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TriFIT 700

Setup Guide

Version 4.8
051207

TriFIT™

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Section 1: Setting Up Your TriFIT 700

In this section

- The TriFIT System
- Facility Requirements
- Packing Lists
- Unpacking the System
- Assembling the System

Requirements and Recommendations

The TriFIT 700 evaluation system is designed to gather, process, interpret and display fitness and wellness data. The TriFIT was designed to be used by exercise professionals and physical educators.

These items are necessary to operate the TriFIT 700 System:

- 120 Volt Power outlet, ***highly*** recommended to be a dedicated line. A dedicated line is where only one circuit is servicing the outlet.

These items are recommended:

- Private/quiet environment for fitness testing.
- Cool temperature (72°F), moderate humidity and good air circulation (fan recommended for bike & treadmill testing).
- Telephone with outside line for emergency access and technical support.
- Flat, firm surface for the platform/scale.



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IMPORTANT !
If any item was damaged in shipment, report the damage within 24 hours to the shipping agent that delivered your system. *You must hold the original carton and damaged item for inspection* – otherwise no claim can be honored by the shipping agent or by Polar/HealthFirst.

Unpacking Your TriFIT 700

Once the system is out of the shipping container and on the floor;

- Remove all packing materials.
- Move the scale and any boxes off of the cart.
- Mount the monitor onto the main post, being careful not to pinch any of the cables (see photo).



Accessories

The following is a list of all the items included with your system. These are standard items included with every system. You may have other items as part of your individual order.

1. Polar heart rate transmitter belt and elastic strap



2. Strength handle and strength strap assembly

3. On-line Skyndex Skinfold calipers w/calibration dowel as shown on the caliper hanger on the monitor tray. (Lange calipers are an optional upgrade)



4. 15” Flat Panel LCD monitor w/speakers

5. Keyboard

6. Mouse

7. Hewlett Packard DeskJet printer

8. 6 foot power cord attached for the cart power

9. TriFIT computer installed in the cart (if ordered)

10. TriFIT 700 cart with integrated range of motion (ROM) unit



11. Heart rate receiver and 8’ HR cable (if no bike was purchased).
    If bike was purchased, a split receiver/RPM cable is included

12. Platform/scale

13. 2 Allen wrenches for assembly/repair.



14. TriFIT Fitness Assessment software

Hardware Upgrades

- Monark 828E Bicycle Ergometer
  (includes custom Polar Heart Rate Receiver/RPM interface cable)
- Magnum Bike (with serial/USB hook up into computer)
- Trackmaster treadmill (includes 15 foot treadmill interface cable)
- Lange skinfold calipers
- Tanita BF 350 Bioimpedance
- Blood pressure. Includes a blood pressure device factory installed in the TriFIT interface, factory installed software and three blood pressure cuffs (small, medium, large)
- Network ready (includes PCI network card or onboard NIC, factory installed in computer, and a 15' twisted pair network cable)
- Networked systems of 2 or more (includes network hub specified at time of purchase and a 15' twisted pair network cable per system)
- Hewlett Packard printer upgrade (laser or upgraded color)

Monark 828



Magnum Upright Bike



Blood Pressure
The Polar TriFIT Blood Pressure Unit is factory installed in the TF700IU.





Tanita BF-350 Bioimpedance scale

Lange Skinfold Calipers



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Software Upgrades

- Health Risk Appraisal (HRA) module
- Group Report module
- Meal Planner
- Template Builder
- Network Version (2-5, 10, 25, 99 user license)
- Nutritional Analysis (Nutritionist Pro)

Available Accessories

- Additional Polar heart rate transmitter belt
- Additional Polar elastic belts (available in small and XL)
- Marketing program for Fitness Centers/Health Clubs

ASSEMBLING THE TriFIT 700

TriFIT Interface Connections

Noting that the interface box is secured to the top of the computer with a velcro strip, verify that the following peripherals are connected to the TF700IU interface:

- Skinfold Calipers 
- ROM (Range of Motion) 
- Platform 
- Heart Rate Cable/RPM cable interface 



Printer

- Plug the power and data cables into the printer.



Plug in Printer Power and USB Cables

Using the main power cable, plug the system into a 120VAC wall outlet. Power is applied to the system via the switch located on the left rear of the cart.

Always use the System Main Power Switch to turn the entire system on and off.

PLATFORM/SCALE

- Attach the "C" connector on the strength strap assembly to the strength handle. Make sure it is tightened all the way.
- Check the strap for any wear or defects before each use, as this could cause injury to the client being tested on the Biceps Strength Test.



Monark Bike

If a Monark 828E was purchased with your TriFIT 700 system, you will receive a Bike interface split cable. This cable plugs into the TriFIT 700 interface unit where it is labeled with the heart and pedals icon. Position the split end that holds the Polar receiver per the set up instructions included with the cable. Refer to the Instruction manual that came with the Monark 828 for assembly instructions. To setup the cardiovascular defaults and/or calibrate the Monark bike, see the next sections.



Magnum Bike

If a Magnum Upright bike was purchased with your TriFIT 700 system, you will receive a serial cable that plugs into the back of the computer. You will need to set the Cardiovascular Defaults under Environments to Magnum and the correct serial port, see the section on Cardiovascular Defaults.



Tanita BF-350 Bioimpedance

If a Tanita BF-350 Bioimpedance scale is purchased with your TriFIT 700 system, you will receive a null modem serial cable that plugs into either one of the device ports on the 700 interface box or the back of the computer. You will need to set the Body Compostion Defaults under Environments (they only appear if you are licensed for Tanita) to the correct serial port (or device Port), see the section on Body Composition Defaults. Before using the Tanita with the TriFIT System it will need to be in **Remote mode**:



Step 1: When the unit is switched off, press the [ZERO/RESET] and [ON/OFF] keys simultaneously. NOTE: The default setting is off.

Step 2: Switch Remote mode on and off by pressing the up or down arrows. ON: Enables the Remote mode, OFF : Disables Remote mode.

Press [SET] to confirm. Only 'rS' will appear (standby screen). NOTE: To switch off Remote mode, start from the beginning again and select 'OFF' as Step 2

Section 2: Operation of Your TriFIT 700

In this section:

- Recommendations for the operating staff
- Turning on the system power
- Shutting down the system
- Setting up for first time use
- Calibration
- Testing recommendations
- Training of the staff
- Transporting the system

Recommendations for Staff

- It is recommended that **ALL OPERATORS** have a ***basic understanding of Windows operating system.*** If not, it is recommended that the primary operator take a course in the basic operation of Windows.

