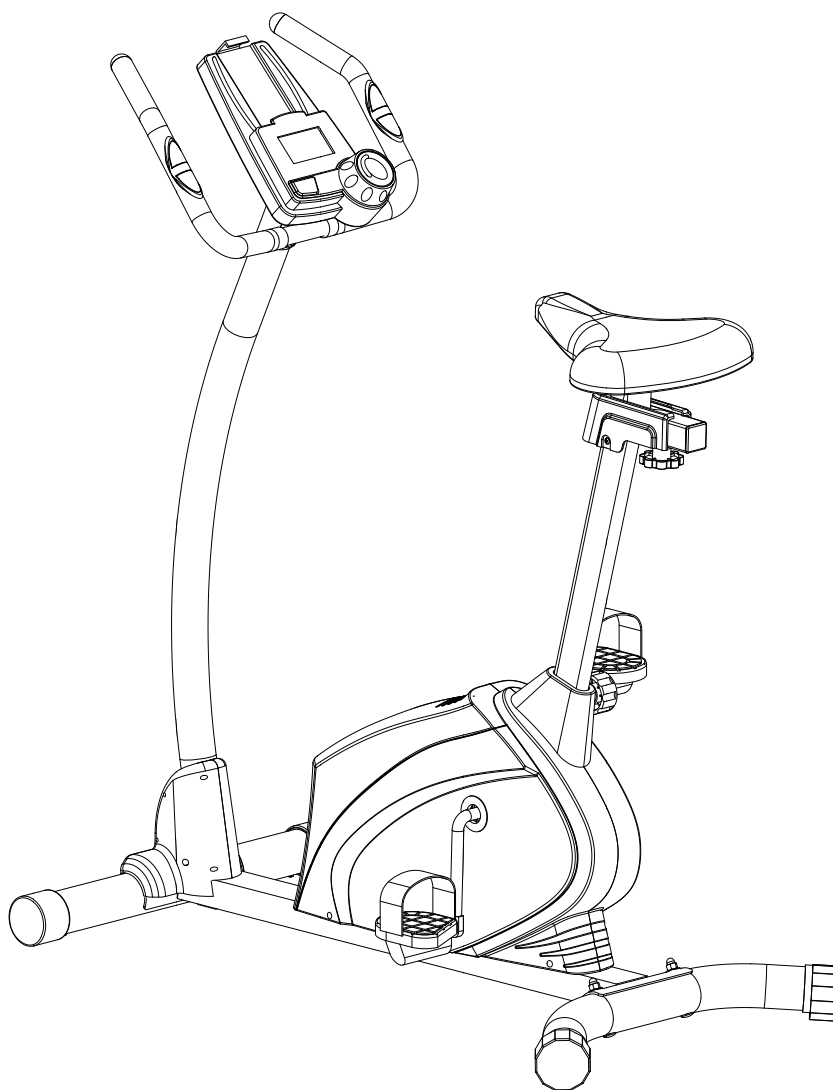


## Upright Bike with Pulse



**IMPORTANT:** Read all instructions carefully before using this product.  
Retain this owner's manual for future reference.  
The specifications of this product may vary from this photo, subject to change without notice.



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## SERVICE

### **IMPORTANT: FOR NORTH AMERICA ONLY**

**To request product service and order replacement parts, please call our customer service department at:  
1-844-641-7921**

Monday through Friday, 8:00 AM-5:00 PM Pacific Standard Time,  
or email us at: [service@paradigmhw.com](mailto:service@paradigmhw.com)  
Please visit our website at [www.paradigmhw.com](http://www.paradigmhw.com).

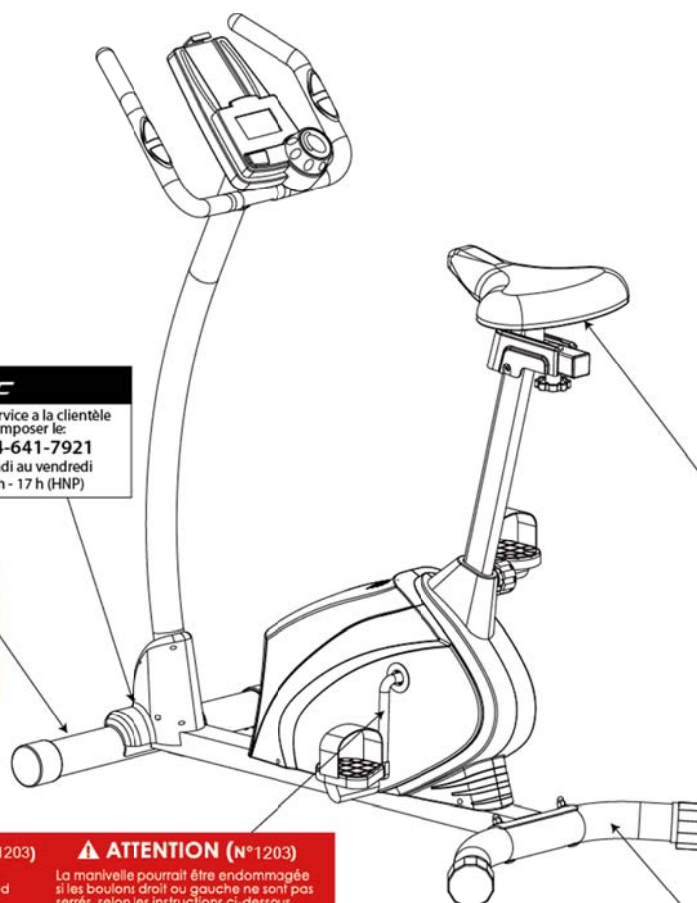
**Please have the following information ready when requesting for service:**

Your name  
Phone number  
Model number  
Serial number  
Part number  
Proof of Purchase

**\*Before returning this product to the store please contact customer service at the contact number.**

Paradigm Health & Wellness, Inc.  
1189 Jellick Ave.  
City of Industry, CA 91748, USA

## LABEL PLACEMENT



**EXERPEUTIC**

For customer assistance call:  
**1-844-641-7921**  
8 am - 5 pm PST  
Mon - Fri

Pour le service à la clientèle  
composer le:  
**1-844-641-7921**  
Du lundi au vendredi  
8:00 h - 17 h (HNP)

### ⚠ WARNING

Maximum weight capacity is 275 lbs.

### ⚠ AVERTISSEMENT

Le poids maximum pour ce produit  
est 125 kgs.

### ⚠ CAUTION (Model 1203)

The Crank will be damaged if the  
Right or Left Bolts are not tightened  
as per below instructions!

- Tighten Right Pedal (45) into  
the Right Crank Clockwise
- Tighten Left Pedal (44) into the  
Left Crank Counter-Clockwise



### ⚠ ATTENTION (N°1203)

La manivelle pourrait être endommagée  
si les boulons droit ou gauche ne sont pas  
serrés selon les instructions ci-dessous.

- Serrez le Boulon Droit (45) dans la  
manivelle droite dans le sens horaire
- Serrez le Boulon Gauche (44) dans  
la manivelle gauche dans le sens  
antihoraire



Under Penalty of law this tag not to  
be removed except by the consumer  
**ALL NEW MATERIAL  
CONSISTING OF  
POLYURETHANE FOAM PAD, 100%**

**REGISTRY NO.  
VA25302 (CN)**

Certification is made by the  
manufacturer that the materials  
in this article are described in  
accordance with law.

Paradigm Health and Wellness, Inc.  
1189 Jellick Ave.  
City of Industry, CA 91748 USA

SOUS PENE DE SANCTION LEGALE,  
CETTE ETIQUETTE NE PEUT ETRE  
ENLEVÉE PAR UNE PERSONNE AUTRE  
QUE LE CONSOMMATEUR.

