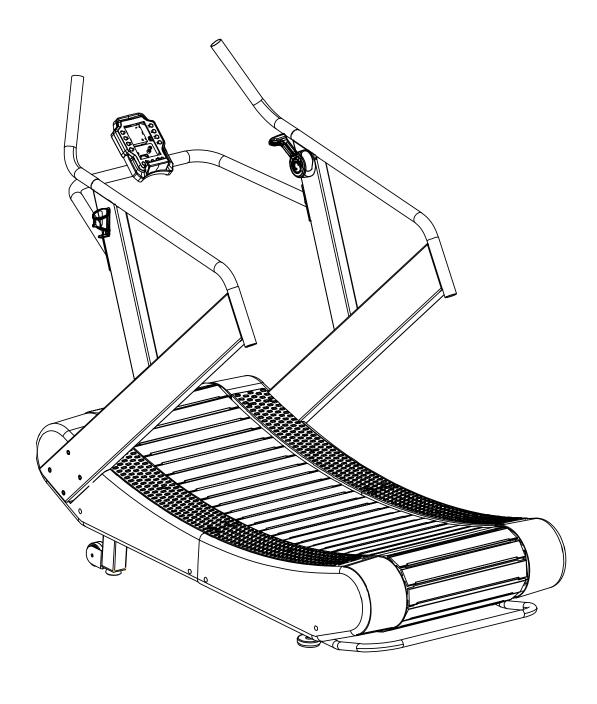


# **Reactive Runner**



Owner's Manual Le Manuel Du Propŕietaire



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

# Or call us at:

1-844-641-7923

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

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:

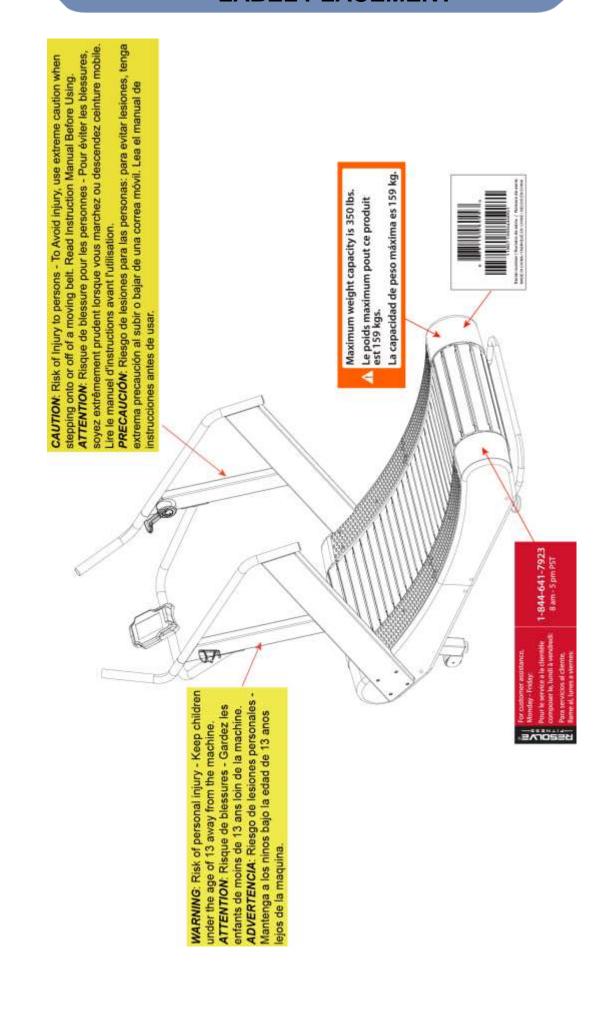
- Your name
- Phone number
- Model number
- Serial number
- Part number
- Proof of Purchase

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



## **IMPORTANT SAFETY GUIDELINES**

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

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, please read the following:

- Use this appliance only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
- Never operate this treadmill if it is not working properly. If it has been dropped or damaged.
- Do not attempt any maintenance or adjustments other than those described in this manual.
   Should any problems arise, discontinue use and consult Customer Service.
- Never operate the appliance with the air openings blocked. Keep the air openings free of lint, hair, and the like.
- Do not use the treadmill outdoors.
- 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 Dry do not operate in a wet or moist condition.
- Never insert any object into any opening.
- Keep the treadmill on a solid, level surface with the minimum safety area clearance of 2000mm x 1000mm of the treadmill. Be sure the area around the treadmill remains clear during use and has adequate clearance..
- 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.
- Do not leave children who are under 13 years old unsupervised near or on the treadmill.
- WARNING: The treadmill is non-motorized and means the user initiates and controls the speed of the running belt.
- WARNING: Grasp the handrails whenever mounting and dismounting the treadmill.

#### DO NOT EXCEED THE RECOMMENDED MAXIMUM WEIGHT

- Maximum Weight Capacity is 350 lbs / 159 kgs.
- CAUTION: Risk of Injury to Persons –To Avoid Injury, use extreme caution when stepping onto
  or off of the running belt.

