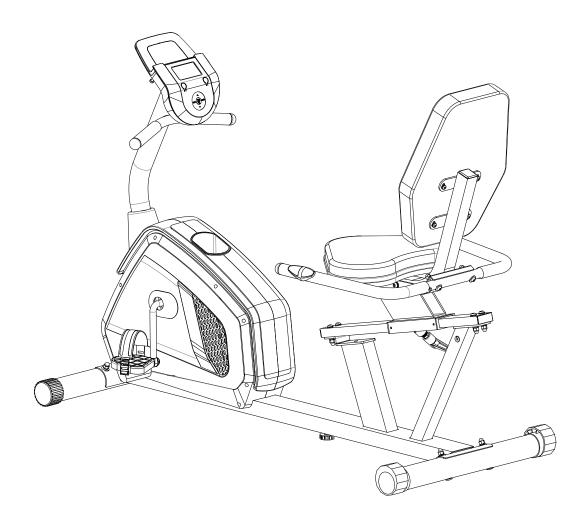


# RECUMBENT BIKE WITH MYCLOUDFITNESS® AND 24 WORKOUT PROGRAMS





*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.

4121.1-020420

**OWNER'S MANUAL** 



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:

1-844-641-7921 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: 1-844-641-7921 (8:00 AM - 5:00 PM Pacific Standard Time, Monday thru Friday) Response time may vary via calling

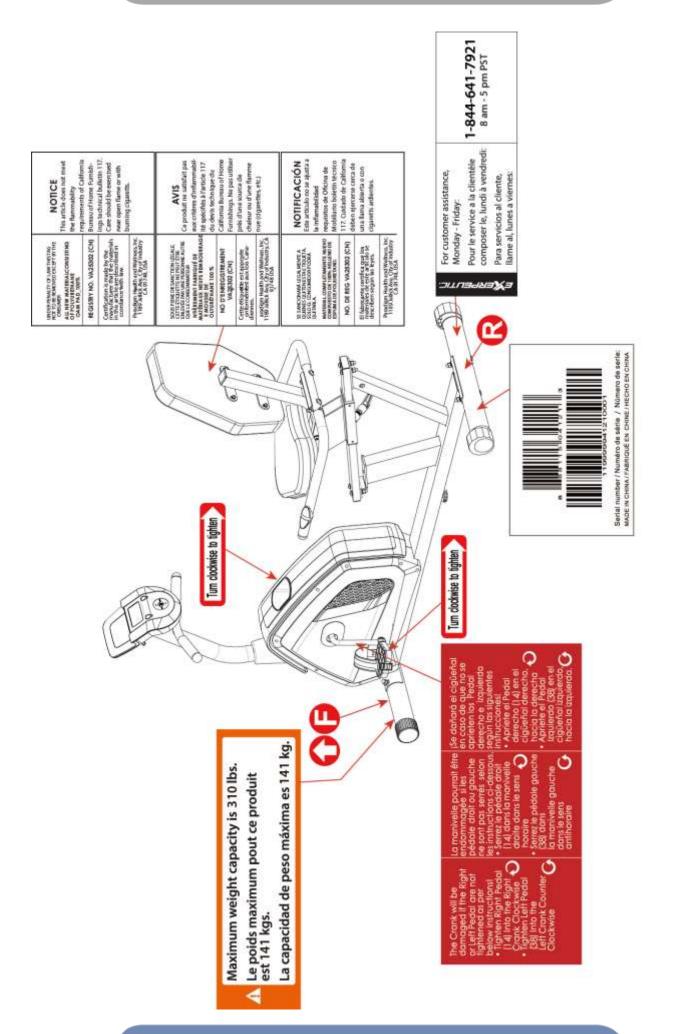
Please have the following information ready when requesting for service:

- 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**

Read all instructions before using the equipment. When using the equipment, basic precautions should always be followed. WARNING - To reduce the risk of injury to persons, read and understand the following:

- 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. Before using this equipment, we recommend doing warm ups and stretching of the major muscle groups.
- 4. Only one person should be using the equipment at a time.
- 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.
- 6. Always use this equipment on a clear and level surface.
- 7. For household use only.
- 8. Do not use outdoors or near water.
- Use this product only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
- 10. Do not wear loose clothing when using the equipment.
- 11. Never drop or insert any object into any opening.
- 12. 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.
- 13. For any problems contact customer service. Servicing should be performed by an authorized service representative. Our contact number is on the service page.
- 14. DO NOT pedal in reverse.
- 15. This product requires a minimum of 6 square feet of space for safe operation.

# 16. ASSEMBLE ALL PARTS AND HARDWARE IN THE ORDER THAT IS SHOWN IN THE ILLUSTRATIONS

17. **Warning:** - Risk of Personal Injury - Consult with your personal physician to see if this exercise 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.
- 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 The Instructions Before Using the Bike.

