

KETTLER

Assembly and Operating Instructions



max. 130 kg



~ 60 Min.



35 kg

L 90 | W 57 | H 140

FSKEM1021100.01.01

Art. No. K-EM1021-100

KETTLER ERGO 400

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Dear customer,

Thank you for choosing a Kettler fitness device. Kettler Sport represents tradition, durability, and quality like no other home fitness brand. Classic home trainers such as the Golf have accompanied users for decades. At the same time, Kettler stands for innovation and continuously develops thoughtful solutions, particularly in usability and training comfort.

Kettler Sport provides everything you need for successful training at home: cardio and strength equipment, as well as a wide range of fitness accessories.

Further information can be found at www.fitshop.com/kettler.

Intended Use

The equipment may only be used for its intended purpose.

The equipment is only suitable for home use. The equipment is not suitable for semi-professional (e.g. hospitals, associations, hotels, schools, etc.) and commercial or professional use (e.g. fitness studios).

Legal Notice

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Disclaimer

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Product and manual are subject to change. Technical data can be changed without advance notice.

FITSHOP

Europe's No.1 for Home Fitness

ABOUT THIS MANUAL

Please carefully read the entire manual before installation and first use. The manual will help you to quickly set up the system and explains how to safely use it. Make sure that all persons exercising with the equipment (especially children and persons with physical, sensory, mental or motor disabilities) are informed about this manual and its contents in advance. In case of doubt, responsible persons must supervise the use of the equipment.



Due to ongoing changes and software optimisations, the manual may have to be updated. If you notice any discrepancies during assembly or use, please refer to the manual uploaded to the webshop. The latest manual is always available there.

This equipment has been manufactured according to the latest safety knowledge. As far as possible, potential safety hazards which could cause injury have been eliminated. Make sure to carefully follow the instructions and that all parts are securely in place. If required, read through the instructions again to correct any mistakes.

Training devices must be classified according to accuracy and use. Accuracy classes are only applicable to devices that display training data.

Accuracy classes

Class A: high accuracy.

Class B: medium accuracy.

Class C: low accuracy.

The use classes explain the intended use of the training device.

Use classes

Class S (studio): professional and/or commercial use.

These training devices are intended for the use in training rooms of facilities such as sports clubs, school facilities, hotels, clubs and studios whose access and supervision is specifically regulated by the owner (person with legal responsibility).

Class H (home use): use at home.

These stationary training devices are intended for the use in private homes where access to the training device is regulated by the owner (person with legal responsibility).

Please pay close attention to the safety and maintenance instructions given here. The contract partner cannot be held liable for damage to health, accidents or damage to the equipment when it is not used in accordance with these instructions.

The following safety instructions may appear in this manual:

► **ATTENTION**

This notice indicates potentially hazardous situations which, if not avoided, may result in property damage.



CAUTION

This notice indicates potentially hazardous situations which, if not avoided, may result in slight or minor injuries!



WARNING

This notice indicates potentially hazardous situations which, if not avoided, may result in death or serious injuries!



DANGER

This notice indicates potentially hazardous situations which, if not avoided, will result in death or serious injuries!



NOTICE

This notice indicates further useful information.

Retain these instructions in a safe place for future reference, maintenance or when ordering replacement parts.

1.1 Technical Data

LCD Display:

- + Speed in km/h
- + Training time in min
- + Training distance in km
- + RPM (Revolutions per Minute)
- + Calories burned
- + Heart rate (in conjunction with using the hand pulse sensors or a chest strap)
- + Watts
- + Resistance level

Resistance system: electronic magnetic brake system
Resistance level: 32

Wattage
Min. and max. Wattage at 60 RPM: 21 - 270 Watts
Min. and max. Wattage at 100 RPM: 45 - 607 Watts
Adjustable range in the Watt programme: 10 - 350 Watts

Manual programmes: 1
Pre-set programmes: 12
Watt controlled programmes: 1
Heart rate controlled programmes: 4
User-defined programmes: 1 (per user)

Flywheel mass: 9 kg
Pedal arm length: 17 cm
Q-factor/pedal spacing: 21.4 cm
Gear ratio: 1:8.25

Weight and dimensions

Article weight (gross, including packaging): 41.28 kg
Article weight (net, without packaging): 35.2 kg

Packaging dimensions (L x W x H) approx.: 98 cm x 73 cm x 31 cm
Set-up dimensions (L x W x H) approx.: 90 cm x 57 cm x 140 cm
Maximum user weight: 130 kg (286 lbs)

Use class: H

1.2 Personal Safety

DANGER

- + Before you start using the equipment, you should consult your physician that this type of exercise is suitable for you from a health perspective. Particularly affected are persons who: have a hereditary disposition to high blood pressure or heart disease, are over the age of 45, smoke, have high cholesterol values, are overweight and/or have not exercised regularly in the past year. If you are under medical treatment that affects your heart rate, medical advice is absolutely essential.
- + Note that excessive training can seriously endanger your health. Please also note that heart rate monitoring systems can be inaccurate. If you notice any signs of weakness, nausea, dizziness, pain, shortness of breath, or other abnormal symptoms, stop exercising immediately and seek advice from your doctor if necessary.
- + The owner must communicate all warnings and instructions to the user.

WARNING

- + This equipment may not be used by children under the age of 14.
- + Children should not be allowed unsupervised access to the equipment.
- + Persons with disabilities must have a medical license and must be under strict observation when using the equipment.
- + The equipment is strictly for use by one person at a time.
- + If your equipment provides a safety key, the clip of the safety key must be attached to your clothing before starting your training. In the event of a fall, the EMERGENCY STOP of the equipment can be initiated.
- + There is a risk of injury from spinning pedals and/or an exposed flywheel in the absence of a freewheel. Never get on or off the equipment when the pedals or the flywheel are still moving. Always make sure that the pedals and the flywheel have come to a complete stop.
- + Support yourself with at least one hand on the handlebar when getting on and off the equipment. Only dismount from the equipment when the pedals have come to a complete stop.
- + Keep your hands, feet and other body parts, hair, clothing, jewellery and other objects well clear of moving parts.
- + During use, wear suitable sports clothing rather than loose or baggy clothing. When wearing sports shoes, make sure they have suitable soles, preferably made of rubber or other non-slip materials. Shoes with heels, leather soles, studs or spikes are unsuitable. Never exercise barefoot.

CAUTION

- + If your equipment needs to be connected to the power supply with a mains cable, make sure that the cable is not a potential tripping hazard.
- + Make sure that nobody is within the range of motion of the equipment during training so as not to endanger you or other persons.
- + Always tighten the pedal strap before you start training to prevent your feet from slipping.

**CAUTION**

- + Be aware that if adjustment devices are left protruding, they may impede the user's movement.

► ATTENTION

- + Do not insert any objects of any kind into the openings of the device.
- + To protect the equipment from use by unauthorised third parties, always remove the power cable (if existing) when not in use and store it in a safe place that is inaccessible to unauthorised persons (e.g. children).
- + Class B and C crank training equipment is not suitable for high accuracy purposes.

1.3 Electrical Safety

**DANGER**

- + In order to reduce the risk of an electric shock, always unplug the equipment from the mains socket immediately after your workout, before assembly or dismantling, and before maintenance or cleaning. Do not pull on the cable.

**WARNING**

- + Do not leave the equipment unattended while the mains cable is plugged into the mains socket. During your absence, the mains cable must be removed from the mains socket to prevent improper use by third parties or children.
- + If the mains cable or plug is damaged or defective, contact your contract partner. Until repair, the equipment must not be used.

► ATTENTION

- + The equipment requires a mains connection of 220-230 V with 50 Hz mains voltage.
- + The equipment may only be connected directly to an earthed socket using the supplied mains cable. Extension cables must conform to VDE guidelines. Always completely unwind the mains cable.
- + The socket must be protected by a fuse with a minimum fuse rating of "16 A, slow blow".
- + Do not make any changes to the mains cable or the mains plug.
- + Keep the mains cable away from water, heat, oil and sharp edges. Do not route the mains cable underneath the equipment or under a carpet or rug, and do not place any objects on top of it.
- + If your purchased item is equipped with a TFT console, software updates must be carried out regularly. Follow the instructions on the console to perform the update(s).
- + The software systems on gym equipment with TFT consoles are set up only for the pre-installed apps. Do not install any additional apps.

**NOTICE**

- + The pre-installed apps on TFT consoles are produced and provided by external manufacturers. Fitshop does not take any responsibility for the availability, functionality or contents of these apps.
- + Hereby, Fitshop GmbH declares that the radio equipment type Wireless Connection (2.402 – 2.480 GHz) complies with Directive 2014/53/EU. The full text of the EU Declaration of Conformity is available at the following website: www.fitshop.com.

1.4 Set-Up Place



WARNING

- + Do not place the equipment in main corridors or escape routes.



CAUTION

- + Choose a location in which to place the equipment such that there is enough free space/clearance to the front, the rear and to the sides of the equipment.
- + The training room should be well ventilated during training and not be exposed to any draughts.
- + Choose the place in which to set up the equipment such that there is enough free space/clearance to the front, the rear and to the sides of the equipment.
- + The free area in the direction from which the exercise equipment is accessed must be at least 0.6 m larger than the exercise area.
- + The set-up and mounting surface of the equipment should be flat, loadable and solid.

► ATTENTION

- + The device may only be used in one building, in sufficiently tempered and dry rooms (ambient temperatures between 10°C and 35°C). The equipment should not be used outdoors or in rooms with high humidity (over 70%) like swimming pools.
- + A floor protective mat/equipment underlay can help to protect high-quality floor coverings (parquet, laminate, cork, carpets) from dents and sweat and can help to level out slight unevenness.
- + For Class S equipment, the exercise equipment may only be used in areas where access, supervision and control are specifically regulated by the owner.

2.1 General Instructions



DANGER

- + Do not leave any tools, packaging materials such as foils or small parts lying around, as otherwise there is a danger of suffocation for children. Keep children away from the equipment during assembly.



WARNING

- + Pay attention to the instructions attached to the equipment in order to reduce the risk of injuries.



CAUTION

- + Ensure to have sufficient room for movement in each direction during assembly.
- + The assembly of the equipment must be carried out by at least two adults. If in doubt, seek the help of a third technically skilled person.



ATTENTION

- + To prevent damage to the equipment and the floor, assemble the equipment on a mat or packaging board.



NOTICE

- + In order to make the assembly as simple as possible, some screws and nuts to be used can already be pre-assembled.
- + Ideally, assemble the equipment at its later set-up place.

2.2 Scope of Delivery

The scope of delivery consist of the following parts. At the beginning, check whether all parts and tools belonging to the device are included in the scope of delivery and whether damage has occurred. In the event of complaints, the contractual partner must be contacted directly.