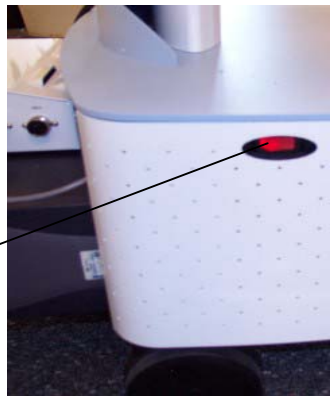
- Polar/HealthFirst Corporation recommends that **ALL OPERATORS** complete the entire TriFIT 4.X tutorials. The tutorials can be accessed from the icons that are installed on the desktop of the TriFIT computer.

- Polar/HealthFirst Corporation recommends that the operator of the TriFIT 700 be certified in CPR and hold a certification from the American College of Sports Medicine (ACSM), American Council on Exercise (ACE), or another national fitness certification organization.

Turning on the Power

- After checking all the cable connections as outlined previously, you are ready to turn on your system.

- Turn on the System Main Power switch located at the left side of the cart.



- When the power is applied to the unit, a green light should be on the TF700iu above the power indicator and the box will make a start up verification sound.



- Turn on the CPU.



- Turn the power to the printer on.

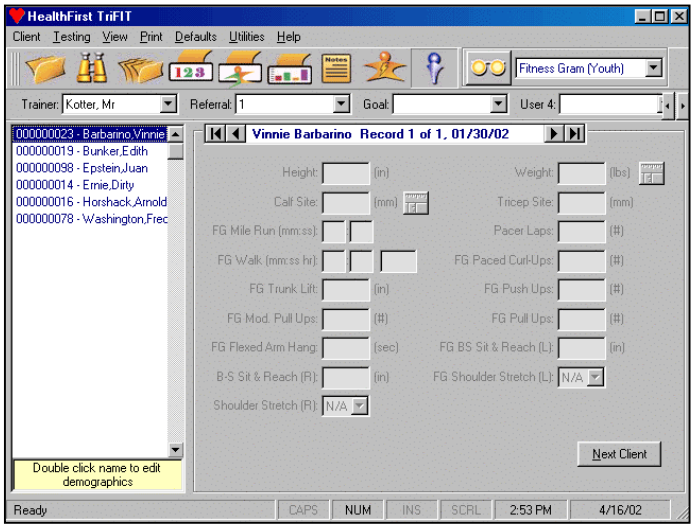


- Turn on the monitor

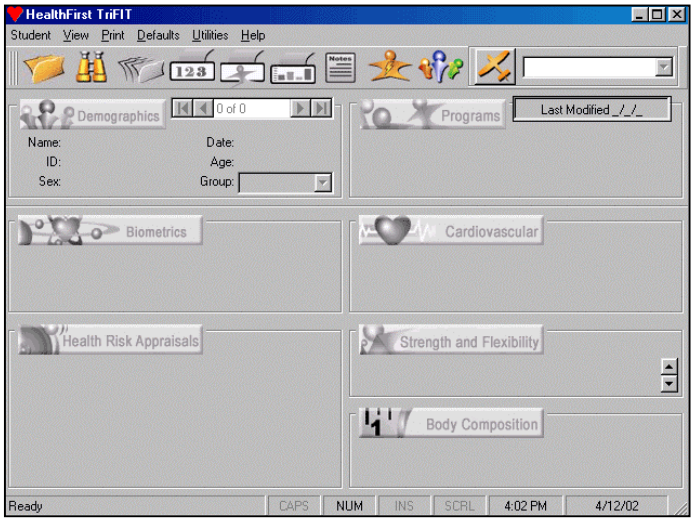
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Start Up

You will see the TriFIT software main screen after the TriFIT 700 “boots up”. You can close or minimize the screen to open other programs.



Quick Entry Main Screen
For testing groups of individuals quickly.



Personal View Main Screen
For testing individuals and accessing the Wellness Encyclopedia Topics.

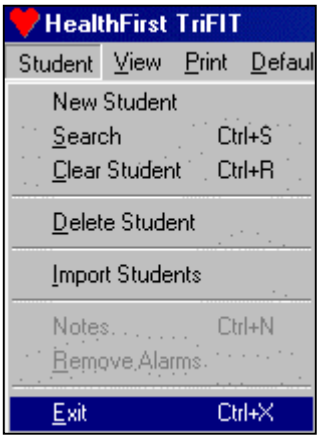
.

DO NOT INSTALL ANY SOFTWARE OTHER THAN THE SOFTWARE PROVIDED OR RECCOMMENDED BY Polar/HealthFirst Corporation, AS THIS MAY CAUSE THE SYSTEM TO FAIL AND VOID THE WARRANTY.

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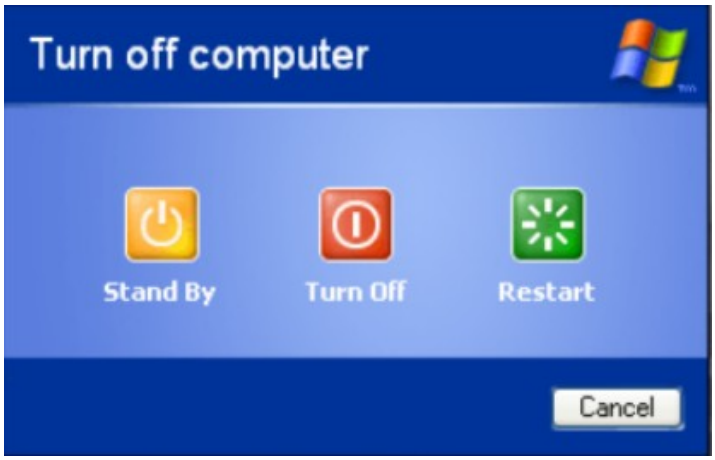
Shutting Down

To shut down the TriFIT software, click the “x” in the upper right corner, or go to “Client or Student” and “Exit”.
Before turning off the power to the system, it is important to ***shut down TriFIT 700 properly:***



- Click the “x” in the upper right corner, or go to “Client or Student” and “Exit” to Exit the TriFIT 700 software.

- Go to Start at the bottom taskbar and go to “Turn off”, click OK. The computer will turn itself off.
- Now, turn off the power to the printer, by pressing the printer power button located on the front of the printer (if you do not do this, you will get an error when you turn the system on next time).
- Turn off the main power on the left side of the cart.

