any error reporting is handled by the app, please check the app for additional details.
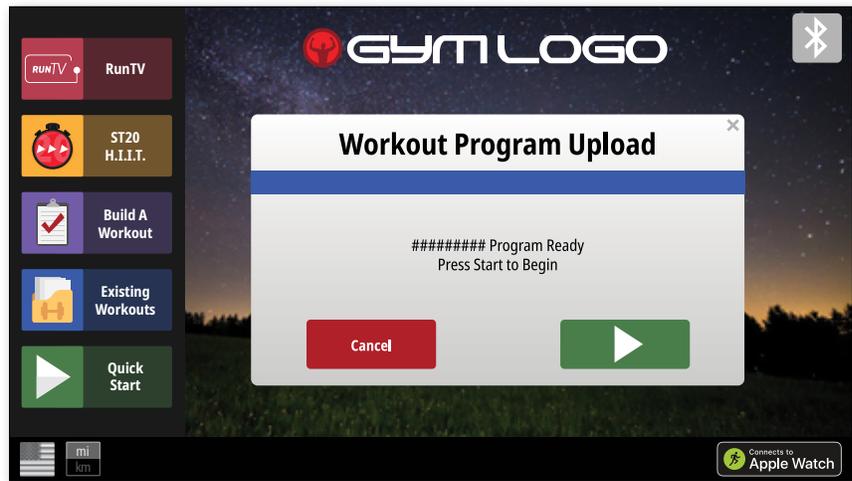


Fig. 13

**5.** Information from the app may be adjusted on the setup screen, or press the GO button to begin the program.
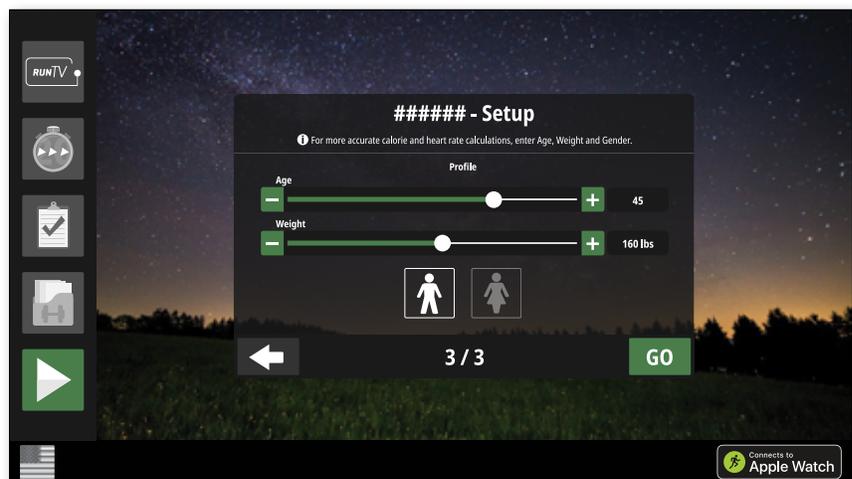


Fig. 14

# MAINTENANCE MODE - LCD

**Maintenance Mode allows access to service and diagnostic information, as well as provides the ability to adjust certain program default parameters. To enter Maintenance Mode:**

1.  Press and hold the (**0**), (**2**) and (OK) keys together.

2.  A beep will sound and "MAINTENANCE MODE" will display momentarily in the Information Window.

3.  Release all keys. "SERIAL NO #####" will display in the Information Window.

**The following keys are available in MAINTENANCE MODE:**

**Increase and Decrease LEVEL Keys:** Adjust the value of the displayed parameter up and down, respectively, in increments of 1 unit. These keys do not save the new value - see OK Key below.

**Numeric Keypad:** Allows you to enter specific values for numeric parameters. These keys do not save the new value - see OK Key below.

**OK Key:** Updates (saves) the values of all parameters in non-volatile memory,and exits Maintenance Mode.

NOTE: To exit Maintenance Mode without saving any values or settings, press the QUICK START key.

**A complete list of the items that you may display and change in Maintenance Mode:**

| Item | Min | Max | Default | Notes |
|---|---|---|---|---|
| SN | 0 | 65535 | 0 | Serial Number. Bike serial number (set by factory). |
| DSW | N/A | N/A | Vx.xx | Display Software. Display panel software version number (set by factory). ( V.55 4A72CA5D ) |
| LCB VERS | N/A | N/A | Vx.xx | LCB Software. LCB software version number (set by factory). ( V2.05 ) |
| UNx | N/A | N/A | ENGLISH | Units. UNE (English) = units of pounds, miles, feet, inches |
|  |  |  |  | UNM (Metric) = units of kilograms, kilometers, centimeters |
| MAX TIME | 5 | 99 | 99 | Time. Maximum time in minutes allowed for a program, excluding warm-up and cooldown. |
| PD TIME | 0 | 99 | ON/OFF |  |