# **IMPORTANT SAFETY GUIDELINES**

#### Talk to your Doctor before using the equipment if you have any of the following

#### conditions or ailments:

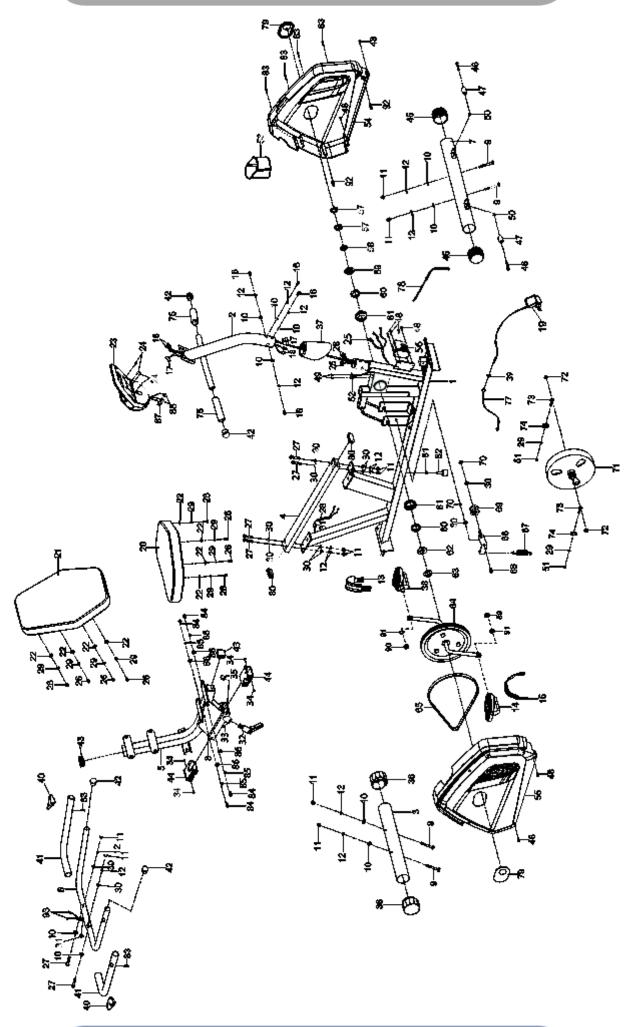
- Pregnancy
- Extreme obesity
- Middle ear infection
- Hiatus hernia or Ventral hernia
- Glaucoma, retinal detachment or conjunctivitis
- Use of anticoagulants including Aspirin in high doses.
- Spinal injury, Cerebral Sclerosis, or acutely swollen joints
- Heart or circulatory disorders for which you 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 310lbs/141kgs.

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

# SAVE THESE GUIDELINES

# **OVERVIEW DRAWING**



# PARTS LIST

No.	Description	Qty
1	Main Frame	1
2	Front Post	1
3	Rear Stabilizer φ60*1.5*580	1
4	Seat Slide Tube	1
5	Seat Post	1
6	Handlebar	1
7	Front Stabilizer	1
8	Slide Tube Bracket	1
9	Carriage Bolt M8*75	4
10	Curved Washer φ8*φ20*1.5	10
11	Cap Nut M8	10
12	Spring Washer Φ8	14
13	Left Pedal Strap	1
14	Right Pedal	1
15	Right Pedal Strap	1
16	Hex Bolt M8*15-S6	4
17	Middle Console Wire	1
18	Hand Pulse Wire A	2
19	AC Adaptor	1
20	Seat	1
21	Backrest	1
22	Flat Washer Φ6*Φ16*1.2	8
23	Console (2976)	1
24	Phillips Screw M5*10	4
25	Lower Console Wire L=600	1
26	Philips Screw M6*15	8
27	Hex Bolt M8*45	6

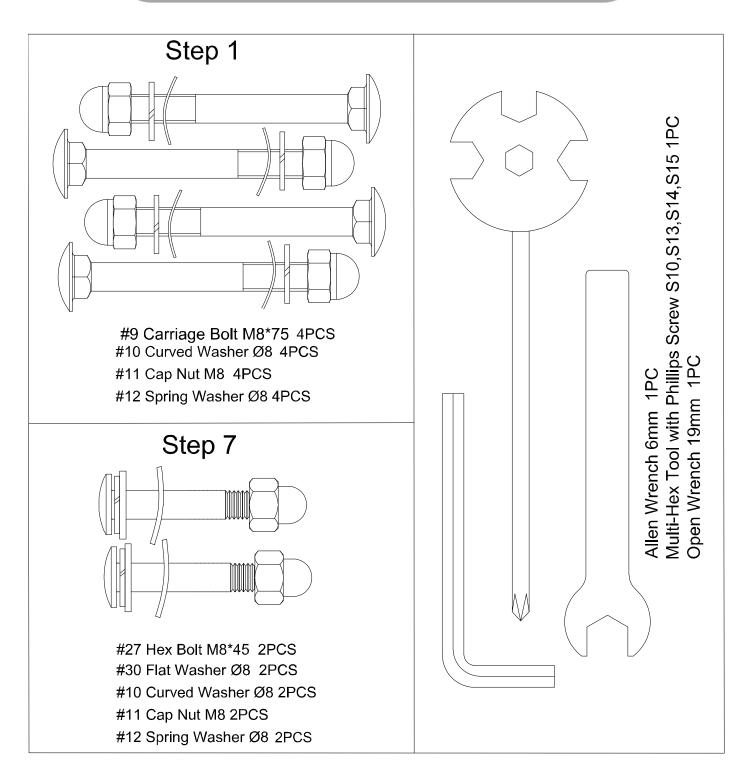
No.	Description	Qty
28	Hand Pulse Wire B L=2100mm	1
29	Spring Washer Φ6	10
30	Flat Washer φ8*φ16*1.5	12
31	Wire Plug φ12.1	2
32	Knob M16*1.5*20	1
33	Hex Socket Bolt M6*8	1
34	Self-Tapping Phillips Screw ST4.2*6	4
35	Stopper Φ18*8	1
36	Rear Stabilizer End Cap Φ60*1.5	2
37	Front Post Cover	1
38	Left Pedal	1
39	Hex Nut 1/2" S15	1
40	Hand Pulse Sensor	2
41	Foam Grip I Ф30*Ф24*510	2
42	Round End Cap	4
43	Square End Cap	2
44	Bushing	2
45	Front Stabilizer End Cap	2
46	Hex Bolt M6*48	2
47	Wheel	2
48	Phillips Pan Head Self-Drilling Screw ST4.2*15	8
49	Self-Tapping Phillips Screw ST2.9*12	2
50	Lock Nut M6	2
51	Hex Nut M6 S10	2
52	Speed Sensor L=300mm	1
53	Cup Holder	1
54	Left Cover 632*366*84	1

