



# PROGEAR BT 5000 FOLDABLE ELECTRIC TREADMILL WITH GOAL SETTING COMPUTER



**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:**  
**1-844-641-7920**  
**Hours:**  
**8:00 am to 5:00 pm (PST)**  
**Monday thru Friday**

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# 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](mailto: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](http://www.paradigmhw.com)**

**Toll-Free:**

**1-844-641-7920**

**(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

Paradigm Health & Wellness, Inc.					
DC, PM	LISTING	VOLTS	AMP		
CATALOG	[70100-12]	[100]	[12]	FIELD	PM
H.P. RPM	ROTATION	DUTY	TREADMILL		
[1.5]	[5000]	[CW]			

**PROFEAR** FITNESS

For customer assistance,  
Monday - Friday:  
Pour le service à la clientèle  
composer le, lundi à vendredi:  
Para servicios al cliente,  
llame al, lunes a viernes:

**1-844-641-7920**  
8 am - 5 pm PST

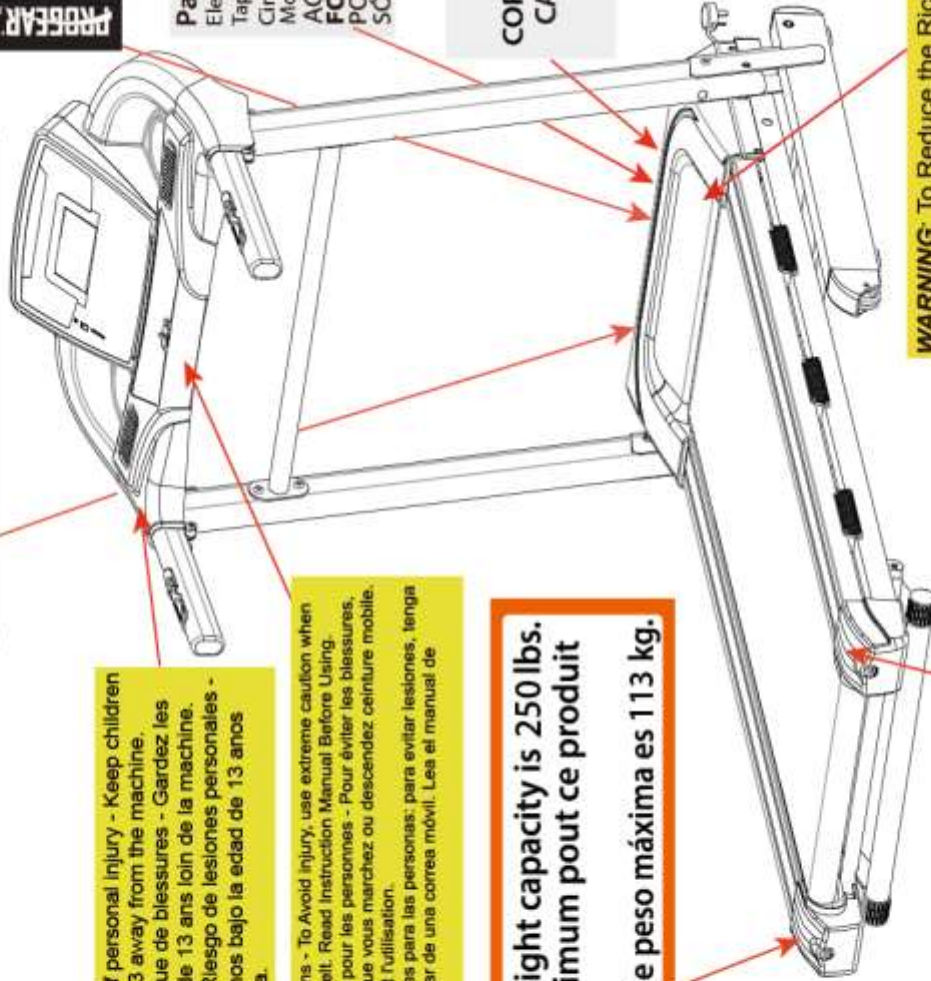
**Paradigm Health & Wellness**  
Electric Treadmill  
Tapis Roulant électrique  
Cintas Para Correr  
Model: 3055 Date: 01/19  
AC 120V, 60 Hz, 8A  
**FOR HOUSEHOLD USE ONLY**  
POUR LA MAISON ATTENTE UTILISATION SEULEMENT  
SOLO PARA USO DOMESTICO

**UL US LISTED**  
(MOTORIZED TREADMILL)  
NO: E238026  
11VU

**POWER**  
CORDON D'ALIMENTATION  
CABLE DE ALIMENTACIÓN

**POWER**  
PUISANCE  
PODER

**OFF ON 12.5A**  
**FUSE**



**WARNING:** Risk of personal injury - Keep children under the age of 13 away from the machine.  
**ATTENTION:** Risque de blessures - Gardez les enfants de moins de 13 ans loin de la machine.  
**ADVERTENCIA:** Riesgo de lesiones personales - Mantenga a los niños bajo la edad de 13 años lejos de la máquina.

**CAUTION:** Risk of injury to persons - To Avoid injury, use extreme caution when stepping onto or off of a moving belt. Read Instruction Manual Before Using.  
**ATTENTION:** Risque de blessure pour les personnes - Pour éviter les blessures, soyez extrêmement prudent lorsque vous marchez ou descendez ceinture mobile. Lire le manuel d'instructions avant l'utilisation.  
**PRECAUCIÓN:** Riesgo de lesiones para las personas: para evitar lesiones, tenga extrema precaución al subir o bajar de una correa móvil. Lea el manual de instrucciones antes de usar.

**Maximum weight capacity is 250 lbs.**  
**Le poids maximum pout ce produit est 113 kgs.**  
**La capacidad de peso máxima es 113 kg.**

**WARNING:** To Reduce the Rick of Electric Shock - Unplug Before Cleaning or Servicing.  
**AVERTISSEMENT:** Pour réduire le risque de choc électrique - Débranchez avant de procéder au nettoyage ou à l'entretien.  
**ADVERTENCIA:** Para reducir el riesgo de descarga eléctrica: Desenchufe antes de limpiar o dar servicio.

**CAUTION:** To Reduce The Risk Of Injury From Moving - Unplug Before Servicing.  
**PRÉCAUTION:** pour réduire le risque de blessure dû au déplacement - Débranchez avant d'effectuer l'entretien.  
**PRECAUCIÓN:** Para reducir el riesgo de lesiones por movimiento: Desenchufe antes de realizar el mantenimiento.

# IMPORTANT SAFETY GUIDELINES

Basic precautions should always be followed, including the following safety instructions when using this treadmill:

## Read ALL GUIDELINES BEFORE USING THIS TREADMILL.

**DANGER:** To reduce the risk of electric shock, read the following:

- Always unplug the treadmill from the electrical outlet immediately after usage. Also unplug the treadmill before cleaning, assembling, or servicing.

