

## Indoor Cycling Bike



**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.



**PLEASE DO NOT RETURN THIS PRODUCT TO THE STORE.**

**STOP. Contact customer service if you have any questions regarding assembly or proper operation of the machine.**

**Email us at:**  
**[Service@paradigmhw.com](mailto:Service@paradigmhw.com)**

**Or call us at:**  
**1-844-641-7923**  
**Hours:**  
**8:00 am to 5:00 pm (PST)**  
**Monday Thru Friday**

# TABLE OF CONTENT

SERVICE-----	2
LABEL PLACEMENT-----	3
IMPORTANT SAFETY GUIDELINES-----	4
OVERVIEW DRAWING-----	6
HARDWARE & TOOLS PACK-----	8
PART LISTS-----	9
PRE-ASSEMBLY-----	11
ASSEMBLY-----	12
OPERATIONS & ADJUSTMENTS-----	20
CONSOLE FUNCTIONS-----	22
TROUBLESHOOTING & MAINTENANCE-----	24
WARRANTY-----	25
PARTS REQUEST FORM-----	26

# SERVICE

## IMPORTANT: FOR NORTH AMERICA ONLY

For damaged or defective product, questions, replacement parts or any other service support, please contact our customer service department by the below methods:

**For The Best Service, please Email:**  
**service@paradigmhw.com**

**Response Time: 1-2 Business Days**

**Emailing us with the information above will be the best method to receive a response during peak business hours**

**Website:**

**www.paradigmhw.com**

**Toll-Free:**

**1-844-641-7923**

**(8:00 AM - 5:00 PM Pacific Standard Time, Monday Thru Friday)**

**Response time may vary via calling**

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

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

**For damaged or defective product please contact our customer service before returning to the store.**

**Paradigm Health & Wellness, Inc.**

**1189 Jellick Ave.**

**City of Industry, CA 91748, USA**

# LABEL PLACEMENT



**RESOLVE**  
 For customer assistance,  
 Monday - Friday:  
 1-844-641-7923  
 8 am - 5 pm PST  
 Pour le service à la clientèle  
 composer le lundi à vendredi:  
 Para servicios al cliente,  
 llame al, lunes a viernes:

**Maximum weight capacity is 300 lbs.**  
**Le poids maximum pour ce produit est 136 kgs.**  
**La capacidad de peso máxima es 136 kg.**

Serial number / Numéro de série / Número de serie:  
 MADE IN TAIWAN / FABRIQUÉ EN TAIWAN / HECHO EN TAIWAN

8 05113 106231 3

1 1783052550003

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

- Tighten the Right Pedal (1) Into the Right Crank Clockwise
- Tighten the Left Pedal (2) Into the Left Crank Counter Clockwise

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

- Serrez le pédale droit (1) dans la manivelle droite dans le sens horaire
- Serrez le pédale gauche (2) dans la manivelle gauche dans le sens antihoraire

¡Se dañará el cigüeñal en caso de que no se aprieten los Pedal derecho e izquierdo según las siguientes instrucciones!

- Apriete el Pedal derecho (1) en el cigüeñal derecho, hacia la derecha
- Apriete el Pedal izquierdo (2) en el cigüeñal izquierdo, hacia la izquierda.

# IMPORTANT SAFETY GUIDELINES

**Read all instructions before using the Indoor Cycle. When using an Indoor Cycle, basic precautions should always be followed, including the following:**

**WARNING - To reduce the risk of injury to persons:**

1. Make sure your equipment is correctly assembled before you use it.
2. Be sure all screws, nuts, and bolts are tightened prior to use.
3. The equipment weighs more than 44lbs / 20kgs and should be assembled by two or more people.
4. Before using this equipment, we recommend that you do warm up exercises for each muscle group.
5. Only one person should use the equipment at a time.
6. Never operate this equipment if it is damaged, if it is not working properly, has been dropped, or damaged. If a problem is encountered contact Customer Service before using the equipment again.
7. Always use this equipment on a clear and level surface.
8. For household use only.
9. Do not use outdoors or near water.
10. Use the indoor cycle only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
11. Do not wear loose clothing when using the equipment.
12. Keep all hands and feet away from any moving parts.
13. Never drop or insert any object into any opening.
14. Close supervision is necessary when the indoor cycle is used near children, or by or near invalids or disabled persons.
15. If at any time you feel faint, light-headed, or dizziness while operating the equipment, stop exercising immediately. You should also stop exercising if you are experiencing pain or any discomfort.
16. For any problems contact customer service. Servicing should be performed by an authorized service representative. Our contact number is on the service page.
17. **Warning:** - Risk of Personal Injury - Consult with your personal physician to see if this bike equipment is appropriate for you. This is especially important for people with pre-existing health problems. Do not use this equipment without your physician's approval.
18. **Warning:** - Risk of Personal Injury – Do not allow children to use this machine.
19. **Warning:** - Risk of Personal Injury - Keep children under the age of 13 away from the machine while in use.
20. **Warning:** - Risk of Personal Injury – Keep body parts, hair, loose clothing, and jewelry clear of all moving parts.
21. **Warning:** - Risk of Personal Injury - Do not attempt to service the unit yourself. Discontinue use and contact customer service.
22. **Warning:** - To Reduce The Risk Of Personal Injury - Read And Understand All Read The Instructions Before Using the bike.

# IMPORTANT SAFETY GUIDELINES

**Do not use this equipment if you have any of the following conditions or ailments:**

- Pregnancy
- Extreme obesity
- Middle ear infection
- Hiatus hernia or Ventral hernia
- Glaucoma, retinal detachment or conjunctivitis
- Use of anticoagulants including Aspirin in high doses.
- Spinal injury, Cerebral Sclerosis, or acutely swollen joints
- Heart or circulatory disorders for which you are being treated
- High blood pressure, Hypertension, Recent stroke or Transient Ischemic attack
- Bone weaknesses including Osteoporosis, Unhealed fractures, Modular pins, or surgically implanted orthopedic supports.

**Do not exceed the maximum rated weight (load):  
The Maximum Weight Capacity for this product is 300lbs/136kgs.**

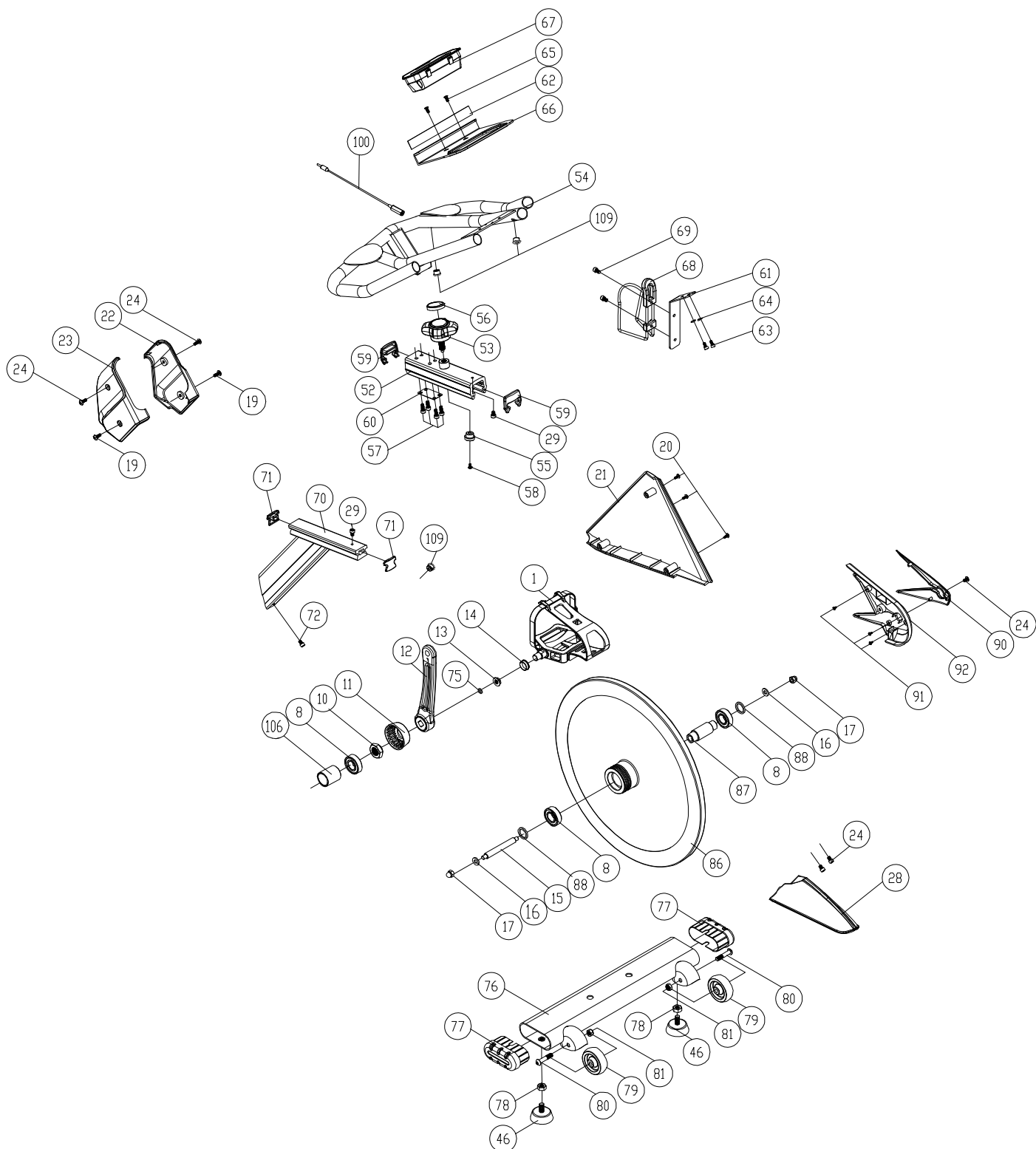
**Retain this owner's manual and keep the original purchase receipt for future reference.**