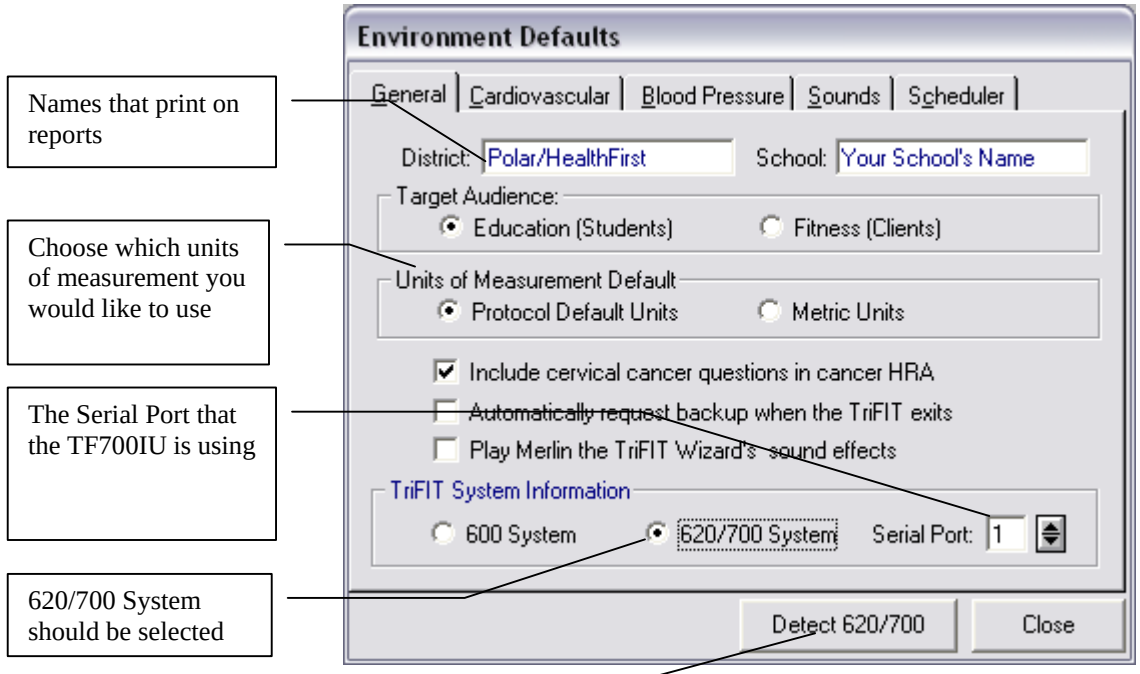


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Setup Defaults for First Time Use

General Defaults

- ***620/700 System*** should be selected **NOT 600**.
- Complete the Company Name or District Name and Facility Name or School Name. These will be printed on the Cover Sheet of the reports you generate and at the bottom of each report page.
- The units of measurement can also be changed to strictly Metric units or the default units for each test protocol.
- Click the ***Detect 620/700*** button.



Target Audience: Switching between Education and Fitness changes terms from Students to Clients and User Field descriptions from Teacher and Period to Trainer and Referral, etc. **WARNING**: This will change the fields and may prevent sorting. Change this only if you are sure this is what you want.

Pressing F1 at any time while in the TriFIT software will activate the on-line help.

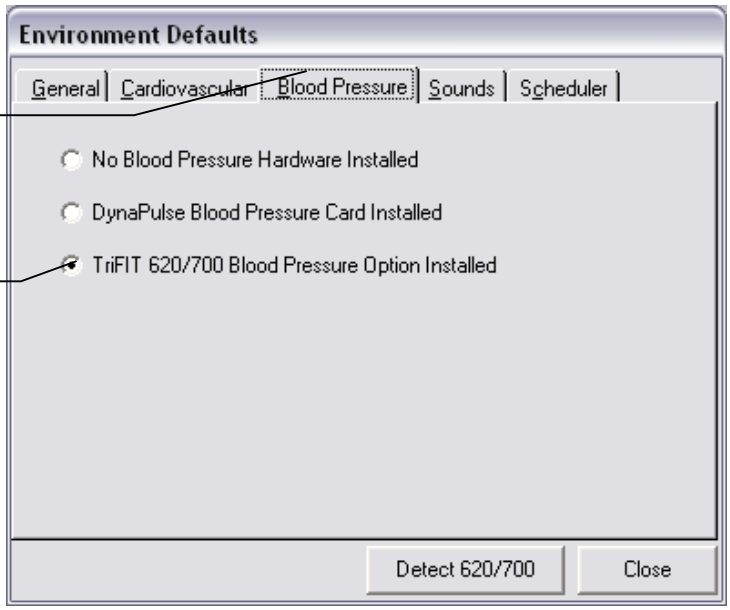
Blood Pressure Defaults

The Blood Pressure Defaults have been factory set, but if for some reason they have been re-set, follow these instructions. If you do not have the Blood Pressure option, go to the next section.

Step 1

While still in Defaults/Environment, click on the Blood Pressure Tab.

Select ***TriFIT 620/700 Blood Pressure Option Installed***.

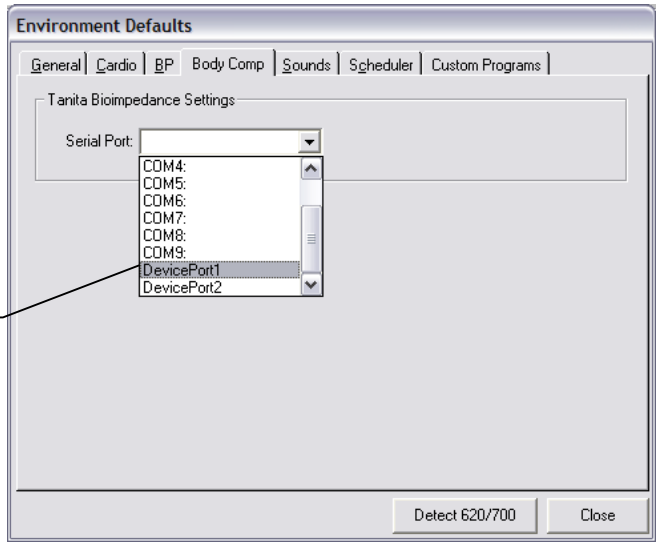


Body Composition Defaults

If you are licensed for the Tanita Bioimpedance, another tab will appear called Body Composition:

Make sure the Tanita scale is set to Remote Mode (see the TriFIT Assembly section for more info) and turned on.

Select the Device Port # or Com port that the null modem cable from the Tanita is plugged into.

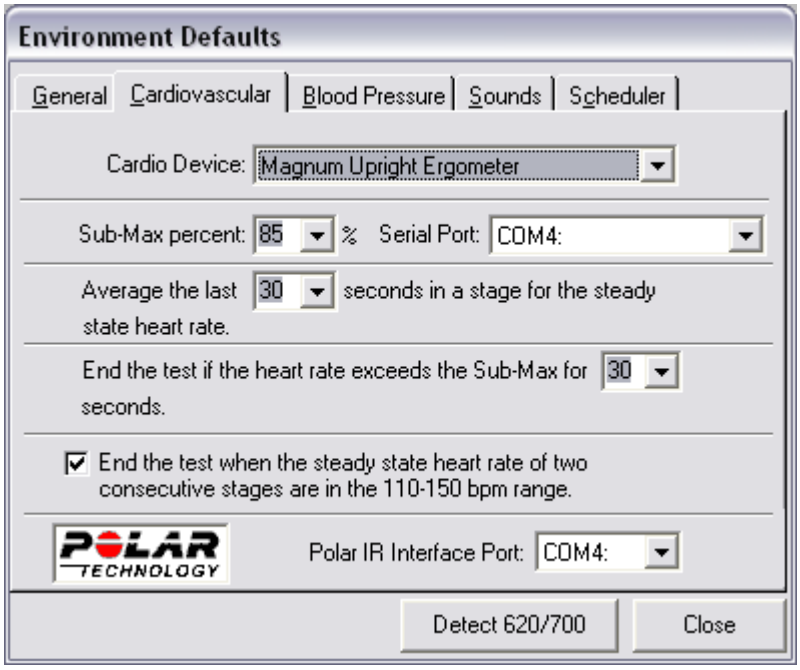


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Cardiovascular Defaults

While still in the Environment Defaults, click on the Cardiovascular Tab. Select the Cardio Device that you will be using and select the Serial Port that it is connected to. It is recommended to keep all other defaults.