**NOTE:** Failure to follow these instructions may lead to personal injury and cause damage to the treadmill.

**WARNING:** To reduce the risk of burns, fire, electric shock or injury to any persons, read the following:

- Never leave the treadmill unattended when plugged in. Always disconnect the treadmill by turning off the master power switch and unplugging the power cord before any assemblage.
- Use this unit only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
- **DO NOT** operate this treadmill if it has a damaged cord or plug, or if it is not working properly. If it has been dropped or damaged, or been exposed to water, Contact Customer Service before continuing use.
- **DO NOT** use the treadmill outdoors.
- **DO NOT** attempt any maintenance or adjustments other than those described in this manual. Should any problems arise, discontinue use and contact customer service.
- Never operate the unit with the air openings blocked. Keep the air openings free of lint, hair, and any other foreign objects.
- **DO NOT** pull the treadmill by its power cord or use the cord as a handle.
- Keep children and pets away from the equipment while in use. This machine is designed for adults only. This appliance is not intended for use by persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Keep children under the age of 13 away from this machine.
- **DO NOT** operate where aerosol (spray) products are being used or where oxygen is being administered.
- **DO NOT** operate where aerosol (spray) products are being used or where oxygen is being administered.
- Keep Dry - **do NOT** operate in a wet or moist condition.
- **DO NOT** operate the treadmill on or near a blanket. Excessive heating can occur and cause fire, electrical shock, or injury to user.

# IMPORTANT SAFETY GUIDELINES

- Keep the electrical cord away from heated surfaces.
- Never insert any object into any opening.
- Keep the treadmill on a solid, level surface with a minimum safety area clearance of 6 square feet around the treadmill. Be sure the area around the treadmill remains clear during use and has adequate clearance.
- This treadmill is for household use only. Use this machine in doors only.
- Only **one** person should be on the treadmill while in use.
- Wear comfortable and suitable clothing when using the treadmill. Do not use the treadmill barefoot, in only socks, or in sandals. Always wear athletic shoes. Never wear loose clothing because it could run the risk of getting caught in the treadmill.
- Always hold on to the handrails while using the treadmill.
- Always make sure the storage latch is in place when folding and moving the treadmill.
- **DO NOT** leave children who are under 13 year-old unsupervised near or on the treadmill.
- To disconnect the machine, turn all controls to the off position, then remove the plug from outlet.
- This unit is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the unit by a person responsible for their safety. Children should be supervised, if near the machine, to stay away from the machine at all times.
- Always clip the Safety Tether Key to your clothes before starting a workout. Pull up the Safety Tether Key for the emergency stop. Reinstall the Safety Tether Key onto the Console to reactivate the treadmill. Press the START/STOP button to begin exercise again.
- **CAUTION:** Risk of Injury to Persons –To Avoid Injury, use extreme caution when stepping onto or off of a moving belt. Read all instructions & guidelines before using the treadmill.
- **WARNING:** **CANCER AND REPRODUCTIVE HARM--**[WWW.P65WARNINGS.CA.GOV](http://WWW.P65WARNINGS.CA.GOV).

## **WARNING:** DO NOT EXCEED SUGGESTED MAXIMUM USER WEIGHT CAPACITY

The Maximum Weight Capacity is 250 lbs. / 113 kg.

## **WARNING:** Connect the treadmill to a properly grounded outlet only.

See grounding instructions.

**Note:** It is the obligation of the owner to review and explain these safety precautions to all users of this treadmill.



## GROUNDING INSTRUCTIONS

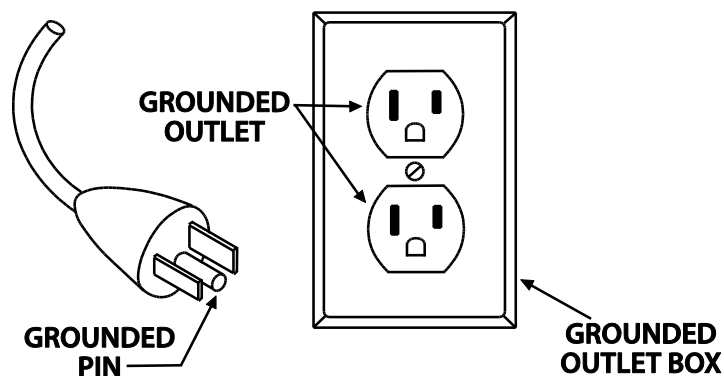
- This product must be grounded. If it should malfunction or break down, grounding provides a path of least resistance for electric current reducing the risk of electric shock.

**\* This treadmill is equipped with a cord having equipment grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.**

**DANGER:** Improper connection of the treadmill grounding conductor can result in the risk of electric shock. Check with a qualified electrician, if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the treadmill. If it will not fit your outlet, have a properly grounded outlet installed by a qualified electrician.

**This product is for use on a nominal 120 volt circuit and has a grounding plug that looks like the plug illustrated in sketch A in Figure 1.**

**Make sure that the product is connected to an outlet having the same configuration as the plug. No adapter or extension cord should be used with this product.**



- This unit must be plugged into a nominal 120 volt outlet which has been grounded.
- Keep hands clear of all moving parts. Never place hands or feet under the Treadmill while in use.
- Do not use the treadmill on a carpet that is greater than 1/2 inch in height.
- Before using the treadmill, check that the belt is aligned and centered on the walking deck and all visible fasteners on the treadmill are sufficiently tightened and secure.



## IMPORTANT SAFETY GUIDELINES

**WARNING:** Before beginning any exercise program consult your physician. This is especially important for the persons who are over 35 years old or who have pre-existing health problems. Read all instructions before using any fitness equipment. We assume no responsibility for personal injury or property damage sustained by or through the use of this product. Do not operate this exercise equipment without properly fitted guards, as the moving parts can present risk of serious injury to young children.

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

## SAVE THESE INSTRUCTIONS



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

## 8



# PARTS LIST

Part #	Description	Qty
1	Front Frame	1
2	Bed Frame	1
3	Air Piston	1
4	Console	1
5	Left Front Post	1
6	Right Front Post	1
7	Hex Bolt M10x85	2
8	Anti-Loosen Nut M10	4
9	Motor	1
10	Hex Bolt M12x60	2
11	Spring Washer M12	2
12	Hex Bolt M8x20	6
13	Air Piston	1
14	Nylon Nut M8	2
15	Hex Bolt M8x50	1
16	Hex Bolt M8x30	1
17	Front Frame End Cap	2
18	Foot Pad	4
19	Left Transport Wheel	1
20	Right Transport Wheel	1
21	Bed Frame End Cap	2
22	Power Cord	1
23	Wire Plug	1
24	Power Switch	1
25	Fuse Box	1
26	Motor Cover	1
27	Screw M5x10	19
28	Power Control Plate	1
29	Phillips Screw M4x12	6
30	Power Control Board	1
31	Self-Tapping Phillips Screw Ø3X12	4
32	Hex Screw M8x20	4
33	Spring Washer M8	4
34	Flange Nut M8	4