**ENTIEREMENT FABRIQUÉ DE  
MATÉRIAUX NEUTRES  
REMOURAGE DE MOUSSE DE  
POLYURÉTHANE 100 %**

**NO D'ENREGISTREMENT  
VA25302 (CN)**

Cette étiquette est apposée  
conformément aux lois Canadiennes.

Paradigm Health and Wellness, Inc.  
1189 Jellick Ave.  
City of Industry, CA 91748 USA

### NOTICE

This article does not meet  
the flammability require-  
ments of California Bureau of  
Home Furnishings technical  
bulletin 117. Care should be  
exercised near open flame or  
with burning cigarettes.

### AVIS

Ce produit ne satisfait pas  
aux critères d'inflammabilité  
spécifiés à l'article 117 du  
décret technique du Califor-  
nia Bureau of Home  
Furnishings. Ne pas utiliser  
près d'une source de  
chaleur ou d'une flamme  
nue (cigarettes, etc.)



113648120300001

Serial number / Numéro de série

MADE IN CHINA / FABRIQUÉ EN CHINE

## PRODUCT SAFETY

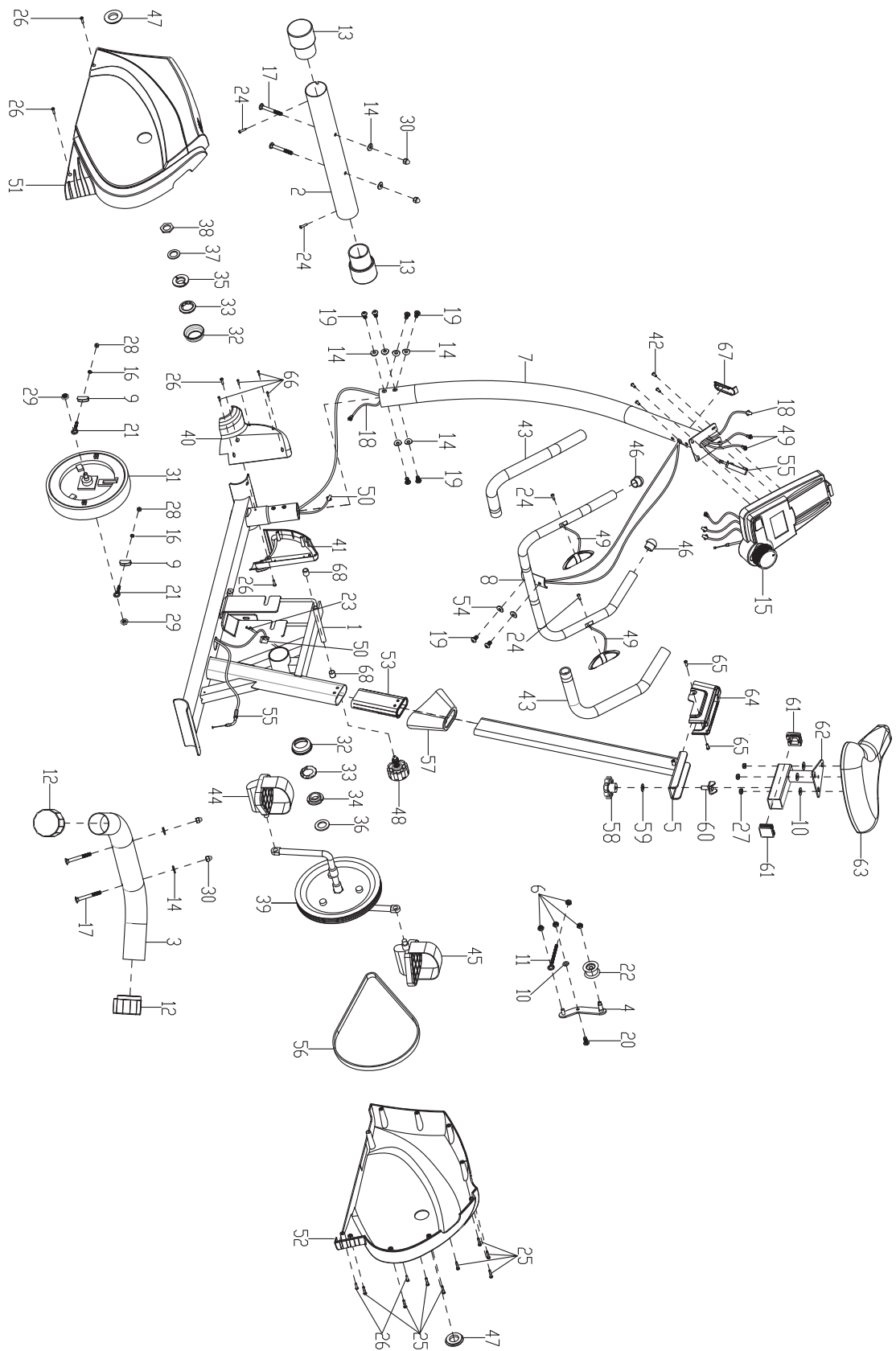
**Basic precautions should always be followed, including the following safety instructions when using this equipment. Read all instructions before using this equipment.**

1. Read all the instructions in this manual and do warm up exercises before using this equipment.
2. Before exercise, in order to avoid injuring the muscle, warm-up exercise of every position of the body is necessary. Refer to Warm Up pages. After exercise, relaxation of the body is suggested for cool-down.
3. Please make sure all parts are not damaged and fixed well before use. This equipment should be placed on a flat surface when using. Using a mat or other covering material on the ground is recommended.
4. Please wear proper clothes and shoes when using this equipment; do not wear clothes that might catch any part of the equipment; remember to tighten the pedaling straps.
5. Do not attempt any maintenance or adjustments other than those described in this manual. Should any problems arise, discontinue use and consult an *Authorized Service Representative*.
6. Do not use the equipment outdoors.
7. This equipment is for household use only.
8. Only one person should be on the equipment while in use.
9. Keep children and pets away from the equipment while in use. This machine is designed for adults only. This product requires a minimum of 6 feet of space for safe operation.
10. If you feel any chest pains, nausea, dizziness, or short of breath, you should stop exercising immediately and consult your physician before continuing.
11. **The maximum weight capacity for this product is 275 lbs/125 kgs.**

**WARNING:** Before beginning any exercise program consult your physician. This is especially important for the people who are over 35 years old or who have pre-existing health problems. Read all instructions before using any fitness equipment.

**CAUTION:** Read all instructions carefully before operating this product. Retain this Owner's Manual for future reference.