## SAVE THESE GUIDELINES

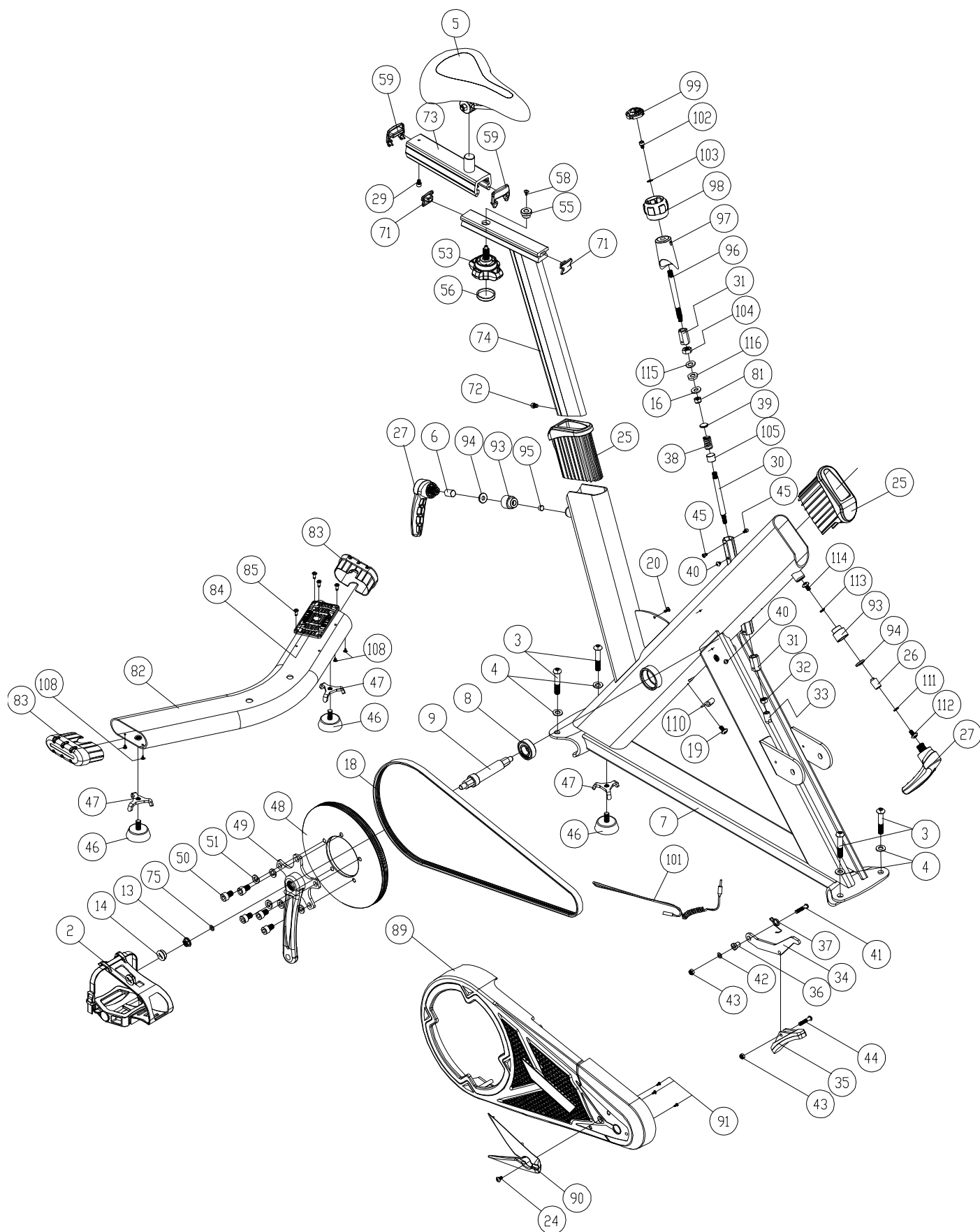


**The product weighs more than 44 lbs. It is heavily recommended that at least 2 persons assemble.**

# OVERVIEW DRAWING



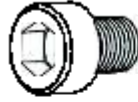
## OVERVIEW DRAWING



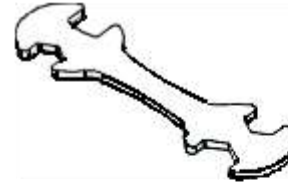
## HARDWARE & TOOLS PACK



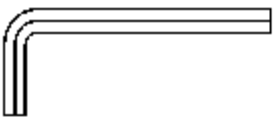
**3mm Allen Wrench 1 PC**



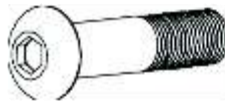
**(29) Hex Screw 1PC**



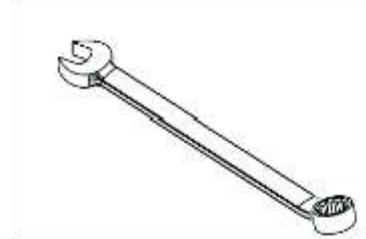
**13, 14, 15, 17mm Wrench Tool 1 PC**



**4mm Allen Wrench 1 PC**



**(3) Hex Bolt 4PCS**



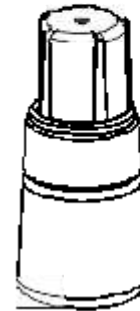
**15mm Combination Wrench 1 PC**



**5mm Allen Wrench 1 PC**



**(4) Washer 4 PCS**



**(107) Thread Sealant 1 PC**



**6mm Allen Wrench with  
Phillips Screwdriver 1 PC**

# PARTS LIST

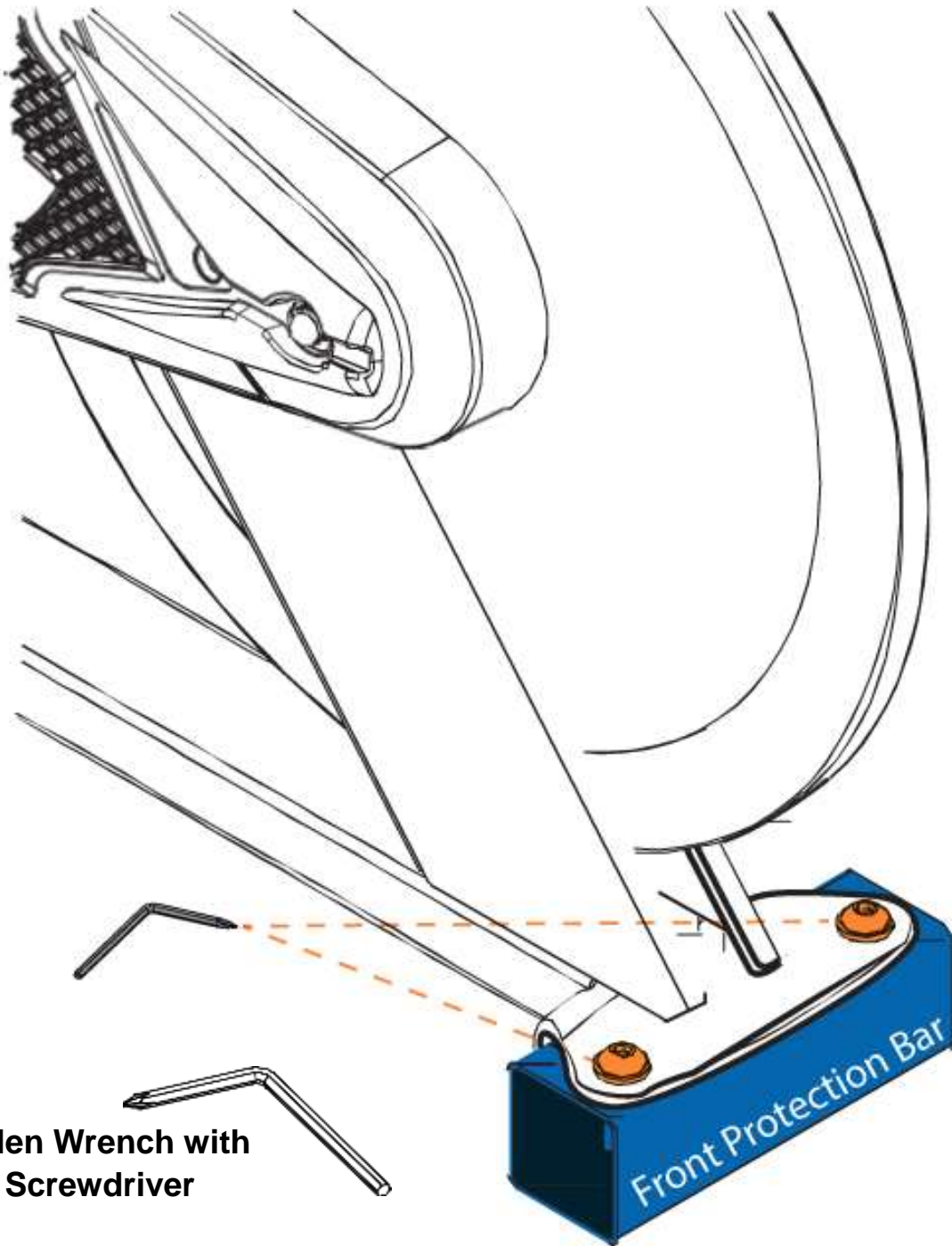
No.	Description	Qty
1	Left Pedal	1
2	Right Pedal	1
3	Hex Bolt M10x55mm	4
4	Washer $\varnothing 20 \times \varnothing 10 \times 12$	4
5	Seat Cushion	1
6	Spacer $\varnothing 14 \times 22$	1
7	Main Frame	1
8	Bearing 6004ZZ	4
9	Crank Axle	1
10	Hex Nut M20	1
11	Rubber Cap M20	1
12	Left Crank	1
13	Prevailing Torque Hex Flange Nut	2
14	Crank Cap	2
15	Flywheel Axle	1
16	Washer $\varnothing 16 \times \varnothing 8.2 \times 1.5$	2
17	Cap Nut M8	2
18	Belt	1
19	Screw M5x10L	3
20	Self-Tapping Screw M4x12	4
21	Left Side Cover	1
22	Left Protective Cover	1
23	Right Protective Cover	1
24	Screw M5x15L	4
25	Post Bushing	2
26	Tapping Spacer $\varnothing 14 \times 22$	2
27	Knob	2
28	Protective Board	1
29	Hex Screw M6x8L	4
30	Middle Brake Axle	1