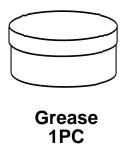
# PARTS LIST

No.	Description	Qty
55	Right Cover 632*366*81	1
56	Motor	1
57	Flat Hex Nut 7/8"	2
58	Flat Washer ΙΙ Φ23*Φ34.5*δ2.5	1
59	Bearing Nut II 7/8"	1
60	Ball Bearing	2
61	Bearing Cup	2
62	Bearing Nut I 15/16"	
63	Flat Washer Ι Φ24*Φ40*δ3.0	
64	Crank	
65	Belt	
66	Idle Arm	
67	Spring	
68	Hexagon head bolts with non -	1
00	standard head M8*18 S5	I
69	Pressure Pulley	1
70	Lock Nut M8	
71	Fly Wheel φ230	1
72	Flange Nut M10*1.0*6 S14	2
73	Eye Bolt M6*36	2
74	Tension Bracket 31*30*δ1.0	2

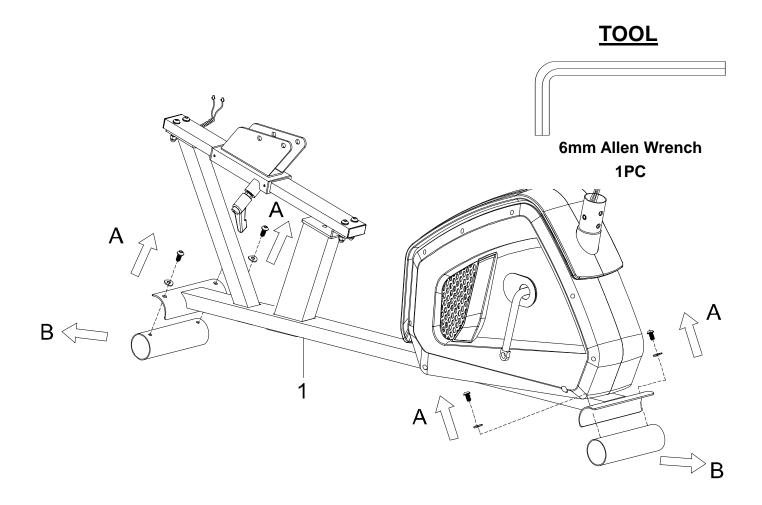
No.	Description	Qty
75	Foam Grip II Ф30*Ф24*160	2
77	Power Supply Cable	1
78	Lower Motor Wire	1
79	Crank Cover Ф60*Ф26*6.5	2
80	End Cap	2
81	Hex Nut M8	1
82	Adjustable Leveler	1
83	Self-Tapping Phillips Screw	6
	ST4.2*20	
84	Hex Bolt M10x20	4
85	Spring Washer Φ10	4
86	Flat Washer Φ10	4
87	Upper Console Wire	1
88	Hand Pulse Wire C	2
89	Right Nylon Nut	1
90	Left Nylon Nut	1
91	Spring Washer Ф20*Ф13*2.0	2
92	Shroud Plug	2
93	Hand Pulse Wire D	2

# HARDWARE & TOOLS LIST

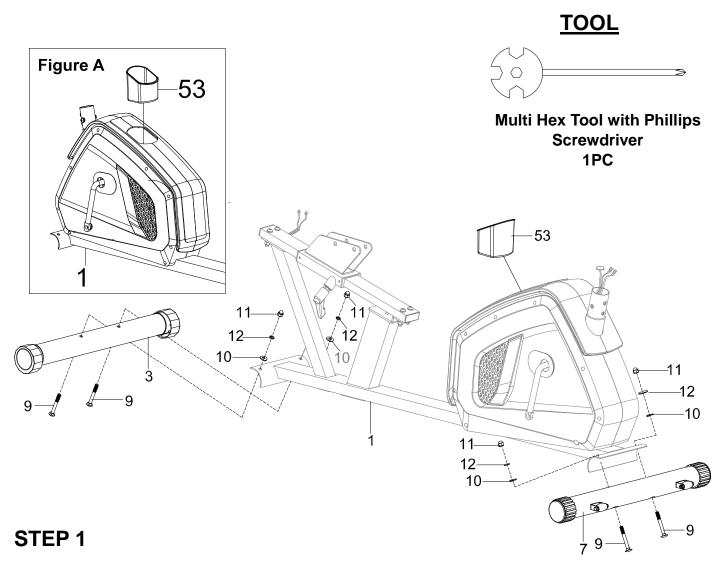




## **REMOVE THE METAL TUBE**



Remove the **Metal Tubes (B)** from the **Main Frame (1)** by using **6mm Allen Wrench** provided. Discard the **Metal Tubes (B)** and **Hardware (A)**, they will not be used in assembly. These pieces are only to protect the **Main Frame (1)** during shipping.

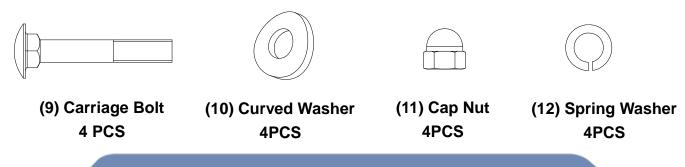


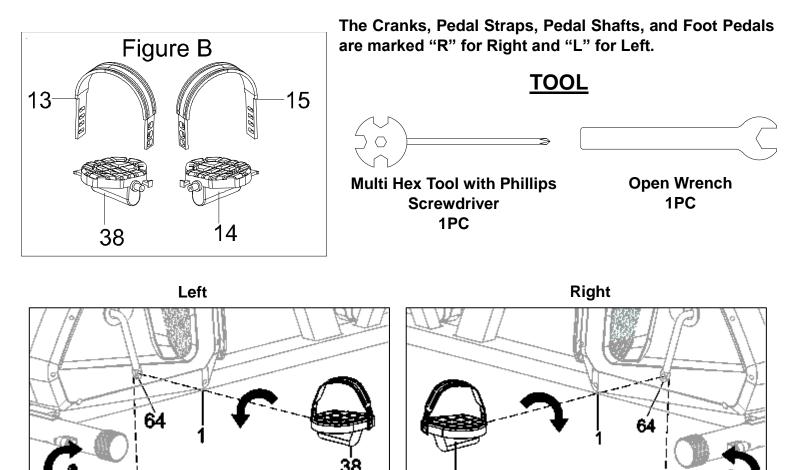
#### 1a. Insert the Cup Holder (53) into the Main Frame (1). See Figure A.