# OVERVIEW DRAWING



## PARTS LIST

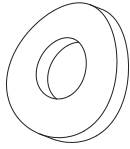
No.	Description	Qty	No.	Description	Qty
001	Main Frame	1	025	Cross Recessed Pan Head Tapping Screw ST4.2x25	8
002	Front Stabilizer Ø60x1.5tx480	1	026	Screw ST4.2x20	6
003	Rear Stabilizer Ø60x1.5tx605	1	027	Hexagon Nylon Nut M8 (S13)	3
004	Idler Arm	1	028	Hexagon Nut M6 (S10)	2
005	Seat Post	1	029	Nut M10x1.0xH6 (S14)	2
006	Nylon Nut M8 (S14)	4	030	Cap Nut M8 (S13)	4
007	Handlebar Post Ø50	1	031	Flywheel Ø230	1
008	Handlebar Ø25	1	032	Bearing Cup	2
009	Tension Bracket	2	033	Ball Bearing	2
010	Big Washer Ø8xØ20x2t	4	034	Bearing Nut I 15/16"	1
011	Eyebolt M8x85	1	035	Bearing Nut II 7/8"	1
012	Rear Stabilizer End Cap Ø60	2	036	Washer Ø24xØ40xδ3.0	1
013	Front Stabilizer End Cap Ø60	2	037	Washer Ø23xØ34.5xδ2.5	1
014	Big Curve Washer Ø8xØ20x2t	10	038	Hexagon Nut 7/8"	1
015	Computer (H7)	1	039	Belt Pulley with Crank	1
016	Spring Washer Ø6	2	040	Left Decorate Cover Ø50	1
017	Carriage Bolt M8x70	4	041	Right Decorate Cover Ø50	1
018	Extension Sensor Wire (L=1300 mm)	1	042	Cross Recessed Pan Head Bolt M5x10	4
019	Hexagon Socket Pan Head Cap Bolt M8x15	8	043	Handlebar Foam Grip Ø30xØ24x455	2
020	Hexagon Socket Pan Head Cap Bolt M8x20	1	044	Left Foot Pedal (YH-30X)	1
021	Eyebolt M6x36	2	045	Right Foot Pedal (YH-30X)	1
022	Idle Wheel Ø10xØ35x25	1	046	Handlebar End Cap Ø25	2
023	Cross Recessed Pan Head Tapping Screw ST2.9x12	2	047	Cover Cap Ø40xØ25x10	2
024	Cross Recessed Pan Head Tapping Screw ST4.2x20	4	048	Seat Post Knob M16x1.5	1



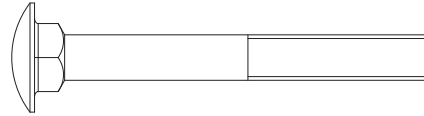
## PARTS LIST

No.	Description	Qty	No.	Description	Qty
049	Hand Pulse Sensor with Wire (L=750 mm)	2	059	Washer Ø10xØ20x2t	1
050	Sensor with Wire (L=1400 mm)	1	060	U Bracket for Seat Sliding Tube	1
051	Left Cover	1	061	Seat Sliding Tube End Cap (38x38)	2
052	Right Cover	1	062	Seat Sliding Tube	1
053	Seat Post Bushing	1	063	Seat Cushion (DD-353T)	1
054	Curve Washer Ø8xØ16x1.5t	2	064	Seat Sliding Tube Cover	1
055	Tension Cable L=2150 mm	1	065	Cross Recessed Pan Head Bolt M6x12	2
056	Belt (PJ360J6)	1	066	Cross Recessed Pan Head Tapping Screw ST2.9x16	4
057	Seat Post Cover	1	067	Cover	1
058	Seat Adjustment Knob M10	1	068	Rubber part	2

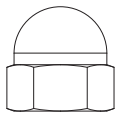
## HARDWARE & TOOLS LIST



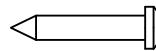
(#14) Big Curve Washer  
4 PCS



(#17) Carriage Bolt  
4 PCS



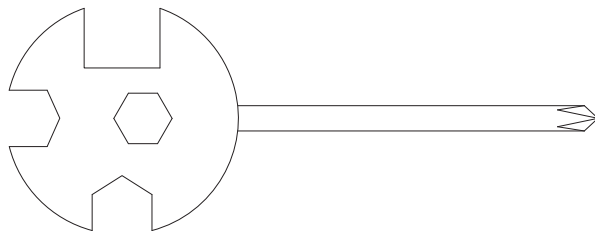
(#30) Cap Nut  
4 PCS



(#66) Cross Recessed Pan Head Tapping Screw  
4 PCS

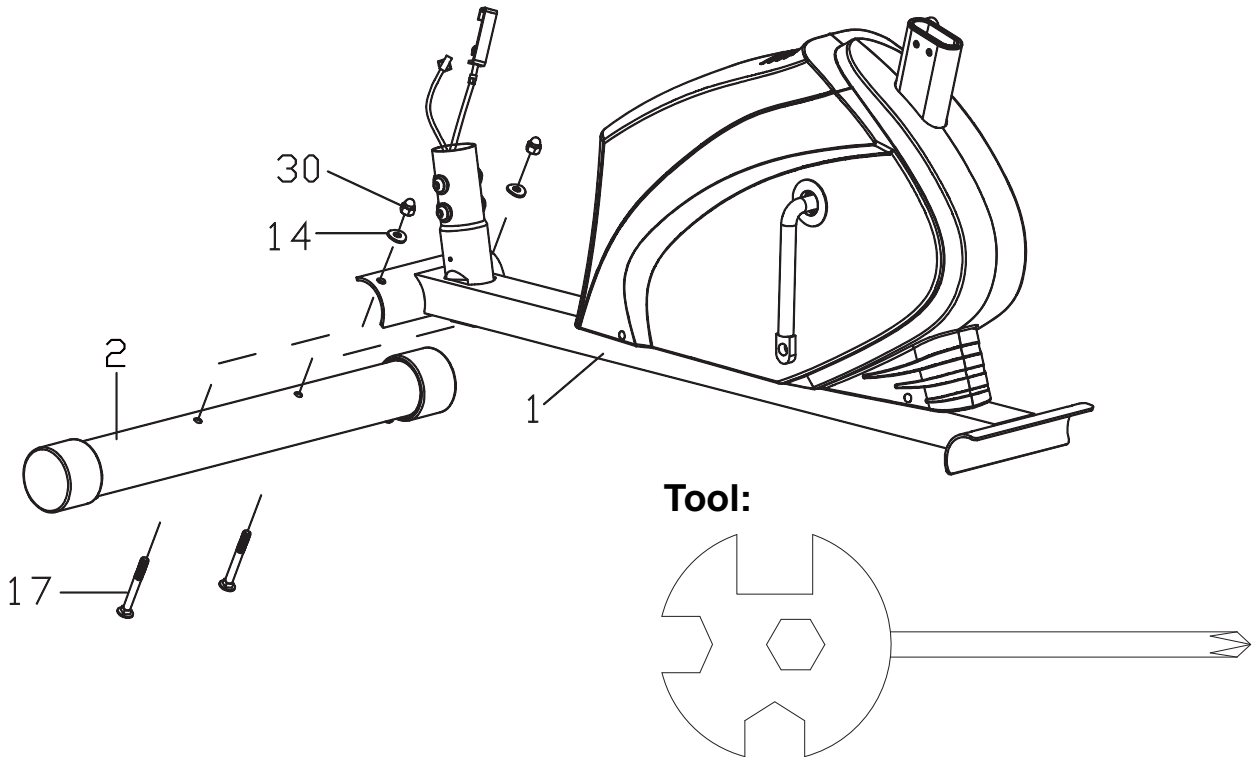


Allen Wrench 6mm  
1 PC



Multi Hex Tool with Phillips Screwdriver  
S10, S13, S14, S15  
1 PC

## ASSEMBLY

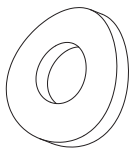


*Multi Hex Tool with Phillips Screwdriver  
S10, S13, S14, S15*

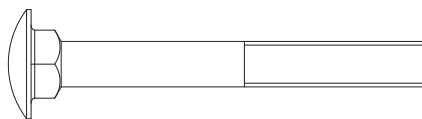
### 1. Front Stabilizer Installation

Lift up the Main Frame (1) towards the front, and then align the Front Stabilizer (2) onto the front curve of the Main Frame (1). Attach two Carriage Bolts (17) and on the other ends of bolts with two Big Curve Washers (14) and two Cap Nuts (30). Hold the Front Stabilizer (2) to the Main Frame (1) and use the Multi Hex Tool with Phillips Screwdriver to tighten the Cap Nuts (30) until firm and secure.