CAUTION

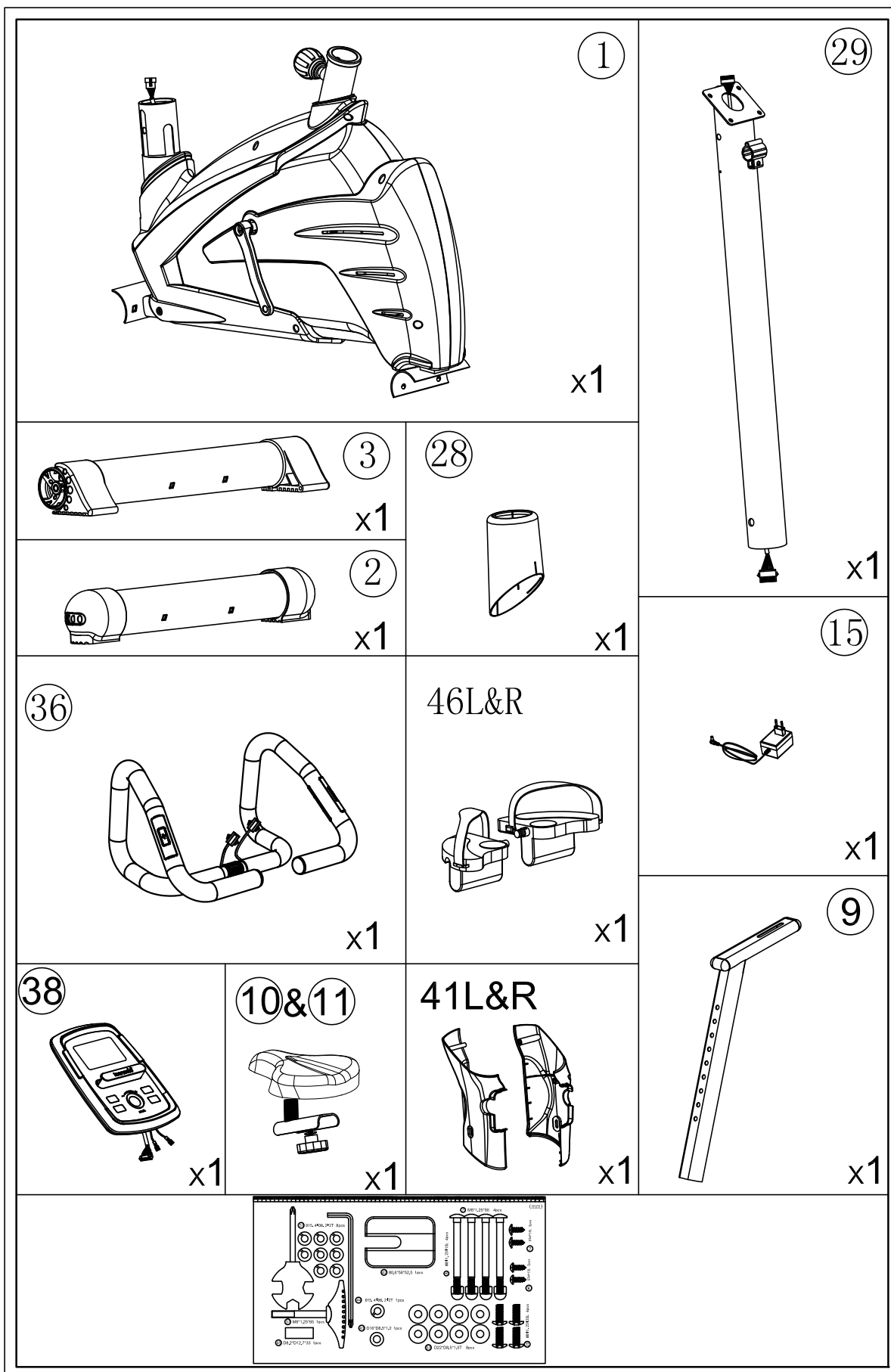
If parts of the scope of delivery are missing or damaged, the assembly must not be carried out.



NOTICE

Required tools: Allen key, wrench, screw driver

Parts number	Name
1	Main frame
2	Rear stabilizer
3	Front stabilizer
9	Seat post
10 & 11	Seat and adjustable seat tube
15	Adapter
28	Upper protective cover
29	Handlebar post
36	Handlebar
38	Computer
41L & 41R	Left computer bracket and right computer bracket
46L & 46R	Left pedal and right pedal
	Montagesatz



2.3 Assembly

Before assembly, take a close look at the individual assembly steps shown and carry out the assembly in the order given.

NOTICE

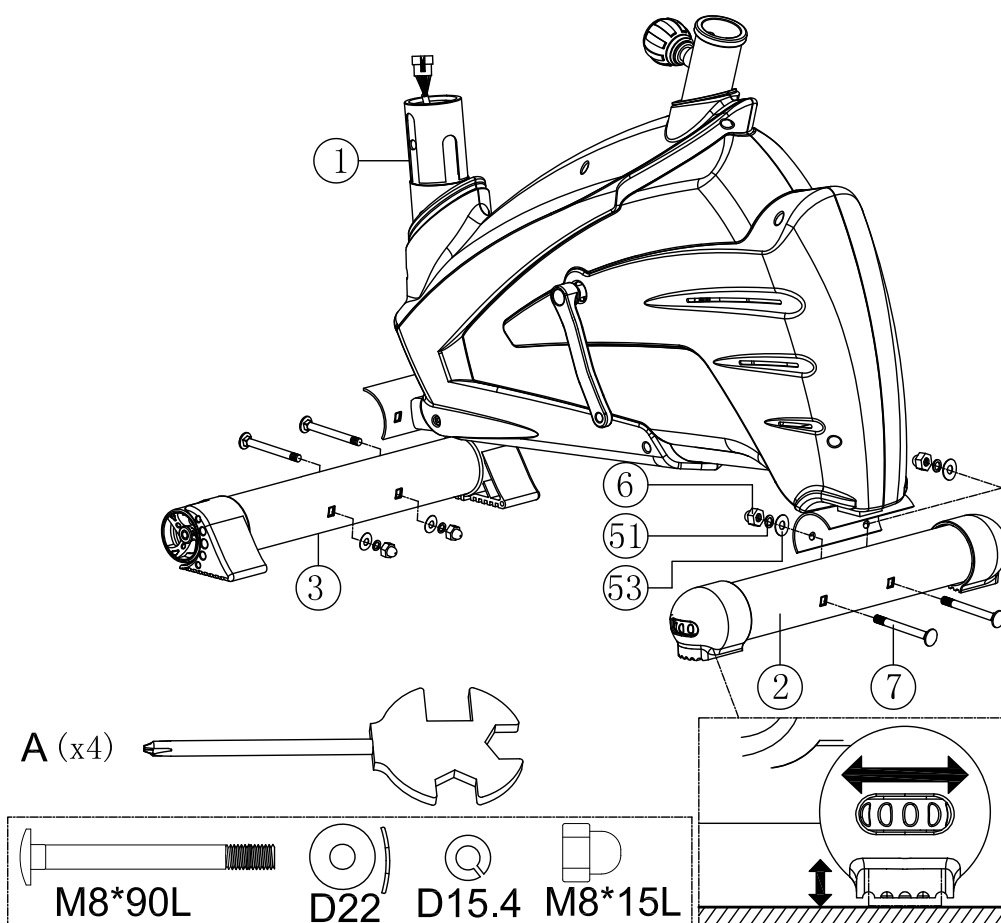
- + First loosely screw all parts together and check that they fit properly. Tighten the screws using the tool only when you are instructed to do so.
- + If you have difficulty recognising the graphics, we recommend that you open and/or download the PDF instructions stored in the webshop on your end device (e.g. smartphone, tablet or PC). There you have the option of zooming in closer. Please note that the Adobe Acrobat Reader programme must be installed on your end device in order to open the file.

Step 1: Assembly of the Front and Rear Stabilizers

Attach the front and rear stabilizer (3 & 2) to the main frame (1) with two screws (7), two spring washers (53), two washers (51) and two nuts (6) each.

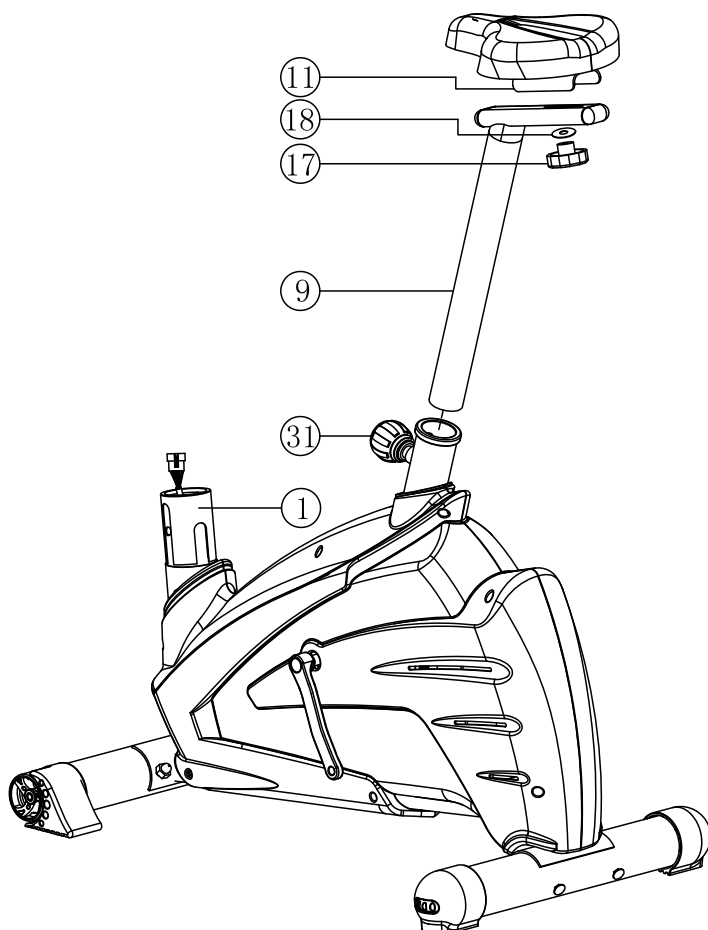
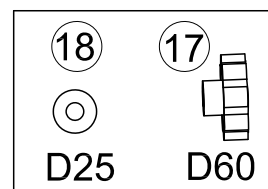
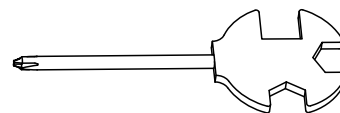
NOTICE

If the equipment is wobbly after assembly, you can adjust the height on the underside of the rear stabilizer.



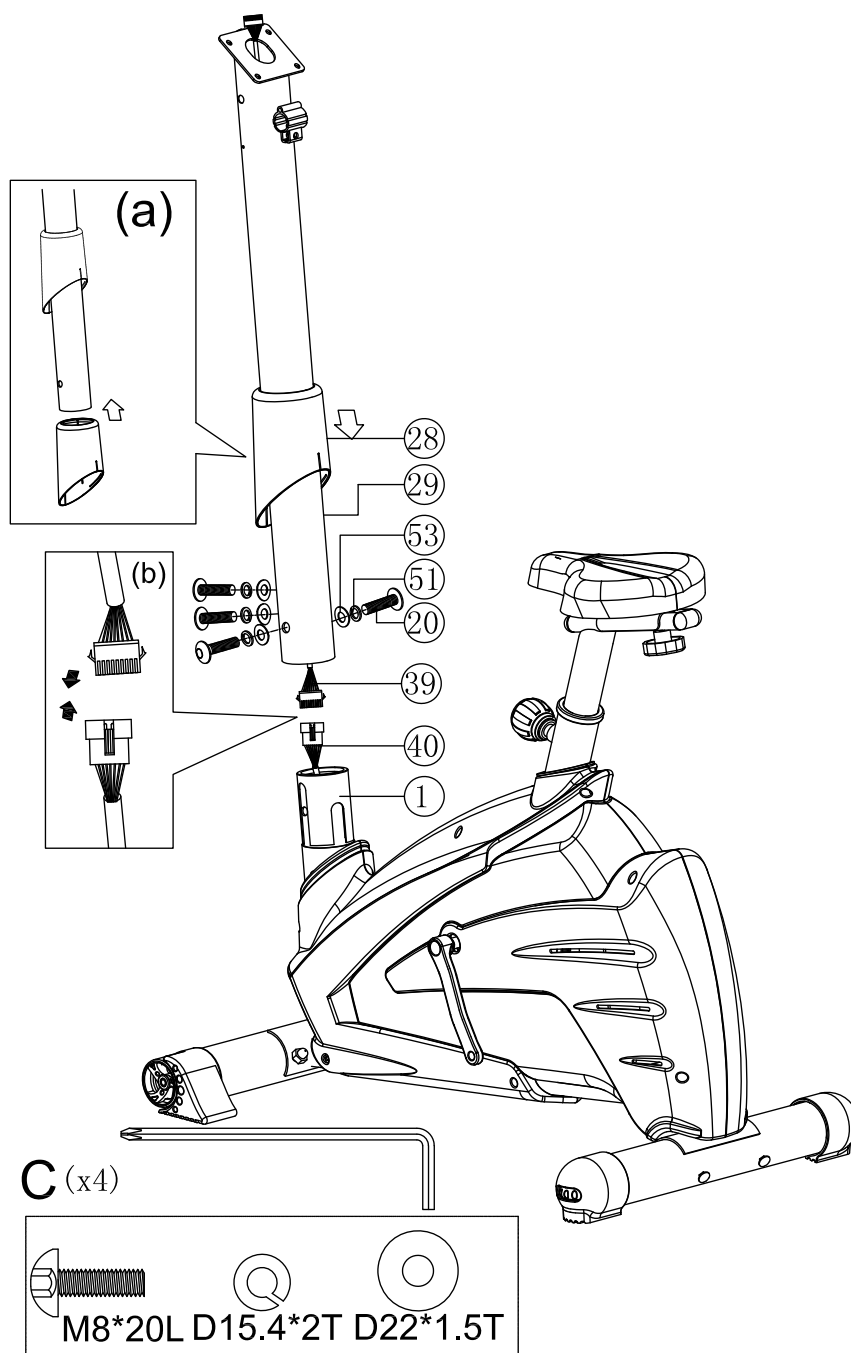
Step 2: Assembly of the Seat

1. Attach the adjustable seat tube (11) to the seat post (9) with the screw knob (17) and flat washer (18).
2. Insert the seat post (9) into the main frame (1) and fix it with the ball knob (31).