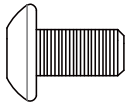
Part #	Description	Qty
35	Belt 192/J5	1
36	Front Roller Ø90xØ42xØ15x5	1
37	Hex Bolt M8x25	1
38	Hex Bolt M8x55	3
39	Rear Roller	1
40	Running Deck	1
41	Rubber Pad	6
42	Cushion	8
43	Socket Phillips Screw M5x35	8
44	Walking Belt	1
45	Side Rail	2
46	Left Rear End Cap	1
47	Right Rear End Cap	1
48	Phillips Screw ST4x12	6
49	Safety Tether Key	1
50	Switch Wire	1
51	Power Control Board Wire	1
52	Hex Bolt M8x55	2
53	Flat Washer M8	2
54	Handlebar	1
55	Handlebar Cover	1
56	Left Hand Pulse	2
57	Handlebar Oval End Cap	2
58	Handlebar Square End Cap	2
59	Right Hand Pulse	1
60	Sensor Wire	1
61	Phillips Screw ST4x25	4
62	EVA Cushion	12
63	Phillips Screw M10x45	2
64	Bushing Ø14*Ø10.2*19	2
65	Incline Adjustor End Cap	2
66	PVC Cushion	2
67	Flat Washer M5	3
68	Spring Washer M5	3

## PARTS LIST

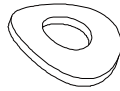
Part #	Description	Qty
69	Curved Washer M6	6
70	Spring Washer M6	6
71	Flat Washer M10	2
72	Nylon Nut M4	6

Part #	Description	Qty
73	Flat Washer M6	7
74	Screw M6x16	8
75	Pad $\phi 22 \times T10$	4
76	Transformer	1

## HARDWARE & TOOLS PACK



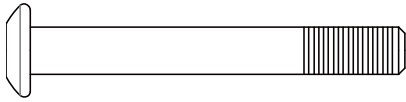
(12) Hex Bolt  
6PCS



(69) Curved Washer  
6PCS



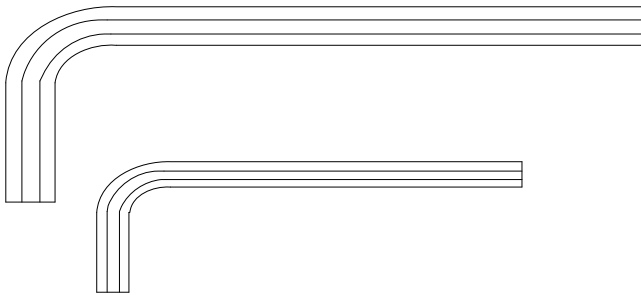
(70) Spring Washer  
6PCS



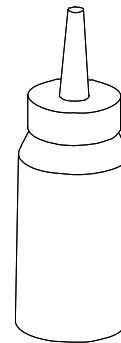
(52) Hex Bolt  
2PCS



(53) Flat Washer  
2PCS



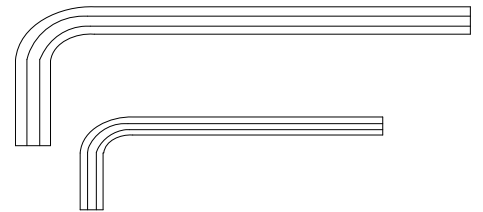
6mm Allen Wrench 1 PC  
5mm Allen Wrench 1 PC



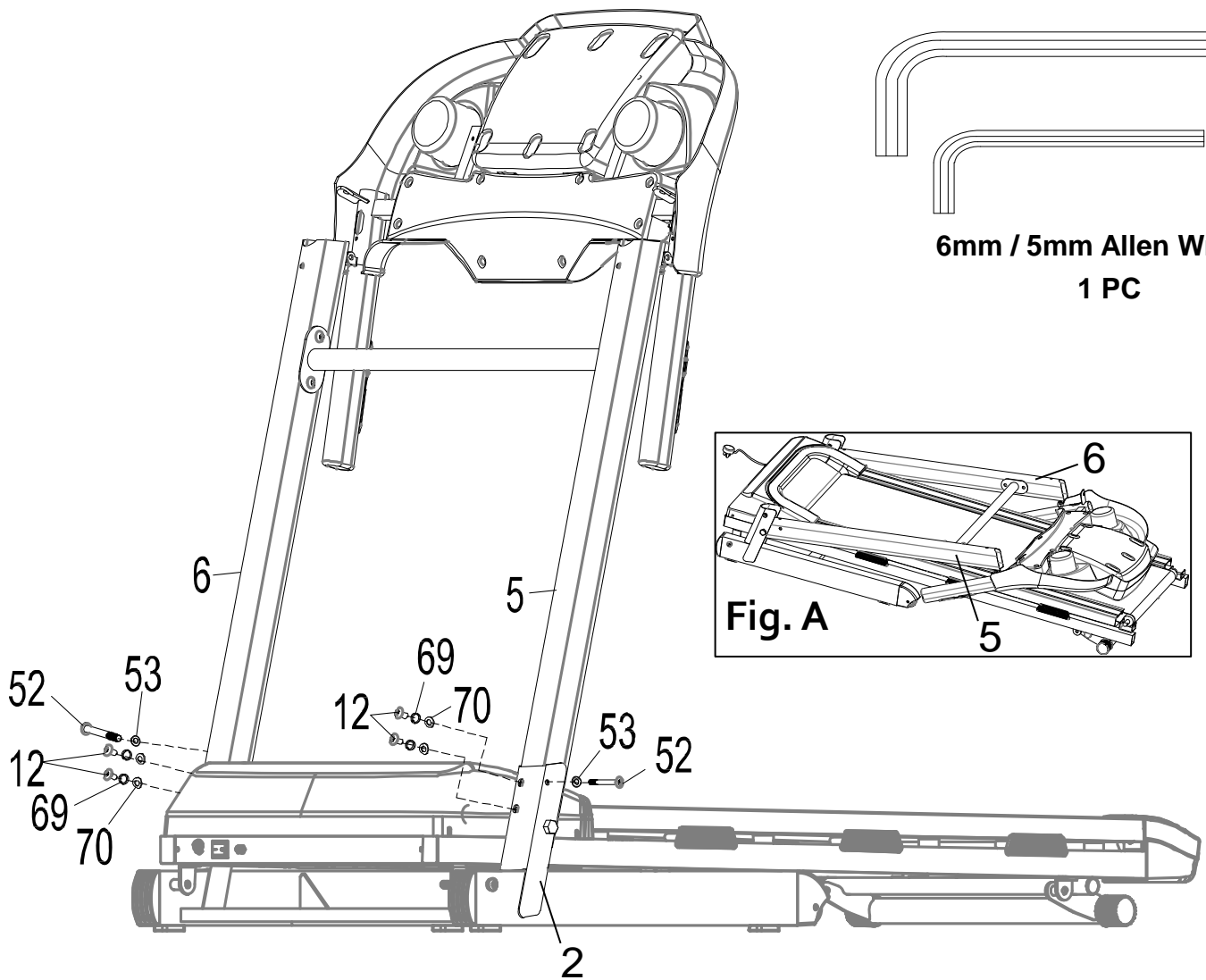
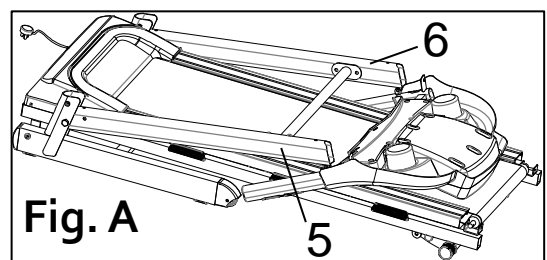
Silicone Oil  
1 Bottle

# ASSEMBLY

## Tool:



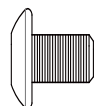
6mm / 5mm Allen Wrench  
1 PC



## Step 1

**1a. Lifting and Installing the Front Post:** Lift up the **Right and Left Front Post (6) & (5)** from the folded position as shown in **Fig. A**. Align the bolt holes on the **Right and Left Front Post (6)/(5)** and the **Bed Frame (2)**. Insert two **Hex Bolts (52)** and two **Flat Washers (53)** and tighten with **6mm Allen Wrench provided**. Insert the four **Hex Bolts (12)**, four **Curved Washers (69)** and four **Spring Washers (70)**. Tighten the hardware with the **5 mm Allen Wrenches** provided.

