

## DELIVERY & INSTALLATION

We would like to thank you for investing in PULSE fitness equipment and would like to assure you that we are committed to providing you with first class products and excellent customer service.

Door to door delivery charges do not include inside delivery and installation and set up of equipment. Both of these services are available for an extra charge. We highly recommend the use of trained professionals to assemble all PULSE products.

A thorough inspection and testing of equipment ensures that all products leave the factory in excellent condition. Although precautions have been taken to make sure that the product arrives at your facility in the same condition it leaves our factory, it is important to follow the procedure below upon receipt of delivery to help ensure your satisfaction.

### DELIVERY INSPECTION

- Upon arrival, it is important that you thoroughly inspect all of the equipment for damage.
- If you discover damage, point it out to the driver and have the driver **make a record of the damage on the receiving report**. Make sure you obtain a copy of the receiving report.
- Contact the shipper's office and make a claim with the information on the report.
- If you require replacement parts for the damages incurred, call PULSE Fitness Systems service department at 204-235-0904.

### INSTALLATION

Lay out equipment with ample operating space between machines. Do not crowd the exercise area.

### ANCHORING

We recommend that each piece of PULSE strength training equipment be anchored to the floor using 3/8" grade 2 bolts or better.

## DELIVERY & INSTALLATION

If all legs/frames do not contact the floor surface DO NOT pull down with anchors. Shim any leg or frame not in contact with the surface with flat washers for a level installation.

**NOTE: PULSE** is not responsible for the actual anchoring of equipment with the purchase of the installation package. Consult with a professional contractor for this service.

## ASSEMBLY

Most equipment with the exception of multi-stations will arrive assembled but occasionally delivery conditions will demand shipping with weight stacks and cables removed. Multi-stations have individual assembly instructions.

## WEIGHT STACK INSTALLATION

1. Remove bolts in top frame securing the guide-rod positioning plate. These bolts may also secure upper pulley mount.
2. Remove plastic caps from guide rods
3. Remove weight stack guard.
4. Lean guide rods away from frame.
5. Wipe guide rods clean and lubricate the entire length with a light coating of automotive engine oil.
6. Install each weight plate one at a time beginning with the bottom plate, (highest numerical value).
7. Install top plate with selector shaft.
8. Replace plastic caps and guide-rod positioning plate.
9. Return guide rods to upright position.
10. Install bolts, washers and lock nuts and tighten securely.
11. Insert cable and tighten cable set screws.

## SAFETY

Use extra caution when assembling and installing equipment, particularly when lifting or moving heavy objects such as weight stacks.

After assembly, check all fasteners and cable connections to make sure they are properly tightened before attempting to use the equipment.

## CUSTOMER SERVICE

### ORDERING PARTS

To order parts contact PULSE CUSTOMER SERVICE at 204-235-0904. In order to assist our customer service representative in serving you, please have the following information ready:

- SERIAL NUMBER
- PRODUCT NAME
- PART DESCRIPTION
- UPHOLSTERY COLOR
- SHIPPING ADDRESS
- CONTACT NAME & PHONE NUMBER

The serial number and product name can be found on the serial number decal on each piece of equipment.

If ordering upholstery it is important to provide the exact color either from the standard PULSE color chart or as described on the purchase invoice.

### PULSE WARRANTY

All products manufactured by PULSE Fitness Systems are warranted to be free of defects in material and workmanship. PULSE offers this warranty to the original purchaser subject to the following conditions:

#### Duration of Warranty

PULSE warrants components to be free from defects in materials and workmanship for the periods listed below from the date of the original shipment:

- |          |   |                  |
|----------|---|------------------|
| 10 years | • | Structural Frame |
| 5 years  | • | Bearings         |
|          | • | Bolts            |
|          | • | Guide Rods       |
|          | • | Pulleys          |
|          | • | Weight Stacks    |
| 1 year   | • | Pull Pins        |
| 90 days  | • | Cables           |
|          | • | Handgrips        |
|          | • | Upholstery       |
|          | • | Parts not listed |

## **CUSTOMER SERVICE**

### **Extent of Warranty Coverage**

PULSE retains the right to elect to repair or replace improperly functioning equipment free of charge during the warranty period. Replacements or repairs will not extend the warranty period. PULSE reserves the right to replace the failed component with a new or equivalent component. Replaced components become the property of PULSE.

This warranty does not cover any product, component, part, or accessory, which PULSE determines to be defective due to abuse, neglect, or lack of maintenance as outlined in the INSPECTION & MAINTENANCE section. In addition the warranty will be voided if the equipment has been modified or altered in any way.