| Item | Min | Max | Default | Notes |
|------|-----|-----|---------|-------|
| BURN IN MODE | | | N/A | (Factory Only) |
| WGT | 1 (lb) | 500 (lb) | 155 (lb) | Default Weight (to user). Typical weight in lb (UNx = UNE) or kg (UNx = UNM). |
| | 1 (kg) | 226 (kg) | 70 (kg) | |
| LANG | N/A | N/A | ENG | Language. Display language; either LEN (English), LGE (German), LSP (Spanish), LDU (Dutch), LPO (Portuguese), LFR (French), LIT (Italian), LSW (Swedish), LKA (Katakana) or RUS (Russian). |
| MDL | | | XX-XX | PB-UB : Upright Bike, PB-RB : Recumbant Bike, PRO CT: Cross Trainer or VersaStrider |
| CSAFE | | | OFF | OFF=CSAFE communication disabled. |
| | | | | ON=CSAFE communication enabled. |
| METS | | | OFF | OFF=METS display disabled. |
| | | | | ON=METS display enabled. |
| WALL PW | | | OFF | OFF = SELF PW , ON = PLUG IN 12V ADAP-TOR |
| AUTO FAN | | | ON | |
| ANT + | | | OFF | OFF=Ant + function disabled. |
| | | | | ON=Ant + function enabled. |
| OP HOURS | | | | Operating Hours. Total operating hours |
| QUICK START | | | 0 | Quick Start. Number of times the Quick Start program was run since last reset. |
| CONST HR | | | 0 | Constant Heart Rate. Number of times the Constant Heart Rate program was run since last reset. |
| DYNAM HR | | | 0 | Dynamic Heart Rate. Number of times the Dynamic Heart Rate program was run since last reset. |
| FITNESS TEST | | | 0 | Fitness Test. Number of times the Fitness Test program was run since last reset. |
| ALPINE PASS | | | 0 | Alpine Pass. Number of times the Alpine Pass program was run since last reset. |
| RNDM PROG | | | 0 | Random Program. Number of times the Random program was run since last reset. |

| Item | Min | Max | Default | Notes |
|------|-----|-----|---------|-------|
| IW PROG | | | 0 | Interval Watts Program. Number of times the Interval Watts program was run since last reset. |
| CW PROG | | | 0 | Continuous Watts Program. Number of times the Continuous Watts program was run since last reset. |
| AUTO PILOT | | | 0 | Auto Pilot. Number of times the Auto Pilot program was run since last reset. |
| BATT VLT | | | X.X | Battery voltage measurement |
| DISPLAY TEST | | | | Access to LCD Test function |
| KEYPAD TEST | | | | Access to Keypad Test function |
| HEART RATE TEST | | | | Access to Heart Rate System Test function |
| SERIAL PORT TEST | | | | Access to Serial Port Test function |
| FAN TEST | | | | Access to Fan Test function |
| ERROR STATS | | | | Count of errors |
| BACK LIGHT | 10 | 200 | 200 | Display backlight setting |
| CONTRAST | 0 | 100 | 100 | Display contrast setting |
| UPDATE SOFTWARE | | | | Update SW through USB port |

## MAINTENANCE MODE - TOUCHSCREEN

To enter maintenance mode on a 15"-19" EC touchscreen display, in sequence press the top left corner, then top right, then top left again.

To enter maintenance mode on 15" touchscreen display, simultaneously press the Vol UP, Channel UP and the number 3 on the media center keypad.

To enter maintenance mode on the 10" touchscreen display, in sequence press the top left corner, then top right corner, then the Logo.

The maintenance menus for the touchscreen displays contain many of the same options as for the LCD displays, as well as a few extra options related directly to touchscreens, such as touchscreen calibration and an option to upload background images. Refer to the touchscreen manual for more information.

Working on this product will require basic and/or sometimes specialty tools based on the type of service that will be performed at any time. To assist, we recommend having the tools listed below available when performing maintenance.

| Tool | |
| --- | --- |
| Multi-meter | Screwdriver Set, Phillips |
| Socket Set, SAE | Screwdriver Set, Flat |
| Socket Set, Metric | Tape Measure |
| Socket driver | Ball-Peen Hammer |
| Open end wrenches, SAE | Rubber Mallet |
| Open end wrenches, Metric | USB - Flash Drive |
| Hex Bit Socket Set, SAE | Motorcycle straps, adjustable |
| Hex Bit Socket Set, Metric | Loctite 680 |
| Adjustable Wrench | 1' Jumper wire w/ alligator clips |
| Snap Ring Pliers | zip ties – various sizes |
| Torque Wrench | |

**IMPORTANT NOTE:** Do not use power tools on fasteners, it will damage the plastic shrouds.

The safety and integrity of this machine can only be maintained when the equipment is regularly examined for damage and wear and repaired. It is the sole responsibility of the owner of this equipment to ensure that regular maintenance is performed. Worn or damaged parts must be replaced immediately or the equipment removed from service until the repair is made.