No.	Description	Qty
31	Brake Sleeve	2
32	Hex Nut M8x 1.25	1
33	Brake Axle	1
34	Brake Bracket	1
35	BRAKE PAD	1
36	Brake U-Bracket Bushing	1
37	Spring $\varnothing 1.6 \times 4.8L$	1
38	Spring $\varnothing 16 \times 25L$	1
39	Brake Washer $\varnothing 16.8 \times 3t$	1
40	Hex Bolt M5x5L	2
41	Hex Bolt M6x30L	2
42	Washer $\varnothing 13$	5
43	Hex Nut M6	1
44	Hex Nut M6	1
45	Hex Screw M4x6L	2
46	Rubber Pad	5
47	Rubber Pad Bracket	3
48	Belt Pulley	1
49	Right Crank	1
50	Bolt M10x15(mm)	5
51	Spring Washer $\varnothing 10$	5
52	Handlebar Slider	1
53	Adjustable Knob	2
54	Handlebar	1
55	Spacer $\varnothing 22 \times 16$	2
56	Knob Cover	2
57	Hex Screw M6x20L	4
58	Truss Screw M4x10L	2
59	Slider End Cap	4
60	Slider Bracket	1

# PARTS LIST

No.	Description	Qty
61	Bottle Holder Bracket	1
62	Rubber Pad	1
63	Bolt M5x15	2
64	Washer Ø12	2
65	Bolt M5x12	2
66	Console Plate	1
67	Console	1
68	Bottle Holder	1
69	Bolt M5x12L	2
70	Handlebar Post	1
71	Handlebar Post End Cap	2
72	Hex Screw M6x10L	3
73	Seat Slider	1
74	Seat Adjustment Post	1
75	Lower Slider End Cap	1
76	Front Stabilizer	1
77	Front Stabilizer End Cap	2
78	HEXAGONAL NUT M10x8(mm)	3
79	WHEEL	2
80	Hex Screw M8x40L	2
81	Hex Nut M8	3
82	Rear Stabilizer	1
83	Rear Stabilizer End Cap	2
84	Anti-Slip Pad	1
85	Hex Screw M5x10L	4
86	Flywheel	1
87	Axle Sleeve	1
88	Washer Ø27	2

No.	Description	Qty
89	Chain Cover	1
90	Dart-Shaped Cover	2
91	Self-Tapping Screw M3x8(mm)	6
92	Front Left Cover	1
93	Hub	2
94	Washer Ø20	2
95	Magnet	2
96	Upper Brake Axle	1
97	Axle Cover	1
98	Adjustable Knob	1
99	Knob Cover	1
100	Sensor Wire(UP)	1
101	Speed Sensor Wire	1
102	Hex Bolt M5x8L	1
103	Washer Ø16	1
104	Hex Nut	1
105	Brake Sleeve	1
106	Bushing	1
107	Thread Sealant	1
108	Self-Tapping Screw M4x10	4
109	Wire Plug	1
110	Fixer	1
111	Washer Ø19	1
112	Screw M5x20L	1
113	Washer Ø10	1
114	Hex Bolt M5x12L	1
115	Washer Ø10	1
116	Washer Ø16	1



### TOOL

6mm Allen Wrench with  
Phillips Screwdriver  
1 PC

### **Pre-Assembly:**

#### **Remove Front Protection Bar**

Loosen the **Bolts** with the **6mm Allen Wrench with Phillips Screwdriver** provided and remove the **Front Protection Bar** from the Main Frame.

This bar is used to protect the bracket from deformation during shipping. It will not be used in assembly and should be discarded.

# ASSEMBLY

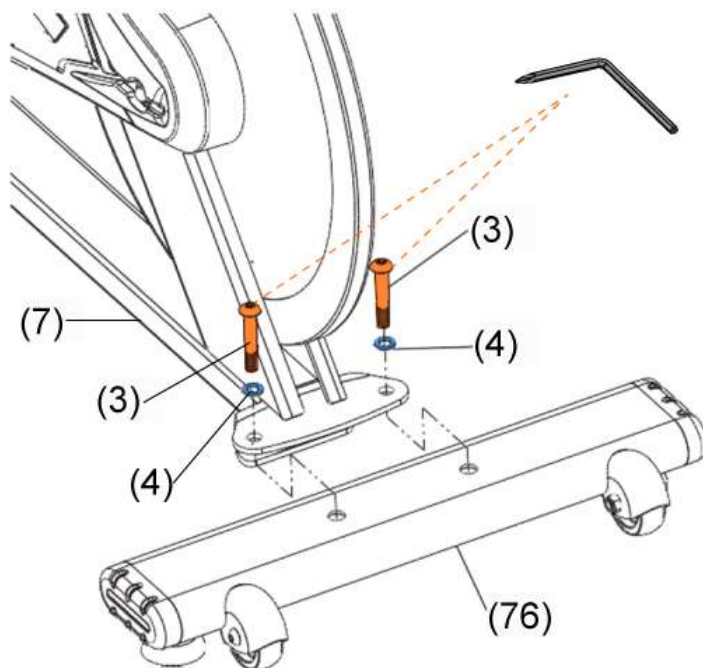
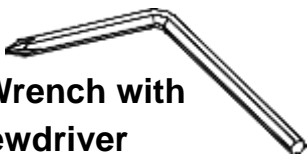
## STEP 1

### 1A. Installation of the front stabilizer with wheels

Attach the **Front Stabilizer (76)** to the **Main Frame (7)** with two **Washers (4)** and two **Hex Bolt (3)**. Tighten the two bolts using the **6mm Allen Wrench with Phillips Screwdriver** until they are both firm and secure.

### TOOL

6mm Allen Wrench with  
Phillips Screwdriver  
1 PC



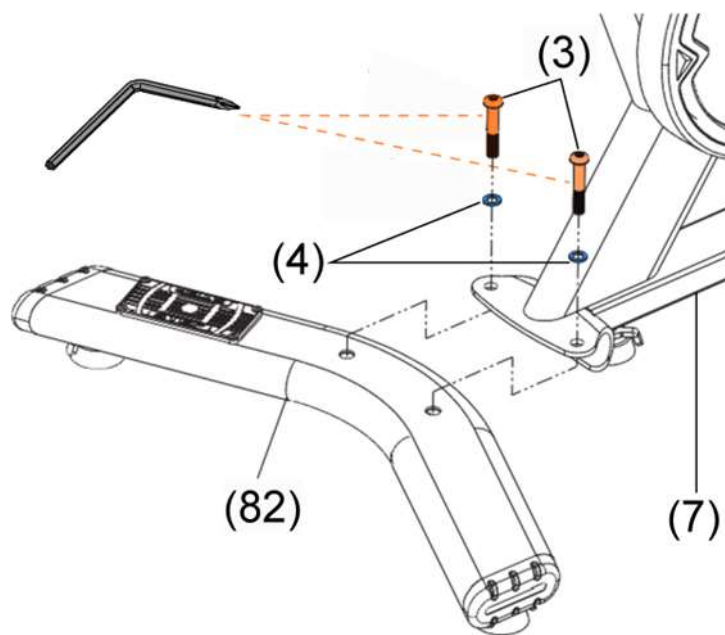
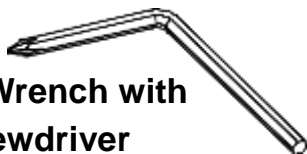
## STEP 2

### 2A. Installation of the rear stabilizer

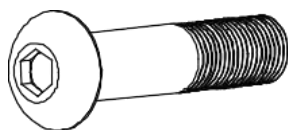
Attach the **Rear Stabilizer (82)** to the **Main Frame (7)** with two **Washers (4)** and two **Hex Bolt (3)**. Tighten the two bolts using the **6mm Allen Wrench with Phillips Screwdriver** until they are both firm and secure.