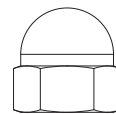
### Hardware:



(#14) Big Curve Washer  
2 PCS

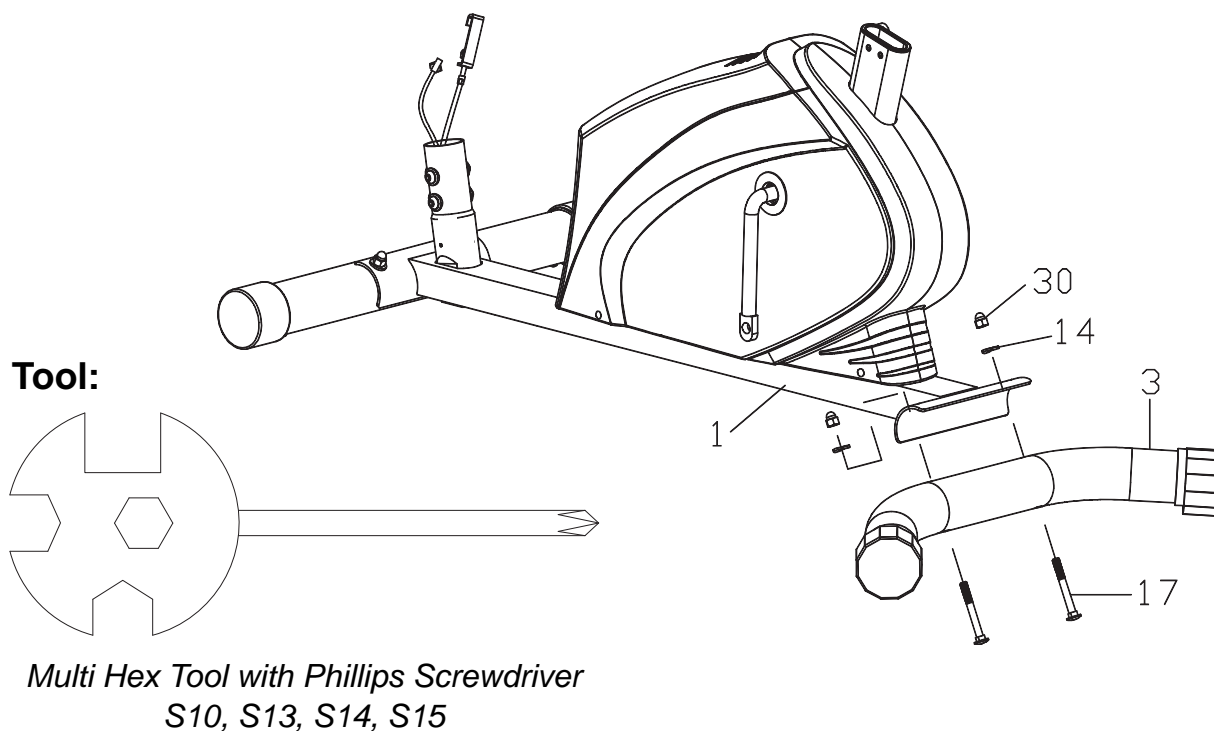


(#17) Carriage Bolt  
2 PCS



(#30) Cap Nut  
2 PCS

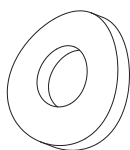
## ASSEMBLY



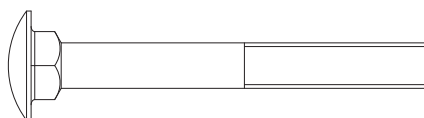
### 2. Rear Stabilizer Installation

Lift up the Main Frame (1) towards the end, and then align the Rear Stabilizer (3) onto the rear curve of the Main Frame (1). Attach two Carriage Bolts (17) and on the other ends of bolts with two Big Curve Washers (14) and two Cap Nuts (30). Hold the Rear Stabilizer (3) to the Main Frame (1) and use the Multi Hex Tool with Phillips Screwdriver to tighten the Cap Nuts (30) until firm and secure.

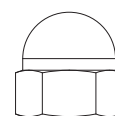
### Hardware:



(#14) Big Curve Washer  
2 PCS

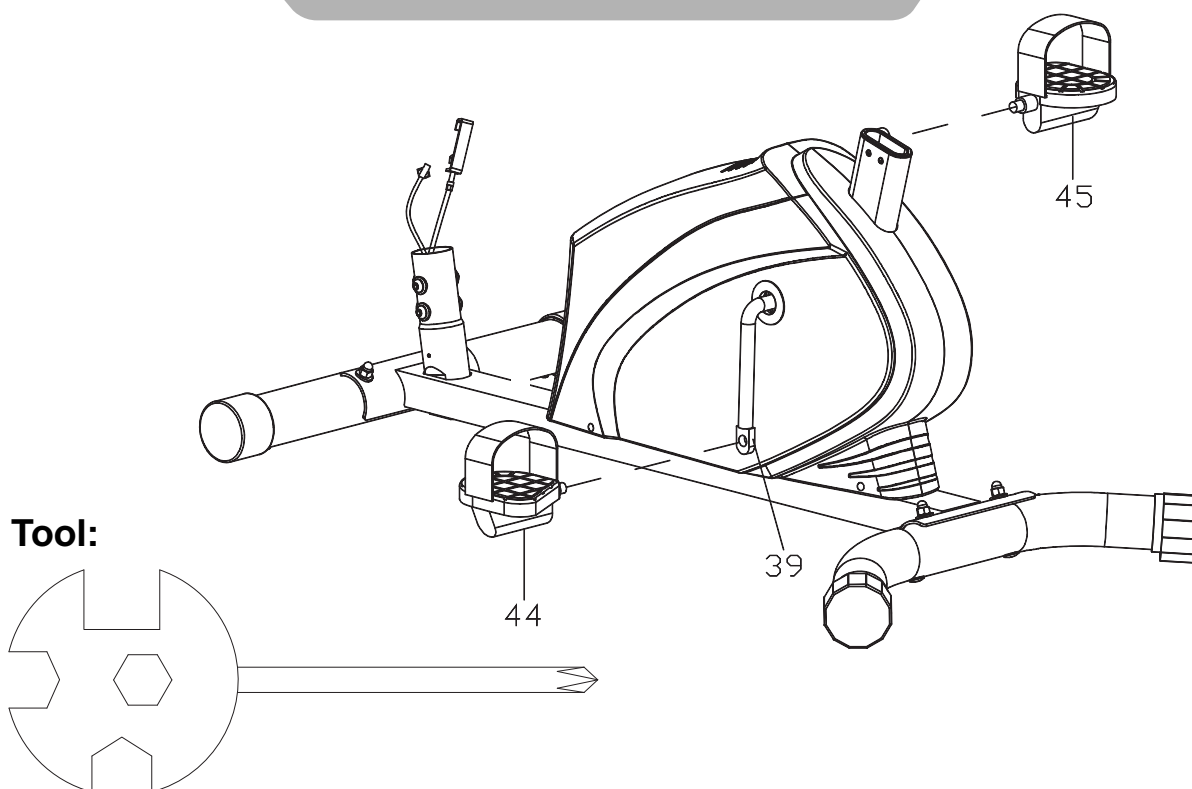


(#17) Carriage Bolt  
2 PCS

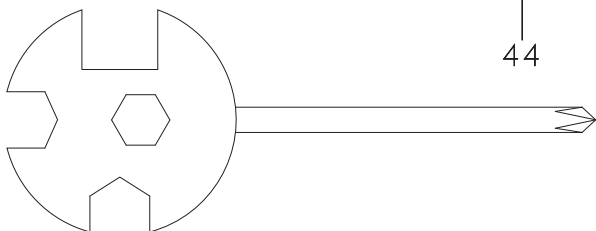


(#30) Cap Nut  
2 PCS

## ASSEMBLY



### Tool:



*Multi Hex Tool with Phillips Screwdriver  
S10, S13, S14, S15*

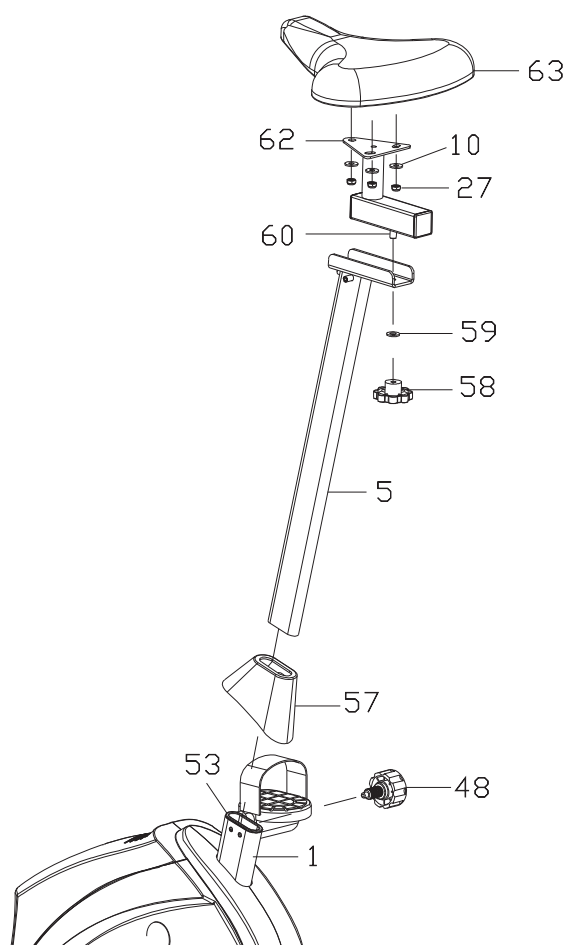
### 3. Left and Right Foot Pedals Installation

**The Cranks, Pedal Shafts, and Foot Pedals are marked “R” for Right and “L” for Left.** Insert the pedal shaft of Left Foot Pedal (44) into threaded hole in the left Crank (39). Turn the pedal shaft by hand in the counter-clockwise direction until snug.

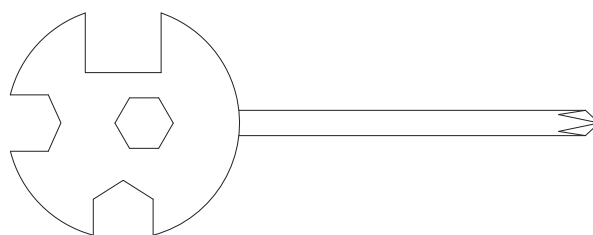
**Note: DO NOT turn the pedal shaft in the clockwise direction, doing so will strip the threads.**

Tighten the pedal shaft of Left Foot Pedal (44) with the Multi Hex Tool with Phillips Screwdriver provided. Insert pedal shaft of Right Foot Pedal (45) into threaded hole in right Crank (39). Turn the pedal shaft by hand in the clockwise direction until snug. Tighten pedal shaft of Right Foot Pedal (45) with the Multi Hex Tool with Phillips Screwdriver provided.

## ASSEMBLY



### Tool:



*Multi Hex Tool with Phillips Screwdriver  
S10, S13, S14, S15*

#### 4. Seat Cushion, Seat Sliding Tube, Seat Post, and Seat Post Cover Installation

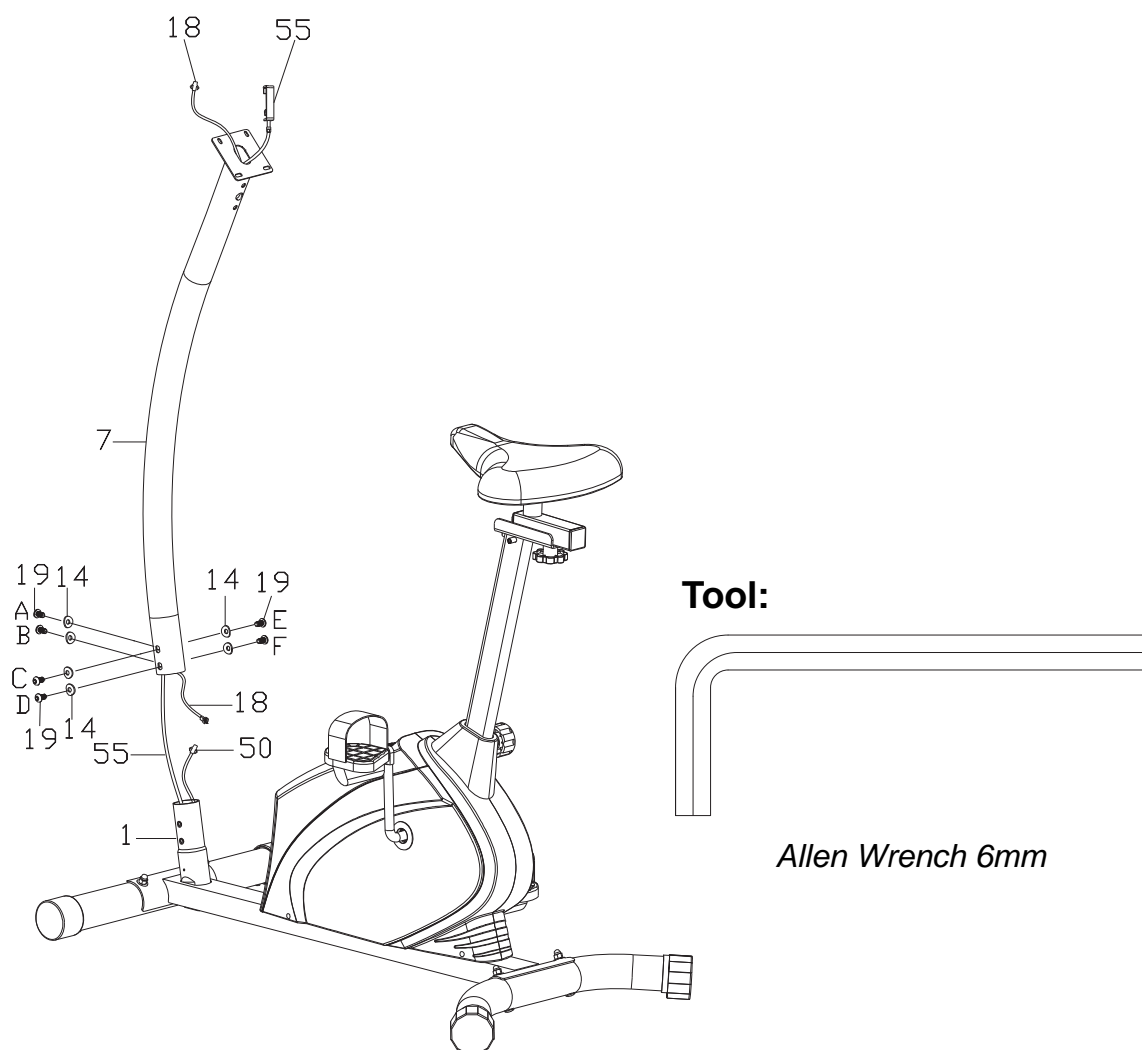
Use the Multi Hex Tool with Phillips Screwdriver to remove three Hexagon Nylon Nuts (27) and three Washers (10) from underside of the Seat Cushion (63). Guide bolts on underside of the Seat Cushion (63) through holes on top of the Seat Sliding Tube (62), attach with three removed Hexagon Nylon Nuts (27) and Washers (10).