1b. Front Stabilizer Installation: Lift up the front of the Main Frame (1), and attach the Front Stabilizer (7) onto the front curve of the Main Frame (1) with two Carriage Bolts (9), two Curve Washers (10), two Spring Washers (12), and two Cap Nuts (11). Use the Multi Hex Tool with Phillips Screwdriver to tighten the Cap Nuts (11) until they are firm and secure.

1c. Rear Stabilizer Installation: Lift up the rear of the Main Frame (1), and attach the Rear Stabilizer (3) onto the rear curve of the Main Frame (1) with two Carriage Bolts (9), two Curve Washers (10), two Spring Washers (12), and two Cap Nuts (11). Use the Multi Hex Tool with Phillips Screwdriver to tighten the Cap Nuts (11) until they are firm and secure.

**HARDWARE PACK** 





#### **STEP 2**

90

91

2a. Installing the Left & Right Pedal Straps to the Pedals: Install the Left Pedal Strap (13) onto the Left Pedal (38). Install the Right Pedal Strap (15) onto the Right Pedal (14). See Figure B.

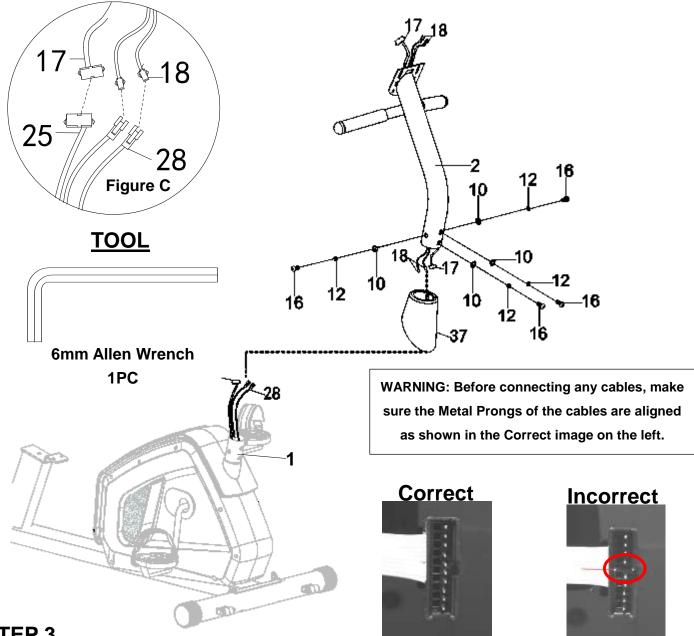
14

89

91

2b. Installing the Left Pedal: Insert the threaded shaft of the Left Pedal (38) into the threaded hole on the Left Crank (64). Turn the pedal shaft by hand in a <u>COUNTER-CLOCKWISE</u> direction until snug. Install the Left Nylon Nut (90) and Spring Washer (91) onto the protruding thread of the Left Pedal (38) in a <u>CLOCKWISE</u> direction. After doing so, finish off the tightening of the parts in the same direction as instructed with the Multi Hex Tool with Phillips Screwdriver and Open Wrench provided.

2c. Installing the Right Pedal: Insert the threaded shaft of the Right Pedal (14) into the threaded hole on the Right Crank (64). Turn the pedal shaft by hand in a <u>CLOCKWISE</u> direction until snug. Install the Right Nylon Nut (89) and Spring Washer (91) onto the protruding thread of the Right Pedal (14) in a <u>COUNTER-CLOCKWISE</u> direction. After doing so, finish off the tightening of the parts in the same direction as instructed with the Multi Hex Tool with Phillips Screwdriver and Open Wrench provided.

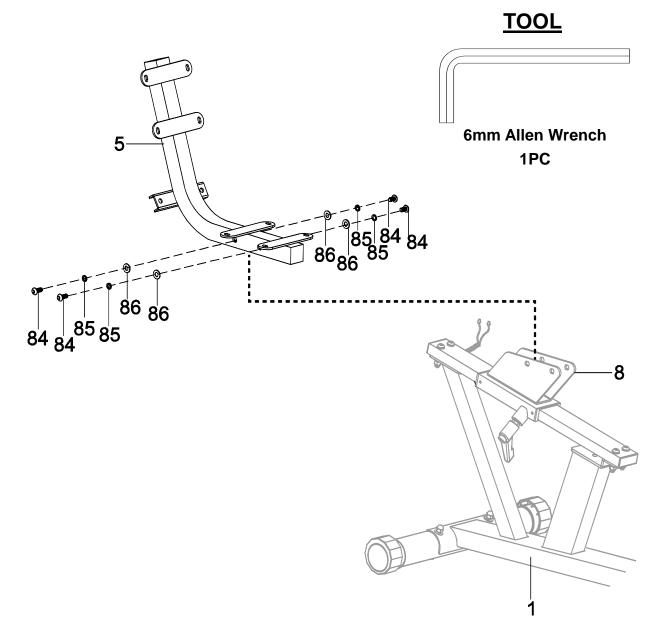


STEP 3

3a. Removal of Hardware for Installation: Remove four Hex Bolts (16), four Spring Washers (12) and four Curved Washers (10) from the Main Frame (1). Slide the Front Post Cover (37) onto the Front Post (2) before going onto the next sub step.