### TOOL

6mm Allen Wrench with  
Phillips Screwdriver  
1 PC



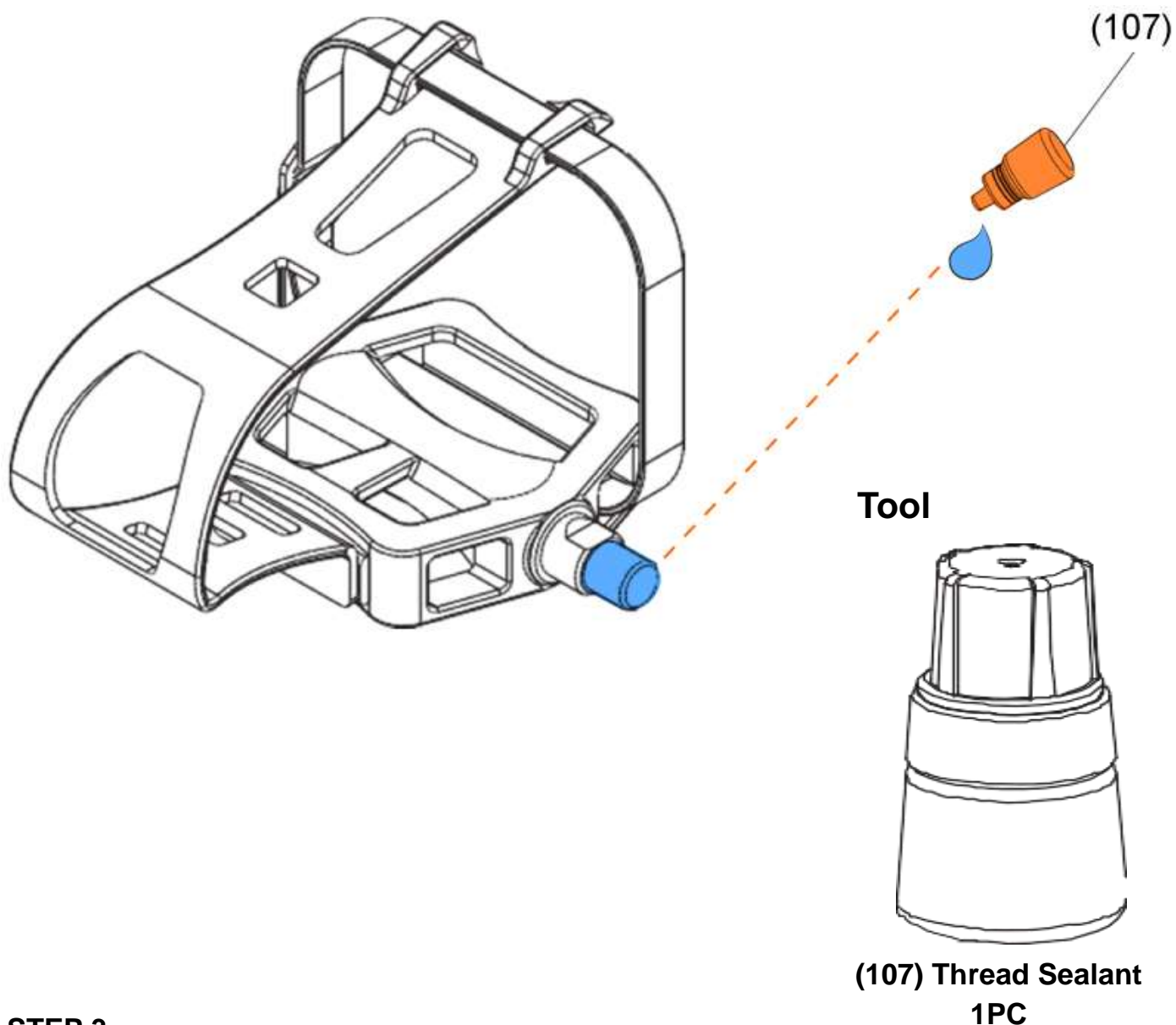
## HARDWARE



(3) Hex Bolt  
4PCS



(4) Washer  
4PCS



## STEP 3

### 3A. Applying the Thread Sealant

Fully coat the threads of both **Left (1) & Right Pedals (2)** with **Thread Sealant (107)** before the pedal assembly.

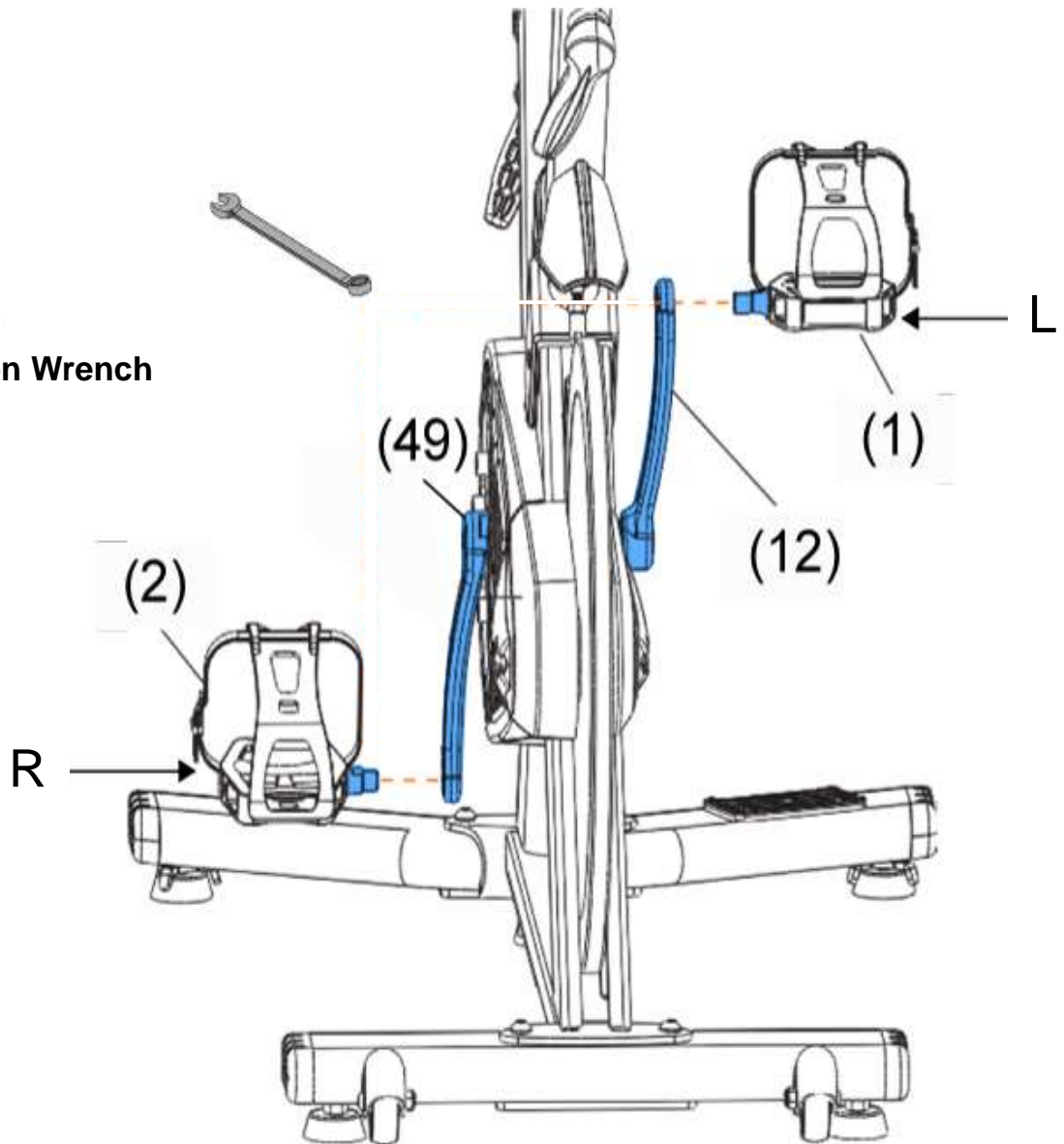
Note: Before applying **Thread Sealant (107)**, make sure parts are clean. Allow the sealant to cure for at least 12 hours before use.

# ASSEMBLY

## TOOL



**15mm Combination Wrench**  
**1 PC**



## **STEP 4**

### **4A. Installing the Left and Right Pedal**

**Note:** The Cranks and Pedals are marked “R” for Right and “L” for Left.

**Left Pedal:** Insert the **Left Pedal (1)** into the threaded hole in the **Left Crank (12)**. Be straight when inserting the pedal. Hand-tighten the pedal shaft in a **counter-clockwise** ⤿ direction until it is snug. Use the **15mm Combination Wrench** to fully tighten the pedal shaft **counter-clockwise** ⤿.

**Right Pedal:** Insert the **Right Pedal (2)** into the threaded hole in the **Right Crank (49)**. Be straight when inserting the pedal. Hand-tighten the pedal shaft in a **clockwise** ⤻ direction until it is snug. Use the **15mm Combination Wrench** to fully tighten the pedal shaft **clockwise** ⤻.