Use the Multi Hex Tool with Phillips Screwdriver to tighten the Hexagon Nylon Nuts (27) until firm and secure.

Remove one Washer (59) and one Seat Adjustment Knob (58) from the U Bracket for Seat Sliding Tube (60) on underside of the Seat Sliding Tube (62). Guide the U Bracket for Seat Sliding Tube (60) on underside of the Seat Sliding Tube (62) through hole on top of the Seat Post (5), attach with one removed Washer (59) and one Seat Adjustment Knob (58). Slide the Seat Post Cover (57) onto the tube of the Main Frame (1).

Insert the Seat Post (5) into the Seat Post Bushing (53) on the tube of the Main Frame (1) and then attach the Seat Post Knob (48) onto the tube of the Main Frame (1) by turning it in a clockwise direction in the suitable position.

## ASSEMBLY



### 5. Handlebar Post Installation

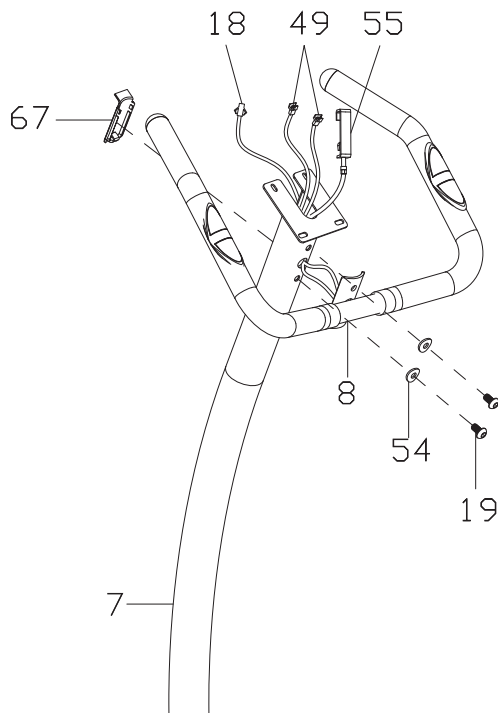
Use 6mm Allen Wrench to remove six Hexagon Socket Pan Head Cap Bolts (19) and six Big Curve Washers (14) from the Main Frame (1).

Insert the Tension Cable (55) through into the bottom end of Handlebar Post (7) and pull it out from the top end of Handlebar Post (7).

Connect the Sensor Wire (50) from the Main Frame (1) to the Extension Sensor Wire (18) from the Handlebar Post (7).

Insert the Handlebar Post (7) onto the tube of the Main Frame (1) and secure with six Hexagon Socket Pan Head Cap Bolts (19) and six Big Curve Washers (14) which start from A, B, C, D, E to F. Use 6mm Allen Wrench to tighten the Hexagon Socket Pan Head Cap Bolts (19) until firm and secure.

## ASSEMBLY



### Tool:



*Allen Wrench 6mm*

### 6. Handlebar Installation

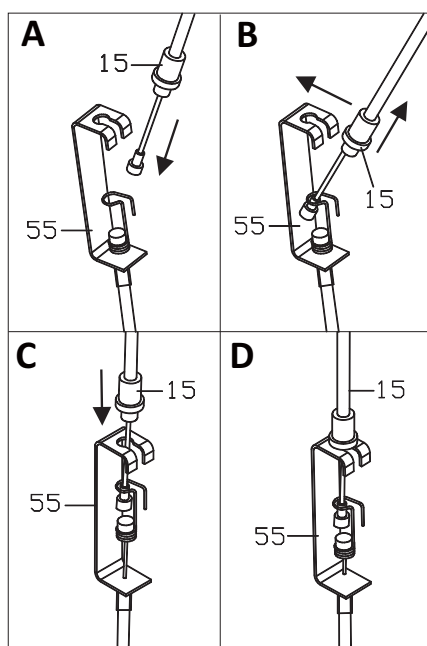
Use 6mm Allen Wrench to remove two Hexagon Socket Pan Head Cap Bolts (19) and two Curve Washers (54) from the Handlebar Post (7).

Insert the Hand Pulse Sensor Wires (49) through into a hole on the Handlebar Post (7) and pull it out from the top end of Handlebar Post (7).

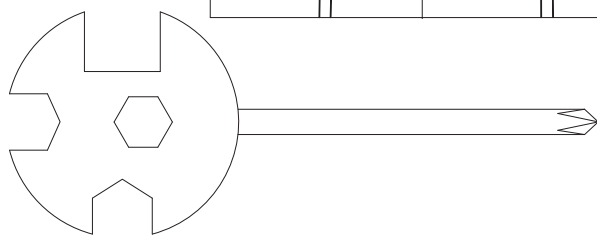
Attach the Handlebar (8) onto the Handlebar Post (7) with two Hexagon Socket Pan Head Cap Bolts (19) and two Curve Washers (54) that were removed. Use 6mm Allen Wrench to tighten the Hexagon Socket Pan Head Cap Bolts (19) until firm and secure, then attach the cover (67) onto the Handlebar Post (7).



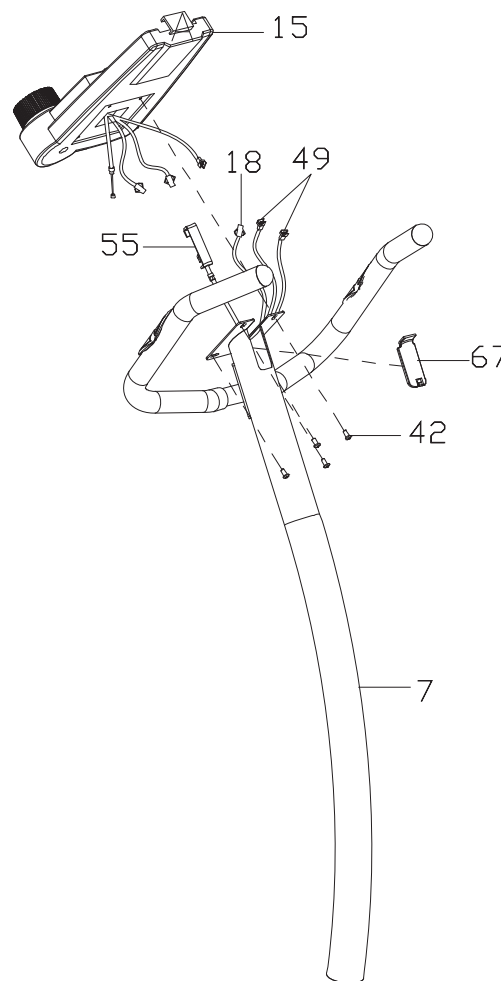
## ASSEMBLY



### Tool:



*Multi Hex Tool with Phillips Screwdriver  
S10, S13, S14, S15*



## 7. Computer Installation

Use the Multi Hex Tool with Phillips Screwdriver to remove four Cross Recessed Pan Head Bolts (42) from the Computer (15).

Put the cable end of resistance cable of Tension Control Knob (15) into the cable lock of Tension Cable (55), see Figure A.

Pull the resistance cable of Tension Control Knob (15) up and force it into the slot of metal bracket of Tension Cable (55), see Figure B.