Step 3: Assembly of the Handlebar Post

1. Slide the upper protective cover (28) onto the handlebar post (29); see figure a.
 2. Connect the upper console cable (39) with the lower console cable (40); see figure b.
- **ATTENTNION**
Make sure to not pinch the cables during the next step.
3. Attach the handlebar post (29) to the main frame (1) with four screws (20), four spring washers (53) and four washers (51).



Step 4: Assembly of the Handlebar

1. Attach the handlebar (36) to the handlebar post (29) by attaching the cover (42), washer (43), spring washer (44), bushing (45) and the T-shaped knob (37).
2. Connect the upper computer cable (39) and the hand pulse cable (30) with their counterparts of the computer (38).

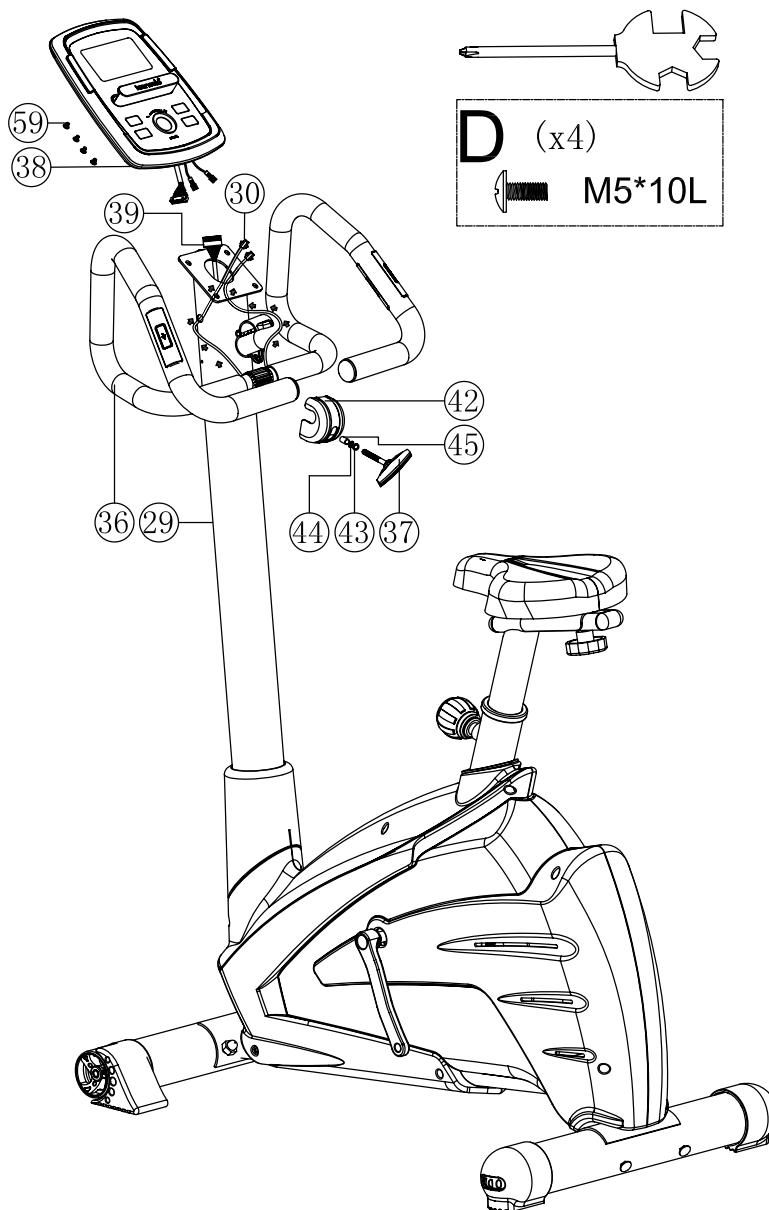
► **ATTENTION**

Make sure to not pinch the cables during the next step.

3. Attach the computer (38) to the handlebar post (29) with four screws (59).

❗ **NOTICE**

The position of the handlebar can be adjusted by using the T-shaped knob (37).



Step 5: Assembly of the Computer Brackets and Pedals

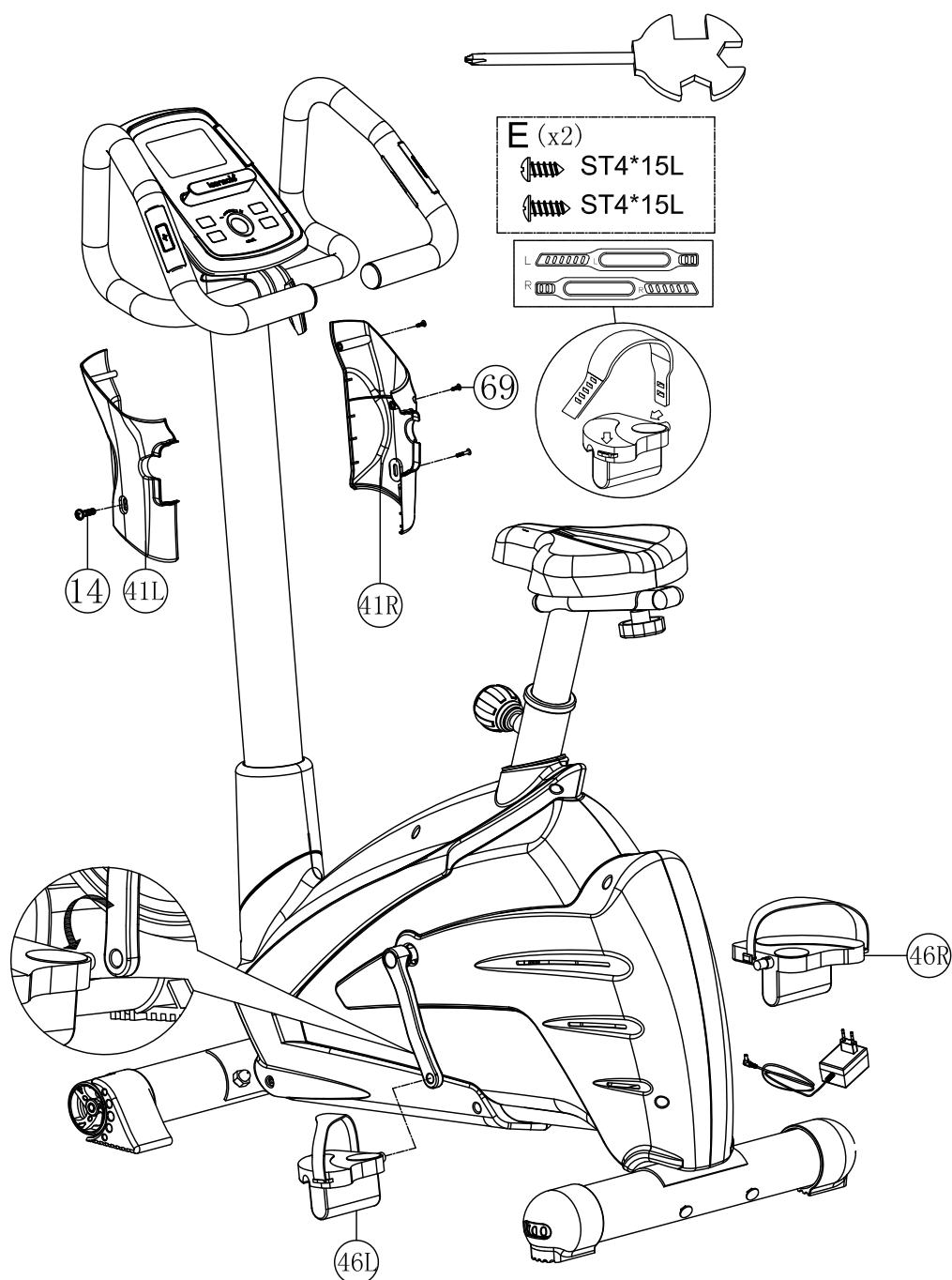
1. Attach the left and right computer brackets (41L & 41R) to the handlebar post (29) with the screws (69) and (14).



CAUTION

Make sure to screw in the pedals completely.

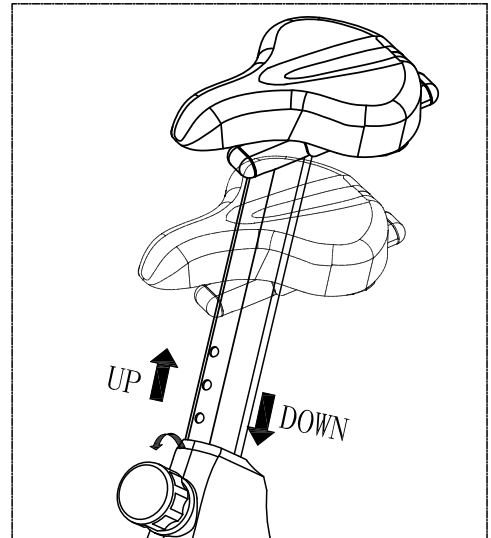
2. Attach the pedal straps to the left and right pedals (46L & 46R).
3. Attach the left and right pedals (46L & 46R) to the cranks. Turn the left pedal counterclockwise and the right pedal clockwise.



Step 6: Adjusting the Seat Position

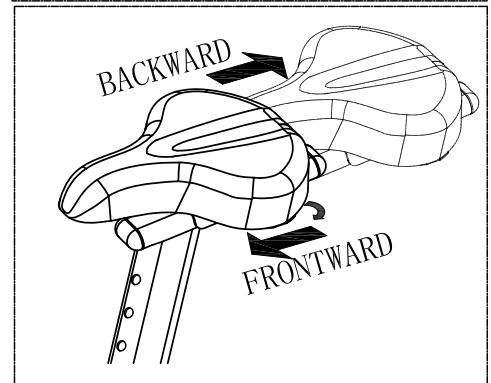
Height Adjustment:

Loosen the knob (31) and pull it out in order to adjust the height of the seat post. Release the knob and make sure that it locks into one of the drill holes. Then tighten again.



Horizontal Adjustment:

Rotate the knob (17) under the seat until you can move the seat forwards and backwards. Move the seat into the desired position and tighten the knob again.



Step 7: Adjusting the Handlebar Position

Rotate the lever (37) on the front of the handle until you can adjust the tilt of the handle. Once the handle is in the desired position, tighten the lever again.

Step 8: Alignment of the Feet

If the floor is uneven, you can stabilize the equipment by turning the two setting screws under the main frame.

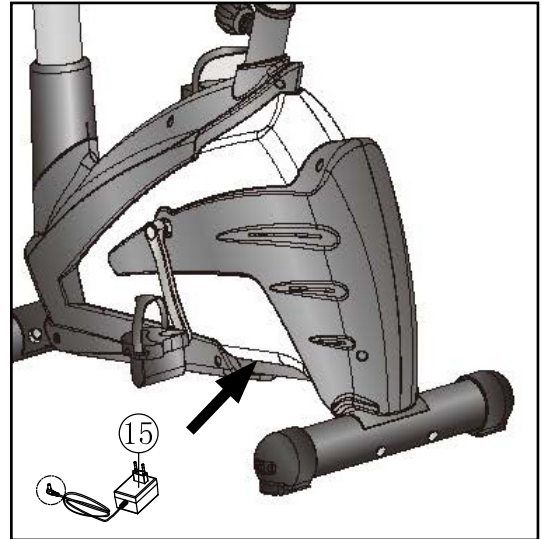
1. Lift the equipment on the desired side and rotate the setting screws under the main frame.
2. Rotate the screws clockwise in order to remove them and to raise the equipment.
3. Rotate them counterclockwise in order to lower the equipment.

Step 8: Connecting the Equipment to the Mains Supply

► ATTENTION

The equipment must not be connected to a multiple socket, otherwise it cannot be guaranteed that the equipment will be supplied with sufficient power. Technical errors can result.

1. Connect the adapter (15) to the fitness equipment.
2. Plug the power plug into a wall outlet that complies with the instructions in the chapter on electrical safety.



Correctly Getting On and Off

1. To get on, grip the handles with both hands and first step onto the left pedal with your left foot or onto the right pedal with your right foot and then place your foot onto the other pedal.
2. To get off, grip the handles with both hands and place one foot next to the equipment and then the other foot.

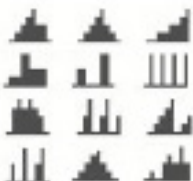

① NOTICE

- + Familiarise yourself with all the functions and setting options of the device before starting training. Have the proper use of this product explained to you by a specialist.
- + Always start your training with low intensity and increase evenly and gently. End your training with a cool-down phase. If you are unsure, please consult your physician.