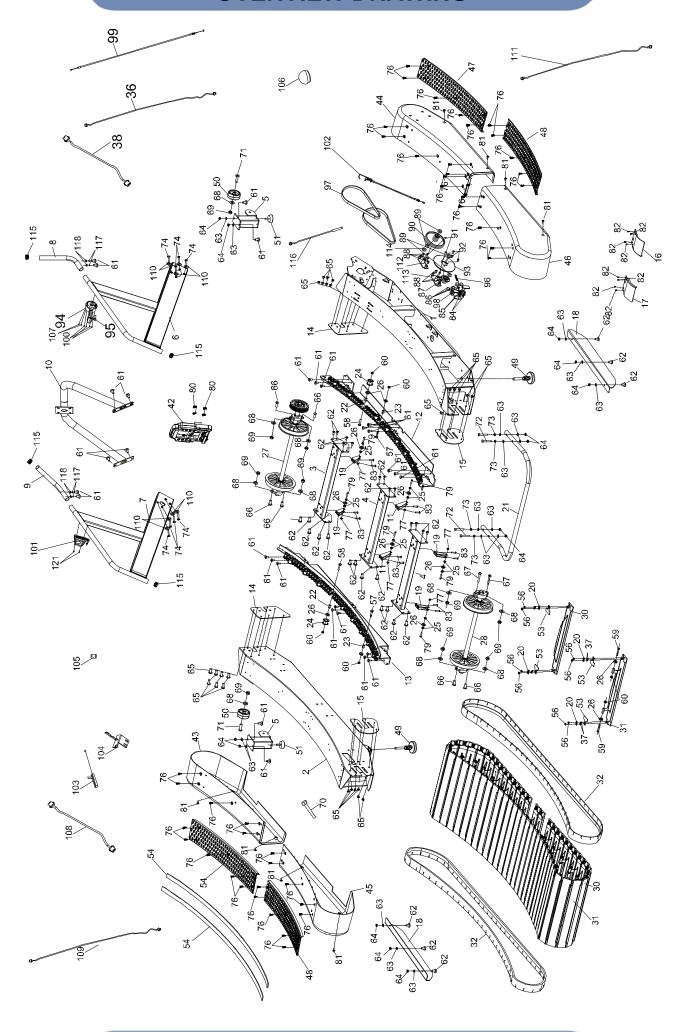
## **IMPORTANT SAFETY GUIDELINES**

**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**

# **OVERVIEW DRAWING**



# **PARTS LIST**

| No. | Description                    |     |  |
|-----|--------------------------------|-----|--|
| 1   | Main Frame (R)                 |     |  |
| 2   | Main Frame (L)                 |     |  |
| 3   | Front Connecting Tube          |     |  |
| 4   | Connecting Tube                | 2   |  |
| 5   | Front Wheel Bracket            | 2   |  |
| 6   | Right Upright Post             | 1   |  |
| 7   | Left Upright Post              | 1   |  |
| 8   | Handlebar (R)                  | 1   |  |
| 9   | Handlebar (L)                  | 1   |  |
| 10  | Console Frame                  | 1   |  |
| 11  | Bracket                        | 2   |  |
| 12  | Bearing Fixed Plate (R)        | 1   |  |
| 13  | Bearing Fixed Plate (L)        | 1   |  |
| 14  | Front Roller Reinforcing Plate | 2   |  |
| 15  | Rear Roller Reinforcing Plate  | 2   |  |
| 16  | Reinforcing plate (R)          | 1   |  |
| 17  | Reinforcing plate (L)          | 1   |  |
| 18  | Fixing plate                   | 2   |  |
| 19  | Bracket                        | 4   |  |
| 20  | Spacer                         | 120 |  |
| 21  | Support Tube                   | 1   |  |
| 22  | Sleeve                         | 18  |  |
| 23  | Sleeve                         | 88  |  |
| 24  | Guide Wheel                    | 18  |  |
| 25  | Sleeve                         | 12  |  |
| 26  | Bearing                        | 172 |  |
| 27  | Front Roller                   | 1   |  |
| 28  | Rear Roller                    | 1   |  |
| 30  | Aluminum Chain 1               | 30  |  |
| 31  | Aluminum Chain 2               |     |  |
| 32  | Running Belt Fixing Strap      | 2   |  |
| 36  | Wire L-1250mm                  | 1   |  |
| 37  | Washer Φ6                      |     |  |
| 38  | Wire L-900mm                   |     |  |
| 42  | Console                        | 1   |  |
| 43  | Front Cover (L)                | 1   |  |
| 44  | Front Cover (R)                | 1   |  |