Some types of PM need to be performed more often than others. The frequency of PM depends a great deal on the use and environment of the unit. Basic scheduling is shown below, but timeline and PM schedules should be adapted to the environment and usage that the unit receives. Refer to the OpenHub Manual for further maintenance information on the console.

| Maintenance Schedule | Daily | Weekly | Monthly | Every 6 Months | Yearly |
|---|---|---|---|---|---|
| **Cleaning** | | | | | |
| Wipe down and clean Bike and Frame | X | | | | |
| Clean Console[1] | X | | | | |
| **General Maintenance** | | | | | |
| Check Pedals for damage and movement | X | | | | |
| Inspect Pedal Bolts and Crank | | X | | | |
| Inspect seat for wear | | | X | | |
| Inspect Pedals[2] | | | X | | |
| Tighten Seat Hardware | | | X | | |
| Inspect and tighten pedal toe clips and shoe straps | | | X | | |
| Inspect leveling feet | | | X | | |
| Check console settings and keypad performance | | | X | | |
| Clean and seal frame[3] | | | X | | |
| Lubricate horizontal and vertical seat sliders[4] | | | X | | |
| Lubricate pop-pins[5] | | | X | | |
| Inspect welds for any signs of cracking | | | X | | |

1   Wipe console with a soft, non-abrasive cloth to remove all sweat after each use.  Use a soft, non-abrasive cloth and mild spray cleanser to clean the console.  Never use abrasive cleaning liquids, cleaning liquids with an oil base, ammonia, or alcohol.
2   Excessive side-to-side movement or bearing resistance indicates the pedals need to be replaced.
3   Use water with a non-abrasive soap, car wash soap, or bike cleaner soap to clean. Wipe with water and dry. Seal with wax or bike polish.
4   Dry film lubricant with PTFE or wet film lubricant with PTFE may be used. These products can be purchased online via bike companies, at bike shops, and at some hardware stores. Apply a layer using a cloth to clean up excess.
5   "

| Maintenance Schedule | Daily | Weekly | Monthly | Every 6 Months | Yearly |
|---|---|---|---|---|---|
| Check drive assembly for wear | | | | **X** | |

**Preventive Maintenance Cautions**

- While maintaining equipment you will want to avoid spraying any liquids directly onto any surface of the unit. Always spray cleaning solutions onto a clean towel first then wipe the unit.

- Do not use glass cleaners or any other household cleaners on the console.  The console should be cleaned with a damp cloth and dried on a daily basis. Cleaning solutions can be made of a 5:1 dilution ratio, where 5 parts water are mixed with 1 part of Simple Green®, Fantastik®, or 409®. Do not spray water, or cleaner directly onto console USB Port.
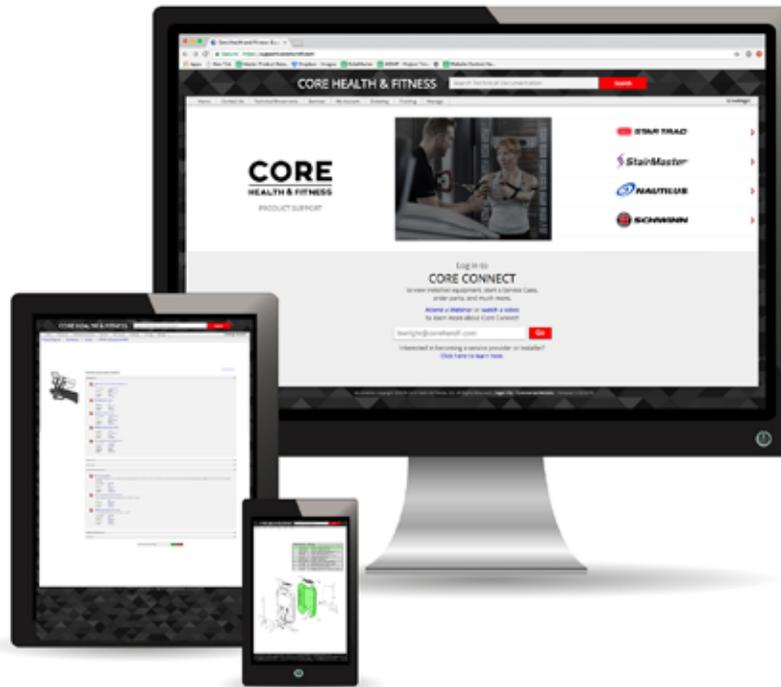
# CORE
## CONNECT

Get world class support for all brands with our new support portal, Core Connect. Get help with your general inquiries, warranty registration, preventative maintenance, service requests and parts orders. You can also make seamless service requests, get real time updates, manage your assets and intuitively order parts for all brands direct from the site.

## support.corehandf.com

- 24 hour self service access
- Real time communication
- Seamless Order Experience
- Intuitive user experience
- Mobile friendly technology

- Asset management
- Automated partner payment
- Seamless access to technical library
- Transparency on service performance
- Fast, reliable, quality service every time

| Contact Information | |
|---|---|
| CORE HEALTH & FITNESS<br>4400 NE 77th Avenue, Suite 300<br>Vancouver, WA 98662<br>Telephone: (888) 678-2476<br>http://www.corehandf.com | **Customer Support**<br>Contact your local distributor, or Core Health & Fitness directly at: 1-800-503-1221<br>support@corehandf.com<br>Warranty information: https://corehandf.com/warranty |

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