3.1 Console Display



TIME	<ul style="list-style-type: none"> + Display of the elapsed training time in minutes + Display range: 00:00 - 99:59 + Setting range: 00:00 - 99:00 (in 01:00 min. increments)
SPEED	<ul style="list-style-type: none"> + Display of the current speed in km/h + Display range: 00.0 - 99.9
RPM	<ul style="list-style-type: none"> + Display of the current revolutions per minute (RPM) + Display range: 0 - 999

DISTANCE	<ul style="list-style-type: none"> + Display of the training distance in km + Display range: 0.00 - 99.99 + Setting range: 0.00 - 99.99 (in 0.1km increments)
CALORIES	<ul style="list-style-type: none"> + Display of calories burned in kcal + Display range: 0 - 9999 <p>NOTICE These data serve as a rough guide for comparing your training sessions, they cannot be used for medical purposes.</p>
PULSE	<ul style="list-style-type: none"> + Display of your current heart rate + Display range: 0 - 230 + Setting range: 30 - 230
WATT	<ul style="list-style-type: none"> + Display of the Watt value + Display range: 0 - 999 + Setting range in the Watt programme: 10-350
M	<ul style="list-style-type: none"> + Manual programme
	<ul style="list-style-type: none"> + 12 pre-set profile programmes
	<ul style="list-style-type: none"> + Heart rate controlled programmes
W	<ul style="list-style-type: none"> + Watt controlled programme
U	<ul style="list-style-type: none"> + User defined programme

3.2 Button Functions

The console is equipped with a total of five buttons, of which the jog dial functions as the central and intuitive operating element. This allows you to quickly select and confirm all values. By simply turning to the left or to the right, you can select between programmes, set or adjust training values. By pressing the jog dial (Mode), you confirm the respective selection or entry.

Jog dial (+)	<ul style="list-style-type: none">+ Turn to the right to increase resistance level+ Turn to the right to increase value+ Choose programme
Jog dial (-)	<ul style="list-style-type: none">+ Turn left to decrease resistance level+ Turn left to decrease value+ Choose programme
Mode (jog dial)	<ul style="list-style-type: none">+ Press the jog dial shortly to confirm entry or selection choice
Reset	<ul style="list-style-type: none">+ Press and hold the button for two seconds to restart the console and to begin with the user entry.+ A quick press during a paused programme or while entering training values results in returning to the main menu
Start/Stop	<ul style="list-style-type: none">+ Press to start or pause training
Recovery	<ul style="list-style-type: none">+ Press to start the heart rate recovery test
Body fat	<ul style="list-style-type: none">+ Press to start the body fat analysis

3.3 Turning On and Setting Up the Equipment

1. Insert the power cord plug into the wall socket.

The console turns on and shows all segments of the LCD display for two seconds. (Fig. 1).

1. Choose a user profile (U1 - U4) using the jog dial.
2. Enter your gender, age, height and weight (Fig. 2) and confirm each value with the Mode button.

Once you have entered your user data, the main menu will be displayed (Fig. 3).

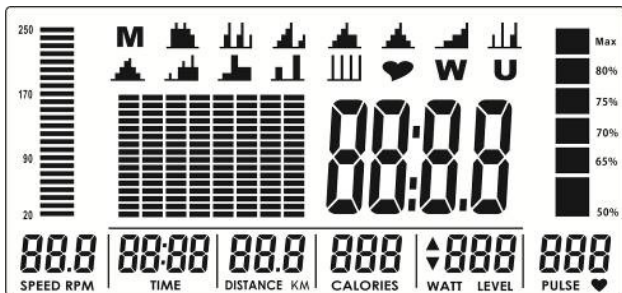


Figure 1

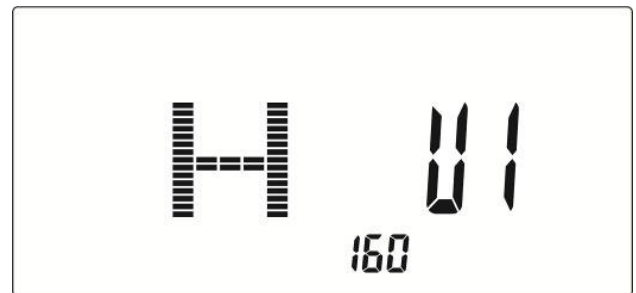


Figure 2

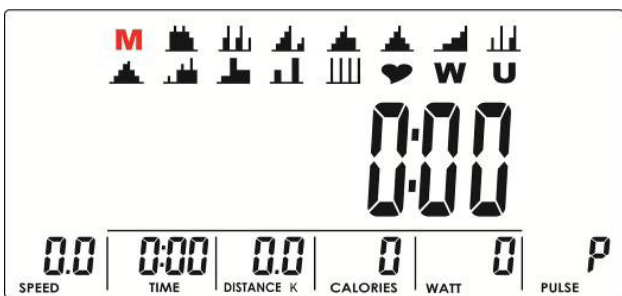


Figure 3

3.4 Energy Saving Mode

The console goes into energy saving mode when the pedals have not moved or no pulse can be read for four minutes. Press any button to start the console again.

① NOTICE

Should the console not react, disconnect and re-insert the power cord.

3.5 Programmes

There is a total of 19 programmes available to choose from:

+ Manual programmes:	1
+ Pre-set programme:	12
+ Heart rate controlled programmes:	4
+ Watt controlled programmes:	1
+ User-defined programmes:	1 (per user)
+ Quick-start	

Use the jog dial to choose a programme: M (manual programme) → Pre-set programmes 1–12 → ♥ (Heart rate programmes) → W (Watt controlled programme) → U (User defined programme) and confirm your choice with the Mode button.

3.5.1 Quick-Start

The so-called quick-start function is the ideal choice if you simply want to work out immediately without entering any training data.

1. To start the quick-start function directly from the main menu, press the Start/Stop button.

The training starts.

All values will start counting upwards.

NOTICE

The resistance level can be adjusted with the jog dial during training.

2. To pause the training, press the Start/Stop button during training.
3. To resume the training, press the Start/Stop button again.
4. To end the training, press the Reset button.

The display returns to the main menu.

3.5.2 Manual Programme (M)

WARNING

This equipment is not a medical equipment. The heart rate measurement of the equipment can be unprecise. Different factors can influence the heart rate reading. The heart rate readings are only meant as a guide for training.

In the manual programme, you can set the values for time, distance, calories and/or heart rate. You can decide if you want to train with a singular or multiple target values.

NOTICE

If you enter a heart rate value, you must grab the hand pulse sensors on the handlebar with both hands during training or wear a compatible chest strap.

1. Choose manual programme (M) and confirm your choice with the Mode button.

NOTICE

To skip setting a certain value, press the Mode button.

2. Set the resistance level with the jog dial and confirm with the Mode button (Fig. 4).
3. Set a value for time, distance, calories and/or heart rate with the jog dial and confirm each value with the Mode button (Fig. 5 - 8).
4. To start the programme, press the Start/Stop button.

The programme starts.

Set target values will count down and the remaining values will count upwards (Fig. 9).

As soon as the first set target value is reached, a signal will sound.

NOTICE

The resistance level can be adjusted with the jog dial during training.

5. To pause the programme, press the Start/Stop button during training.
6. To resume the programme, press the Start/Stop button again.
7. To end the programme, press the Reset button.

The display returns to the main menu.

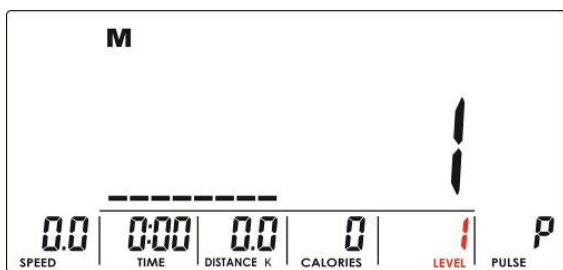


Figure 4

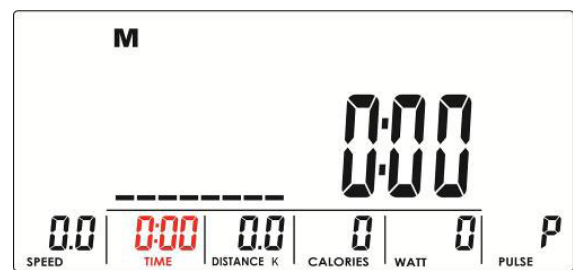


Figure 5

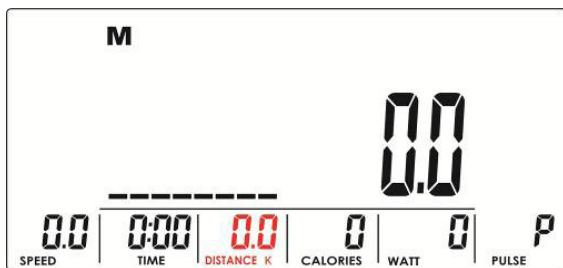


Figure 6

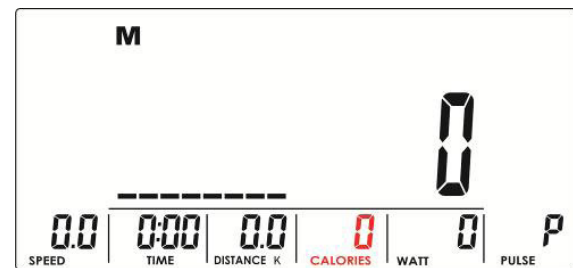


Figure 7

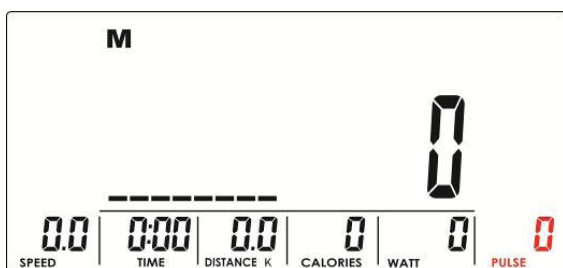


Figure 8

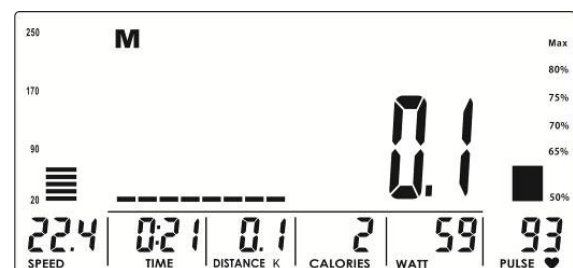


Figure 9

3.5.3 Pre-Set Profile Programmes

There are a total of 12 pre-set programmes available. Each programme consists of eight segments in which the resistance level is pre-set differently. This allows you to bring more variety into your workouts.

1. Choose one of the pre-set programmes and confirm your choice with the Mode button.

NOTICE

- + You can optionally increase the base resistance of all segments of the selected profile programme. In that case, the resistance for each segment is increased according to the selected resistance level. The default value is 1 (Fig. 10).
 - + If you do not change the base resistance, the profile programme is adapted as pre-set.
2. If desired, adjust the base resistance with the jog dial and confirm with the Mode button.
 - 2.1. To adopt the profile programme as pre-set, press the mode button.
 3. Set the training time with the jog dial and confirm with the Mode button.
 - 3.1. If you do not wish to set a training time, press the Mode button once more after you have set the resistance level.

NOTICE

- + When you set a training time, the duration of each segment is calculated by dividing the training time by 8. For example, if you enter a training time of 8 minutes, the duration of a segment is 1 minute until the console switches to the next segment. If you enter 24 minutes, the duration of each segment is 3 minutes.
 - + If you do not set a training time, the console switches to the next segment every 100 metres. This will continue repetitively until you actively end the programme.
4. To start the programme, press the Start/Stop button.

The programme starts.

NOTICE

The resistance level can be adjusted with the jog dial during training.

At the end of the programme, a signal will sound.

5. To pause the programme, press the Start/Stop button during training.
6. To resume the programme, press the Start/Stop button again.
7. To end the programme, press the Reset button.

The display will change to the main menu.

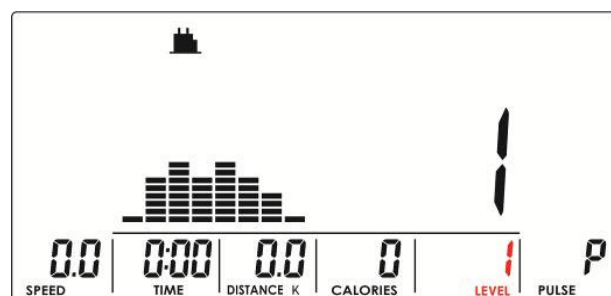


Figure 10

3.5.4 Heart Rate Controlled Programmes (♥)

⚠ WARNING

Your training equipment is not a medical device. The heart rate measurement of this equipment may be inaccurate. Various factors can affect the accuracy of the heart rate measurement. The heart rate measurement serves only as a training aid.