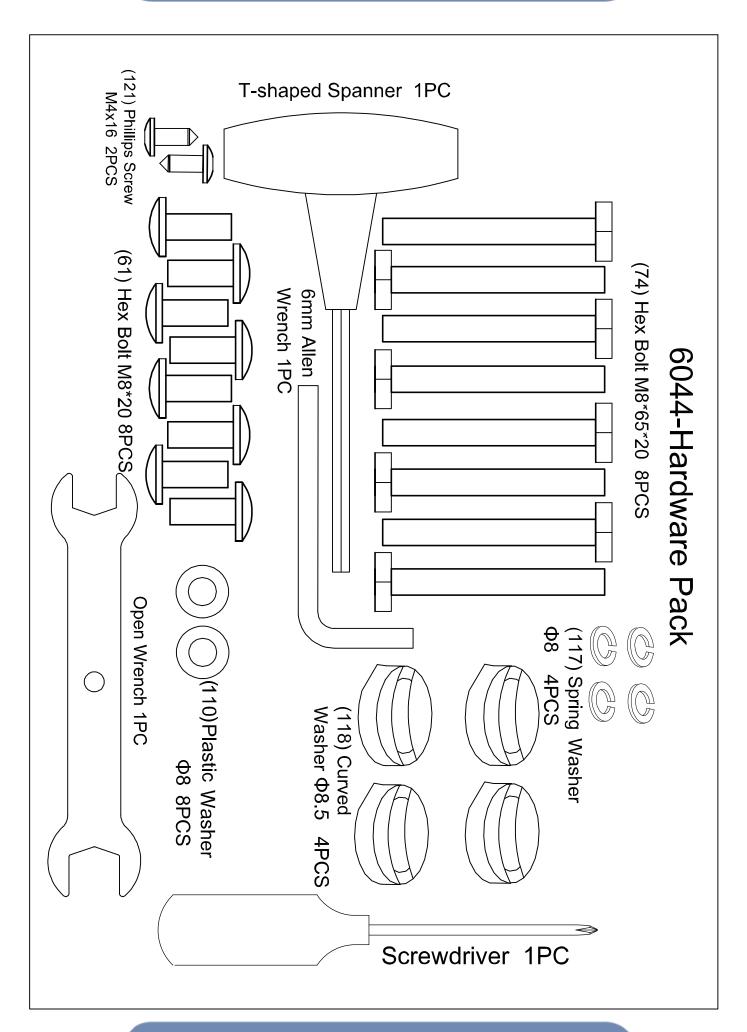
| No. | Description                    | Qty |
|-----|--------------------------------|-----|
| 45  | Rear cover (L)                 | 1   |
| 46  | Rear cover (R)                 | 1   |
| 47L | Antiskid plate 1(L)            | 1   |
| 47R | Antiskid plate 1(R)            | 1   |
| 48L | Antiskid plate 2(L)            | 1   |
| 48R | Antiskid plate 2(R)            | 1   |
| 49  | Adjustable Pad                 | 2   |
| 50  | Transport Wheel                | 2   |
| 51  | Horizontal adjustment feet pad | 2   |
| 53  | PVC Spacer                     | 120 |
| 54  | PVC plastic strip              | 2   |
| 56  | Hex locking nut M5             | 240 |
| 57  | Hex Bolt M8*36*11              | 88  |
| 58  | Hex Bolt M8*40*13              | 18  |
| 59  | Hex Bolt M8*48*15              | 60  |
| 60  | Lock Nut Φ8                    | 106 |
| 61  | Hex Bolt M8×20                 | 30  |
| 62  | Anti-Loosen Hex Bolt M8×20     | 31  |
| 63  | Flat washer Φ8                 | 18  |
| 64  | Lock Nut M8                    | 14  |
| 65  | Hex Bolt M8×10                 | 26  |
| 66  | Hex Bolt M10×25×15             | 6   |
| 67  | Hex Bolt M10×45×20             | 2   |
| 68  | Flat washer Φ10                | 10  |
| 69  | Lock Nut M10                   | 10  |
| 70  | Hex Bolt M12×95                | 2   |
| 71  | Hex Bolt M10×55×25             | 2   |
| 72  | Hex Bolt M8×50                 | 4   |
| 73  | Lock Nut M8                    | 4   |
| 74  | Hex Bolt M8×65×20 (Black)      | 8   |
| 75  | Allen Screw M8×75              | 1   |
| 76  | Philips Screw M4x15            | 42  |
| 77  | Lock Nut M6                    | 16  |
| 78  | Allen Screw M6×15              | 4   |
| 79  | Allen Screw M6×25              | 6   |
| 80  | Philips Screw M5×10            | 4   |
| 81  | Philips Screw M5×15            | 12  |