## Hardware:



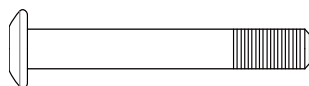
(12) Hex Bolt  
4PCS



(69) Curved Washer  
4PCS



(70) Spring Washer  
4PCS

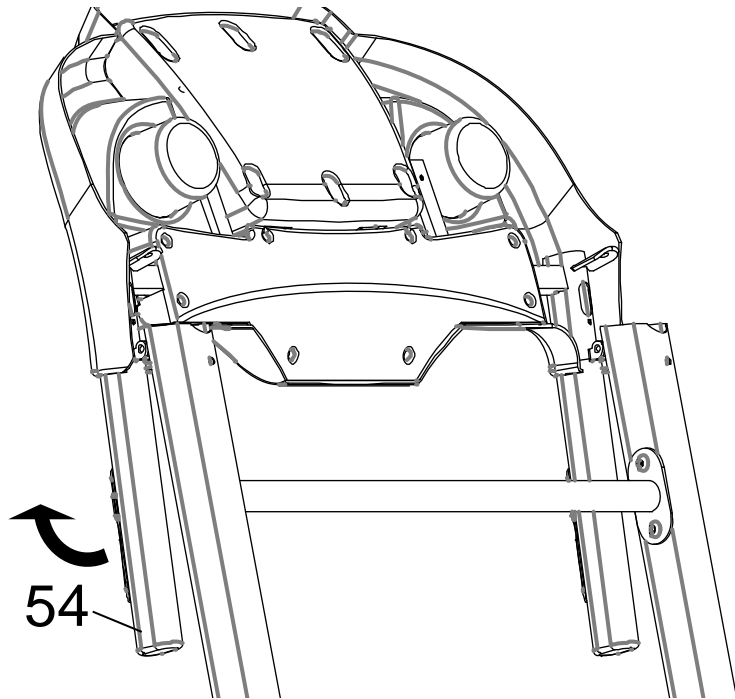


(52) Hex Bolt  
2PCS

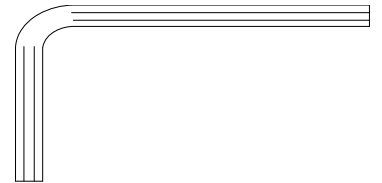


(53) Flat Washer  
2PCS

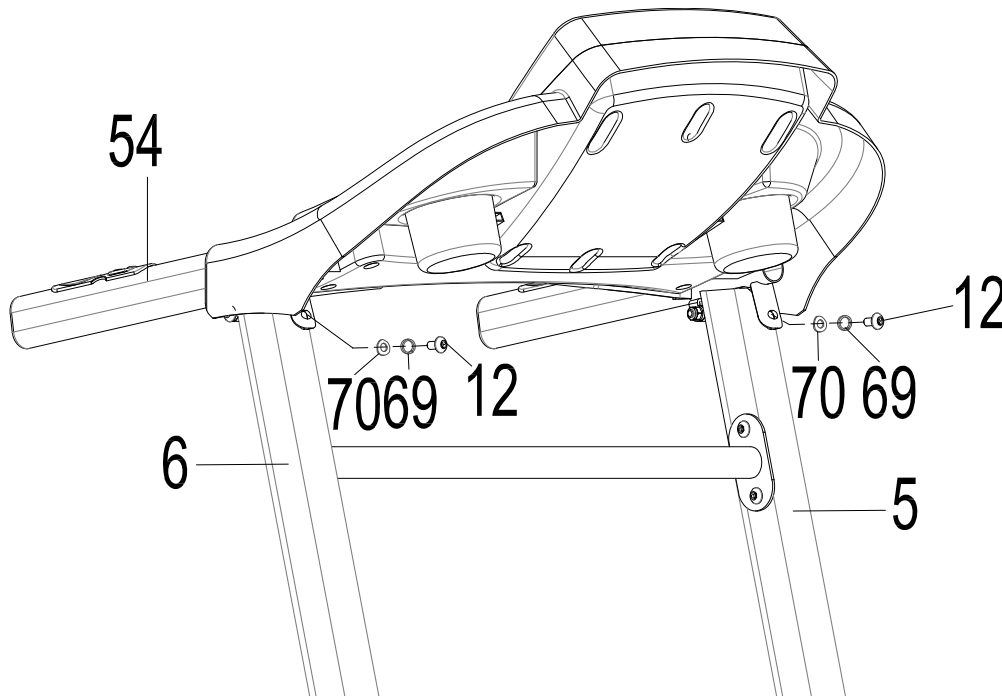
# ASSEMBLY



Tool:



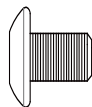
5mm Allen Wrench  
1 PC



## Step 2

**2a. Installing the Handlebar:** Rotate the **Handlebar (54)** to align the bolt holes at the rear with the **Right and Left Front Post (6) & (5)** bolt holes. Insert two **Hex Bolts (12)**, two **Curved Washers (69)** and two **Spring Washers (70)**. Tighten the hardware with the **5mm Allen Wrench** provided.

Hardware:



(12) Hex Bolt  
2PCS



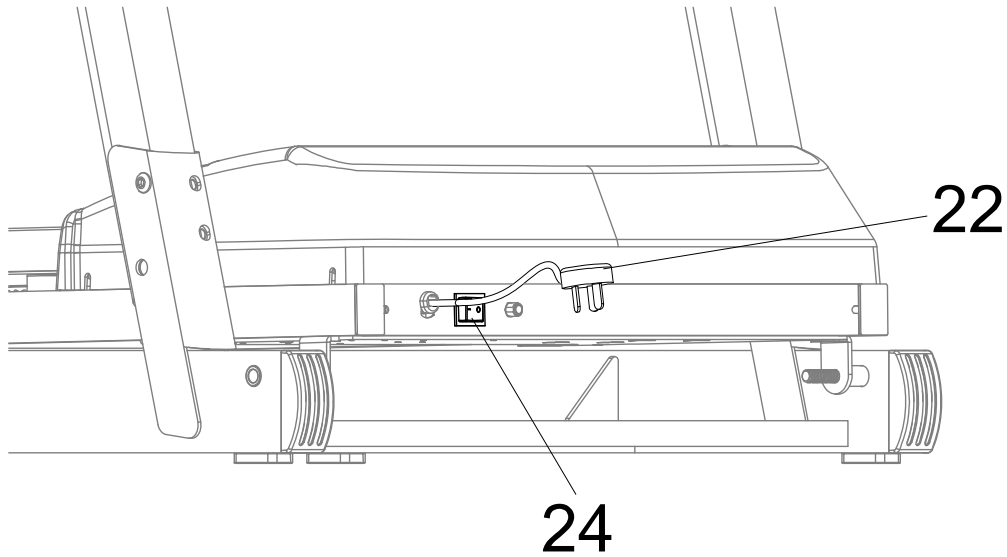
(69) Curved Washer  
2PCS



(70) Spring Washer  
2PCS



## ASSEMBLY



### Step 3

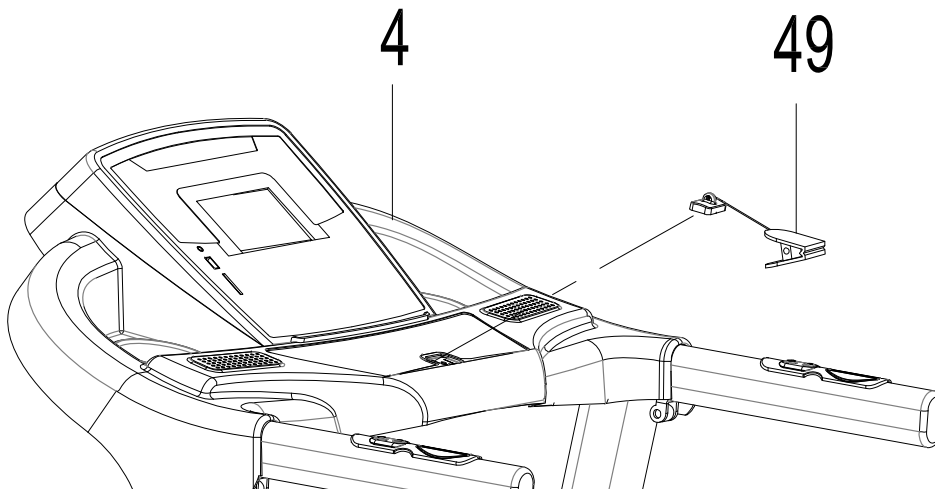
**3a. Turning on the treadmill:** Plug the **Power Cord (22)** into a wall outlet and then put the **Power Switch (24)** into the ON position.

**Warning:** Do not use a power adaptor with the power cord.

**Warning:** Do not use an extension cord with the power cord.

**Warning:** The wall outlet must be grounded for the treadmill to function correctly.

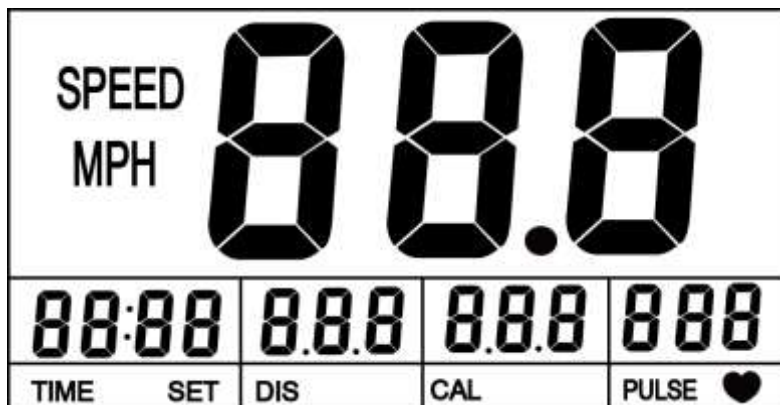
**Warning:** ALWAYS turn the power switch to the OFF position before unplugging or plugging in the power cord into an outlet.



### Step 4

**4a. Attaching the Safety Tether Key:** Place the Safety Tether Key (49) onto the console as shown in the image above.

**Warning:** Always clip the Safety Tether Key to your clothes before starting a workout.



## Console Functions:

- The display shows: SPEED, TIME, DISTANCE, CALORIES, and PULSE.
- Speed Range: 0.4-8.0 MPH
- 12 preset Programs.
- Audio Play back by Aux Cable, USB, or SD Card.

## BUTTON FUNTIONS

START	<ol style="list-style-type: none"> <li>1. Press at the main screen to begin a QUICK START a workout.</li> <li>2. Press after setting up a program</li> <li>3. The Console will beep and count down from 5 before the belt starts moving.</li> </ol>
STOP	<ol style="list-style-type: none"> <li>1. Ends the workout.</li> <li>2. Acts as a back button during a workout set up.</li> </ol>
2 through 8	<ol style="list-style-type: none"> <li>1. Are quick speed keys for quickly changing the treadmill speed.</li> </ol>
PROG	<ol style="list-style-type: none"> <li>1. Scroll through the 12 available workout programs.</li> <li>2. A work out time goal can be set before starting the program workout.</li> <li>3. The default time goal is 30 minutes.</li> <li>4. Use the PLUS and MINUS buttons to change the goal value before pressing START.</li> <li>5. See the program profiles printed next to the console display.</li> </ol>
MODE	<ol style="list-style-type: none"> <li>1. Press MODE before starting a QUICK START workout to set a workout goal.</li> <li>2. There are 3 workout goal options TIME, DISTANCE, and CALORIE.</li> <li>3. The number above TIME, DISTANCE, or CALORIE will flash to show which option is being set.</li> <li>4. Use the PLUS and MINUS buttons to change the goal value before pressing START.</li> </ol>
PLUS ( + )	<ol style="list-style-type: none"> <li>1. Press to increase the speed or workout goal setting.</li> </ol>
MINUS ( - )	<ol style="list-style-type: none"> <li>1. Press to increase the speed or workout goal setting.</li> </ol>

## Starting the belt

1. Clip the Safety Tether Key to your clothes before starting a workout.
2. Step onto the treadmill before the belt starts to move. Never step onto the treadmill if the belt is moving.
3. Press the start button.
4. The display will beep and count down from 5 before the belt starts to move.

## Setting TIME GOAL before a QUICK START workout:

1. Press the MODE button once.
2. Select desired time with the “+” or “-” buttons. The time range is 5:00--99:00 mins.
3. Press the START button, the display counts down and beeps. The belt starts at the lowest speed (0.4 MPH).
4. Select desired speed.
5. The TIME display counts down from the set TIME GOAL value.

## Setting TIME GOAL before a QUICK START workout:

1. Press the MODE button twice
2. Select desired distance with the “+” or “-”. The distance range is 0.5 ~ 99.5 miles.
3. Press the START button, the display counts down and beeps. The belt starts at the lowest speed (0.4 MPH).
4. Select desired speed.
5. The TIME display counts down from the set TIME GOAL value.