ℹ NOTICE

During training in the heart rate controlled programmes, you must always keep both hands on the hand pulse sensors or wear a compatible chest strap.

There are four heart rate programmes available to choose from. You can choose from three pre-set heart rate targets (55%, 75% or 90% of your maximum heart rate) or TA (Target heart rate) and manually set a different value. Your maximum heart rate is calculated by the console and depends on the set age in the user profile.

1. Choose the heart rate programme (♥) and confirm your choice with the Mode button.
2. Choose the desired heart rate programme (55%, 75%, 90% or TA) with the jog dial and confirm your choice with the Mode button (Fig. 11 - 14).
- 2.1. If you chose the target heart rate (TA), now set your desired heart rate (30 - 230) with the jog dial and confirm with the Mode button.
3. Set the training time with the jog dial and confirm with the Mode button.
4. To start the programme, press the Start/Stop button.

The programme starts.

If your current heart rate exceeds the set heart rate, a signal will sound. Reduce your training speed.

5. To pause the programme, press the Start/Stop button during training.

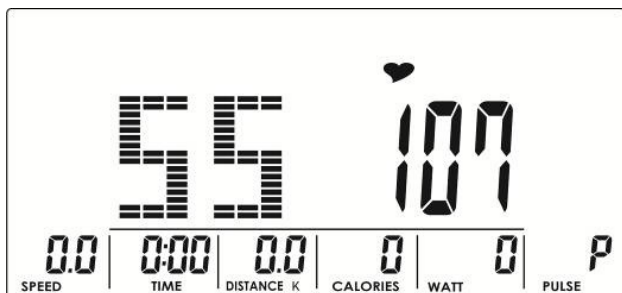


Figure 11

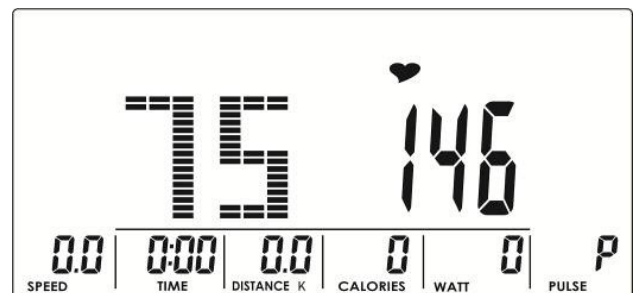


Figure 12

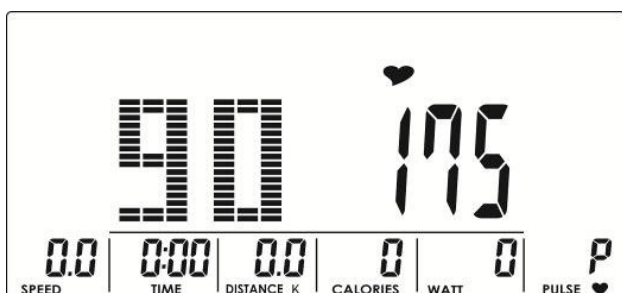


Figure 13

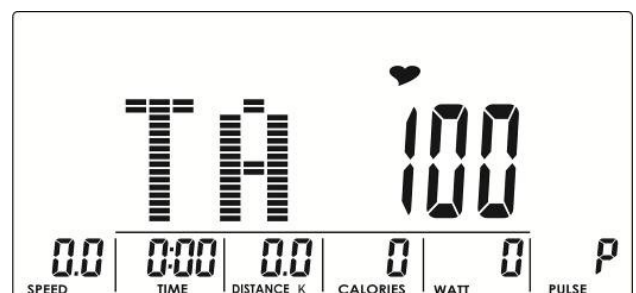


Figure 14

6. To resume the programme, press the Start/Stop button again.
7. To end the programme, press the Reset button.

The display returns to the main menu.

3.5.5 Watt Controlled Programme (W)

The watt controlled programme allows you to train in a targeted and performance-oriented way, as you set the specified power as a watt value yourself. This means that the power output is always the same.

1. Choose the Watt controlled programme (W) and confirm with the Mode button.
2. Set a Watt value with the jog dial and confirm with the Mode button.

NOTICE

The default value is 120 (Fig. 15)

3. Set the training time with the jog dial and confirm with the Mode button.
4. To start the programme, press the Start/Stop button.

The programme starts.

NOTICE

- + The resistance level will automatically be adapted to the set Watt value and cannot be adjusted.
- + The Watt value can be adjusted with jog dial during training.

At the end of the programme, a signal will sound.

5. To pause the programme, press the Start/Stop button during training.
6. To resume the programme, press the Start/Stop button again.
7. To end the programme, press the Reset button.

The display returns to the main menu.

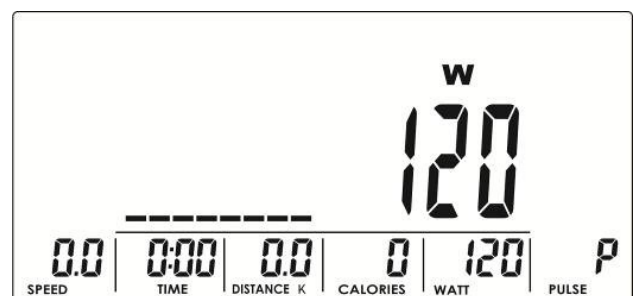


Figure 15

3.5.6 User-Defined Programme (U)

For each user profile there is one user-defined programme with eight segments available to set. The user-defined programme is similar to the pre-set profile programme with the exception that you set the resistance for each of the segments yourself.

1. Choose the user-defined programme (U) and confirm with the Mode button.
2. Set the resistance level for each segment with the jog dial and confirm each segment with the Mode button (Fig. 16).
3. To start the programme without setting a training time, press the Start/Stop button.
- 3.1. To set a training time, press and hold the Mode button for approximately 3 seconds until the selection switches to the time setting.
- 3.2. Set the training time with the jog dial and confirm with the Mode button.

NOTICE

- + When you set a training time, the duration of each segment is calculated by dividing the training time by 8. For example, if you enter a training time of 8 minutes, the duration of a segment is 1 minute until the console switches to the next segment. If you enter 24 minutes, the duration of each segment is 3 minutes.
 - + If you do not set a training time, the console switches to the next segment every 100 metres. This will continue repetitively until you actively end the programme.
4. To start the programme, press the Start/Stop button.

NOTICE

The resistance level can be changed with the jog dial during training.

The programme starts.

At the end of the programme, a signal will sound.

5. To pause the programme, press the Start/Stop button during training.
6. To resume the programme, press the Start/Stop button again.
7. To end the programme, press the Reset button.

The display returns to the main menu.

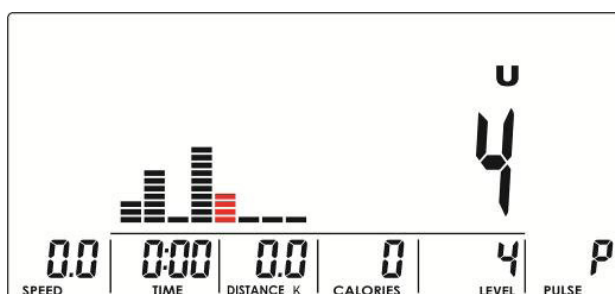


Figure 16

3.6 Recovery

The recovery function measures your heart recovery rate after a training session. A fitness score is calculated based on how quickly your heart rate recovers within 60 seconds. This allows you to document your fitness level and better understand your training achievements.

1. In the paused programme or after a completed training session, press the Recovery button and hold onto the hand pulse sensors with both hands or wear a compatible strap.

NOTICE

Keep your hands on the hand pulse sensors at all times during the 60 seconds if you do not use a chest strap.

The display shows a countdown that runs from 0:60 down to 0:00 (Fig. 17).

→ *When the measuring is finished, the display will show a score between F1 (very good) and F6 (very bad) (Fig. 18).*

2. To end the test, press the Recovery button again.

The display returns to the main menu.

3. To reset the training data back to 0, press the Reset button.

Exercise regularly to improve your fitness.



Figure 17



Figure 18

3.7 Body Fat Analysis

Another way to track your fitness achievements is the body fat analysis.

1. To start the body fat analysis, from the main menu or during a paused programme, press the Body Fat button and hold onto the hand pulse sensors with both hands.

The console shows the current user (Fig. 19) and begins with the analysis (Fig. 20).

As soon as the console detects your pulse, the display shows === for eight seconds (Fig. 21), until the analysis has ended.

→ The display shows your BMI (B, Fig. 22), body fat percentage (F, Fig. 23) and the body fat symbol (BODY FAT, Fig. 24).

→ Once the analysis is done, the display automatically returns to the main menu.



Figure 19

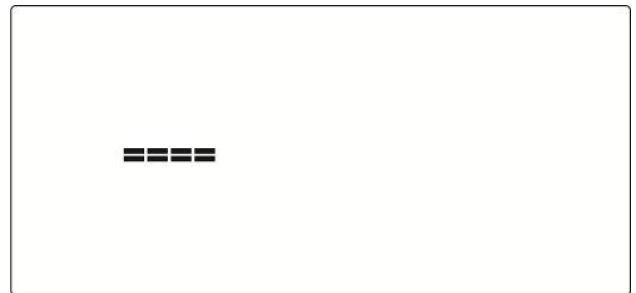


Figure 20

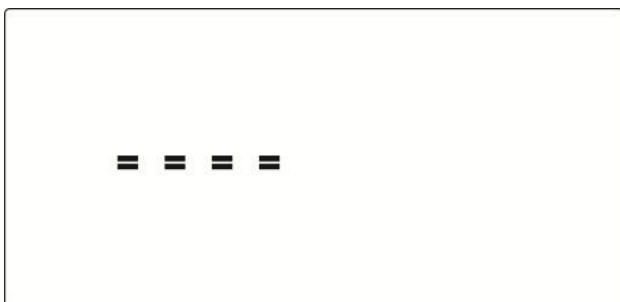


Figure 21

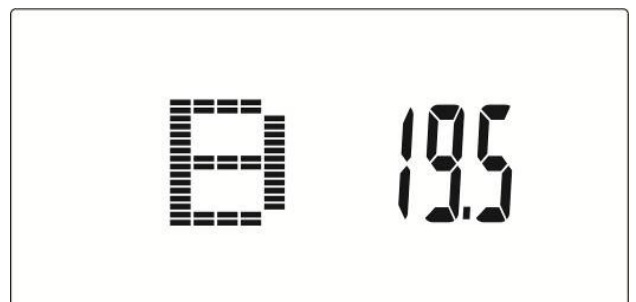


Figure 22

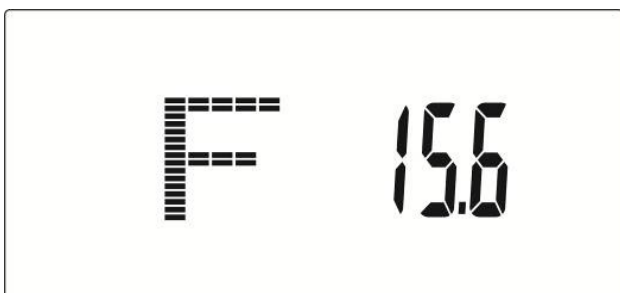


Figure 23

-	underweight
+	underweight / normal
▲	normal
◆	normal / overweight

Figure 24

3.8 Connection with Kinomap

① NOTICE

- + Please note that a paid subscription is required for the full functionality of Kinomap.
- + Third party apps are produced and provided by external manufacturers. Changes and availability within these apps might occur. Fitshop does not take any responsibility and can not be held liable for the availability, functionality or contents of these apps.
- + Make sure the wireless technology is enabled on your mobile device and the console is active. Otherwise, simply tap any button except Start/Stop.

1. Open Kinomap on your mobile device.
2. On the main screen, select "More" in the bar at the bottom.
3. Now select "Device management" on this page. Currently connected devices are displayed here.
4. To add a new device, tap the "+" at the top right.

① NOTICE

There may be slight differences in menu navigation between Android and iOS operating systems.

5. Now select the type of device. You can choose from roller trainer, exercise bike, treadmill, cross trainer and rowing machine. For the Ergo 400 select Exercise bike/recumbent bike.
6. On the next page you will see the different brands. Select "Kettler" and then the Ergo 400.
7. Now all wireless sources in the surrounding area are displayed. Select a wireless source that begins with i-Console The number that follows is also written on a small sticker on the back of the console.