# **PARTS LIST**

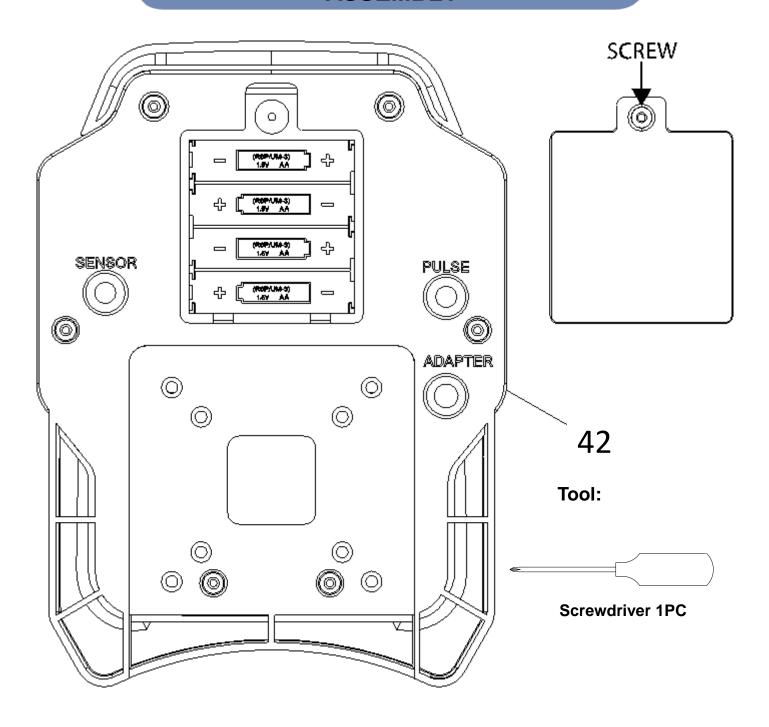
| No. | Description                      | Qty |
|-----|----------------------------------|-----|
| 82  | Philips C.K.S. full thread screw | 10  |
| 83  | Allen Screw M4×10                | 12  |
| 84  | Philips Screw M5×10              | 4   |
| 85  | Magnet Cover                     | 2   |
| 86  | Round Magnet                     | 4   |
| 87  | Drive Shaft                      | 1   |
| 88  | Allen Screw M8×20                | 6   |
| 89  | Ball bearing                     | 4   |
| 90  | Driving Wheel                    | 1   |
| 91  | Spring Washer                    | 2   |
| 92  | Allen Screw M6×10                | 3   |
| 93  | Aluminum Plate for Driving Wheel | 1   |
| 94  | Resistance Control               | 1   |
| 95  | Philips Screw M5×15              | 1   |
| 96  | Cylindrical Spiral Springs       | 1   |
| 97  | Elastic Belt                     | 2   |
| 98  | Welded Part for Magnet Set       | 1   |
| 99  | Tension Control Cable            | 1   |
| 100 | Philips Screw ST4×16             | 4   |
| 101 | Bottle Holder                    | 1   |
|     | -                                |     |

| No. | Description                 | Qty |
|-----|-----------------------------|-----|
| 102 | Tension Cable L-450mm       | 1   |
| 103 | Slide rheostat              | 1   |
| 104 | Slide rheostat fix frame    | 1   |
| 105 | Brake wire fix frame        | 1   |
| 106 | Round Cover                 | 1   |
| 107 | Self-Tapping Screw ST3*10   | 2   |
| 108 | VR Connection wire L-950mm  | 1   |
| 109 | VR Connection wire L-1250mm | 1   |
| 110 | Plastic Washer Φ8           | 8   |
| 111 | VR Connection wire L-500mm  | 1   |
| 112 | Fixed Bearing               | 1   |
| 113 | Fixed Bearing               | 1   |
| 114 | Single Way Bearing          | 1   |
| 115 | End Cap Φ38                 | 4   |
| 116 | Sensor Wire L-550mm         | 1   |
| 117 | Spring Washer Ø8            | 1   |
| 118 | Curved Washer Ø8.5          | 4   |
| 119 | Hex Nut M12                 | 4   |
| 120 | Clip                        | 1   |
| 121 | Phillips Screw M4x16        | 2   |

# **HARDWARE & TOOLS PACK**



## **ASSEMBLY**

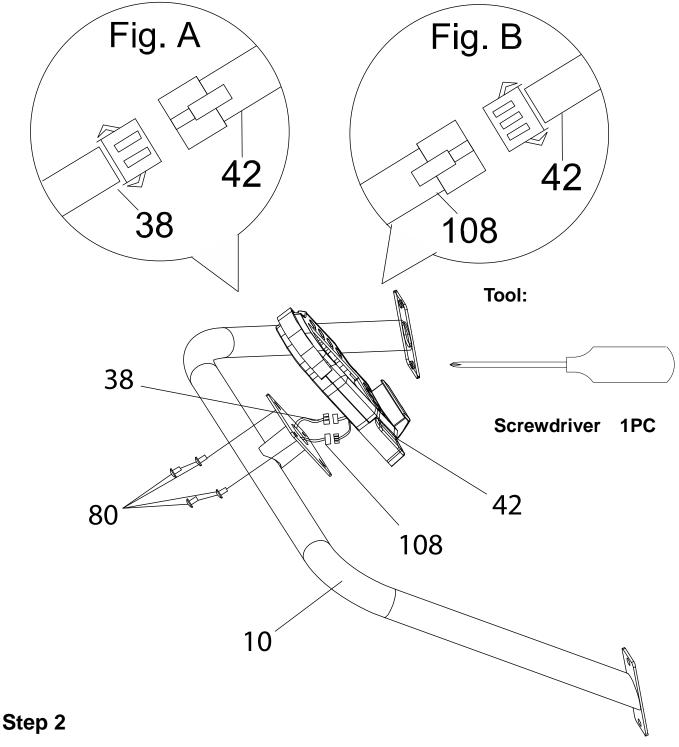


# Step 1

**1a. Battery Installation:** Loosen the screw that holds the battery cover in place to remove the battery cover from the back of the **Console (42)**. Insert 4 AA batteries into the console and then reattach the battery cover. Tighten the screw using the **Screwdriver** provided.

NOTE: The console can ONLY be powered by four 1.5 volt AA batteries.