- **The Sub-Max Percent** default is 85%. The test will end when the client achieves 85% of their max heart rate as estimated from 220-age.
- **Average the last 30 seconds** in a stage for the steady state heart rate is default. This is to get as close to the clients steady state HR by taking the last 30 seconds rather than the entire 3 minute stage.
- **End the test if the heart rate** exceeds the Sub-Max for 30 seconds is default. This is a buffer system to account for spikes in the heart rate and to avoid stopping the test before the client actually gets to the 85% of the estimated Max HR.



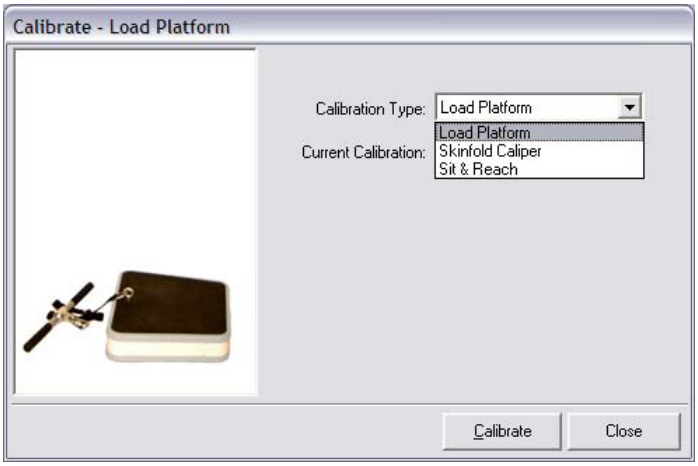
The Monark bike may need to be mechanically calibrated and will be covered in the next section, or refer to the Monark 828 Instruction Manual.

Calibration

There are 3 components to calibrate on the Standard TriFIT 700 system:

- Load Platform (which calibrates both scale and strength test)
- Skinfold caliper
- Sit & Reach

The Monark 828 Bike is an optional upgrade that may need to be calibrated. It will be covered at the end of this section.



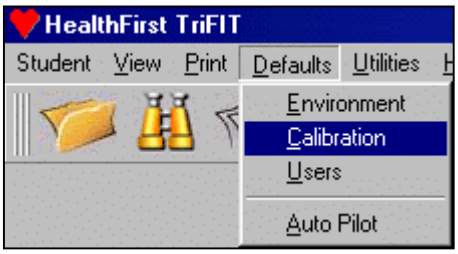
***Pressing F1 at any time while in the TriFIT software will activate the on-line help.**

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Platform Calibration

1. Select "***Defaults***" from the Main Menu

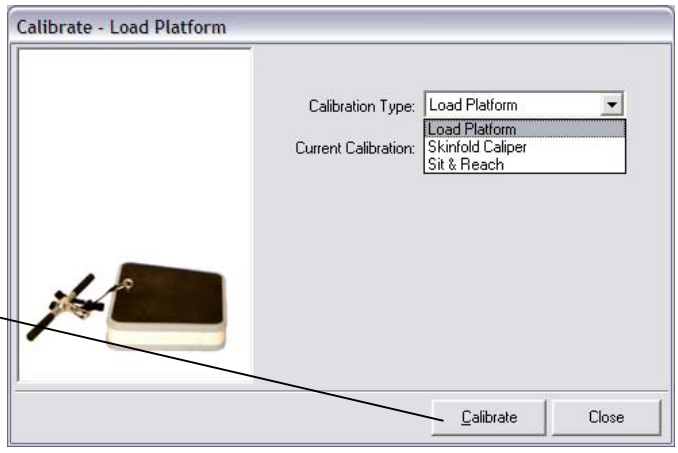
2. Select "***Calibration***"



3. Select ***Load Platform***

   click ***Calibrate***

Click ***Calibrate***



4. Make sure nothing is on the scale and click ***Next>***



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5. Have someone step on the scale that knows their exact weight. (For instance, have someone who weighs between 150 lbs. and 190 lbs. * weigh themselves on a known good scale. Use them and their recorded weight as the 'Known weight' for calibrating the Healthfirst scale.)



6. The correct calibration constant is between 0.40 and 2.0. Select another item to calibrate or click the close button.



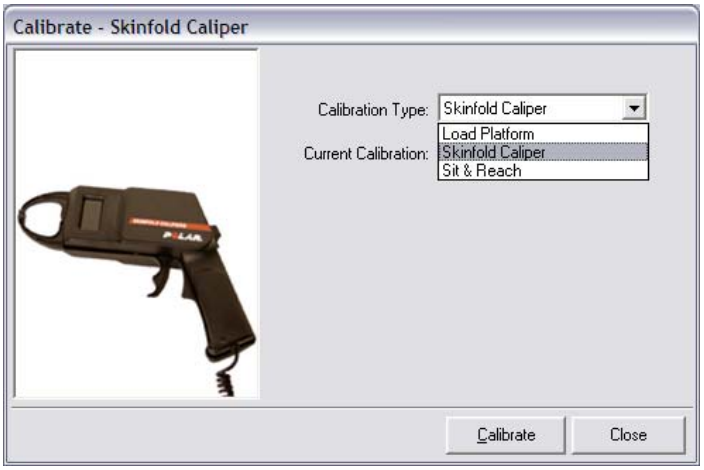
*It is best to use a person that knows their exact weight and weighs between 150 and 190lbs to calibrate the scale, as weight plates are not always the exact weight as printed on them. The weight scale is accurate to within 1lb.

**A better calibration will result if two people calibrate the platform-one standing on the platform and the other types in the weight.