## Setting CALORIE GOAL before a QUICK START workout:

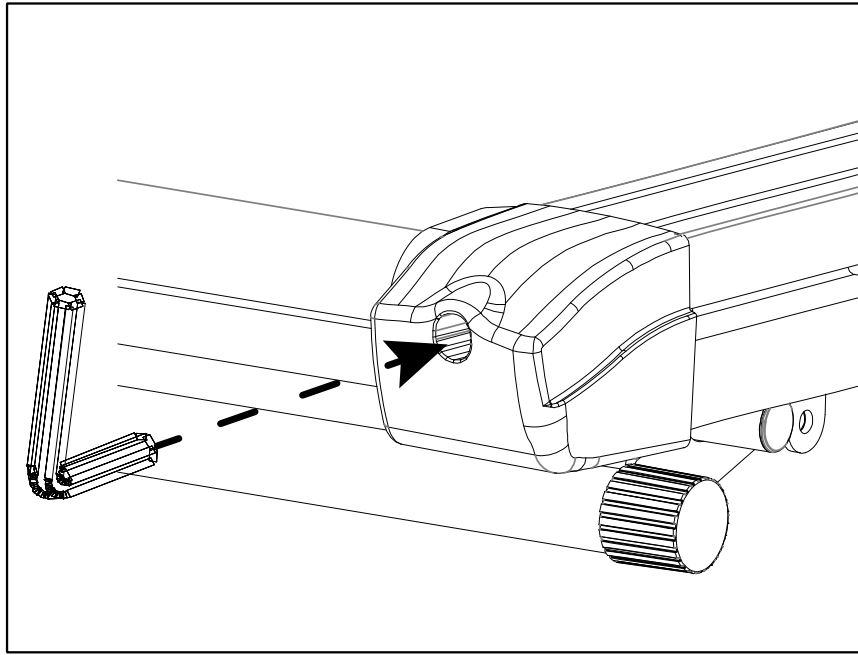
1. Press the MODE button thrice
2. Select desired calories with the “+” or “-”. The calorie range is 10 ~ 995 calories.
3. Press the START button, the display counts down and beeps. The belt starts at the lowest speed (0.4 MPH).
4. Select desired speed.
5. The TIME display counts down from the set CALORIE GOAL value.

## Audio Playback

1. Use the included AUX cable to play back audio from your preferred device that has a 3.5 mm audio jack.
2. Audio can also be played back from a USB or SD card that is plugged into one of the slots on the consoles face.

## ADJUSTMENTS

3. Use the buttons under the display to control the audio playback.

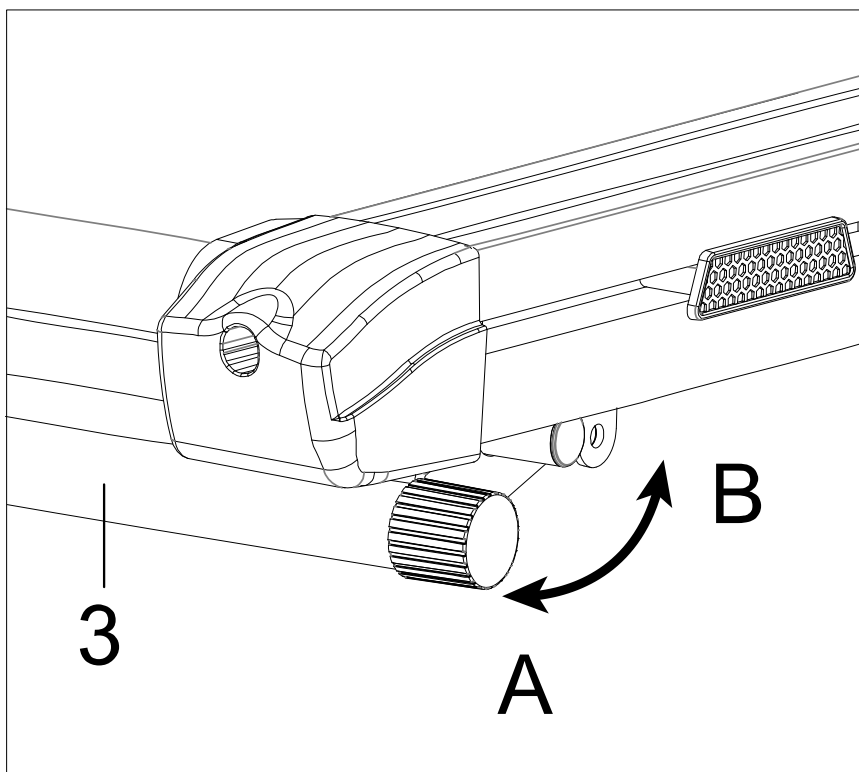


### Belt Adjustment:

The belt may come loose during transportation and/or stretch after prolonged use. To correct belt issues reference the following situations for the appropriate actions:

1. **Belt is shifting to the LEFT:** turn on the main power switch of treadmill and let the belt run at a speed of 1-1.5 MPH. Using the **6mm Allen Wrench** provided, turn the left rear roller adjustment bolt 1/4 turn in the clockwise direction. You should see the belt start to correct itself by moving back toward the center. Repeat the above procedure until the belt is properly centered.
2. **Belt is shifting to the RIGHT:** turn on the main power switch of treadmill and let the belt run at a speed of 1-1.5 MPH. Using the **6mm Allen Wrench** provided, turn the right rear roller adjustment bolt 1/4 turn in the clockwise direction. You should see the belt start to correct itself by moving back toward the center. Repeat the above procedure until the belt is properly centered.
3. **Belt is jerking or stopping when stepping on it:** Turn off the treadmill. Using the **6mm Allen Wrench** provided, turn both left and right rear roller adjustment bolts 1/4 turn in the clockwise direction. The turns of the adjustment bolt should be the same for the left and right side during this process. Turn on the main power switch of treadmill and let the belt run at a speed of 1-1.5 MPH. While holding on to the handlebars walk on to the treadmill to determine if the belt is still slipping. Repeat the above procedure until the belt no longer slips.

## ADJUSTMENTS



### **Incline Adjustment:**

Raise the rear end of main frame then rotate the **Incline Adjuster (3)** to position A or B.

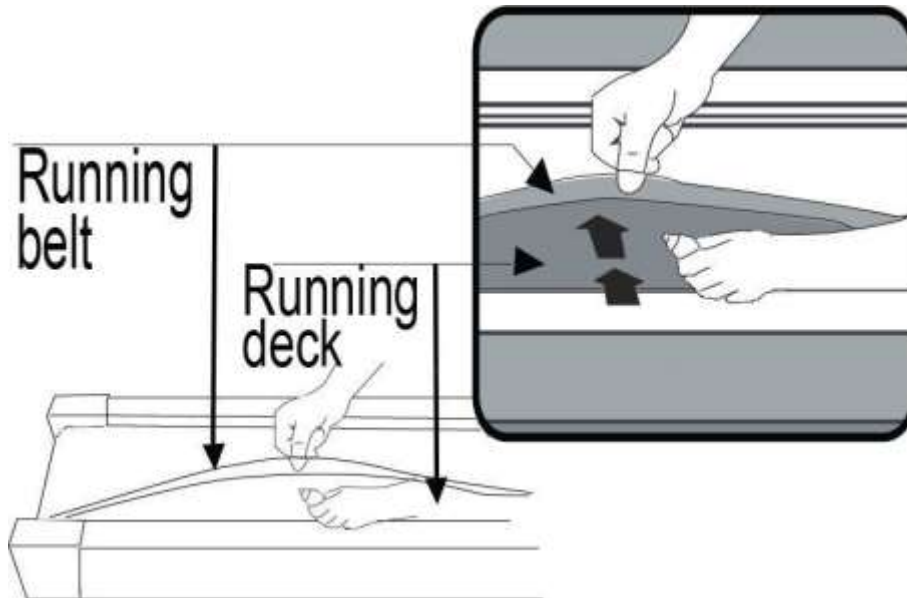
- **Position A** gives the treadmill deck a 3% Incline.
- **Position B** gives the treadmill deck a 6% Incline.