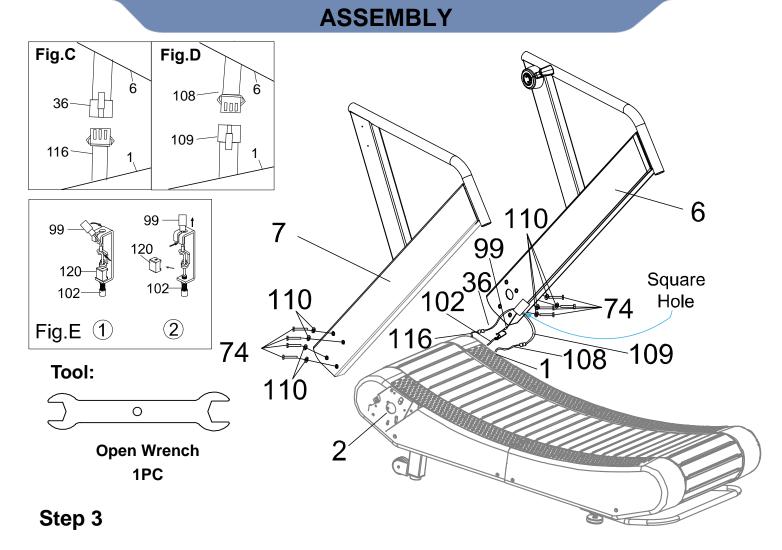
## **ASSEMBLY**



2a. Hardware Removal: Remove four Phillips Screws (80) from the back of Console (42) using the Screwdriver provided.

2b. Connecting the Wires: Connect the Wire (38) to the Console Wire (42) See Fig A. Connect the VR Connection Wire (108) to the Console Wire (42) See Fig B.

2c. Installing the Console: insert the wires into the hole in the Console Frame (10). Attach the Console (42) onto the Console Frame (10) with four Phillips Screws (80) that were previous removed using the Screwdriver provided.



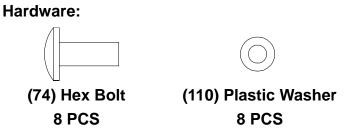
3a. Installing the Left Upright Post: Attach the Left Upright Post (7) onto the Left Main Frame (2) with four Plastic Washers (110), and four Hex Bolts (74) using the Open Wrench provided.

3b. Connecting the Wires: Connect the Wire (36) from the Right Upright Post (6) to the Sensor Wire (116) from the Right Main Frame (1). See Fig. C Connect the VR Connection Wire A (108) from the Right Upright Post (6) to the VR Connection Wire B (109). See Fig. D

3c. Connecting the Tension Control Cable: Hook the Tension Control Cable (99) from the Right Upright Post (6) into the cable lock of the Tension Cable (102) coming from the Right Main Frame (1). See Fig. E-1. Remove the Tension Cable Clip (120) after the two cables have been locked see Fig. E-2.

NOTE: Be sure to have remove Tension Cable Clip (120) from cables for proper operation.

3d. Installing the Right Upright Post: Carefully place the cable and wires into the square hole on the bottom of the Right Upright Post (6). Attach the Right Upright Post (6) onto the Right Main Frame (1) with four Plastic Washers (110) and four Hex Bolts (74) using the Open Wrench provided.



### **ASSEMBLY** Tool: 61 10 T-shaped Spanner 38 1PC 61 36 10<sup>8</sup> 6mm Allen Wrench 109 1PC 38 108 Hardware: √109 Fig.Ě Fig.Ğ

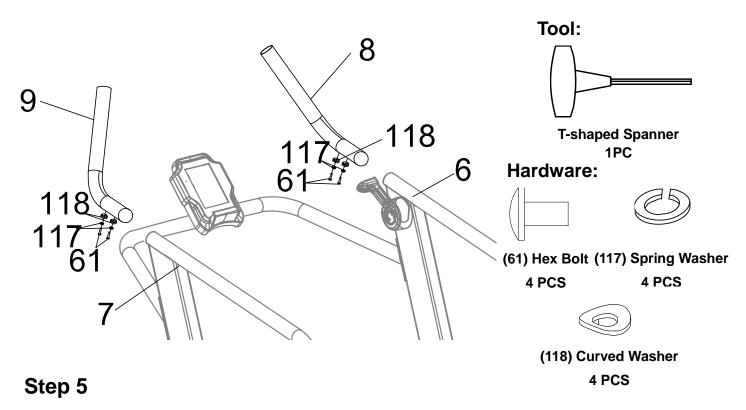
4a. Connecting the Wires: Connect the VR Connection Wire A (108) from the Console Frame (10) to the VR Connection Wire B (109) from the Right Upright Post (6). See Fig. F. Connect Wire (38) from the Console Frame (10) with the Wire B (36) from the Right Upright Post (6). See Fig. G.