# ASSEMBLY

## STEP 5

### 5A. Console installation

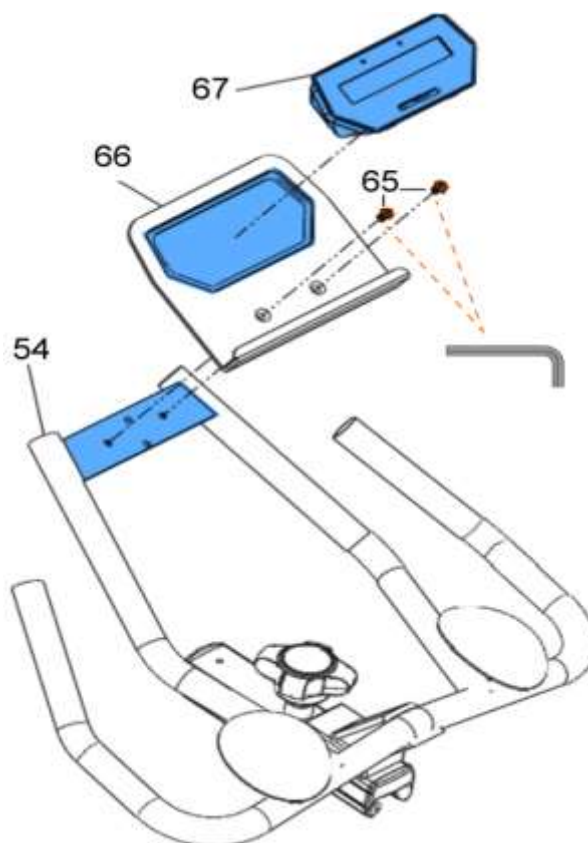
Insert 4 **AA batteries** into the back of the **Console (67)**. Attach the **Console (67)** to the **Console Plate (66)**. Use the **3mm Allen Wrench** to tighten the **Console Plate (66)** to the **Handlebar (54)** with two **Bolts (65)**.

**Note:** The Console should "click" into place.

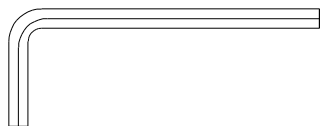
### TOOL



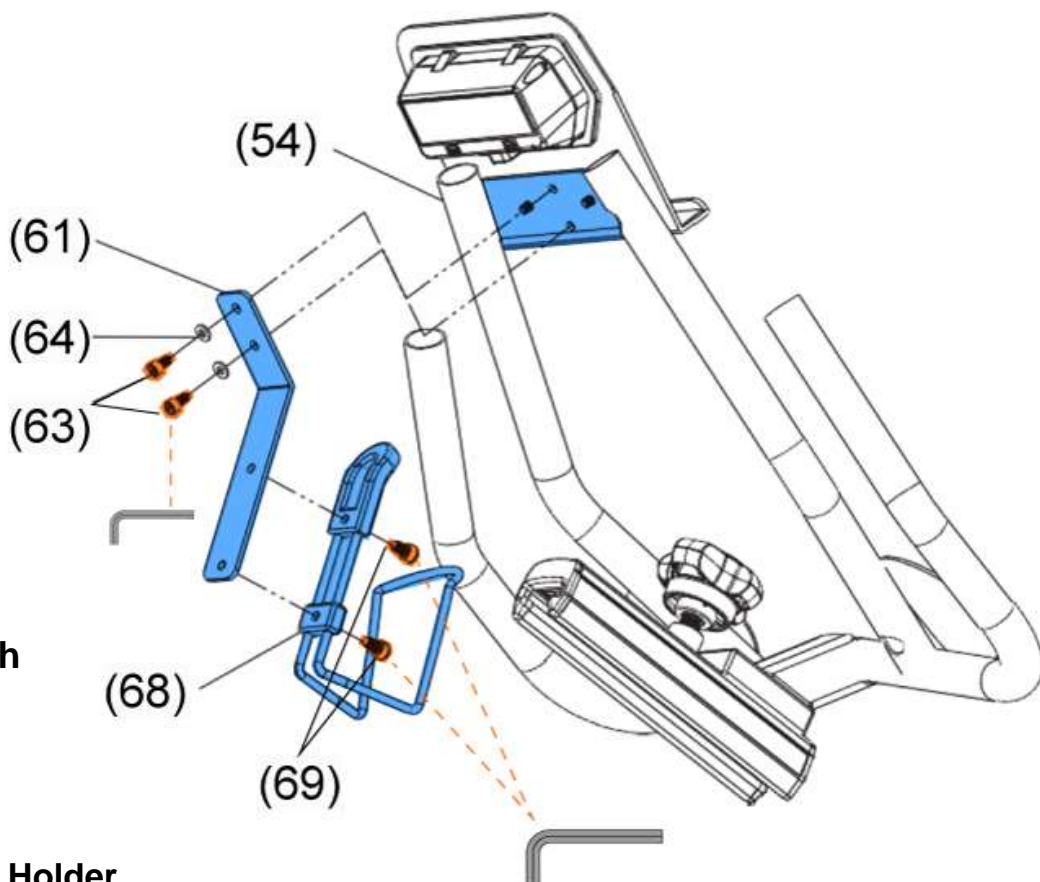
**3mm Allen Wrench**  
**1 PC**



### TOOL



**4mm Allen Wrench**  
**1 PC**



## STEP 6

### 6A. Installing the Bottle Holder

Attach the **Bottle Holder Bracket (61)** with two **Washers (64)** and two **Bolts (63)** to the **Handlebar set (54)**. Attach the **Bottle Holder (68)** to the **Bottle Holder Bracket (61)** with two **Bolts (69)**. Tighten all the bolts using the **4mm Allen Wrench** provided.

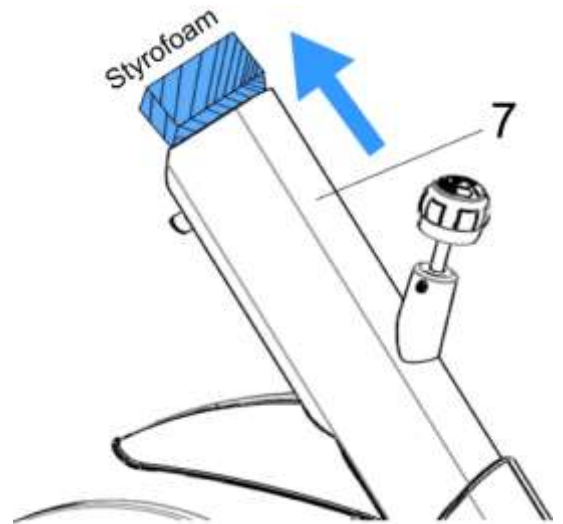
## ASSEMBLY

### STEP 7

#### 7A. Preassembly to installing the Handlebar Adjustment Post

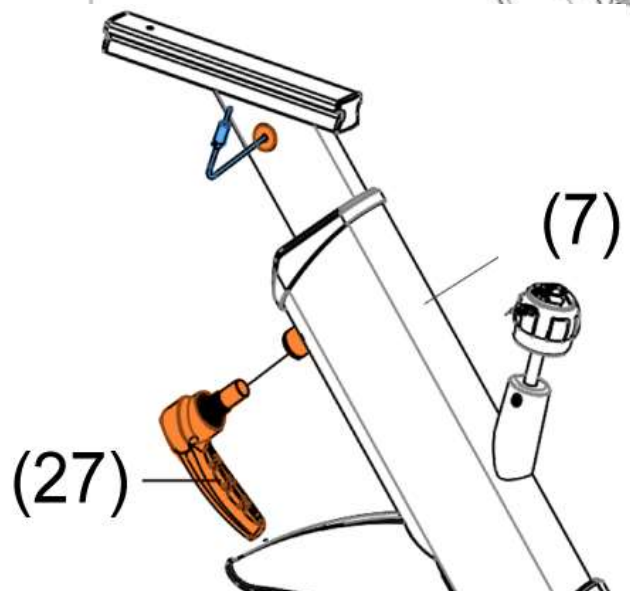
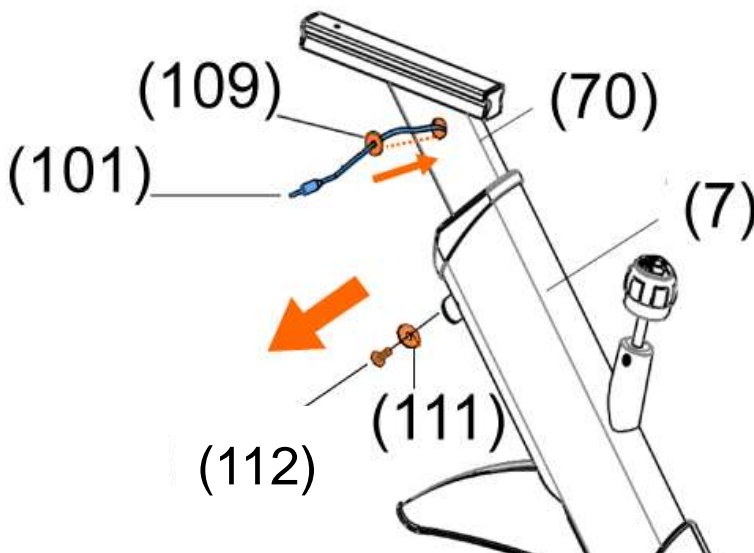
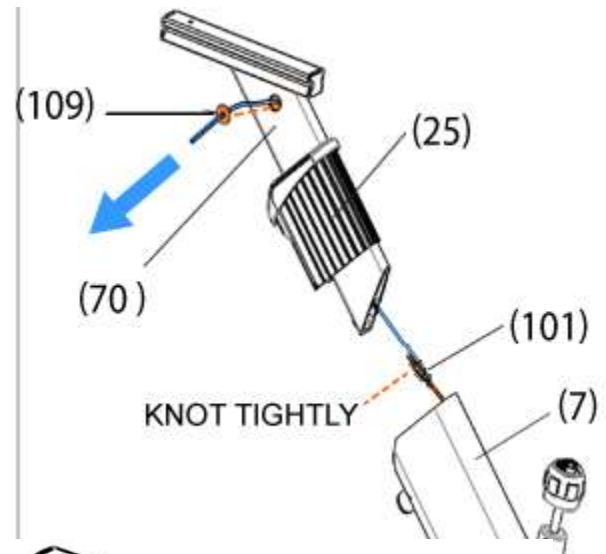
Carefully pull the **Styrofoam Block** out of the front of the **Main Frame (7)**. Underneath the foam will be a twist tie, remove it and tie it to the **Speed Sensor Wire (101)** that is coming out from the **Main Frame (7)**.