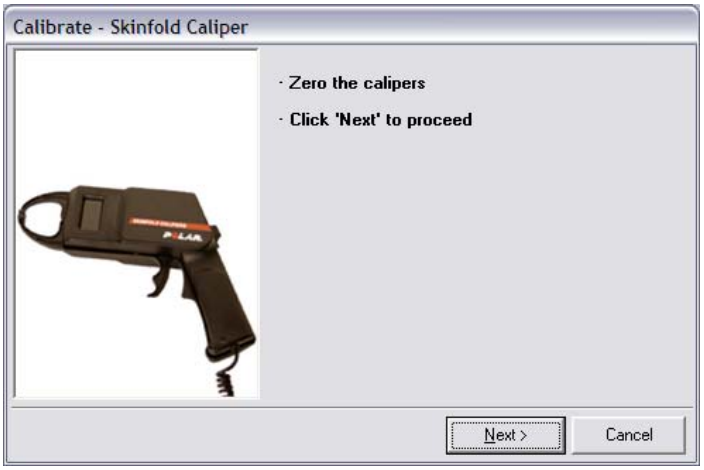
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Skinfold Calipers

1. Select ***Skinfold Caliper***



2. Make sure the caliper jaws are closed and click next.
(An upgraded Lange caliper is shown in the calibration wizard)



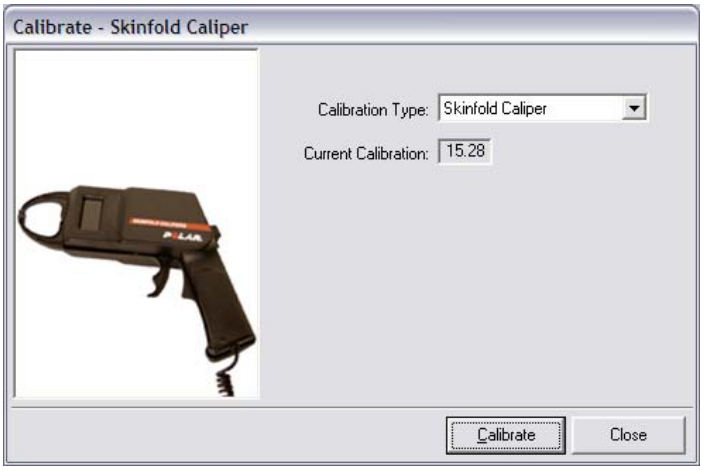
3. Put the calibration dowel in the jaws of the calipers lengthwise. The length of the calibration dowel is **25.4mm**. Type this value in the box and click ***Next>***



Calibration dowel lengthwise (25.4mm)

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4. The correct calibration constant is between 14.00 and 17.00 for the Skyndex and between 18.00 and 22.00 for the Lange calipers.

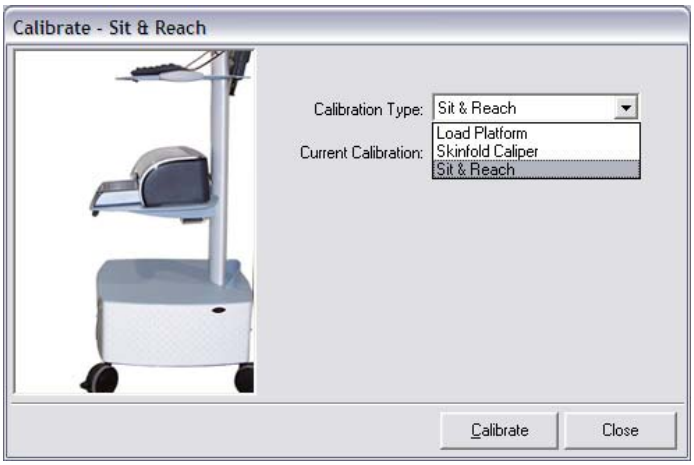


MORE INFORMATION: For more information on how to properly perform an accurate skinfold measurement, see the “Taking Accurate Skinfolds” Tutorial.

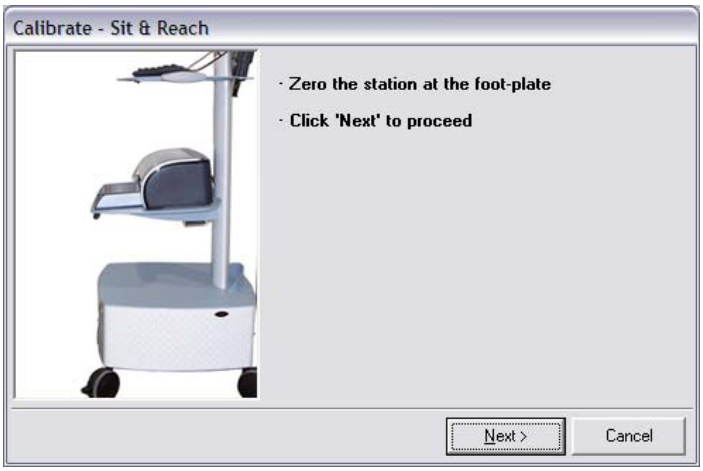
Range of Motion

1. Select **Sit & Reach**
   Click ***Calibrate.***
   The portable Sit & Reach station calibrates the exact same as the 700 system.





2. Pull the handle slowly out to the foot plate and click the ***Next>*** button.

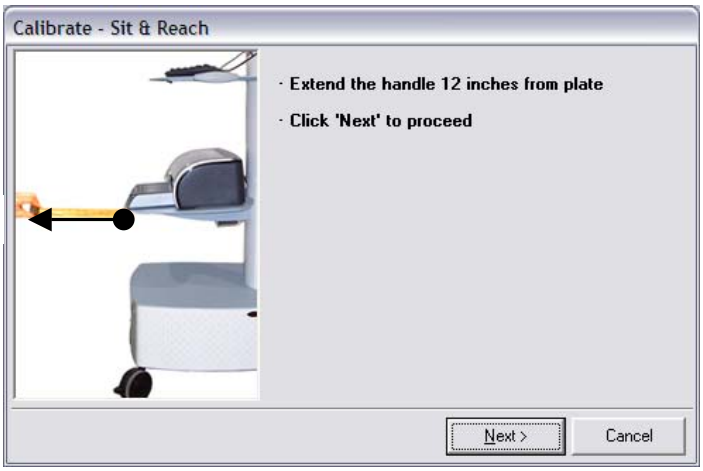


3. Pull the handle out exactly 12” (30cm if using metric units) PAST the footplate*, then click ***Next>.***

   The correct calibration constant is between 0.35 and 0.75.

   12”

   ***** You must have a 12” ruler when performing this calibration.



   Note: It is easier and typically more accurate to use two people when calibrating the Range of Motion.

   WARNING: Use care when pulling out and returning the handle. Do not pull the handle out too far and when a client has finished the test be careful they do not let go of the handle and let it snap back. This is a delicate measurement device.

Monark 828 Bike

NOTE: Monark Bikes are carefully calibrated at the factory. The need for the end user to calibrate the bike is RARE!

Once the bike is assembled, there are 2 adjustments that need to be made to insure accuracy of a sub-max bike ergometer assessment.