Step 4

(61) Hex Bolt

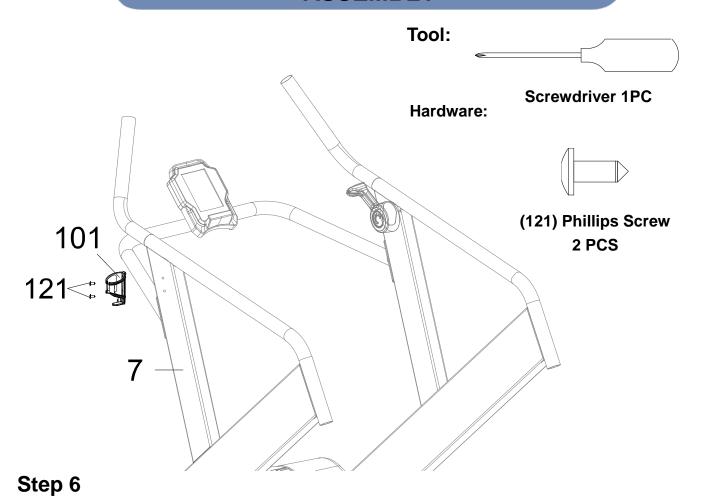
4 PCS

4b. Installing the Console Frame: Carefully place the wires into the hole on the front of the Right Upright Post (6). Attach the Console Frame (10) onto the Left & Right Upright Post (7) & (6) with four Hex Bolts (61) by using T-shaped Spanner and 6mm Allen Wrench provided.

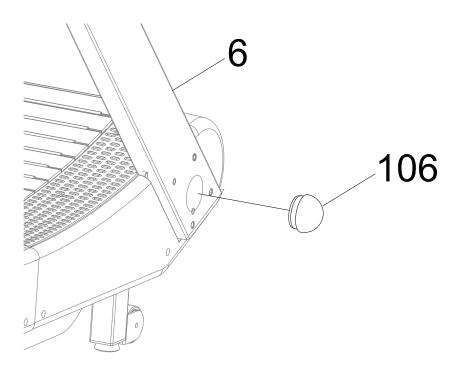


5a. Installing the Handlebars: Attach the Left and Right Handlebar (9) & (8) onto the Left and Right Upright Post (7) & (6) with four Hex Bolts (61), two Spring Washers (117), and two Curved Washers (118) using the T-shaped Spanner provided.

# **ASSEMBLY**



**6a. Installing the Bottle Holder:** Attach the **Bottle Holder (101)** onto the **Left Upright Post (7)** with two **Phillips Screws (121)** using the **Multi-Hex Tool with Phillips Screwdriver** provided.



# Step 7

7a. Installing the Round Cover: Attach the Round Cover (106) onto the Right Upright Post (6)

### **CONSOLE**

## **Buttons**

#### START/PAUSE:

- 1. Press at the main screen to begin a "Quick Start" workout.
- 2. Starts the selected workout when setting up a HIIT, Heart rate, or Goal option.
- 3. During workout, pressing it once to pause the workout. Press again to resume a paused workout session.
- 4. The START button must be pressed to begin tracking any workout.

#### **ENTER:**

- 1. Press ENTER to save a value input while setting
- up a HIIT, Heart rate, or Goal workout.

  2. Note: Workouts only begin when the user
- presses the START Button.3. Press ENTER during a workout to set the value being displayed under the CAL/MIN arc. The display options are SCAN, CAL, PACE, and PULSÉ.



### STOP/RESET:

- 1. Press during a workout to end the work out and show the work out results. Press again to return to main screen.
- 2. Hold STOP for 3 seconds to reset the console back to the main screen.

#### **UP BUTTON:**

1. Press to scroll through workout options or increase the value of a workout value when the numbers are flashing. Press and hold for quickly changing the value.

#### **DOWN BUTTON:**

1. Press to scroll through workout options or decrease the value of a workout value when the numbers are flashing. Press and hold for quickly changing the value.

### **INTERVAL (HIIT) BUTTON:**

1. Prèss to cycle through the HIIT workout options: 20/10 rest/work, 10/20 rest/work, 20/20 rest/work, CUSTOM rest/work.

#### TARGET BUTTON:

1. Press to cycle through the GOAL workout options: TIME, DISTANCE, and CALORIE.

### **HEART RATE BUTTON:**

- 1. Press to set a target heart rate workout.
- 2. The heart rate function only works when a non-coded heart rate transmitter chest belt is worn while on the treadmill. Chest belt sold separately.

### **CHANGE UNIT BUTTON:**

- 1. Pressing this will change the units of measure for the workout.
- 2. Display Options:
  - a. Distance: MILES, Speed: MPH
  - b. Distance: METERS, Speed: MPH
  - c. Distance: KM, Speed: KMPH
  - d. Distance: METERS, Speed: KMPH
- 3. The Units can NOT be changed during a distance goal work out. The units are set before the Distance goal workout begins.

#### **SPLIT TIME BUTTON:**

- 1. Press this during a workout to freeze all console metrics for easy viewing during a workout.
- 2. Press again to display the live workout metrics.



### **CONSOLE**

# **Workouts**

#### **TARGET GOAL WORKOUT:**

- Use the TARTGET button to set target goal for Workout Time, Calories Burned, or Distance Traveled.
- 2. Press multiple times to see all the workout options.
  - TIME goals can be set from 5:00 to 99:00 minutes, default time is 10:00
  - CALORIES goals can be set from 25 to 2000 calories burned, default 300
  - **DISTANCE** goals can be set from 1.0-99.9 miles, 1.0-99.9 km, 100-9999 meters, default is 3.1 miles / 500 meters / 5.0 km.
- 3. Use the UP or DOWN buttons to change the value for the selected goal. Press and hold the buttons for the value to change quickly.
- 4. Press ENTER to set the goal value, press START to begin the workout.
- 5. When a Target Goal Workout is finished the console will BEEP 3 times to signal the end of the workout.
- 6. Total workout values (TIME, CAL, DIST, AVERAGE PACE, and MAX WATTS) will be displayed.
- 7. **Note:** The equipment can NOT do a Target Goal and HIIT workout at the same time.
- 8. Note: Only one Target Goal Workout can be set during a workout.