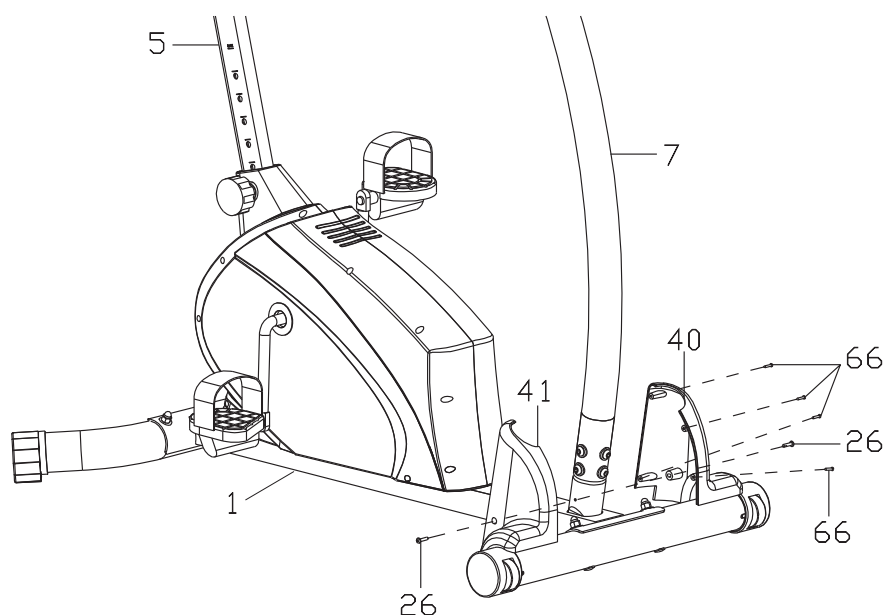
Insert the metal fitting on the resistance cable of Tension Control Knob (15) into the hole at the end of the slot in the metal bracket of Tension Cable (55), see Figure C.

Connect the resistance cable of Tension Control Knob (15) to Tension Cable (55) complete, see Figure D.

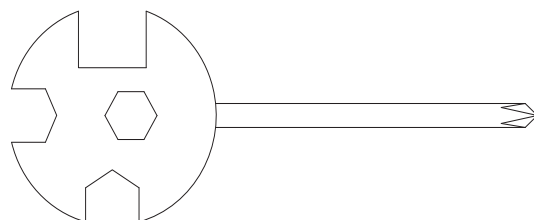
Connect the Hand Pulse Sensor Wires (49) and Extension Sensor Wire (18) to the wires that come from the Computer (15). Tuck wires into the Handlebar Post (7). Attach the Computer (15) onto the top end of the Handlebar Post (7) with four Cross Recessed Pan Head Bolts (42) that were removed.

Use the Multi Hex Tool with Phillips Screwdriver to tighten the Cross Recessed Pan Head Bolts (42) until firm and secure.

## ASSEMBLY



### Tool:



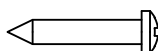
*Multi Hex Tool with Phillips Screwdriver  
S10, S13, S14, S15*

### 8. Left and Right Decorate Covers Installation

Use the Multi Hex Tool with Phillips Screwdriver to remove two Screws (26) from the Main Frame (1).

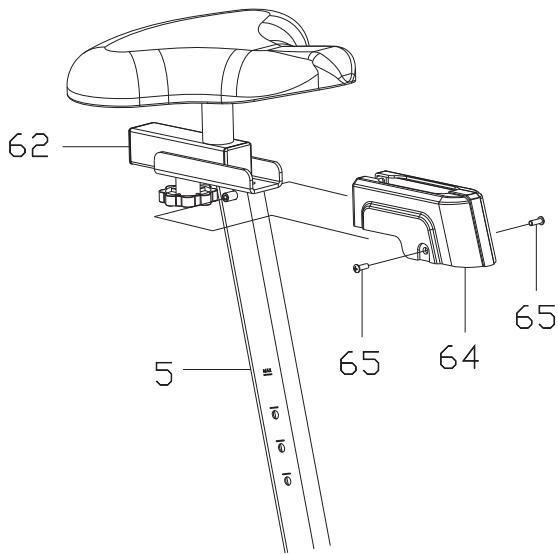
Attach Left and Right Decorate Covers (40, 41) onto the Main Frame (1) and Handlebar Post (7) with two Screws (26) and four Cross Recessed Pan Head Tapping Screws (66). Use the Multi Hex Tool with Phillips Screwdriver to tighten two Screws (26) and four Cross Recessed Pan Head Tapping Screws (66) until firm and secure.

### Hardware:

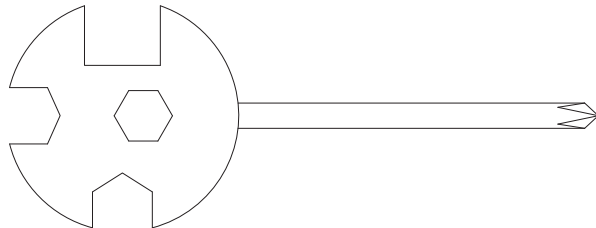


(#66) Cross Recessed Pan Head Tapping Screw  
4 PCS

## ASSEMBLY



### Tool:



*Multi Hex Tool with Phillips Screwdriver  
S10, S13, S14, S15*

### 9. Seat Sliding Tube Cover Installation

Use the Multi Hex Tool with Phillips Screwdriver to remove two Cross Recessed Pan Head Bolts (65) from the Seat Post (5).

Slide the Seat Sliding Tube Cover (64) onto the top end of the Seat Post (5) with two Cross Recessed Pan Head Bolts (65) that were removed.

Use the Multi Hex Tool with Phillips Screwdriver to tighten Cross Recessed Pan Head Bolts (65) until firm and secure.

## COMPUTER



### USING YOUR COMPUTER

The computer can be activated by pressing the button or by pedaling. If you leave the equipment idle for approximate 5 minutes, the power will turn off automatically.

### BUTTON FUNCTIONS:

Press the button to select each function of computer.

Press and hold the button for 3 seconds, all data values will clear to zero except the ODO (ODOMETER) data values.

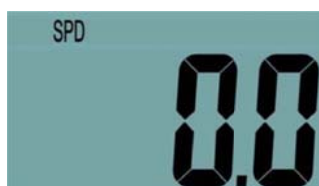
### COMPUTER FUNCTIONS:



**SCAN:** Press the button until the screen displays SCAN, the computer will automatically scan each function every 6 seconds.



**TIME:** Displays your elapsed workout time in minutes and seconds.



**SPD (SPEED):** Displays the current training speed.



**DIST (DISTANCE):** Displays the accumulative distance traveled during workout.

## COMPUTER



**CAL (CALORIES):** Displays the total accumulated calories burned during workout. (This data is a rough guide for comparison of different exercise sessions and should not be used in medical treatment).



**ODO (ODOMETER):** Displays the total accumulative distance traveled.



**RPM (Revolutions per Minute):** Displays the current revolutions per minute.



**PULSE**♥: Displays your current heart rate figures after you grip the handlebar sensors with both your hands during exercise. To ensure the pulse readout is more precise, please always hold on to the handlebar grip sensors with two hands instead of just with one hand only when you try to test your heart rate figures.

### HOW TO INSTALL THE BATTERIES:

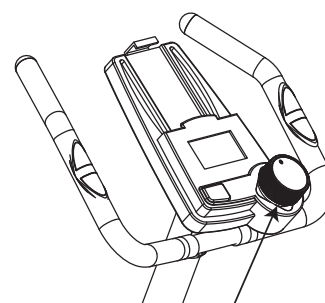
1. Remove the battery cover on the back of the computer.
2. Place two size AAA batteries into the battery housing.
3. Insure batteries are correctly positioned and battery springs are in proper contact with batteries.
4. Re-install the battery cover.
5. If the display is illegible or only partial segment appears, remove batteries and wait 15 seconds before reinstalling.

## ADJUSTMENTS

### Adjusting the Tension Control Knob

To increase the tension, turn the tension control knob in a clockwise direction.