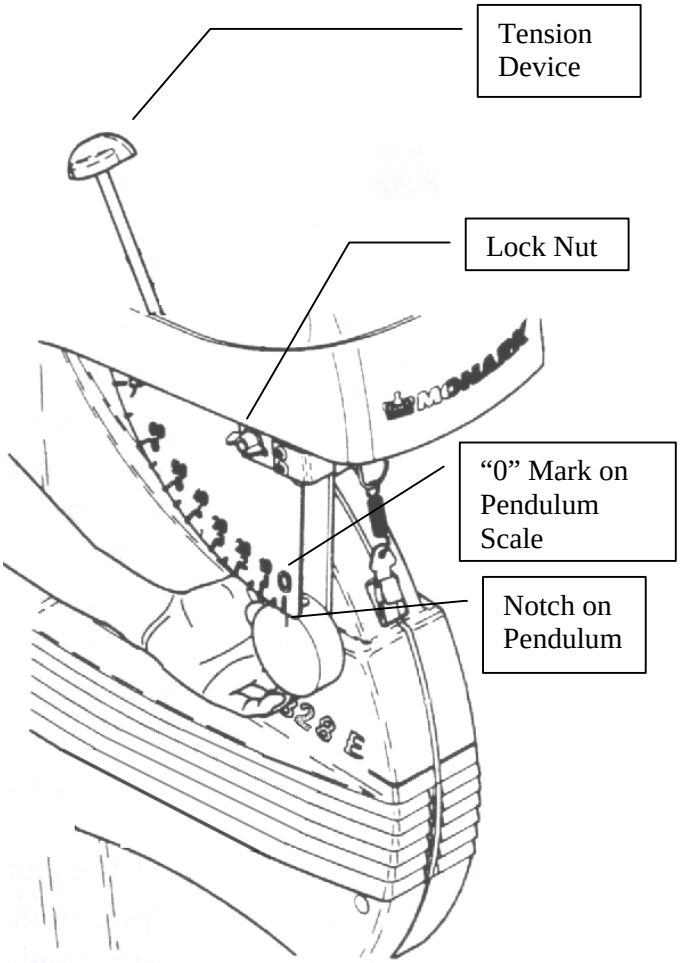
1. ***Zero Adjustment of the Pendulum Scale***
2. ***Calibration of Pendulum Scale***

Zero Adjustment of the Pendulum Scale

1. Remove the transport tape from the pendulum. Loosen the tension device so the brake belt feels loose. Check that the pendulum is hanging in a vertical position. The notch on the pendulum weight should now be aligned with the "0" on the Pendulum Scale.

2. If the pendulum notch does not line up with the "0" on the Pendulum Scale, loosen the lock nut and change the position of the Pendulum Scale so that it lines up with the notch on the pendulum weight. Tighten the lock nut after the adjustment.

3. When adjusting the resistance during a bike test, always use the side scale and not the one on top of the unit next to the electronic speedometer.



Calibration of Pendulum Scale

1. Loosen the tension device so the brake belt feels loose.

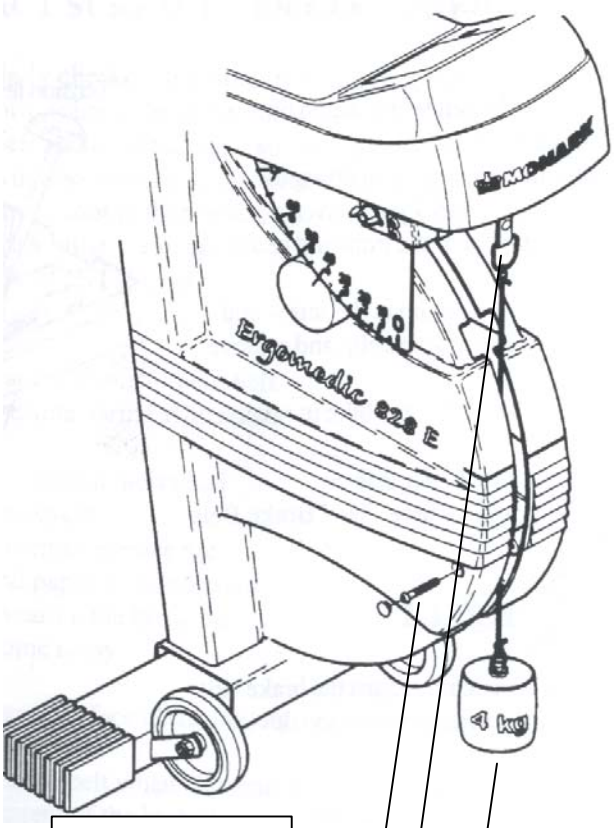
2. Make sure the “0” on the pendulum scale lines up with the notch in the Pendulum. (see previous page)

3. Detach the front screw in the frame covers.

4. Fasten a 4KG weight at the balancing spring. A 10 lb.weight plate is 4.5KG- and this can be used if a 4KG weight is not available.

> **NOTE**: The weight should not be less than 3KG. Take the left cover a little to the side so the weight cord hangs between the covers.

5. When correctly set, the Pendulum Scale should read the same as the weight. If using a 10 lb. weight, the scale should read 4.5 KP.

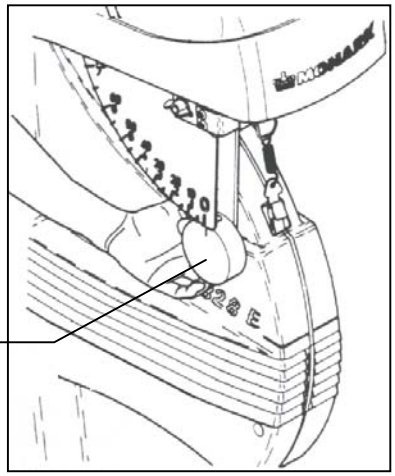


Frame Cover Screw

Balancing spring
(attach the weight here)

4KG Weight
(10 lbs = 4.5 KG)

6. If the pendulum scale is not lining up with the weight being hung (4.5KP), adjust the pendulum weight so that the notch on the pendulum lines up exactly with the scale (4.5KP). To adjust the pendulum weight, use the hex key provided with the bike. Loosen the screw at the back of the pendulum and slide the small adjustment weight up or down.



Pendulum Adjustment Weight
Loosen the hex screw on the back side of the pendulum. Loosen the screw and slide the adjustment weight up or down then tighten the screw.

Check the calibration of the pendulum weight once a year or when needed.

Section 3: Training & Registration

In this section

- Testing Recommendations
- Training Recommendations
- Registration
- Transporting Your TriFIT 700

Testing Recommendations

When exercise testing a client or student you must consider the testing battery order. For example: if a cardiovascular test is given first, then a blood pressure measurement is taken, the blood pressure measurement will be affected by the cardiovascular test.