**Note:** Do not let the sensor wire recoil back into the frame.



#### 7B. Installing the Handlebar Post

As you're inserting the **Handlebar Post (70)** with the **Post Bushing (25)** into the **Main Frame (7)**, run the twist tie (which should be tied to the **Speed Sensor Wire (101)** at this point) through the side hole on the top of the **Handlebar Post (70)**. Make sure the **Speed Sensor Wire (101)** is pulled fully through and get rid of the twist tie. Push the **Handlebar Post (70)** down until the **Post Bushing (25)** is barely visible.



#### 7C. Installing the Speed Sensor Wire

Insert the **Speed Sensor Wire (101)** through the **Wire Plug (109)** and slide the **Wire Plug (109)** all the way until it is pressed firmly against the hole on the side of the **Handlebar Post (70)**. Then remove the **Washer (111)** and **Screw (112)** from the **Main Frame (7)** and screw the **Knob (27)** into the hole in front of the **Main Frame (7)** by turning it CLOCKWISE ∩.

## ASSEMBLY

## STEP 8

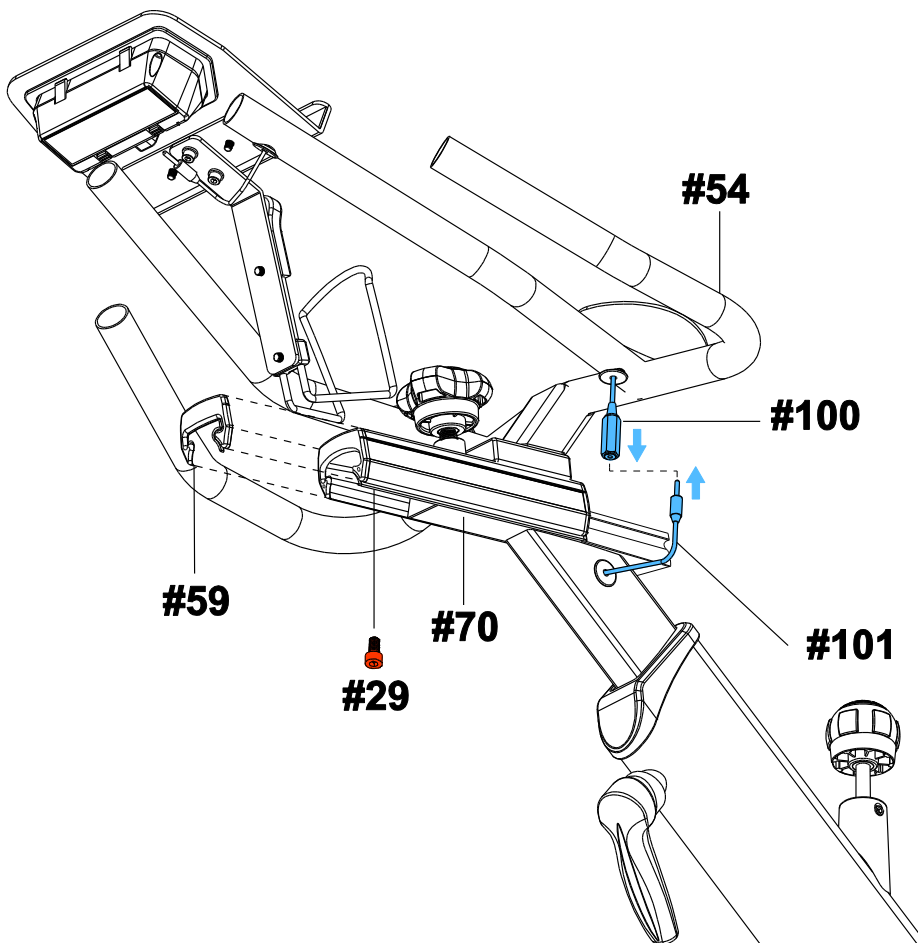
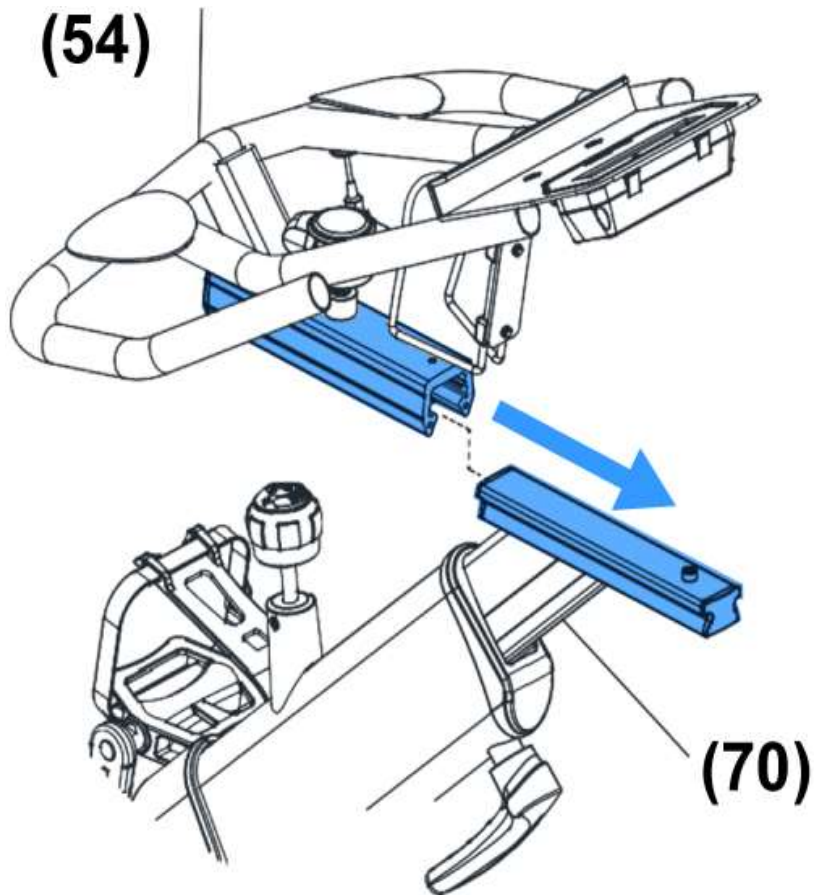
## 8A. Securing the Handlebar Slide

Slide the **Handlebar (54)** onto the **Handlebar Post (70)** in the direction shown to the left.

**Note:** The **Hex Screw (29)** and **Upper Slider End Caps (59)** were packaged with this manual.

Install the **Hex Screw (29)** from underneath the **Handlebar Post (70)** and tighten it using the **5mm Allen Wrench** that's provided. Refer to the illustration below.

Snap on place the two **Upper Slider End Caps (59)** on each end of the slider on the **Handlebar (54)**.