### **HIGH INTENSITY INTERVAL TRAINING WORKOUT (H.I.I.T.):**

- 1. Use the INTERVAL (HIIT) button to select a HIIT workout.
- 2. Press multiple times to see all the workout options.
  - A 10/20 HIIT Workout consists of 10 seconds of high activity followed by 20 seconds of low activity.
  - A 20/10 HIIT Workout consists of 20 seconds of high activity followed by 10 seconds of low activity.
  - A 20/20 HIIT Workout consists of 20 seconds of high activity followed by 20 seconds of low activity.
  - A Custom HIIT Workout consists of a user-defined high activity period followed by a low activity period.
- 3. Use the UP or DOWN buttons to change the value for the selected HIIT. Press and hold the buttons for the value to change quickly.
- 4. Press ENTER to set the HIIT values, press START to begin the workout.
- 5. All HIIT workout programs begin with a "RECOVER" period followed by a "SPRINT" period.
- 6. "ROUND" will count up by 1 every time a cycle of "RECOVER" and "SPRINT" is completed
- 7. The console will BEEP and the display will FLASH to signal when to speed up and slow down.
- 8. When HIIT Workout is finished the console will BEEP 3 times to signal the end of the workout.
- 9. Total workout values (TIME, CAL, DIST, AVERAGE PACE, and MAX WATTS) will be displayed.

### **CONSOLE**

|  | 20/10, 10/20, 20/20 INTERVAL<br>WORKOUT SETUP  | CUSTOM INTERVAL<br>WORKOUT SETUP  |
|--|--|---|
| ROUND: The total number of sets of high and low workout periods. | <ol> <li>Press UP or DOWN to set the value of "ROUND".</li> <li>The number of rounds changes by 1, with a range of 1 to 99 rounds.</li> <li>Press and hold the UP or DOWN button to change the value quickly.</li> <li>Press START to begin the workout</li> </ol> | <ol> <li>Press UP or DOWN to set the value of "ROUND".</li> <li>The number of rounds changes by 1, with a range of 1 to 99 rounds.</li> <li>Press and hold the UP or DOWN button to change the value quickly.</li> <li>Press ENTER to set the value for "ROUND" and move on to the next section.</li> </ol>                           |
| SPRINT:<br>Length of<br>time for the<br>high activity<br>period. | <ol> <li>The "SPRINT" time is pre-set for the 20/10, 10/20, and 20/20 HIIT programs.</li> <li>This cannot be changed</li> </ol>  | <ol> <li>Press UP or DOWN to set the value of "SPRINT".</li> <li>The increments of time change by 5 seconds, with a range of 10 to 95 seconds.</li> <li>Press and hold the UP or DOWN button to change the value quickly.</li> <li>Press ENTER to set the value for "SPRINT" and move on to the next section.</li> </ol>              |
| RECOVER:<br>Length of<br>time for the<br>low activity<br>period. | <ol> <li>The "RECOVER" time is pre-set for the 20/10, 10/20, and 20/20 HIIT programs.</li> <li>This cannot be changed</li> </ol>   | <ol> <li>Press UP or DOWN to set the value of "RECOVER."</li> <li>The increments of time change by 5 seconds, with a range of 10 to 95 seconds.</li> <li>Press and hold the UP or DOWN button to change the value quickly.</li> <li>Press ENTER to set the value for "RECOVER."</li> <li>Press START to begin the workout.</li> </ol> |

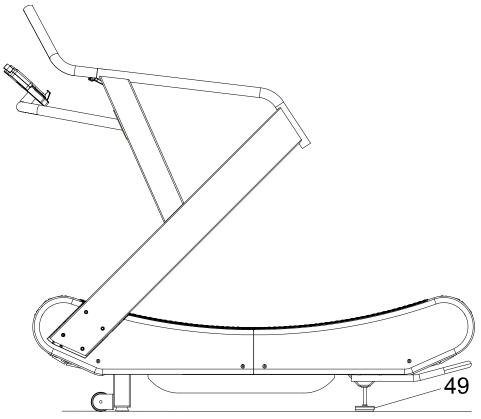
#### **Additional Notes:**

- 1. **NOTE 1:** The console turns on when motion is detected at the pedals.
- 2. **NOTE 2:** The console shuts off automatically after 4 minutes of inactivity.
- 3. **NOTE 3:** The equipment can NOT do multiple Target Goals and HIIT workouts at the same time.
- 4. **NOTE 4:** The section of the display that says level will display the current resistance knob setting.
- 5. **NOTE 5:** The console will automatically PAUSE if no activity is detected after 4 seconds.