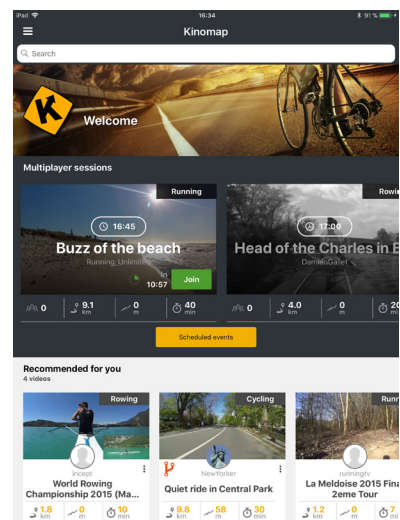
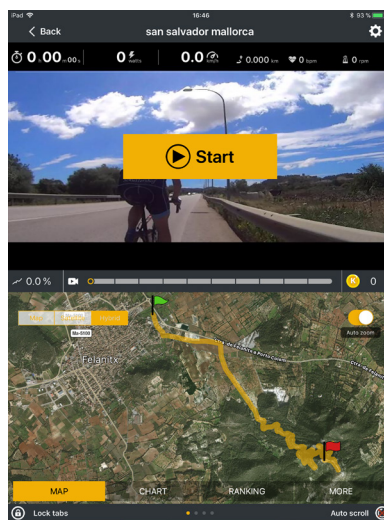
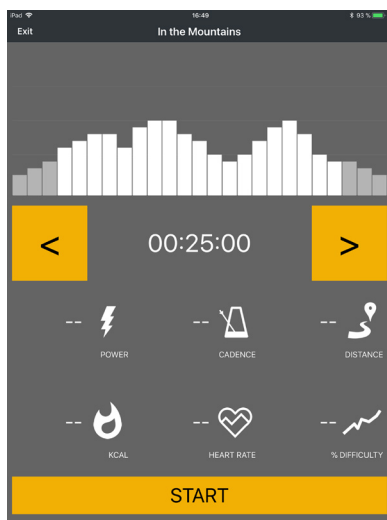
The device is now added.

8. Return to the main menu, select a track and enjoy a great track video.

IMPORTANT NOTE

The pre-installed apps are produced and provided by external manufacturers. Changes and availability within these apps might occur. Fitshop does not take any responsibility and can not be held liable for the availability, functionality or contents of these apps. To make sure the pre-installed apps are working correctly, they must be updated regularly. If needed, the respective app will notify you to do so. To update the app, you need a google account. A google email is sufficient. Just follow the instructions on the screen to perform the update.

Please note: The system is set up only for the pre-installed apps. Do not install any additional apps as their proper functionality can not be guaranteed. The installation of other apps might cause technical issues.



Example: Kinomap

4.1 General Instructions

When training, it is important to perform the exercises correctly in order to avoid injuries and achieve the desired training effect. Make sure you use the correct technique and train at an appropriate intensity level. Always consult an expert such as a trainer or doctor if you are unsure or have health problems. Always start your training with a low load and increase it evenly and gently.

End your training with a cool-down phase. If you have any questions or uncertainties, contact your doctor.

4.1.1 Training clothes

During training, wear appropriate sports clothing that is comfortable and breathable. Avoid clothing that restricts you or is uncomfortable. Make sure that your shoes are suitable and offer you sufficient support. In addition, always carry a towel with you to wipe away sweat and keep the equipment clean.

4.1.2 Warming up and stretching

It is important to warm up and stretch properly before training to avoid injury and improve performance. Stretching helps to loosen muscles and improve flexibility. Be sure to incorporate a short stretching routine before each workout.

Warm-up exercise:

1. Stand upright with your feet about shoulder-width apart.
2. Start with gentle arm circles by slowly moving your arms forwards in small circles in a controlled manner.
3. Perform arm circles backwards to loosen your shoulders and arms.
4. Do squats by slowly squatting down and then straightening up again. Make sure that your knees do not extend beyond your toes.



CAUTION

Do not exercise with sore muscles or take it easy on the affected muscles, as this can lead to injuries.



4.1.3 Medication

If you regularly take medication and want to exercise, it is important to be aware of possible side effects. Ask your doctor whether your medication affects your workout.

4.1.4 Used muscle groups

Rowing uses the following muscle groups:

- + Gluteal muscle
- + Leg muscles

Make sure you keep your back straight during training. Do not hunch over and do not arch your back.

4.1.5 Exercise frequency

Regular exercise is crucial to making progress and staying healthy in the long term. Continuous exercise can strengthen muscles, improve endurance and enhance overall well-being. Remember that even small workouts can be done regularly to achieve long-term results.

Training with heart rate orientation

Heart rate orientation guarantees an extremely effective and healthy training. Through your age and the following table, you can quickly and easily read and determine the optimal pulse for your training. An acoustic alarm will sound if your heart rate exceeds the set target heart rate. Which target heart rate is important for which training goal can be found out in the following.

Fat burning (weight management): The main goal here is to burn deposits of fat. In order to achieve this training goal, a low training intensity (approximately 55% of the maximum heart rate) and a longer training period are required.

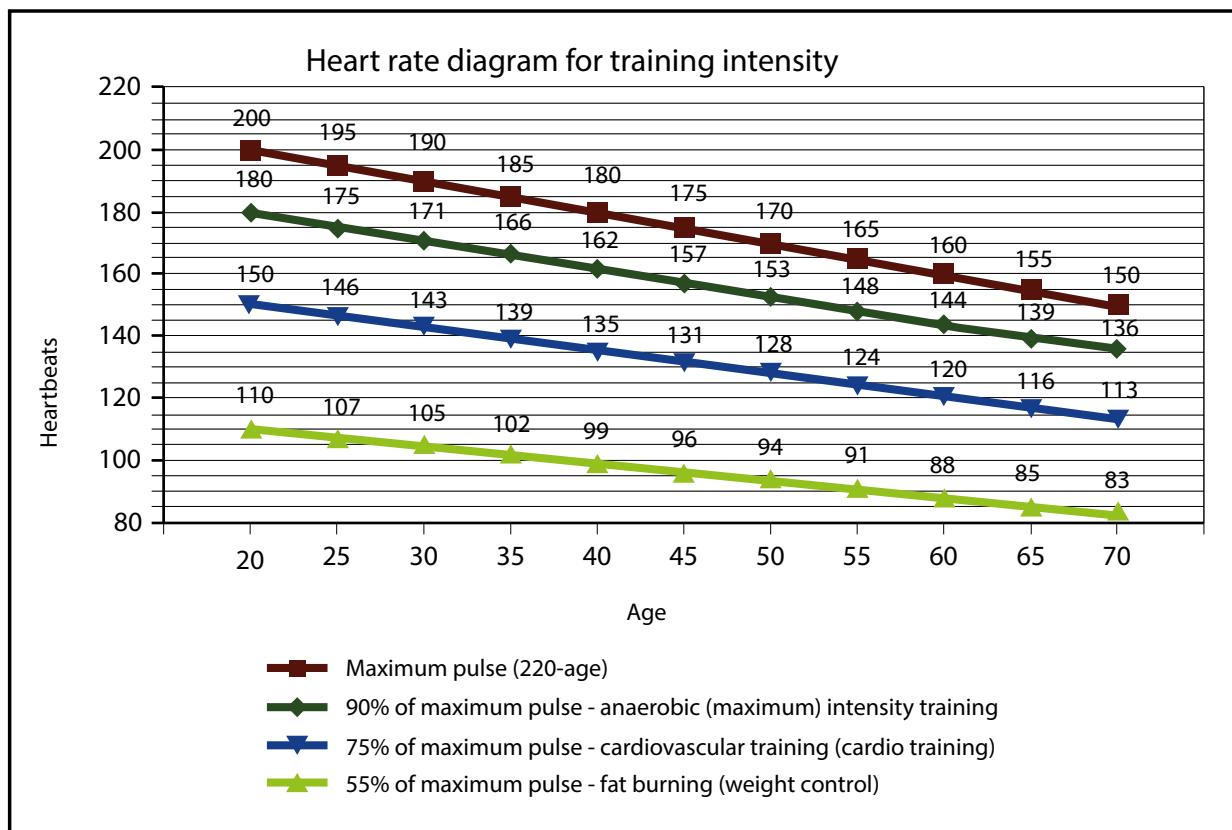
Cardiovascular training (cardio training): The primary goal is to increase stamina and fitness through an improved provision of oxygen through the cardiovascular system. In order to achieve this training goal, medium intensity (approximately 75% of the maximum heart rate) with a medium training period is required.

Anaerobic (maximum) load training: The main goal of maximum load training is to improve recovery after short, intense loads in order to be able to quickly return to the aerobic zone. In order to achieve this training goal, a high intensity (approximately 90% of the maximum heart rate) with short, intense load is required, which is followed by a recovery phase in order to prevent muscle fatigue.

Example:

For a 45-year-old man, the maximum heart rate is 175 ($220 - 45 = 175$).

- + The fat burning target zone (55%) is at approximately 96 beats/min. = $(220 - \text{age}) \times 0.55$.
- + The cardio target zone (75%) is at approximately 131 beats/min. = $(220 - \text{age}) \times 0.75$.
- + The maximum heart rate for an anaerobic load training (90%) is at approximately 157 beats/min. = $(220 - \text{age}) \times 0.9$.



4.2 Workout journal

[illegible]

Date



Distance



Time (min.)



Resistance level



Training weight



Ø Pulse



Calories burnt



I feel ...



Body weight

5.1 General Instructions

WARNING

- + The storage location should be chosen so that improper use by third parties or children can be prevented.
- + If your equipment does not have transportation wheels, the equipment must be disassembled before transportation.

► **ATTENTION**

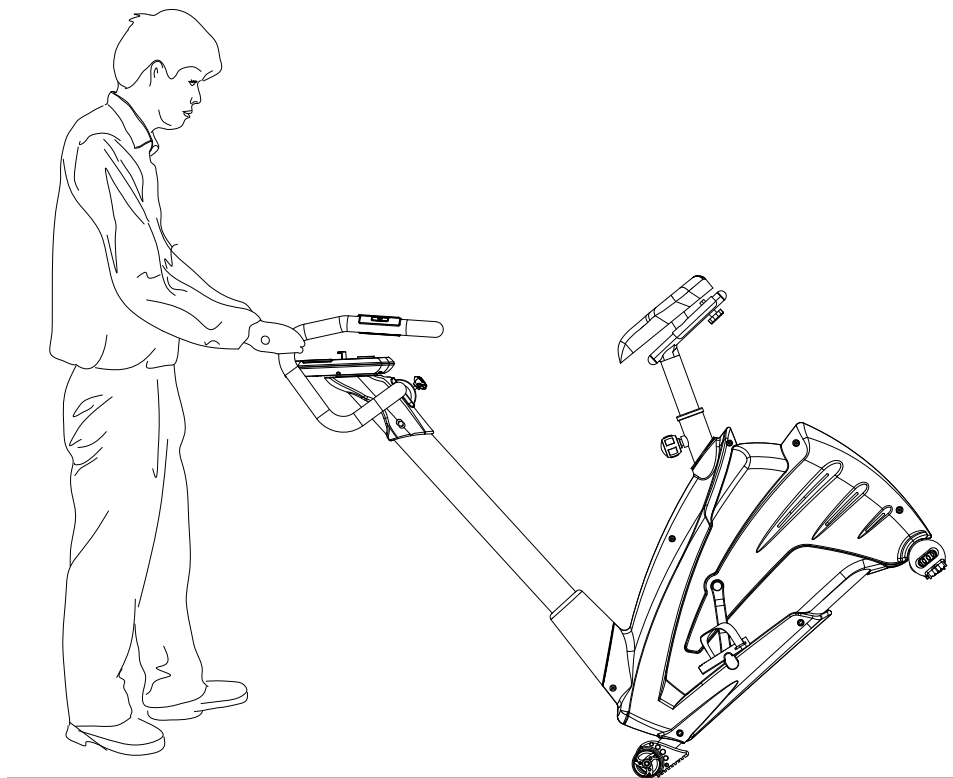
- + Make sure that the equipment is protected from moisture, dust and dirt in the selected storage location. The storage location should be dry and well ventilated and have a constant ambient temperature between 10°C and 35°C.

5.2 Transportation Wheels

► **ATTENTION**

If you want to transport your equipment over particularly sensitive and soft floor coverings, such as parquet, planks or laminate, lay out the transport route with cardboard or similar to avoid possible floor damage.

1. Stand behind the equipment and lift it until the weight is transferred to the transportation wheels. After that, you easily can move the equipment to a new position. For long transport distances the equipment should be disassembled and safely packed.
2. Select the new location by following the instructions in the section 1.4 of this manual.



6.1 General Instructions



WARNING

- + Do not make any improper changes to the equipment.