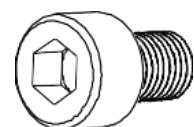


## TOOL

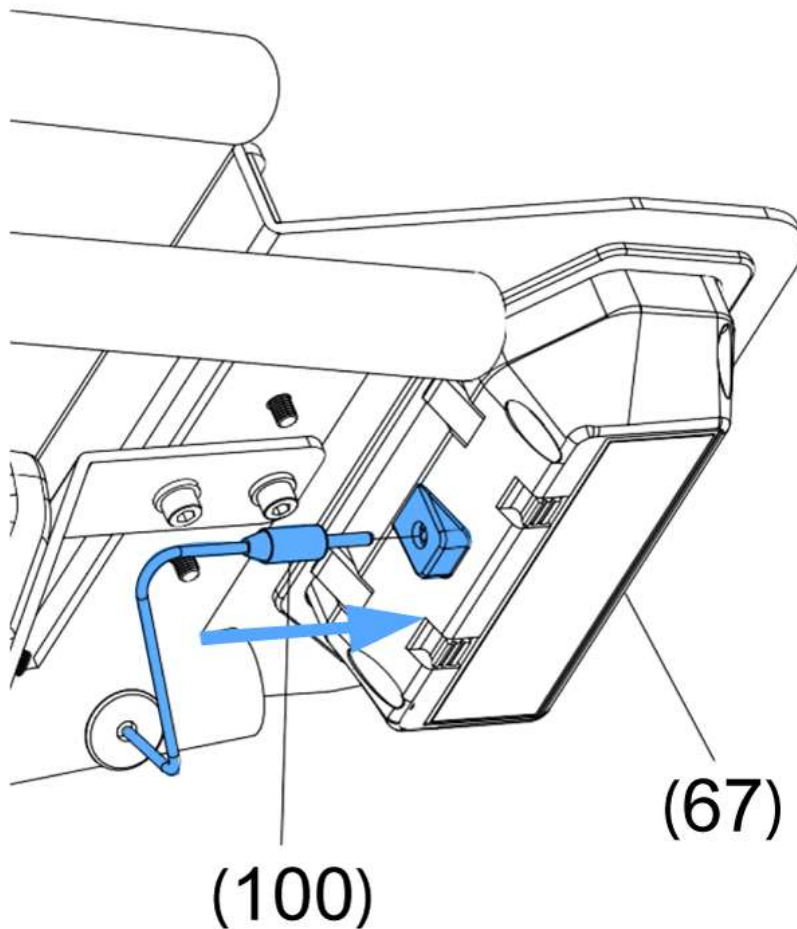


## 5mm Allen Wrench

## HARDWARE PACK



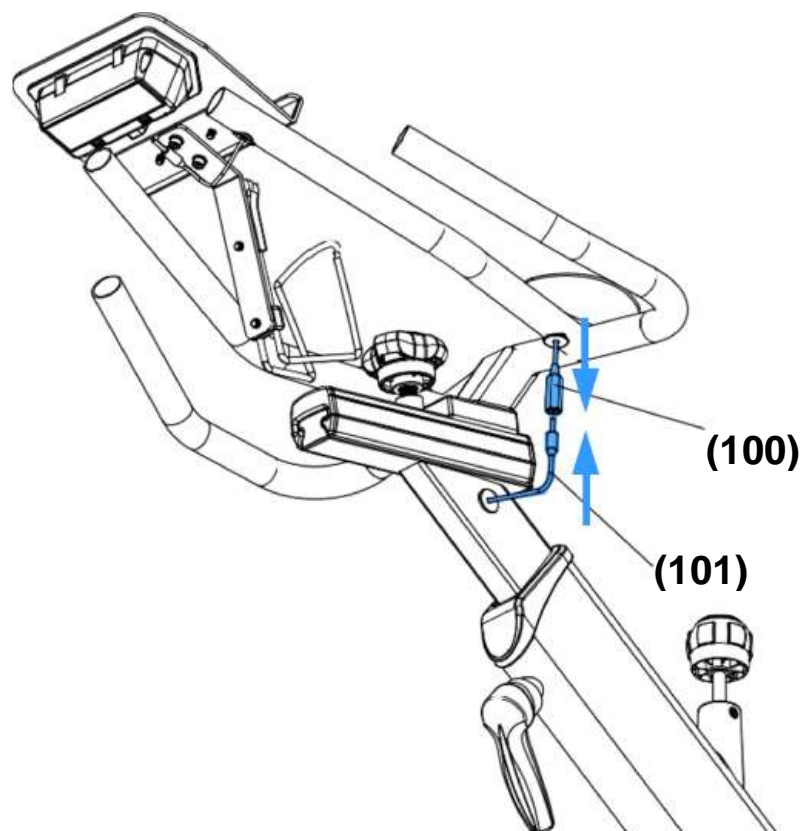
**(29) Hex Screw**



## STEP 9

### 9A. Linking the sensor wire to the console.

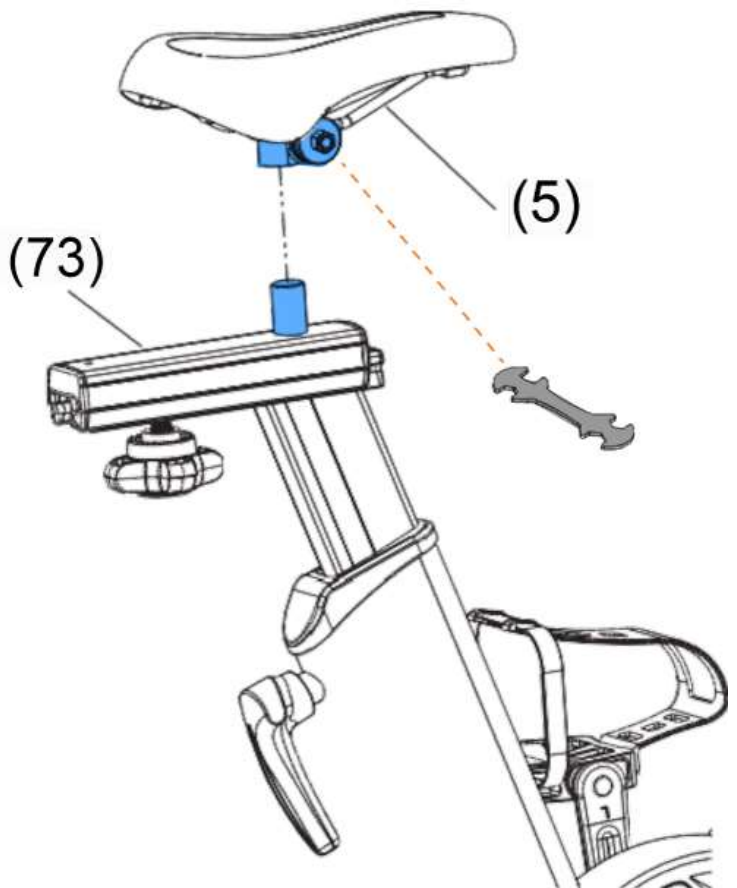
Insert the **Sensor Wire (100)** into the port located underneath the **Console (67)**.  
Connect the **Sensor Wire (100)** to the **Speed Sensor Wire (101)**.



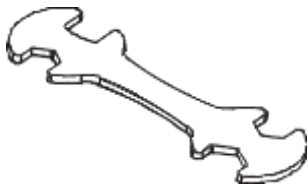
## STEP 10

### 10A. Securing the seat cushion

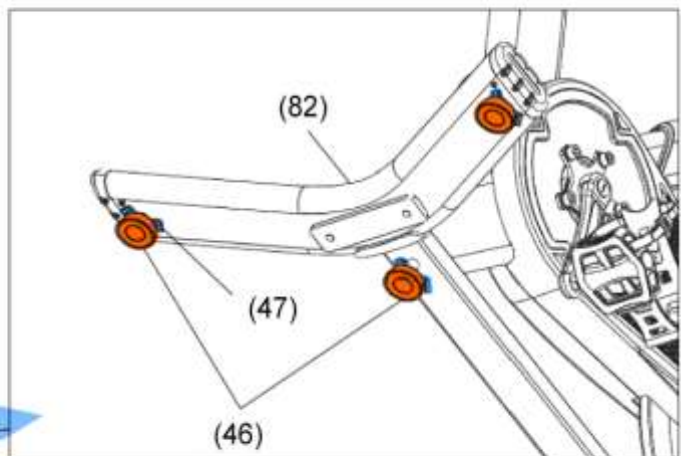
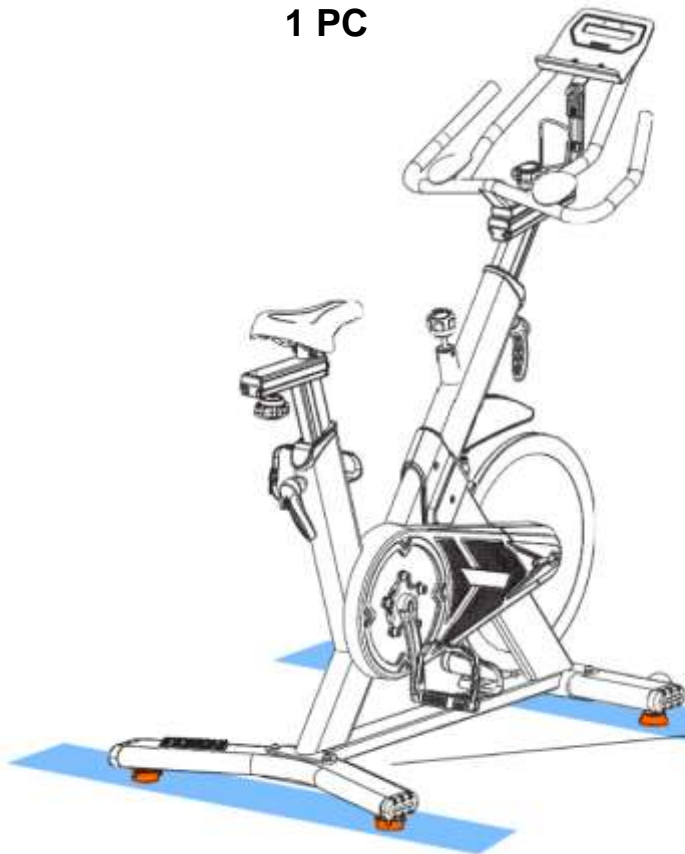
Insert the **Seat Cushion (5)** onto the post on top of the **Seat Slider (73)** and tighten the nuts already on the **Seat Cushion (5)** using the **13, 14, 15, 17mm Wrench Tool** provided to secure the seat in place.



## TOOL



**13, 14, 15, 17mm Wrench Tool**  
**1 PC**



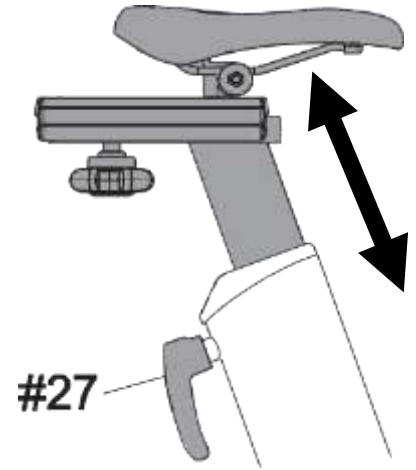
## STEP 11

### 11A. Leveling the bike

The bike should be on a level surface. If it isn't, rotate the **Rubber Pads (46)** underneath the bike to adjust your desired height. Make sure all **Rubber Pads (46)** are rotated evenly so they all touch the floor. Turn the **Rubber Pad Bracket (47)**, located right on top of the **Rubber Pads (46)**, clockwise ⤵ to lock the knobs in position.