The following is the recommended testing order:

- Enter client data: ID #, Name, age, address, and User field information.
- Medical History Questionnaire
- Par-Q (Physical Activity Readiness Questionnaire)
- Informed Consent
- Resting blood pressure and heart rate
- Body weight and height
- Girth Measurements
- HRA (Health risk appraisal questions)
- Body fat assessment
- Strength test
- Flexibility test
- Cardiovascular test

Step By Step Training for the TriFIT 700

The following training steps are mandatory before testing any clients, students or patients. The operator should have a thorough understanding of the function of the system before exercise testing. Any new TriFIT operators should follow the procedures outlined below.

Step 1 **On-Screen Tutorial and Video Training**

For on-screen training of the TriFIT system, simply open the TriFIT Tutorials on the desktop of your computer. These separate tutorials walk you through the main aspects of the program step-by-step. These will be very helpful in understanding the system and how to administer a proper and safe exercise test.

Practical Testing

Step 2 Once you have completed the entire Tutorial and Video Training, you are ready to begin practicing using the equipment:

1. **Write down the tests** your facility wants to provide for its members or clients. Carefully consider which assessments to use and the order they will be administered. When the member or client returns for a re-test, it is important to use the same battery of assessments for comparing the data. Also, the data gathered in Group Reporting and Statistical Summary is more useful if the clients have been administered the same tests.

2. **Test a minimum of three people** on the TriFIT using the same protocols that will be used during an actual test. It is best to test individuals that will also be using the TriFIT System, so that you may share any new information and test administration tips.

Step 3 **Warranty and Technical Support Information**

Your Technical Support and Warranty will be activated once Polar/HealthFirst ships the TriFIT 700. You will by contacted by a Polar/HealthFirst customer service representative to answer any initial questions you may have.

It is strongly *recommended* that each person using the TriFIT 700 follow the recommendations for staff operation guidelines *BEFORE testing any clients or members.*

On-Site Training

Training at your facility is available by a Polar/HealthFirst trainer. For more information on training programs at your facility, call Polar/HealthFirst at **800 841-8333** or visit the website at http://www.polarusa.com

EDUCATION TRAINING
K-12, College, University

As the Director of Customer Education Services for the Polar / HealthFirst Corporation, I am pleased to announce the availability of a comprehensive professional development training program utilizing instructional technology.

Since continuing professional development is the center of all educational progress, the Polar /HealthFirst training program offers a variety of instructional courses to meet your specific needs. The Polar /HealthFirst training program can accommodate both new and veteran staff members while adjusting to the ongoing needs of your program. A variety of training courses can be provided for any and all of Polar/HealthFirst products such as the TriFIT 700, 700 or TriFIT software, the Companion, PE Manager and the Wellness Center. Our goal is to provide top quality professional development in order to create competent and successful customers.

Yours in health and fitness,
Jess Biggs, M.S.
Director of Customer Education
Polar / HealthFirst

Transporting Your TriFIT 700

Before transporting your system;

- Unplug the following peripherals: Skinfold Calipers, Platform. Leave the bike cable plugged in; coil and store next to the CPU.
- Secure the CPU with foam or other materials such as wadded paper or bubble wrap to prevent shifting.
- Consider dismounting the monitor and wrapping with bubble wrap.
- Secure the printer on its' tray with an elastic cord around the top of the printer or use stretch wrap.
- ***Avoid*** laying the system on its side. The CPU is not secured with anything except the materials you place in the compartment. If you must lay it down, make sure the CPU compartment opening is facing upwards.

Section 4: Support

In this section

- Troubleshooting
- Technical Support
- Returns
- Warranty
- Software license agreement

Troubleshooting

If an error message appears on the screen during normal operation, print the error and fax to HealthFirst Corporation Technical Support at 505/998-0622.

Computer will not turn on

1. Turn the main power switch, located on the left side of the computer compartment, off and on. If power is applied, the switch will glow red.
2. Hold the power button on the front of the CPU down for 2 seconds. If the switch glows green, power is applied.
3. Unplug the unit and test the wall power outlet with an electrical appliance (such as a lamp). If outlets were changed, repeat Steps 1 and 2.
4. Place a box or something that is about the same height as the bottom of the cart and slowly pull the pc out onto the box to check all connections. Make sure the power cable is securely plugged in on the back of the case as well as the surge protector.
5. Repeat steps 1 and 2.
6. If the CPU still does not come on, call the HealthFirst Corporation Technical Support Line (505-344-9679).

Computer comes on, but the monitor does not

1. Check the power cable on the back of the monitor. Make sure it is secure.
2. If no lights are on the monitor, press the monitor power switch again. Wait for 30 seconds. Note the color of the monitor lights.
3. If there is power to the monitor, but you have no video (amber light), reseat the VGA cable on the back of the monitor.
4. If there power is still not applied (no lights) turn off the main power switch on the left rear of the cart. Place a box or something that is about the same height as the bottom of the cart and slowly pull the pc out onto the box to check all connections. Make sure the AC adapter for the monitor is securely plugged in on the surge protector and the body of the adapter.
5. Turn on the main power switch and check again.
6. If you have power to the monitor (lights on the front) and still no video, verify that the VGA cable is securely connected on the rear of the computer.
7. If there is still nothing on the monitor screen, note the color of light on the monitor if any and call the HealthFirst Corporation Technical Support Line (505-344-9679).

Printer will not come on or print

Hardware checks

1. Check the power cable going into the right side of the back of the Hewlett Packard printer.
2. Check the data cable (USB) going into the right side on the back of the Hewlett Packard printer.
3. Turn off the main power switch on the left rear of the cart. Place a box or something that is about the same height as the bottom of the cart and slowly pull the pc out onto the box to check all connections. Verify that the AC adapter for the printer is securely connected to the surge protector.
4. Check the back of the computer to see that the USB cable is securely connected.
5. Check the printer cartridges as described in the Hewlett Packard material, which came with the printer (located in the accessories box).

Software Checks

1. Close TriFIT.
2. Click Start.
3. Go to Printers.
4. With the mouse, highlight the printer you are using and click the right mouse button.
5. Go to Properties and click the left mouse button.
6. The printer should be checked as being the default printer. If it is not, click on the default.
7. Write down any error codes, as this will be helpful in identifying any problem.

On-Line Peripherals

PLATFORM
Platform is giving low or high readings

1. Re-calibrate (Defaults/Calibration) being sure to follow the instructions on the screen exactly.
2. Use a person who has a known weight between 150 and 190lbs.
3. Make sure the person **DOES NOT** step on the scale before it is zeroed. This will cause the platform to be mis-calibrated.
4. Make sure the person stands very still. Any movement from side to side will cause a mis-calibration.
5. Go to a test and perform an actual body weight with the same person that was used to calibrate the scale. The weight should be within two pounds.
6. If the weight is not within two pounds, re-calibrate and re-measure the body weight.
7. If the weight is still varying by more than two pounds, call the Polar/HealthFirst Corporation Technical Support Line (505-344-9679).
8. Write down any error codes, as this will be helpful in correcting the problem.