**3b. Connecting the Pulse and Console Wires:** Connect the **Upper Console Wire (17)** from the **Front Post (2)** to the **Lower Console Wire (25)** from the **Main Frame (1)**. Connect the **Extension Hand Pulse Wire A (18)** from the **Front Post (2)** to the **Hand Pulse Wire B (28)** from the **Main Frame (1)**. See **Figure C.** 

3c. Installing the Front Post to the Main Frame: Slide the Front Post (2) onto the Main Frame (1). Align the holes of the Front Post (2) and Main Frame (1). Fasten the Front Post (2) to the Main Frame (1) with the previously removed four Hex Bolts (16), four Spring Washers (12) and four Curved Washers (10). Then tighten all the Bolts (16) by using the 6mm Allen Wrench provided.



#### **STEP 4**

**4a. Removal of Hardware for Installation:** Remove four **Hex Bolts (84)**, four **Spring Washers (85)** and four **Flat Washers (86)** from the **Seat Post (5)**.

4b. Installing the Seat Post to the Main Frame: Attach the Seat Post (5) inside the brackets of the Slide Tube Bracket (8) with four Hex Bolts (84), four Spring Washers (85) and four Flat Washers (86). Tighten all the Bolts with the 6mm Allen Wrench provided.

#### PRE-INSTALLED HARDWARE

(84) Hex Bolt 4PCS

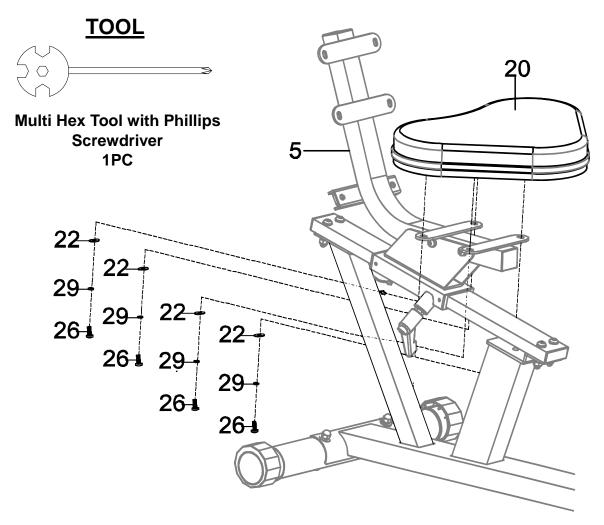


(86) Flat Washer 4PCS

(85) Spring

Washer

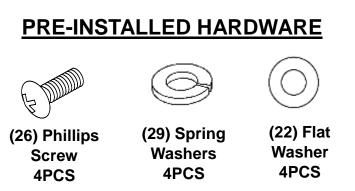
4PCS

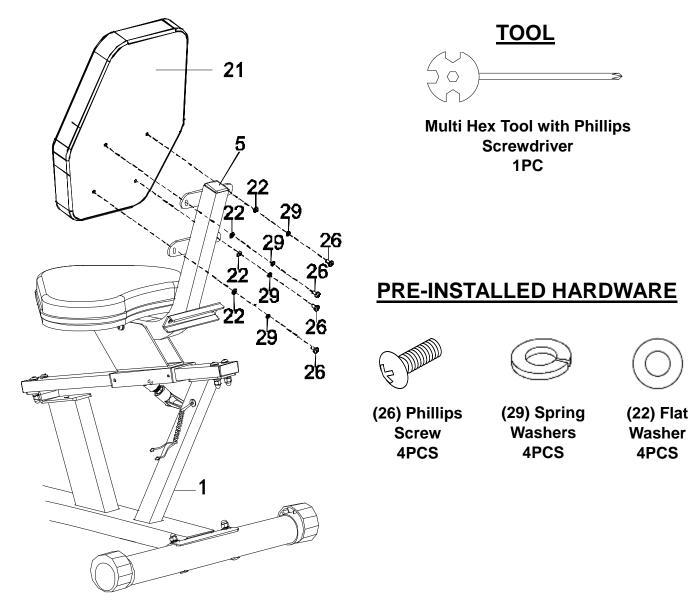


#### **STEP 5**

**5a. Removal of Hardware for Installation:** Remove four **Phillips Screws (26)**, four **Spring Washers (29)**, and four **Flat Washers (22)** from the underside of the **Seat (20)**.

5b. Installing the Seat to the Main Frame: Align the holes of the Seat (20) to the holes of the Seat Post (5). Secure the Seat (20) with the previously removed four Phillips Screws (26), four Spring Washers (29) and four Flat Washers (22). Tighten the Phillips Screws (26) using the Multi Hex Tool with the Phillips Screwdriver provided.

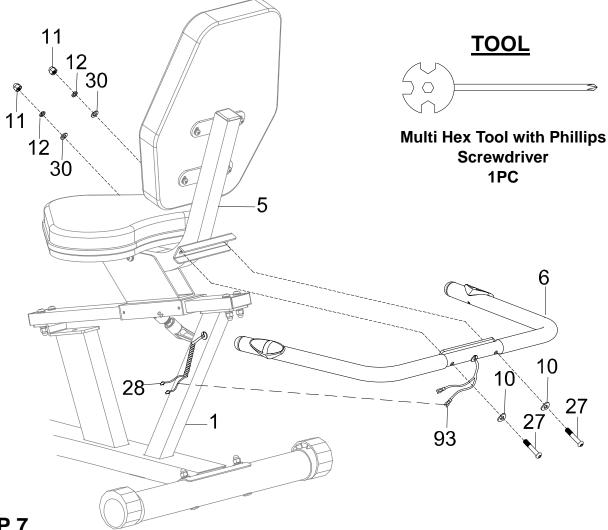




#### **STEP 6**

6a. Removal of Hardware for Installation: Remove four Phillips Screws (26), four Spring Washers (29) and the four Flat Washers (22) from the Backrest (21) with the Multi-Hex Tool with Phillips Screwdriver.