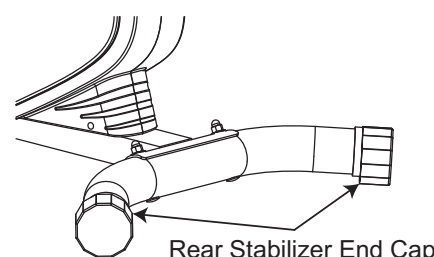
To decrease the tension, turn the tension control knob in a counterclockwise direction.



Tension Control Knob

### Adjusting the Rear Stabilizer End Cap

Turn the rear stabilizer end cap on the rear stabilizer as needed to level the upright bike.

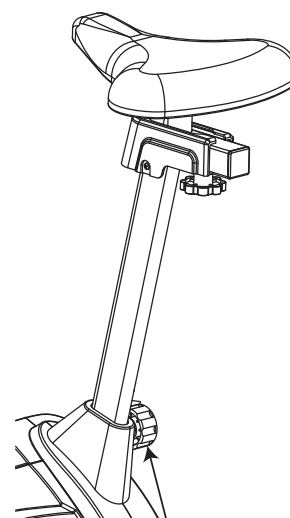


Rear Stabilizer End Cap

### Adjusting the Seat Height

Turn the seat post knob in a counterclockwise direction until it can be pulled out. Pull out the seat post knob and then slide the seat post up or down direction to the suitable position. Lock the seat post in place by releasing the seat post knob and sliding the seat post up or down slightly until the seat post knob "pops" down into the locked position. For added safety, tighten the seat post knob in a clockwise direction.

**NOTE: When adjusting the height of seat post, make sure the seat post bushing does not exceed the mark line on the seat post.**

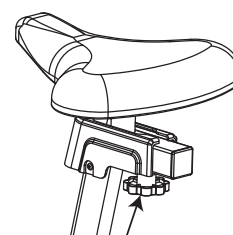


Seat Post Knob

### Adjusting the Seat Forward or Back

Turn the seat adjustment knob to loosen the seat sliding tube. Slide the seat sliding tube forward or back to desired position and turn the seat adjustment knob to tighten.

**NOTE: Continue to turn the seat adjustment knob until the seat sliding tube is secure before exercising.**



Seat Adjustment Knob

### TROUBLE SHOOTING

**PROBLEM:** The upright bike wobbles when in use.

**SOLUTION:** Turn the rear stabilizer end cap on the rear stabilizer as needed to level the upright bike.

**PROBLEM:** There is no display on the computer console.

**SOLUTION:** Remove the computer console and verify the wires that come from the computer console are properly connected to the wires that come from the handlebar post.

**SOLUTION:** Check if the batteries are correctly positioned and battery springs are in proper contact with batteries.

**SOLUTION:** The batteries in the computer console may be dead. Replace with new batteries.

**PROBLEM:** There is no heart rate reading or heart rate reading is erratic / inconsistent.

**SOLUTION:** Make sure that the wire connections for the hand pulse sensors are secure.

**SOLUTION:** To ensure the pulse readout is more precise, always hold on to the handlebar grip sensors with two hands instead of just with one hand only.

**SOLUTION:** Avoid gripping the hand pulse sensors too tight. Try to maintain moderate pressure while holding onto the hand pulse sensors.

**PROBLEM:** The upright bike makes a squeaking noise when in use.

**SOLUTION:** The bolts may be loose on the upright bike. Please inspect all of the bolts and tighten any loose bolts.

### MAINTENANCE

#### Cleaning

The upright bike can be cleaned with a soft clean damp cloth. Do not use abrasives or solvents on plastic parts. Please wipe your perspiration off the upright bike after each use. Be careful not to get excessive moisture on the computer display panel as this might cause an electrical hazard or electronics to fail.

Please keep the upright bike, especially the computer console out of direct sunlight to prevent screen damage.

Please inspect all assembly bolts, nuts, screws, and pedals on the machine for proper tightness every week.

#### Storage

Store the upright bike in a clean and dry environment away from children.

## WARM UP

### Quadriceps Stretch

With one hand against a wall for balance, reach behind you and pull your right foot up. Bring your heel as close to your buttocks as possible. Hold for 15 counts and repeat with left foot up.



### Inner Thigh Stretch

Sit with the soles of your feet together with your knees pointing outward. Pull your feet as close into your groin as possible.

Gently push your knees towards the floor. Hold for 10 counts.



### Toe Touches

Slowly bend forward from your waist, letting your back and shoulders relax as you stretch toward your toes. Reach down as far as you can and hold for 15 counts.



### Hamstring Stretches

Sit with your right leg extended. Rest the sole of your left foot against your right inner thigh. Stretch toward your toe as far as possible. Hold for 15 counts. Relax and then repeat with left leg extended.





## WARRANTY

### MANUFACTURER'S LIMITED WARRANTY

Paradigm Health & Wellness warrants to the original purchaser that this product is free from defects in material and workmanship when used for the purpose intended, under the conditions that it has been installed and operated in accordance with Paradigm's Owner's Manual. Paradigm's obligation under this warranty applies to the following:

<u>COMPONENT</u>	<u>LENGTH OF WARRANTY</u>
Structural Frame	5 years
All Other Components (computer display, electronics, upholstery, foam, ball bearings, pulleys, belts, cables, wires, shocks, covers, tension, internal mechanism, wheels, pedals, knobs, accessories and hardware)	90 days

#### **Exclusions from Warranty Coverage:**

Paradigm does not warrant against and is not responsible for, and no implied warranty shall be deemed to cover, any product failure, product malfunction, or damages attributable to:

1. Improper installation and/or failure to abide by Paradigm's installation guidelines;
2. Use of this product beyond normal home use, or in an application for which it was not designed;
3. Cosmetic items such as scratches, dents or discolorations;
4. Damage caused by normal wear and tear, vandalism, accidental or by animals;
5. Any act of Nature (such as fire, flooding, snow, ice, hurricane, earthquake, lightning or other natural disaster), environmental condition (such as air pollution, mold, mildew, etc.), or staining from foreign substances (such as dirt, grease, oil, etc.);
6. Normal weathering due to exposure to sunlight, weather and atmosphere which can cause colored surfaces to, among other things, flake, chalk, or accumulate dirt or stains; or
7. Improper operation, alteration, handling, storage, abuse or neglect of the products.

**Paradigm, using its sole discretion, will either repair or replace free of charge any part(s) proven to be defective under normal home use. Any repair or replacement shall provide no new warranty coverage, but shall retain only the remaining portion of the original product's warranty. This warranty is offered only to the original purchaser and is not transferable. Proof of original purchase is required.**

#### **Ordering Replacement Parts**

Replacement parts can be ordered by calling or emailing our customer service dept:

**1-844-641-7921**

**Monday through Friday 8:00 AM - 5:00 PM (PST).**

**service@paradigmhw.com**

When ordering replacement parts please have the following information ready:

1. Owner's Manual
2. Model Number
3. Description of Parts
4. Part Number
5. Date of Purchase

## FAX FORM

# Paradigm Health & Wellness, Inc.

## PARTS REQUEST FAX FORM

Please fax this form to (1-626-810-2166)

**OR YOU CAN EMAIL CUSTOMER SERVICE REQUESTS TO  
service@paradigmhw.com**

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

TELEPHONE: (Day) \_\_\_\_\_

(Night) \_\_\_\_\_

(Email Address) \_\_\_\_\_

SERIAL#: \_\_\_\_\_

MODEL#: \_\_\_\_\_

PURCHASE DATE: \_\_\_\_\_

PURCHASE FROM: \_\_\_\_\_

PART #	DESCRIPTION	QTY

***"YOUR ORDER WILL BE PROCESSED WITHIN 3 BUSINESS DAYS"***

### OFFICIAL USE ONLY

SHIP DATE: \_\_\_\_\_

TRK #: \_\_\_\_\_

BACK ORDER: \_\_\_\_\_