# MAINTENANCE

**WARNING:** You will need to lubricate your treadmill before the first use.

## RUNNING BELTS & TREADMILL LUBRICANT:

Lubricating the running board and running belt is essential as the friction between the two affects the life span and function of the treadmill, therefore it is suggested that the running board and belt be inspected regularly.



## SILICONE OIL:

The treadmill has been coated with Silicone Oil during construction. **Silicone oil is a non-volatile oil.**

To maintain the belt, "Silicone Oil" may be re-applied once the resistance has been increased and the belt starts rubbing against the walking deck. To re-apply the Silicone Oil to the treadmill, lift up the belt, one side at a time, and apply the oil directly to the center of the walking deck. Allow the silicone oil to 'set' for one minute before using the treadmill.

**Attention:** Only use "Silicone Oil" lubricants for this equipment. **In addition, do not add any other type of oil; otherwise the treadmill will be damaged. Do not over-lubricate the walking board. Excess lubricant should be wiped off with a clean towel.**

**WARNING:** To prevent electrical shock, turn off and unplug the treadmill before cleaning or performing routine maintenance.

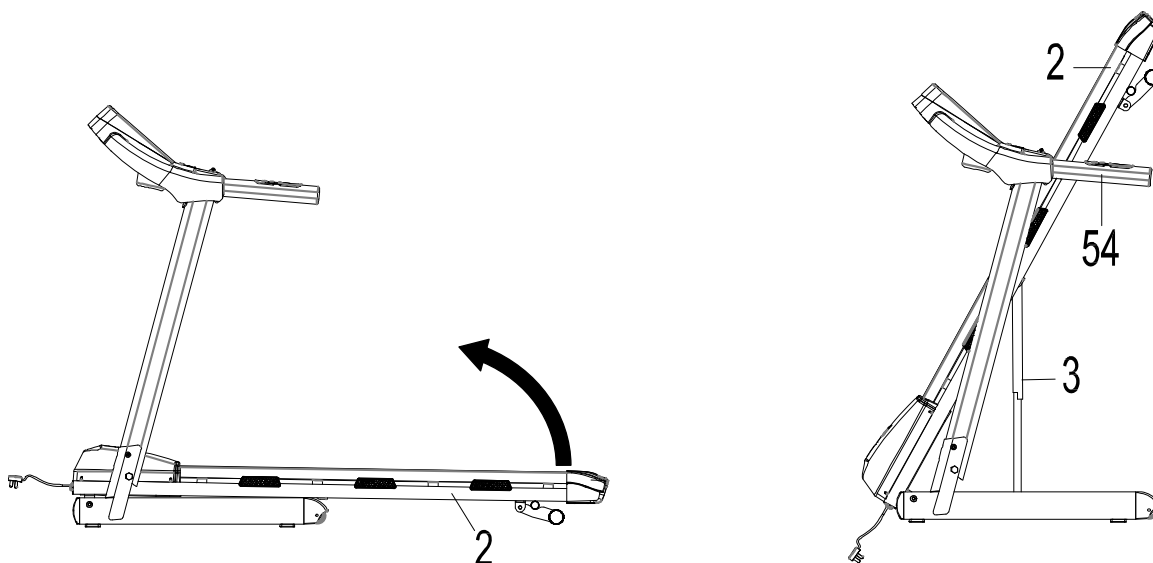
## CLEANING

The treadmill should be cleaned with a soft cloth and mild detergent. Do not use abrasives or solvents. Be careful not get excessive moisture on the display panel as this will cause an electrical hazard or the electronics to fail. Keep the treadmill, especially, the console, out of direct sunlight to prevent screen damage and paint discoloration.

# FOLDING THE TREADMILL

## STORAGE

Store the treadmill in a clean and dry environment. Ensure the master power switch is in the off position and the power cord is unplugged from the electrical wall outlet.

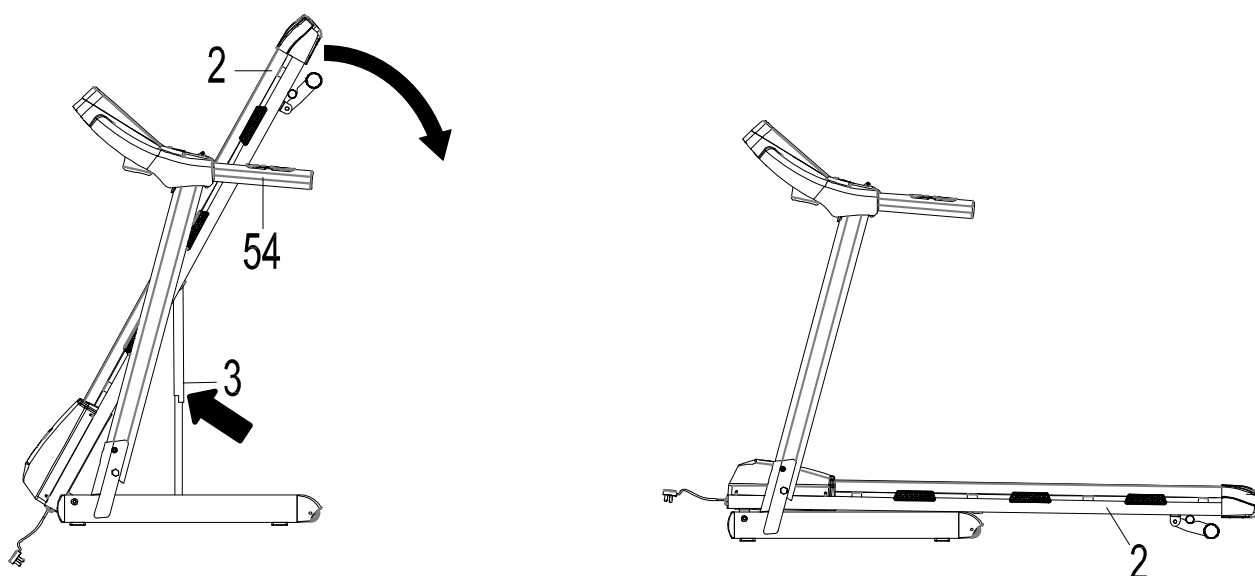


### Storing the treadmill:

After using the treadmill, turn OFF the main power switch located at the front near the power cord. Lift the **Main Frame (2)** until the ORANGE lock on the Air Piston (3) holds the **Main Frame (2)** in the upright position. There should be a “CLICK” when the ORANGE lock is engaged.