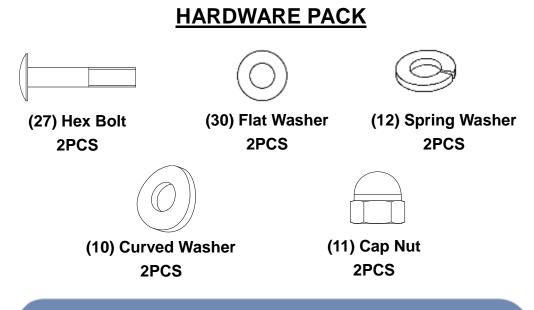
**6b. Installing the Backrest:** Align the holes of the **Backrest (21)** to the holes of the **Seat Post (5)**. Secure the **Backrest (21)** with four **Phillips Screws (26)**, four **Spring Washers (29)** and four **Flat Washers (22)**. Tighten the **Phillips Screws (26)** using the **Multi Hex Tool with Phillips Screwdriver** provided.



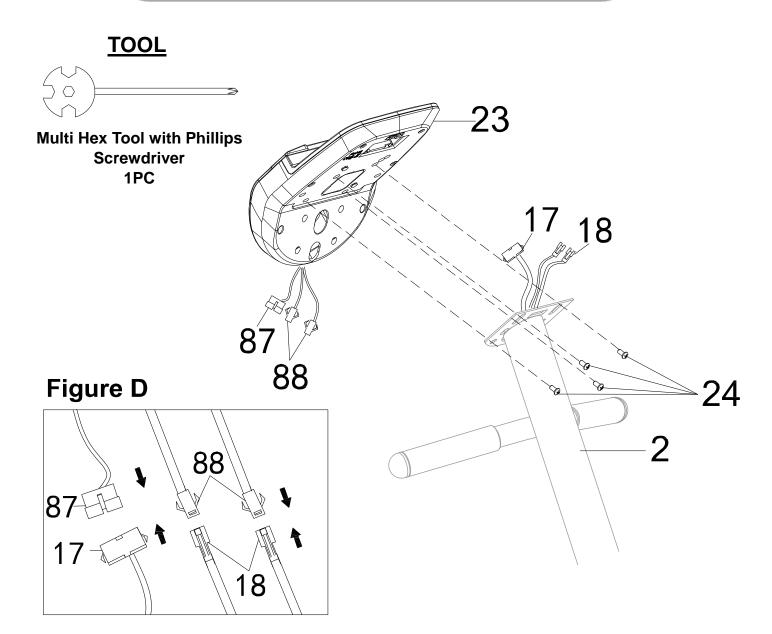
#### STEP 7

7a. Installing the Handlebar: Attach the Handlebar (6) onto the Seat Post (5) with two Hex Bolts (27), two Curved Washers (10), two Flat Washers (30), two Spring Washers (12) and two Cap Nuts (11).

7b. Connecting the Pulse Wires: Connect the Hand Pulse Wires D (93) from the Handlebar (6) to the Hand Pulse Wire B (28) from the Main Frame (1).



17



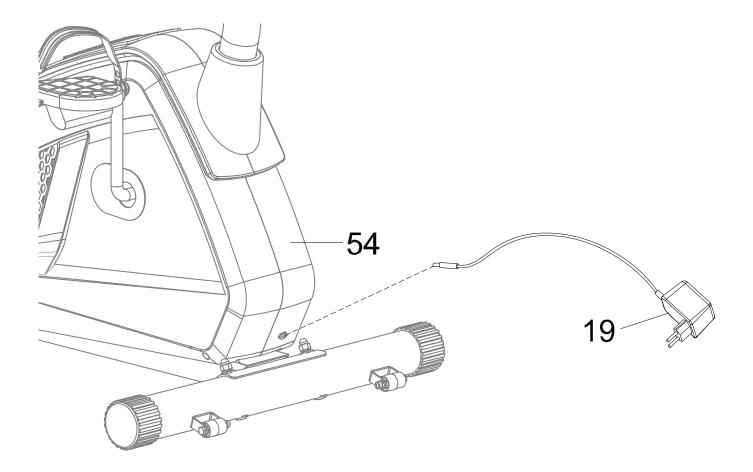
#### Step 8

**8a. Removal of Hardware for Installation:** Remove four **Phillips Screws (24)** from the **Console (23)**.

**8b. Connecting the Console Wires:** Connect the Lower Console Wire (17) from the Front Post (2) to the Upper Console Wire (87) from the Console (23). Connect the Hand Pulse Wire A (18) coming from the Front Post (2) to the Hand Pulse Wires C (88) coming from the Console (23). See Figure D.

**8c. Installing the Console:** Attach the **Console (23)** onto the **Front Post (2)**, and tighten the four **Phillips Screws (24)** with the **Multi Hex Tool with Phillips Screwdriver** provided.

#### WARNING: This Console Is Not Battery Operated. Use The Adaptor Provided To Power The Console. See Step 9.



#### **STEP 9**

9a. Plugging In The Machine – Connect the AC Adaptor (19) to the cable plug on the front of the Left Cover (54).

WARNING: This Console Is Not Battery Operated. Use The Adaptor Provided To Power The Console.

# CONSOLE

# **Display Information:**

TIME	00:00-99:00
SPEED	0.0-99.9 MPH / KM
DISTANCE (DIST)	0.0-999.9 ML
CALORIES (CAL)	0.0-999.9 CAL
ODOMETER (ODO)	0-999.9 ML





Start/Stop Button: Starts and pauses workouts.