#### **HEART RATE WORKOUT:**

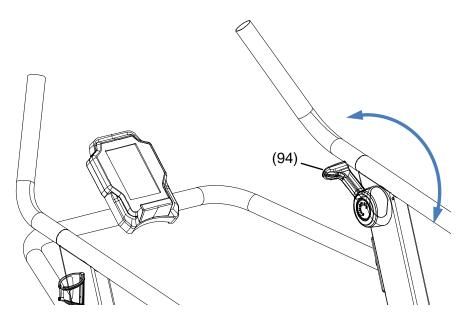
- 1. The heart rate function only works when a non-coded heart rate transmitter chest belt is worn while on the treadmill. Chest belt sold separately.
- 2. Use the HEART RATE button to set target Heart Rate for the workout.
- 3. Use the UP or DOWN buttons to change the age. Press and hold the buttons for the value to change quickly.
- 4. Use the UP or DOWN buttons to select the range for the heart rate, 65%, 75%, 85%.
- 5. Use the UP or DOWN buttons to choose setting a TIME goal for the workout.
- 6. Press START to begin the workout.
- 7. When a Heart Rate Workout is finished the console will BEEP 3 times to signal the end of the workout.
- 8. Total workout values (TIME, CAL, DIST, AVERAGE PACE, and MAX WATTS) will be displayed.

# **ADJUSTMENTS**



## **Adjustable Pads:**

Stabilize the treadmill by turning the **Adjustable Pads (49)** as needed to level the treadmill before working out.

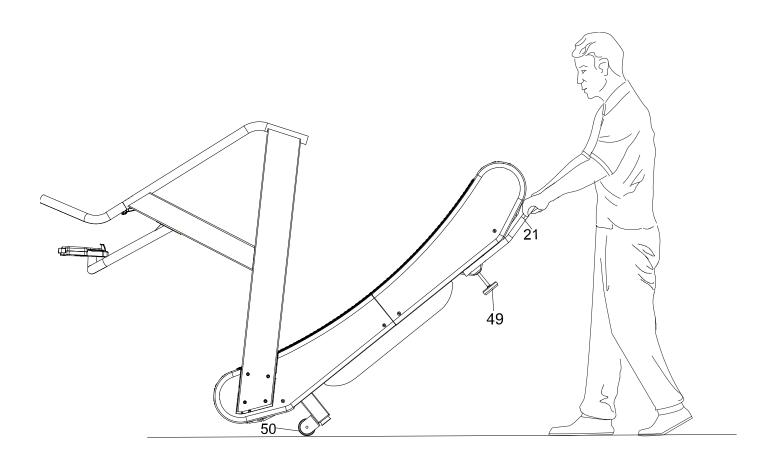


# **Adjustable Resistance Level:**

Increase and decrease the resistance level of the workout by moving the Resistance Control (94). Shifting the lever forward will allow the running surface to move quickly.

Shifting the lever back will increase the resistance and force required to move the running surface.

# **TRANSPORTING**



# Transporting the treadmill:

- 1. Hold the **Support Tube (21)** and slowly lift the machine until the **Transport Wheels (50)** makes contact with the floor.
- 2. Push or pull the unit to the desired location.
- 3. Gently lower the **Support Tube (21)** until the **Adjustable Pad (49)** touches the ground when you have found an appropriate storage area.

**Warning:** The treadmill is very heavy and proper form should be used when lifting the rear or the treadmill.

## Storage:

- 1. Store the elliptical indoors and in a clean and dry environment away from pets and children.
- 2. Store it in a location that is out of direct sunlight

### **MAINTENANCE & TROUBLESHOOTING**

#### **MAINTENANCE:**

Clean the entire machine daily using water and a mild soap solution (Cleaning agents should be alcohol and ammonia-free)

#### TROUBLESHOOTING:

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

**SOLUTION:** Verify that the wires from the computer console are properly connected to the mainframe wires frame.

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

**SOLUTION:** The batteries in the computer console may be dead. Replace the dead batteries with new batteries. Do not mix old and new batteries.

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

**SOLUTION:** The bolts may be loose on the equipment. Check all of the nuts, bolts, screws and tighten any loose Hardware. Check for loose hardware once a week.

**PROBLEM:** The LEVEL displayed on the console does not match the LEVEL of the control handle.

**SOLUTION:** Verify all the cables are connected to the console.

**SOLUTION:** Contact customer service for further help if the above does not resolve the issue.

PROBLEM: The treadmill rocks while running on it.

**SOLUTION:** Adjust the floor stabilizers. See the adjustments page.

### 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:

### COMPONENT LENGTH OF WARRANTY

Structural Frame 10 years
Parts 3 years
Electronic/Wearable Parts 1 years

(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:      |       |        |      |  |
|------------|-------|--------|------|--|
|            |       |        |      |  |
| CITY:      |       | STATE: | ZIP: |  |
| TELEPHONE: | (Day) |        |      |  |
|            |       |        |      |  |
| SERIAL#:   |       |        |      |  |
|            |       |        |      |  |
|            |       |        |      |  |
|            |       |        |      |  |

| PART # | DESCRIPTION | QTY |
|--------|-------------|-----|
|        |             |     |
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|        |             |     |
|        |             |     |
|        |             |     |

<sup>&</sup>quot;YOUR ORDER WILL BE PROCESSED WITHIN 3 BUSINESS DAYS"

<sup>\*</sup> This form can also be faxed in Fax #: 626-810-2166