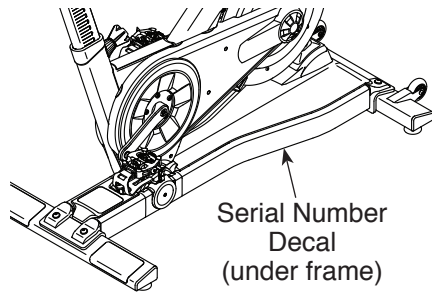


Model No. FMEX81912.1
Serial No. _____

Write the serial number in the space above for reference.



QUESTIONS?

If you have questions, or if parts are damaged or missing, please see **HOW TO CONTACT CUSTOMER CARE** on the back cover of this manual.

CAUTION

Read all precautions and instructions in this manual before using this equipment. Keep this manual for future reference.

Le
de TOUR
FRANCE

USER'S MANUAL

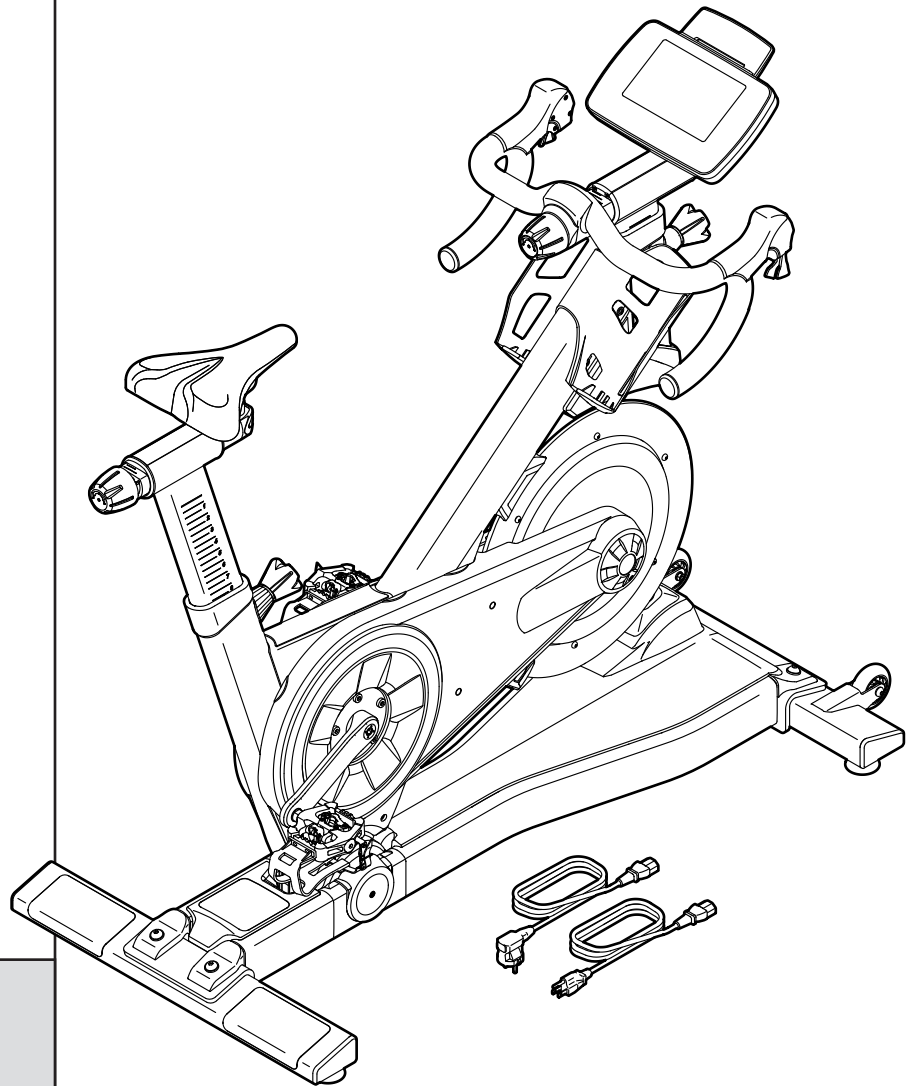


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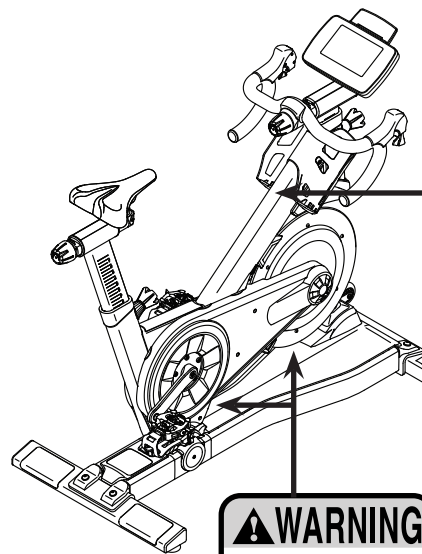
EXPLODED DRAWING 30

HOW TO CONTACT CUSTOMER CARE Back Cover

LIMITED WARRANTY Back Cover

WARNING DECAL PLACEMENT

This drawing shows the location(s) of the warning decal(s). **If a decal is missing or illegible, see the back cover of this manual and request a free replacement decal. Apply the decal in the location shown.** Warning decals in other languages are included. Apply the warning decals on top of the English warnings in the indicated location(s) if desired. Note: The decal(s) may not be shown at actual size.



WARNING
Keep hands and fingers clear of this area.

- WARNING**
- Misuse of this machine may result in serious injury.
 - Read user's manual prior to use and follow all warnings and instructions.
 - Do not allow children on or around machine.
 - Pedals continue to spin when you stop pedaling.
 - Spinning pedals can cause injury.
 - Reduce pedal speed in a controlled manner.
 - User weight must not exceed 350 lbs / 159 kgs.
 - This product should always be used on a level surface.
 - This product is not intended for therapeutic use.
 - Replace label if damaged, illegible, or removed.

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IMPORTANT PRECAUTIONS

⚠️ WARNING: To reduce the risk of burns, fire, electric shock, or injury to persons, read all important precautions and instructions in this manual and all warnings on your training bike before using your training bike. FreeMotion Fitness assumes no responsibility for personal injury or property damage sustained by or through the use of this product.

1. It is the responsibility of the owner to ensure that all users of the training bike are adequately informed of all precautions.