CAUTION

- + Damaged or worn components may affect your safety and the life of the equipment. Therefore, immediately replace damaged or worn components. In such a case, contact the contract partner. The equipment must not be used until it has been repaired. If necessary, use only original spare parts.

► ATTENTION

- + In addition to the instructions and recommendations for maintenance and care given here, additional service and/or repair work may be necessary; this must only be carried out by authorised service technicians.

6.2 Faults and Fault Diagnosis

The equipment undergoes regular quality controls during production. Nevertheless, faults or malfunctions may occur. Frequently, individual parts are responsible for these disturbances, an exchange is usually sufficient. Please refer to the following overview for the most common errors and how to correct them. If the equipment still does not function properly, contact your contract partner.

Fault	Cause	Solution
Cracking in the pedal area	Pedals loose	Tighten the pedals
Equipment wobbles	Equipment is not level	Align the feet
Handlebar/saddle wobbles	Loose screws	Tighten screws firmly
Display is blank/is not working	Batteries empty or loose cable connection	Replace batteries or check cable connections
No pulse display	<ul style="list-style-type: none"> + Sources of interference in the room + unsuitable chest strap + Wrong position of chest strap + Chest strap defective or battery empty + Pulse display defective 	<ul style="list-style-type: none"> + Eliminate sources of interference (e.g. mobile phone, WLAN, lawn mower and vacuum cleaner robot, etc. ...) + Use a suitable chest strap (see "RECOMMENDED ACCESSORIES") + Reposition chest strap and/or moisten electrodes + Changing batteries + Check if pulse display by hand pulse possible

6.3 Error Codes and Troubleshooting

The electronics of the equipment continuously carries out tests. In case of deviations, an error code appears on the display and normal operation is stopped for your safety.

- + The display shows ===→ The hand pulse sensors aren't being held properly with both hands.
- + E1 → A heart rate has not been detected.
- + E4 → This error is shown when the results of FAT % and BMI is lower than 5 or over 50.

Please contact the contract partner for technical support.

6.4 Maintenance and Inspection Calendar

To avoid damage from body sweat, the equipment must be cleaned with a damp towel (no solvents!) after each training session.

The following routine tasks must be performed at the specified intervals:

Part	Weekly	Monthly	Quarterly	Half-yearly	Yearly
Display console	C	I			
Tighten pedals				I	
Plastic covers	C	I			
Screws and cable connections		I			
Check pedals for tightness		I			
Legend: C = clean; I = inspect					

By scanning the QR-code with the camera function or QR-code scanner app of your smartphone/tablet, a video on general maintenance of an exercise bike opens on YouTube. The video serves to illustrate the maintenance points described in this manual.

Please note that the video may not be available in your language or with appropriate subtitles.

If you cannot scan QR-codes, you can access all Fitshop videos on YouTube by first opening YouTube and entering "Fitshop" in the search field.



7 DISPOSAL

At the end of its operational life, this equipment cannot be disposed of in normal household waste. Instead, it must be disposed of via an electricals recycling centre. Further information can be obtained from your local authority's recycling service.



The materials can be recycled as per their symbols. Through the reuse, recycling of materials or other forms of recovery of old equipment, you make an important contribution to the protection of the environment.

8 RECOMMENDED ACCESSORIES

To make your training experience even more efficient and pleasant, we recommend that you add suiting accessories to your fitness equipment. For elliptical cross trainers this could for example be a **floor mat**, which makes your fitness equipment stand more securely and also protects the floor from sweat or **silicone spray** to keep moving parts in good shape.

If you have purchased a fitness machine with pulse training and want to train your heart rate, we strongly recommend that you use a compatible **chest strap**, as this ensures optimum transmission of the heart rate.

Our range of accessories offers the highest quality and makes training even better. If you would like to find out more about compatible accessories, please go to the detail page of the product in our webshop (the easiest way is to enter the article number in the search field above) and go to the recommended accessories on this page. Alternatively, you can use the QR-code provided. Of course, you can also contact our customer service: by telephone, e-mail, in one of our branches or via our social media channels. We will be happy to advise you!



saddle cover



chest strap



chest strap contact gel



floor mat



saddle



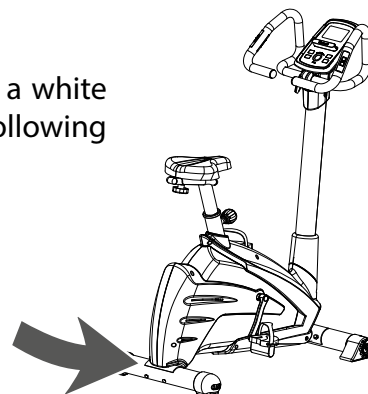
silicone spray

9.1 Serial Number and Model Name

In order to provide you with the best possible service, please have the model name, article number, serial number, exploded drawing and parts list ready. The corresponding contact options can be found in chapter of this operating manual.

NOTICE

The serial number of your equipment is unique. It's located on a white sticker. The exact position of this sticker is shown in the following illustration.



Enter the serial number in the appropriate field.

Serial number:

Brand / Category:

Model Name:

Article Number:

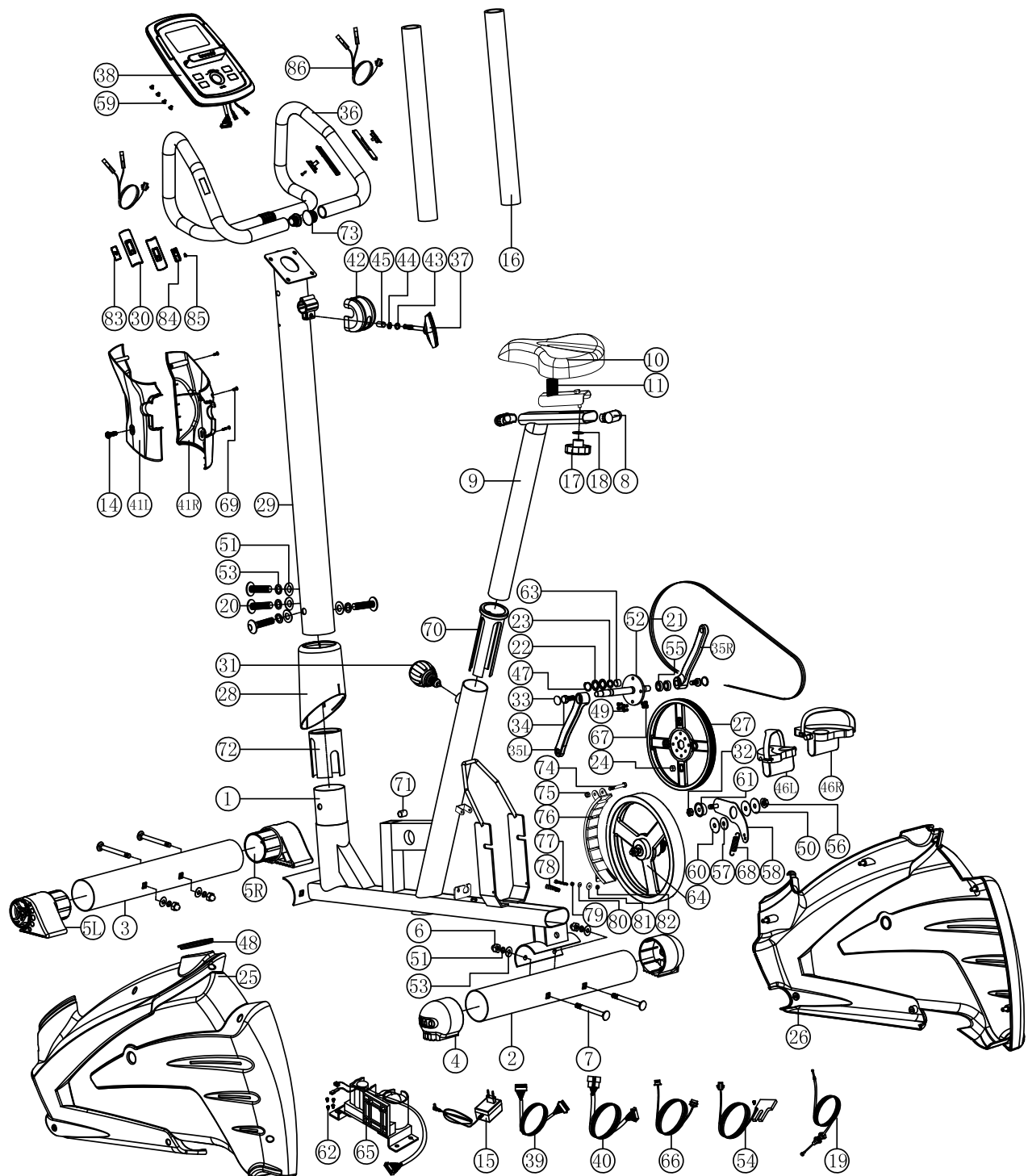
9.2 Parts List

No.	Name	Supplier Parts No.	Specification	Qty.
1	Main frame	805E2-3-1000-J5		1
2	Rear stabilizer	70501-6-2107-J1	D76x1.5Tx480L	1
3	Front stabilizer	70501-6-2101-J0	D76x1.5Tx480L	1
4	Adjustable foot cap	55486-L-0076-31	D76*86	2
5L	Left foot cap	554C0-H-0076-31	D76*120L	1
5R	Right foot cap	554C0-R-0076-31	D76*120L	1
6	Domed nut M8*1.25*15L	55208-6-2015-FA	M8x1.25x15L	4
7	Square neck bolt M8*1.25*90L	50508-5-0090-F3	M8x1.25x90L	4
8	Oval cap 25*50*28L	55328-3-2550-B1	25*50*28L	2
9	Seat post	71402-3-2200-J3		1
10	Seat	58001-6-1351-B0	LS-A28	1
11	Adjustable seat tube	18300-3-4000-J1		1
14	Screw ST4*1.41*15L	52804-2-0015-D0	ST4*1.41*15L	2
15	Adapter	804C2-6-2584-01	output:9V,500MA	1
16	Foam (HDR) D30*3.0T*575L	58015-6-1139-B1	D30*3.0T*575L	2
17	Screw knob D60*32L (M8*1.25)	52008-2-0022-B0	D60x32L(M8x1.25)	1
18	Flat washer D25*D8.5*2T	55108-1-2520-CA	D25xD8.5x2T	1
19	Tension control cable D1.5*230L	706E2-6-2601-00	D1.5*230 L	1
20	Allen bolt M8*1.25*20L	50308-5-0020-F0	M8*1.25*20L	4
21	Multi-groove belt	58004-6-1030-01	440 J5 (1118 J5)	1
22	Waved washer D22*D17*0.3T	55117-5-2203-DA	D22xD17x0.3T	2
23	Flat washer D23*D17.2*1.5T	55117-1-2315-NA	D23*D17.2*1.5T	1
24	Round magnet	174R4-6-2574-00	M02	1
25	Left chain cover	80500-6-4501-BZ0	865*80*500	1
26	Right chain cover	80500-6-4502-BZ0	895*80*500	1
27	Pulley Wheel	58008-6-1039-D1	D250*17*3T	1
28	Upper protective cover	80500-6-4580-BZ0	D100*210	1
29	Handlebar post	805S0-3-2000-J4		1
30	Handle pulse	737L6-6-2478-00	100.3*29.5*0.4T	4
31	Ball knob D50*M16*22*D8	52916-2-0022-G1	D50xM16x22xD8	1