**WARNING: A folded treadmill should NOT be turned on and operated.**

**WARNING: Allow the running belt surface to come to a complete stop before folding.**

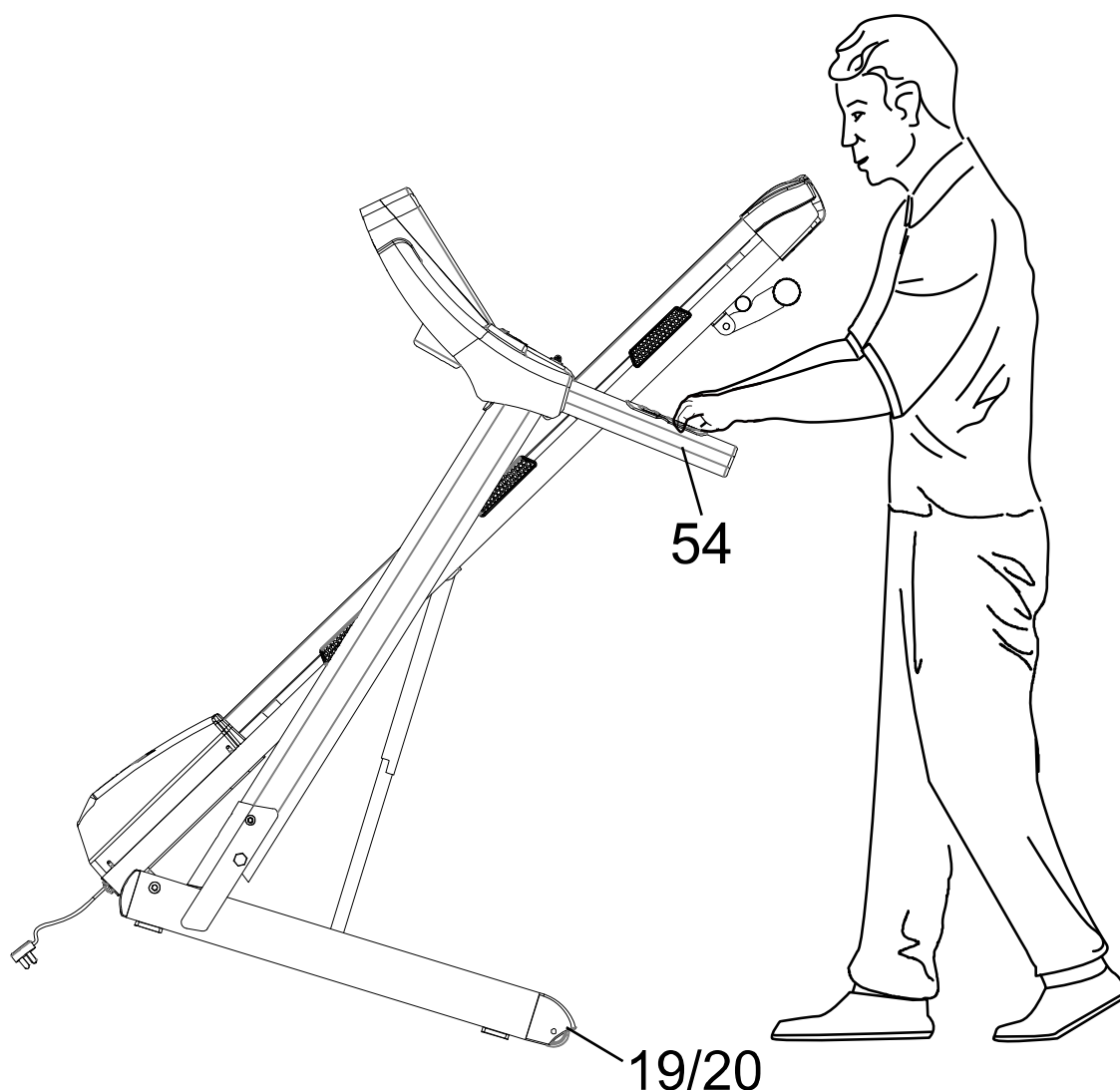


### Setting up the treadmill:

Hold **Main Frame (2)** and then gently tap the ORANGE lock on the **Air Piston (3)** with your foot. Hold the **Main Frame (2)** while slowly guiding the **Main Frame (2)** down to the ground. Turn ON the main power switch located at the front near the power cord.

**WARNING: The Air Piston (3) should slow the speed of the Main Frame (2) as it goes down. If the Air Piston (3) is not slowing the speed the Main Frame (2) as it goes down, contact customer service.**





### Transporting the Treadmill:

Hold both **Handlebars (54)** and then gently tilt the treadmill back onto the **Left and Right Transport Wheels 19/20**. Move the treadmill to your desired location and slowly lower it back to the ground.

**WARNING:** Turn the power switch off and unplug the power cord.

**WARNING:** Fix the power cord to the frame so it does NOT drag on the floor while moving the treadmill.

**WARNING:** Make sure the air piston is locked and holding the running deck up before moving the treadmill.

**WARNING:** The treadmill weighs more than 100 lbs / 45 kgs. DO NOT move the treadmill if you are not strong enough to balance that much weight on the transport wheels.

**WARNING:** Keep the treadmill, especially, the console, out of direct sunlight to prevent screen damage and paint discoloration.

# TROUBLESHOOTING

## Error Codes Cause and Solutions

Fault Code	Cause	Solution
SAFE	Safety tether key protection	<ol style="list-style-type: none"> <li>1. Ensure that the Safety Tether Key is installed on the Console (4).</li> <li>2. Restart the power after 1 minute and install the Safety Tether Key (49)</li> <li>3. Computer IC Board damaged, Contact Customer Service.</li> </ol>
Er1	Computer receiving error signal up to 15 seconds.	<ol style="list-style-type: none"> <li>1. Restart the power, and retry after 1 minute</li> <li>2. Ensure the sensor cable is connected perfectly</li> <li>3. Signal cable or computer IC board damaged, Discontinue use and contact Customer Service</li> </ol>
Er3	Low Voltage	<ol style="list-style-type: none"> <li>1. Restart the power and retry after 1 minute. Check if the input voltage is lower. Use when voltage is normal</li> <li>2. Signal Cable or power IC board damaged, Discontinue use and contact Customer Service</li> </ol>
Er5	<ol style="list-style-type: none"> <li>1. Motor Cable become loose</li> <li>2. Motor is blocked</li> <li>3. Motor damaged</li> </ol>	<ol style="list-style-type: none"> <li>1. Restart the power, and retry after 1 minute</li> <li>2. Check the motor cable , make sure it is connect perfectly</li> <li>3. Check the motor quality, make sure there is no visible damage.</li> <li>4. Ensure the running belt is thoroughly lubricated.</li> <li>5. Motor or power IC board damaged, Discontinue use and contact Customer Service</li> </ol>
Er7	Power IC board not receiving signal	<ol style="list-style-type: none"> <li>1. Restart the power, and retry after 1 minute</li> <li>2. Ensure that the sensor cable is connected perfectly</li> <li>3. Signal cable or power IC board damaged, Discontinue use and contact Customer Service</li> </ol>

# 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>
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<b>Structural Frame</b>	<b>3 years For Home Use Only</b>
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<b>Motor</b>	<b>5 years For Home Use Only</b>
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<b>All Other Components</b>	<b>90 days For Home Use Only</b>
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**(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](mailto: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 in Fax #: 626-810-2166***