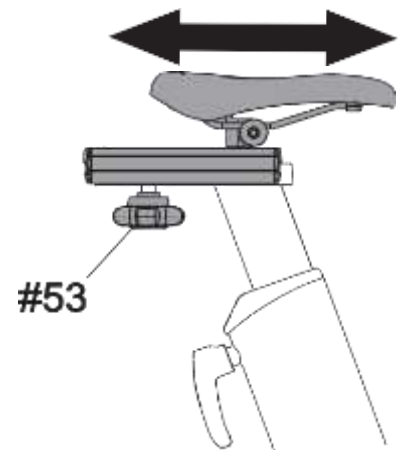
## Seat Height Adjustment

Turn the **Knob (27)** counter-clockwise ⤴ to loosen the post. Adjust the seat up or down to your desired position. Turn the **Knob (27)** clockwise ⤵ to secure the seat again. **Do not raise the seat post over the STOP line.**



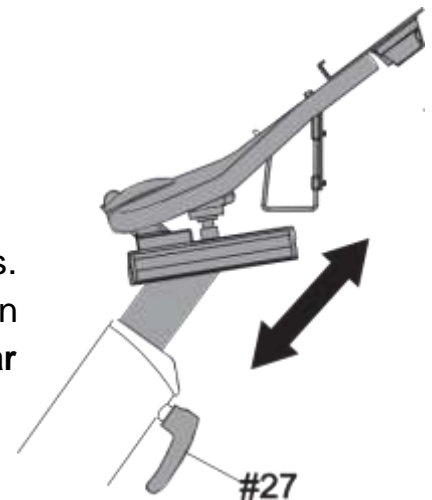
## Seat Slide Adjustment

Turn **Adjustable Knob (53)** counter-clockwise ⤴ to loosen the seat. Slide the seat to your desired reach. Turn the **Adjustable Knob (53)** clockwise ⤵ to lock.



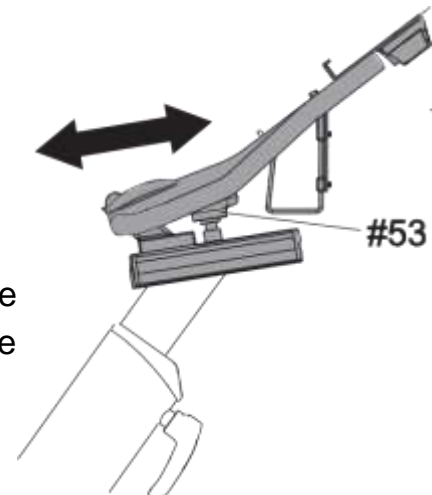
## Handlebar Height Adjustment

Turn the **Knob (27)** counter-clockwise ⤴ to loosen the handles. Slide the handlebar up or down to your desired position. Turn the **Knob (27)** clockwise ⤵ to lock. **Do not raise the handlebar post over the STOP line.**



## Handlebar Slide Adjustment

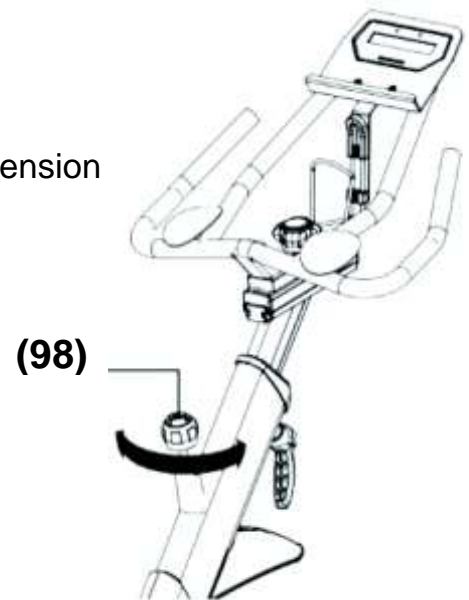
Turn **Adjustable Knob (53)** counter-clockwise ⤴ to loosen the handles. Slide the handlebar to desired reach. Turn the **Adjustable Knob (53)** clockwise ⤵ to lock.



## Tension Adjustment

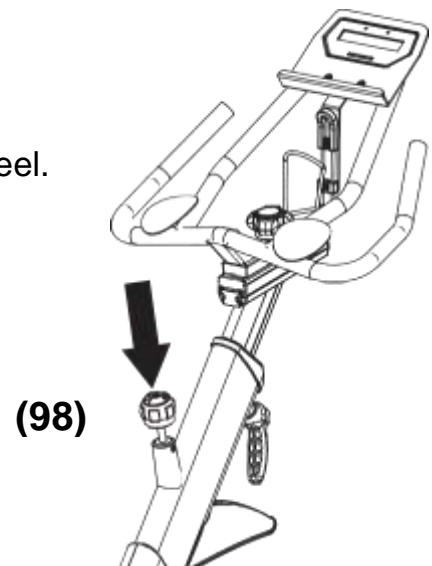
Turn the **Adjustable Knob (98)** clockwise ⤵ to increase tension

Turn **Adjustable Knob (98)** counter-clockwise ⤴ to decrease tension.



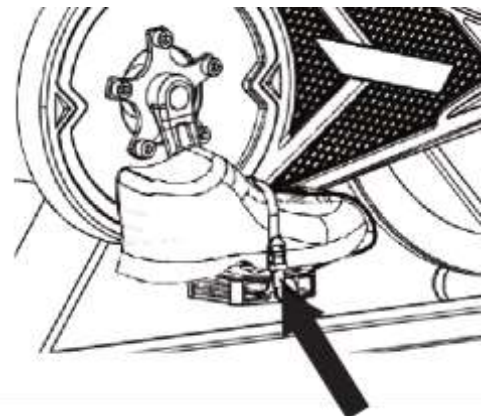
## Emergency Stop

Press down on the **Adjustable Knob (98)** to stop the flywheel.



## Foot Strap

Put your foot as forward as possible into the shoe cage, and then pull the foot strap until it is snug around your shoe to avoid slipping off the pedal. See the illustration to the right.



# CONSOLE FUNCTIONS



## BUTTON FUNCTION

UP	To select training mode and adjust function value up.
DOWN	To select training mode and adjust function value down.
RESET	Total Reset. To reboot the console.
MODE	Confirm setting or selection.

## DISPLAY FUNCTION

TIME	Display range 0:00~99:59.
DISTANCE	Display range 0.00~99.9.
CALORIES	Display range 0~9999.
SPEED	0.0~99.9 m/H.
RPM	0~999

# CONSOLE FUNCTIONS

## OPERATING PROCEDURE

### POWER ON:

Start Training by pedaling.



### MANUAL PROGRAM

Set Target Time, Distance and Calories by pressing the MODE button.



### Note:

1. The console requires four 1.5 Volt AA Alkaline Battery.
2. When user stops pedaling for 4 minutes, the console will enter into sleep mode automatically.
3. If the console acts abnormal you can press the "Reset" button, this will clear your screen.
4. The red low power light will turn on when batteries are low.

## TROUBLESHOOTING

### **The console is not working correctly or is not working at all.**

Be sure to check to that the console cables are all connected securely. Be sure that there is adequate battery life for the console. Refer to our Console Functions page for more information on how to use the console.

### **The bike trainer wobbles or shakes when in use**

Adjust the stabilizers located underneath the bikes for both the front and the rear. The stabilizers needs to all be evenly touching the ground and locked in place. Refer to our Operations & Adjustments pages on leveling the stabilizers.

### **There are squeaking noises occurring during usage**

There may be loose bolts and nuts that were not assembled correctly. Be sure to inspect all the bolts and nuts and tighten them if they are not already. Be sure that there are bolts where the assembly instructed installation of bolts.

### **I do not see readings or there are inconsistent/erratic heart rate readings**

Before wearing, try adding a few drops of water to the sensor strips of the chest belt. Do not add more than a few drops of water. Refer to our Heart Rate Chest Belt page for more information on the guidelines of the belt usage.

## MAINTENANCE

### **Cleaning**

The bike can be cleaned with a soft cloth and mild detergent. Do not use abrasives or solvents on any plastic parts. Wipe your perspiration off the bike trainer after each use. Be careful not to get excessive moisture on the console display panel as that might cause an electrical hazard or the electronics to fail. Please keep the bike, especially the console, out of direct sunlight to prevent screen damage or premature wear. Inspect all assembly bolts and pedals on the machine for proper tightness every week if used frequently.

### **Storage**

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

### **Thread sealant instruction**

If any parts need to be applied with the thread sealant, the parts must be cleaned before application. Wait at least 12 hours for the sealant to cure after application. Use the bike only after the part applied with thread sealant has time to cure.

# 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:

<b><u>COMPONENT</u></b>	<b><u>LENGTH OF WARRANTY</u></b>
<b>Structural Frame</b>	<b>10 years For Home Use Only</b>
<b>Parts</b>	<b>5 years For Home Use Only</b>
<b>Electronic/Wearable Parts</b>	<b>2 years For Home Use Only</b>

(computer display, electronics, upholstery, foam, ball bearings, pulleys, belts, cables, wires, shocks, covers, tension, internal mechanism, wheels, pedals, knobs, accessories and hardware)

### **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, accumulate dirt or stains.
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 emailing our customer service department:

**Service@paradigmhw.com**

Open Monday Thru Friday 8:00 AM - 5:00 PM (PST).

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**

# PARTS REQUEST FORM

## Paradigm Health & Wellness, Inc.

EMAIL THIS FORM WITH YOUR RECEIPT OF PURCHASE TO

**Service@paradigmhw.com** \*

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

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

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

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

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

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

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

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

PLACE OF PURCHASE: \_\_\_\_\_

PART #	DESCRIPTION	QTY

**“YOUR ORDER WILL BE PROCESSED WITHIN 3 BUSINESS DAYS”**

This form can also be faxed to #: 626-810-2166