If a defect or damage involves a component or part that can reasonably be replaced or serviced by the consumer/purchaser, PULSE will be responsible only for providing, at no charge, a replacement and instructions.

### **Damage by Transport Carrier**

If damage is caused by the transport carrier, a damage claim must be filed directly with the carrier at the time of the delivery. Notify PULSE Customer Service at the time of delivery and PULSE will provide a replacement part or component and instructions for replacement or service but will not assume purchase or shipping costs for the replacement.

### **Warranty Performance Procedure**

Contact the PULSE Customer Service department by mail or phone for instructions.

PULSE CUSTOMER SERVICE  
600 Mission Street  
Winnipeg, MB, Canada R2J 0A2  
Phone: 204-235-0904 Fax: 204-231-1499

Please have the following information ready when calling:

- Product Name
- Serial Number
- Date of Purchase
- Shipping Address
- Phone & Fax Number

## CUSTOMER SERVICE

### **Warranty Disclaimers**

There are no additional warranties, either expressed or implied, arising out of the sale of PULSE strength products other than those contained herein except an implied warranty of fitness for the purpose intended for a period of one year or as noted below. This warranty extends only to the repair or replacement of the product and does not provide additional coverage with respect to any incidental or consequential damages arising from the use or non-use of this product.

***Warranty is voided if equipment is moved from the place of original installation without approval of Pulse Fitness Systems.***

### **Shipping Cost Policy**

If a service requirement arises during the first year of use, which requires the return for repair or replacement of that product, it is the current policy of PULSE to pay directly or to reimburse the customer for all shipping costs connected with the repair or replacement. The customer must obtain a return authorization and shipments must be made by the method or carrier instructed by PULSE. This policy does **not** include the cost of air freight shipments.

### **Return and Replacement Policy**

If a service requirement arises during the first year of use that requires the replacement of a defective part or component, it is the current policy of PULSE to expedite service by immediately shipping and invoicing the replacement. The invoice will be credited in full on receipt of the authorized return. Invoicing and return may be waived in some cases when handling exceeds the value of the item.

### **Repair Policy**

For non-warranty repairs, a written purchase order is required to recover material, labor, and shipping costs. Repairs paid for by the customer are warranted for 90 days from the date of repair.

### **Response Time**

It is the policy of PULSE to respond quickly to requests for parts or components. In stock parts will be shipped within 24 hours and out of stock components will be given priority in manufacturing.

## INSPECTION & MAINTENANCE

The following maintenance procedures, performed regularly, will help assure safe, trouble free operation of your PULSE Strength Training equipment.

Instruct all personnel in equipment inspection and reporting/recording.

Inspect and maintain equipment at regular intervals. Special attention should be paid to cable and hardware inspection. It is recommended that a regular maintenance log be kept.

### REGULAR MAINTENANCE SCHEDULE

- |                  |   |                                   |
|------------------|---|-----------------------------------|
| <b>Daily</b>     | • | Clean Upholstery                  |
| <b>Weekly</b>    | • | Inspect                           |
|                  |   | • Cables                          |
|                  |   | • Hardware                        |
|                  | • | Lubricate Weight Stack Guide Rods |
| <b>Quarterly</b> | • | Lubricate Leg Press Wheels        |

#### Daily Procedure

##### **Clean Upholstery**

Specialized vinyl cleaners or protectors are recommended. Otherwise upholstery should be wiped down with a solution of warm water and mild detergent. Do NOT use solutions containing ammonia.

#### Weekly Procedures

##### **Inspect Cables**

Cables should be inspected for wear or damage and proper tension. Particular attention should be paid to inspecting the cables for damage near bends in the cable and attachment points.

The following conditions may indicate a worn cable:

- A crack or tear in the cable sheath
- A kink in the cable
- A stretched or curled cable sheath
- A sudden decrease in cable tension
- **Worn cables should be replaced immediately.**

## **INSPECTION & MAINTENANCE**

### **Weekly Procedures ( Continued )**

#### **Inspect Hardware**

Nuts and bolts should be checked for looseness. Tighten as required.

Inspect all cable attachments for wear or other safety concerns such as loose grips or flaking chrome plating. Replace as necessary

#### **Lubricate Guide Rods**

Weight stack guide rods and linear guides should be wiped clean over the entire length and coated with a light film of medium weight automotive engine oil.

### **Quarterly Procedure**

#### **Lubricate Leg Press Wheels**

Leg press machines with carriages that roll on urethane wheels should be maintained on a regular basis. After removing the carriage from the machine, remove the wheel axles using a 5/16" Allen wrench ( loosen set screw in axle shaft before attempting to remove wheel axle bolt). Wipe out old grease from the bearings and replace with a liberal amount of new wheel bearing grease. Replace wheels and axles.