Mode Button: Switches displayed workout values:  $RPM \iff MPH/KMPH // DIST \iff ODO // CAL \iff WATT$ 

0

INTER

**Up Button:** Increases the value of the selected workout settings: RESISTANCE, TIME, DISTANCE, CALORIES, PROGRAMS

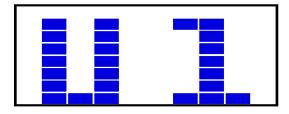
**Down Button:** Decreases the value of the selected workout settings: RESISTANCE, TIME, DISTANCE, CALORIES, PROGRAMS

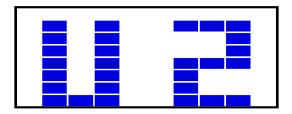
**Enter Button:** Confirms a selection or toggles through: TIME, DISTANCE/ODO, CALORIES, PROGRAMS

## **USER Set Up:**

The first screen that will appear after you turn on the Console will prompt you to choose between USER 1 and USER 2.

- 1. Press ∧ or ∨ to choose between USER 1 and USER 2. After choosing one of the user profiles press ENTER.
- 2. Press ∧ or ∨ to choose a gender, see the Male and Female Symbol in the top right corner, after choosing press ENTER.
- 3. Press  $\mathbf{\Lambda}$  or  $\mathbf{V}$  to set an age, after choosing press ENTER.
- 4. Press  $\Lambda$  or V to set a height, after choosing press ENTER.
- 5. Press  $\Lambda$  or V to set a weight, after choosing press ENTER.
- 6. Once you go through the set up the display will return to the U1 or U2 screen.





ERPEUTIC

#### Profile Program:

# The console has 24 Preset Program options to choose from to help challenge you and meet your fitness goals. <u>See the diagram below.</u>

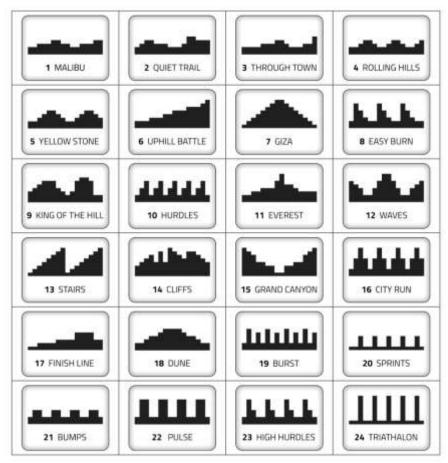
**How to quick start a Program Profile:** The first screen that appears when the console is turned on is program profile P1. From this screen you can select any of the other program profiles by using the UP or DOWN buttons. To start an immediate workout press the START button once you have selected the desired program profile. Control the resistance level by pressing the UP or DOWN arrow buttons.

# The console can be set to count down a Workout Goal based on TIME, DISTANCE, and CALORIES.

How to set a Workout Goal Program Profile: The first screen that appears when the console is turned on is program profile P1. From this screen you can select any of the other program profiles by using the UP or DOWN buttons. Pressing the ENTER button will select the program profile on the screen. Next, the TIME goal parameter will flash. You can assign a value from which the console will count down by using the UP or DOWN buttons or press ENTER again to set a DISTANCE or CALORIE goal. Press the START button to initiate your workout. When a goal is achieved the console will sound an alarm and stop the workout.

Note 1: Multiple Workout Goals can be set. When one of the parameter reaches zero the console will stop your workout. To continue your workout and reach the other Workout Goals you have set, press the START button twice in order to resume.

Note 2: The FULL workout diagram will not display on the LCD screen during the workout. The diagram will shift during the workout.



# **CONSOLE FUNCTIONS**

#### **CONSOLE FEATURES:**



**CHANGE UNITS OF MEASUREMENT:** Pressing and holding  $^$  and  $^$  for 3 seconds will reset the console display and will change the units between Metric (kilometers) & Imperial (miles).



Pressing and holding the START button for 3 seconds will reset the console display.

Shut Off: The Console will go into standby after 20 minutes of inactivity.

Resistance: The Resistance can be adjusted during an active Pre-set Program, but the

adjustment only affects the current column/interval.

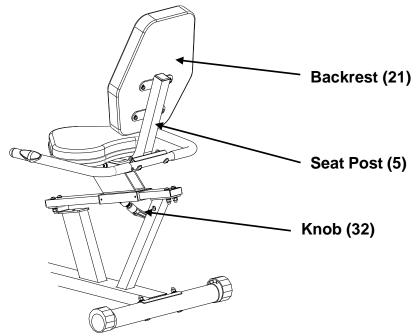
Get the latest information on our apps by visiting our website. www.MyCloudFitness.com

# ADJUSTMENTS

#### Adjusting the Rear Stabilizer End Cap and Adjustable Leveler

Turn the **Rear Stabilizer End Caps (36)** on the **Rear Stabilizer (3)** as needed to level the recumbent bike.

Turn the Adjustable Leveler (82) so that is making contact with the floor. Do not extend the Adjustable Leveler (82) too far, as this will cause the bike to tilt and be off balance.



#### Adjusting the Seat Forward or Back

Loosen the **Knob (32)** in a <u>COUNTER-CLOCKWISE</u> direction until the seat is loosened. Standing behind the seat, use two hands to push or pull the **Backrest (21).** Once you adjust to the position you like, lock the **Seat Post (5)** into place by tightening the **Round Knob (32)** in a <u>CLOCKWISE</u> direction until it is secured tightly.