32	Nylon nut M10*1.5*10T	55210-1-2010-NA	M10x1.5x10T	1
33	Bolt cap D23*6.5	170LR-6-2779-C0	D23x6.5	2
34	Bolt M8*1.25*25	50108-2-0025-U0	M8x1.25x25	2
35L	Left crank	58007-6-1056-03	6 1/2"x9/16"-20UNF	1
35R	Right crank	58007-6-1057-03	6 1/2"x9/16"-20UNF	1
36	Handlebar	805K2-6-2401-N0		1
37	T-shaped knob M8*1.25*65	51908-2-0065-B1	M8x1.25x65	1
38	Computer SM2560-31	805K2-6-2501-B0	SM2560-31	1
39	Upper computer cable 1000L	73002-6-2572-00	1000L	1
40	Lower computer cable 300L	805E2-6-2573-00	300L	1
41L	Left computer bracket	80500-6-2592-B0		1
41R	Right computer bracket	80500-6-2593-B0		1
42	Cover 80.6*56*52.5	80502-6-2481-B0	80.6*56*52.5	1
43	Flat washer D16*D8.5*1.2T	55108-1-1612-FA	D16xD8.5x1.2T	1
44	Spring washer D15.4*D8.2*2T	55108-2-1520-FA	D15.4xD8.2x2T	1
45	Bushing D8.2*D12.7*33	58002-6-1026-D0	D8.2xD12.7x33	1
46-1L	Pedal Strap left	58029-6-1032-B1		1
46-1R	Pedal Strap right	58029-6-1032-B2		1
46L/R	Pedal	58029-6-1032-B0	JD-22A	1
47	C-ring S-17 (1T)	55517-1-0010-00	S-17(1T)	1
48	Protective ring for chain cover	80500-6-4503-B0	60.5*72*7T	1
49	Bolt M6*1.0*15L	50106-5-0015-C0	M6x1.0x15L	4
50	Flat washer D50*D10*2.0T	55110-1-5020-NA	D50xD10x2.0T	1
51	Curved washer D22*D8.5*1.5T	55108-3-2215-FA	D22*D8.5*1.5T	8
52	Crank axle	803MC-3-2903-00		1
53	Spring washer D15.4*D8.2*2T	55108-2-1520-FA	D15.4 XD8.2x2T	8
54	Sensor cable 150L	80202-6-2576-00	150L	1
55	Bearing #6003ZZ	58006-6-1018-00	#6003ZZ	2
56	Nylon nut 3/8"-26UNF*6.5T	18600-6-3175-N1	3/8"-26UNF*6.5T	2
57	Flat washer D30*D10*3.2T	55110-1-3032-01	D30xD10x3.2T	1
58	Fixing plate for idle wheel	17402-3-1600-N4		1
59	Bolt M5*0.8*10L	52605-2-0010-D0	M5x0.8x10L	5

60	Plastic flat washer D50*D10*1.0T	55110-1-5010-BF	D50*D10*1.0T	2
61	Idle wheel D23.8*D38*24	16100-6-1671-04	D23.8xD38x24	1
62	Screw ST4.2*1.41*15L	53342-2-0015-N0	ST4.2x1.4x15L	8
63	Spacer D22.5*D17.2*6.4T	80700-6-2781-00	D22.5*D17.2*6.4T	1
64	Magnetic system	805E2-2-3100-00		1
65	Motor	73002-6-2571-00		1
66	Electric cable 350L	180E1-6-2596-00	350L	1
67	Anti-loose nut M6*1.0*6T	55206-1-2006-CA	M6x1.0x6T	4
68	Spring D2.2*D14*55L	58003-6-1013-N1	D2.2*D14*55L	1
69	Screw ST4*1.41*15L	50904-2-0015-D0	ST4*1.41*15L	7
70	Inner tube D66*D50.3*170L	67500-6-1071-B1	D66xD52x170L	1
71	Buffer D9*D5.8*13	55306-4-0013-B9	D9*D5.8*13	1
72	Inner tube D71.5*108L	70802-6-1071-B0	D71.5*108L	1
73	Mushroom Cap D1 1/4"*29L	553K0-1-0029-B3	D1 1/4"*29L	2
74	Bolt M8*52L	50108-5-0052-N3	M8*52L	1
75	Anti-loose nut M8*1.25*8T	55208-1-2008-NA	M8*1.25*8T	1
76	Magnetic fixed plate	84002-3-3200-N1		1
77	Bolt M6*65L	50106-5-0065-N0	M6*1*65L	1
78	Spring D1.2*55L	58003-6-1035-01	D1.2*55L	1
79	Nut M6*1*6T	55206-2-2006-NA	M6*1*6T	1
80	Flat washer D13*D6.5*1.0T	55106-1-1310-NA	D13*D6.5*1.0T	1
81	Nylon washer D6*D19*1.5T	55106-1-1915-B1	D6*D19*1.5T	1
82	Anti-loose nut M6*1*6T	55206-1-2006-NA	M6*1*6T	1
83	upper fixed plate for Handle pulse	737L6-6-2491-B0	40*15.2	2
84	under fixed plate for Handle pulse	737L6-6-2492-B0	40*15.2	2
85	Screw ST4*1.41*15L	50904-2-0015-F0	ST4x1.41x15L	2
86	Handle pulse cable 900L	745S1-6-2479-00	900L	2

9.3 Exploded Drawing



Products from Kettler® are subject to strict quality control. However, if a fitness equipment purchased from us does not work perfectly, we take it very seriously and ask you to contact our customer service as indicated. We are happy to help you by phone via our service hotline.

Error Descriptions

Your fitness equipment is developed for long-term, high-quality training. However, should a problem arise, please first read the operating instructions. For further assistance, please contact your contract partner or call our service hotline. To ensure your problem is solved as quickly as possible, please describe the defect as exactly as possible.

In addition to the statutory warranty, we provide a warranty for every fitness equipment purchased from us according to the following provisions.

Your statutory rights are not affected.

Warranty

The warrantee is the first/original buyer and/or any person who received a newly purchased product as a gift from the original buyer.

Warranty period

The warranty periods, shown on our web shop, begin on delivery of the fitness equipment. The respective warranty periods for your equipment can be found on its product website.

Repair Costs

According to our choice, there will either be a repair, a replacement of individual damaged parts or a complete replacement. Spare parts, that have to be mounted while assembling the equipment, have to be replaced by the warrantee personally and are not a part of repair. After the expiration of the warranty period, the responsibility for parts costs, repair costs, installation costs and delivery costs lies with the warranty holder.

The terms of use are defined as follows:

- + Home use: solely for private use in private households up to 3 hours per day
- + Semi-professional use: up to 6 hours per day (e. g. rehabilitation centres, hotels, clubs, company gyms)
- + Professional use: more than 6 hours per day (e. g. commercial gyms)

Warranty Service

Within the warranty period, equipment which develops faults as a result of material or manufacturing defects, will be repaired or replaced at our discretion. Ownership of equipment or parts of equipment which have been replaced is transferred to us. The warranty period is not extended nor does a new warranty period begin following repair or replacement under the warranty.

Warranty Conditions

For the warranty to be valid, the following steps must be taken:

Please contact our customer service by email or phone. If the product under warranty has to be sent in for repair, the seller bears costs. After expiry of the warranty, the buyer bears the costs of transport and insurance. If the fault is covered by our warranty, you will receive a new or repaired equipment in return.

Warranty claims are invalid in case of damage resulting from:

- + misuse or improper handling
- + environmental influences (moisture, heat, electrical surge, dust, etc.)
- + failure to follow the current safety measures for the equipment
- + failure to follow the operating instructions
- + use of force (e. g. hitting, kicking, falling)
- + interventions which were not carried out by one of our authorized service centres
- + unauthorised repair attempts

Proof of Purchase and Serial Number

Please make sure that you are able to provide the appropriate receipt when claiming on your warranty. So that we can clearly identify the model of your equipment, and for the purposes of our quality control, you will need to give the serial number of your equipment, when contacting the service team. Where possible please have your serial number and your customer number ready when you call our service hotline. It will help us to deal with your request swiftly.







































If you cannot find the serial number on your fitness equipment, our service team is at your disposal to offer further information.

Service outside of the Warranty Period

We are also happy to issue an individual cost estimate if there is a problem with your fitness equipment after the warranty has expired, or in cases which do not fall under the terms of the warranty, e. g. normal wear and tear. Please contact our customer service team to find a quick and cost-effective solution to your problem. In such a case you will be responsible for the delivery costs.

Communication

Many problems can be solved just by speaking to us as your specialist supplier. We know how important it is to you as a user of the fitness equipment to have problems solved quickly and simply, so you can enjoy working out with minimal interruption. For that reason, we also want to resolve your queries quickly and in a straightforward manner. Thus, please always keep your customer number and the serial number of the faulty equipment handy.

DE	DK	UK
TECHNIK  +49 4621 4210-900  +49 4621 4210-698  technik@fitshop.de  Öffnungszeiten entnehmen Sie unserer Homepage.	TEKNIK OG SERVICE  80 90 16 50 +49 4621 4210-945  info@fitshop.dk  Åbningstider kan findes på hjemmesiden: https://stg.fit/statit7	CUSTOMER SUPPORT  00800 2020 2772 +494621 4210 944  info@fitshop.co.uk  You can find the opening hours on our homepage: https://stg.fit/statitc
SERVICE	FR	BE
 0800 20 20277 (kostenlos)  04621 4210 - 0  info@fitshop.de  Öffnungszeiten entnehmen Sie unserer Homepage: https://stg.fit/statita	TECHNIQUE & SERVICE  +33 (0) 189 530984 +49 4621 42 10 933  info@fitshop.fr  Vous trouverez les heures d'ouverture sur notre site Internet: https://stg.fit/statit4	TECHNIQUE & SERVICE  02 732 46 77 +49 4621 4210 933  info@fitshop.be  Vous trouverez les heures d'ouverture sur notre site Internet: https://stg.fit/statit8
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DZIAŁ TECHNICZNY I SERWIS  22 307 43 21 +49 4621 42 10-948  info@fitshop.pl  Godziny otwarcia można znaleźć na stronie głównej: https://stg.fit/statit6	TECHNIK & SERVICE  0800 20 20277 (Freecall) +49 4621 42 10-0  info@fitshop.at  Öffnungszeiten entnehmen Sie unserer Homepage: https://stg.fit/statitb	TECHNIK & SERVICE  0800 202 027 +49 4621 42 10-0  info@fitshop.ch  Öffnungszeiten entnehmen Sie unserer Homepage: https://stg.fit/statit9

Please find a detailed overview including address and opening hours for all stores of the Fitshop Group in Germany and abroad on the following website:

www.fitshop.com/en/stores

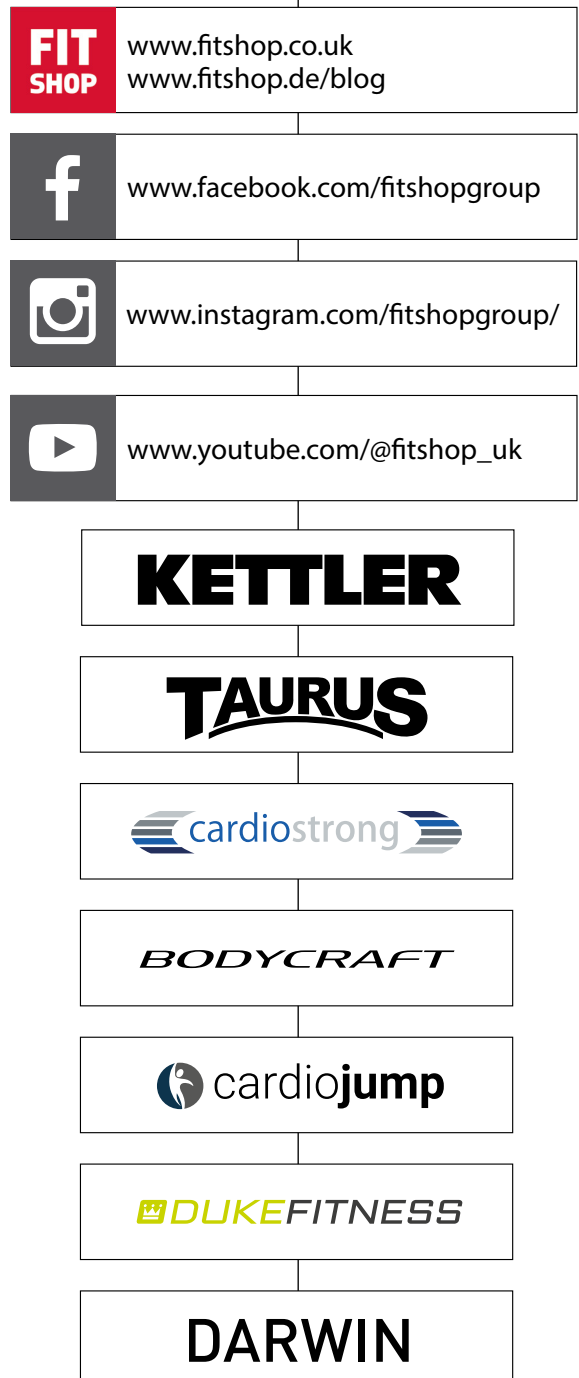
WE LIVE FITNESS

WEBSHOP AND SOCIAL MEDIA

Fitshop is Europe's largest specialist store for home fitness equipment with currently over 70 stores and one of the world's most renowned online mail order companies for fitness equipment. Private customers order via the 25 web shops in the respective national language or have their desired equipment assembled on site. In addition, the company supplies fitness studios, hotels, sports clubs, companies and physio practices with professional equipment for endurance and strength training.

Fitshop offers a wide range of fitness equipment from renowned manufacturers, high-quality in-house developments and comprehensive services, such as a build-up service and sports scientific advice before and after the purchase. The company employs numerous sports scientists, fitness trainers and competitive athletes.

Visit us also on our social media platforms or our blog!



Notes

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