CALIPERS
On-Line Calipers are giving inaccurate readings

1. Re-calibrate as instructed on the screen. (Defaults/Calibration).
2. Go into a 3-site Skinfold test.
3. Zero the calipers.
4. Place the 25.4mm calibration dowel in the jaws of the calipers lengthwise.
5. Press the "Measure" switch on the calipers.
6. The reading on the screen should be within 24.5mm and 26.0mm. Do this 3 times and note each reading.
7. If the readings are not within 24.5mm and 26.0mm, re-calibrate and repeat.
8. If the dial *on the calipers* do not read exactly 25.4mm when the dowel is in the calipers, do not worry! The dial on the caliper is not as accurate as the digital reading being sent to the computer.
9. If still not within the above values, call the Polar/HealthFirst Corporation Technical Support Line (505-344-9679).

SIT & REACH (Range of Motion)
Range of Motion handle is not retracting

1. If the ROM handle is not retracting, the internal mechanism needs to be repaired by Polar/HealthFirst service personnel.
2. Remove the ROM unit from the Sit & Reach station using a 5/32" Allen wrench provided with your system.
3. Remove the only the 2 silver colored upper screws, DO NOT remove the smaller lower black colored screws.
4. Unplug the ROM cable from the TriFIT 700 unit.
5. Remove the ROM unit.
6. Contact Tech Support for information on repairing your Range of Motion.

Range of Motion is inconsistent

1. Re-calibrate ROM (Defaults/Calibration) according to the instructions on the screen.
   **It is much easier and more accurate to calibrate the ROM with two people.*
2. Enter into a client test and perform another Sit and Reach test.
3. When the screen prompts to "Zero the System", pull the handle out exactly 12" from the foot plate and press the Enter key.
4. Return the handle slowly to the foot plate and allow the TriFIT to take the reading.
5. The measurement should be within ½ " of 12".
6. If the measurement is not within ½", re-calibrate and repeat.
7. If still not within ½", call the Polar/HealthFirst Corporation Technical Support Line (505-344-9679).

If an error message appears on the screen during normal operation, print the error and fax to Polar/HealthFirst Corporation Technical Support at 505/344-1200. To print a fax technical request form from TriFIT, go to Help and Technical Support. Complete the form and click print. You can then fax this form for quicker response to your question.

For additional technical support, check on the web at www.polarusa.com

Technical Support

During the first year after delivery, you are entitled to physiology and software technical support. After the first year, you can purchase the Priority Plan, entitling you to unlimited tech support and any software updates that become available. After the first year of free technical support, non-Priority Plan members will be charged $40.00 per incident plus hardware or software costs. Our staff is fully knowledgeable on physiology, testing protocols and procedures as well as operation of the TriFIT 700 system.

Contacting Polar/HealthFirst Corporation Technical Support

You can also reach us by phone, *but before calling Technical Support*:

1. Be able to tell us your facility name and product.
2. Have your question or problem written down as clearly as possible along with the exact error codes, which may appear on your screen. Be sure to explain exactly which tests or screens you were using before this error occurred.
3. It is helpful to fax any data in question (i.e.; results from tests, specific printing questions, etc.)
4. Be at your system when you call.

Return Authorization

Before sending any parts back to Polar/HealthFirst Corporation for return, repair or warranty, you must arrange for Return of Materials Authorization. Credit card information or Purchase Order with a completed Polar credit application must accompany the part(s) being returned.

- Call ***505-344-9679***, to obtain a Polar Return for Repair Form.
- You will be issued an ***RMA number***.
- ***Write this number on the address label*** next to your return address. Be sure to include the completed Polar Credit Application form.
- Write down a brief description of the problem, your name, return address and include it in the box.
- Also, please read the next paragraph on packing returns properly.

Packing Returns

It is very important to pack any item being returned to Polar/HealthFirst properly. Most items are electronic and somewhat fragile, especially the computer and monitor. Please follow these guidelines when returning any part to Polar/HealthFirst:

- For all items, pack in a corrugated box and pad with Styrofoam peanuts, wadded papers or foam.
- UPS and other commercial shippers may require double boxing electronic components for insurance claims to be honored. Check with your shipping agent for more information.

Polar/HealthFirst Corporation Warranty

Warranty

Polar/HealthFirst Corporation, warrants its equipment for one year from the date of shipment. This warranty is limited and is in lieu of all other warrants expressed or implied. Within the warranty period, Polar/HealthFirst Corporation will repair or replace, without charge, any parts, which become defective due to material or workmanship.

Accessories, components and major sub-assemblies of Polar/HealthFirst Corporation's systems not manufactured by Polar/HealthFirst Corporation (i.e., Bike Ergometer) will be warranted according to the terms of the original manufacturer. This warranty shall not apply to any part or parts of the system if it has been altered, repaired or misused through negligence; nor does this warranty cover replacements or repairs necessitated by loss or damage resulting from any cause beyond the control of Polar/HealthFirst Corporation, including but not limited to acts of God, acts of Government and labor disputes.

The above warranty provisions do not apply to any "consumer products" in that the products described herein should not and are not normally used for personal family or household purposes as same is defined in the Maganison-Moss Warranty – Federal Trade Commission Improvement Act, 15 U.S.C. 2301, et seg,.

Extended Warranty

The warranty may be extended an additional year (total of two) within 30 days of the equipment delivery for ten percent (10%) of the purchase price.

Priority Plan

Polar/HealthFirst Corporation provides one year of free technical support for TriFIT 700 customers. Customers have the option of renewing their Priority Plan subscription which guarantees on-going support and technical assistance annually. As a Polar/HealthFirst Corporation Priority Plan subscriber, you get the following benefits:

- Automatic software maintenance upgrades.
- A 15% or more discount on all NEW Polar/HealthFirst Corporation software product releases.
- PRIORITY TOLL FREE telephone assistance for Polar/HealthFirst Corporation hardware, software and physiology questions.

Non-plan members will be charged a minimum of $40.00 per incident for support questions. Enrollment Fee: **TriFIT 700 $490**

License Agreement

Important

By using this software you accept the following terms of this License Agreement. If you do not agree with these terms, you should not use the software and promptly return it for a refund.

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You may only concurrently use the enclosed software on the number of computers for which this license grants (for example, single-user version licenses one concurrent usage; five-user network version licenses five concurrent usages). If the number of users of the software exceeds the licenses, you must have a reasonable process in place to assure that the number of persons concurrently using the software does not exceed the number of licenses.

Network versions of the software may be combined to build larger networks (for example, two five-user versions may be combined to form a ten-user network). You may add a single-user version to an existing network configuration to increase the number of network licenses (for example, you may add a single-user version to a five-user network version to build a six-user network).

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Limited Warranty (Software)

If you discover physical defects in the media, Polar/HealthFirst Corporation will replace the media or documentation at no charge to you, provided you return the

item to be replaced with proof of payment to Polar/HealthFirst Corporation during the 90-day period after having taken delivery of the software.

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