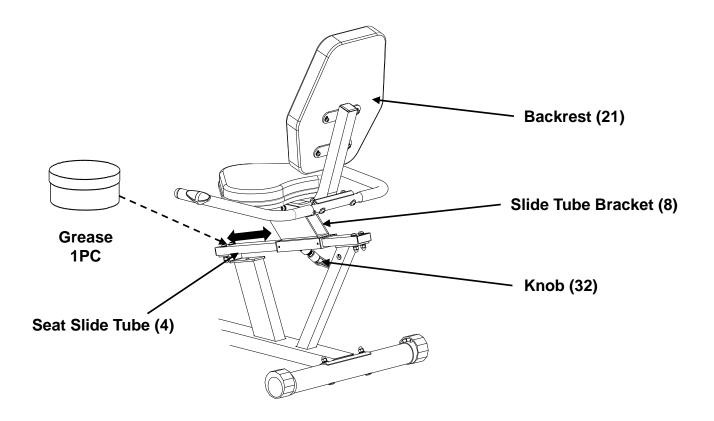
# LUBRICATION

#### Lubricating the Seat Slide Tube

If there is a creaking noise coming from the **Slide Tube Bracket (8)** while riding or the **Backrest** (21) is difficult to move when adjusting the user height, do the following:

- 1. Apply the included Grease on to all sides of the Seat Slide Tube (4).
- 2. Grab the **Backrest (21)** to shift the **Seat Slide Bracket (8)** forward and backward to allow the **Grease** to evenly spread over the **Seat Slide Tube (4)**.
- 3. If there is still resistance when moving the **Backrest (21)** forward and back, repeat the process with more **Grease** until the **Seat Slide Bracket (8)** is moving without resistance or noise.

#### WARNING: Store the grease in a safe place away from children.



#### TROUBLE SHOOTING

- 1. **PROBLEM:** The recumbent bike wobbles when in use.
  - SOLUTION: Turn the Rear Stabilizer End Caps (33) on the Rear Stabilizer (3) or Adjustable Leveler (82) on the bottom of the rear Main Frame (1) as needed to level the recumbent bike.
- 2. **PROBLEM:** The display on the **Console (23)** does not turn on.
  - 1) SOLUTION: Remove the Console (23) and verify that the wires from the console (23) are properly connected to the wires of the Front Post (2).
  - 2) SOLUTION: Check that the AC Adaptor (19) is securely connected to the Power Supply Cable (77), and that it is plugged into an electrical outlet:
- 3. **PROBLEM:** Not displaying/inconsistent/erratic heart rate readings
  - 1) SOLUTION: Always hold onto the Hand Pulse Sensors (40) with both hands. Maintain moderate pressure when holding onto the Hand Pulse Sensors (40).
  - 2) SOLUTION: Make sure the wire connections for the Hand Pulse Wires D (93) are connected.
  - 3) SOLUTION: Wipe your excess moisture off your hands.
- 4. **PROBLEM:** The recumbent bike makes a squeaking noise when in use.
  - **1) SOLUTION:** The bolts may be loose on the recumbent bike. Inspect all of the bolts and tighten any loose bolts.

#### MAINTENANCE

- 1. The recumbent bike can be cleaned with a soft clean damp cloth.
- 2. Do not use abrasives or solvents on the plastic parts.
- 3. Wipe your perspiration off the recumbent bike after each use.
- 4. Be careful not to get excessive moisture on the Console display as this might cause an electrical hazard or the electronics to fail.
- 5. Keep the recumbent bike, especially the computer console out of direct sunlight to prevent screen damage.
- 6. Be sure all assembly bolts, nuts, screws, and pedals on the machine are thoroughly tightened prior to use. Tighten any loose parts.

# **TROUBLESHOOTING & MAINTENANCE**

Problem	Potential Cause	Correction
E1	1. The motor does not	Motor Problems
	activate	Symptoms include an unusually loud
		noise coming from the Motor, which
		means the Gears are NOT meshing
		correctly. Try reversing the resistance
		and try again. If this fails then contact
		customer service.

Problem	Potential Cause	Correction	
E2	1. There is something	Check if the cables are damaged,	
	wrong with the cables.	causing a circuit short.	
	2. There is something	Change the computer. Contact customer	
	wrong with the computer.	service	
	3. There is something	Change the motor. Contact customer	
	wrong with the motor.	service	

WARNING: Before connecting any cables, make sure the Metal

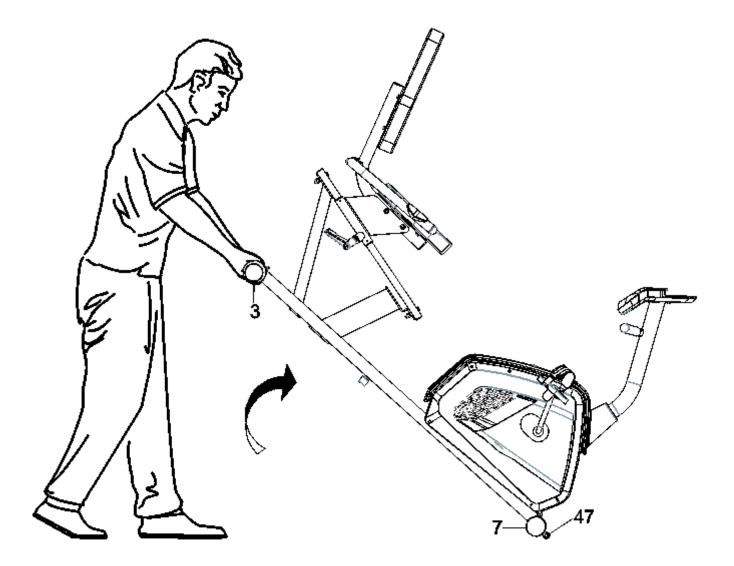
#### Prongs of the cables are aligned like in the Correct image on the left.



Incorrect



#### **TRANSPORT & STORAGE**



#### **Transporting the Bike**

Lift the **Rear Stabilizer (3)** with both hands until the **Wheels (47)** on the **Front Stabilizer (7)** make contact with the ground. Pull or Push the Bike to the desired storage area before gently lowering the Bike. Always maintain both hands on the Bike during transportation.

#### Storage

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

### 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	1 year For Home Use Only
All Other Components	90 days For Home Use Only

(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 PURCHA	ASE:			 

PART #	DESCRIPTION	QTY

"YOUR ORDER WILL BE PROCESSED WITHIN 3 BUSINESS DAYS" This form can also be faxed to #: 626-810-2166