2. Before beginning any exercise program, consult your physician. This is especially important for persons over age 35 or persons with pre-existing health problems.
3. Use the training bike only as described in this manual.
4. The training bike is intended for use in a supervised environment only.
5. Keep the training bike indoors, away from moisture and dust. Do not put the training bike in a garage or covered patio, or near water.
6. Place the training bike on a level surface with at least 2 ft. (0.6 m) of clearance around the training bike. To protect the floor or carpet from damage, place a mat under the training bike.
7. Inspect and properly tighten all parts each time the training bike is used. Replace any worn parts immediately.
8. Keep children under age 13 and pets away from the training bike at all times.
9. When connecting the power cord (see page 10), plug the power cord into a grounded circuit.
10. Do not modify the power cord or use an adapter to connect the power cord to an improper receptacle. Keep the power cord away from heated surfaces. Do not use an extension cord.
11. Do not operate the training bike if the power cord or plug is damaged, or if the training bike is not working properly.
12. **DANGER:** Always unplug the power cord and press the power switch to the off position when the training bike is not in use and before cleaning the training bike. Servicing other than the procedures in this manual should be performed by an authorized service representative only.
13. Wear appropriate clothes while exercising; do not wear loose clothes that could become caught on the training bike. Always wear athletic shoes for foot protection.
14. The training bike should not be used by persons weighing more than 350 lbs. (159 kg).

15. Be careful when mounting and dismounting the training bike.

16. The heart rate monitor is not a medical device. Various factors, including the user's movement, may affect the accuracy of heart rate readings. The heart rate monitor is intended only as an exercise aid in determining heart rate trends in general.

17. Always keep your back straight while using the training bike; do not arch your back.

18. Over exercising may result in serious injury or death. If you feel faint, if you become short of breath, or if you experience pain while exercising, stop immediately and cool down.

SAVE THESE INSTRUCTIONS

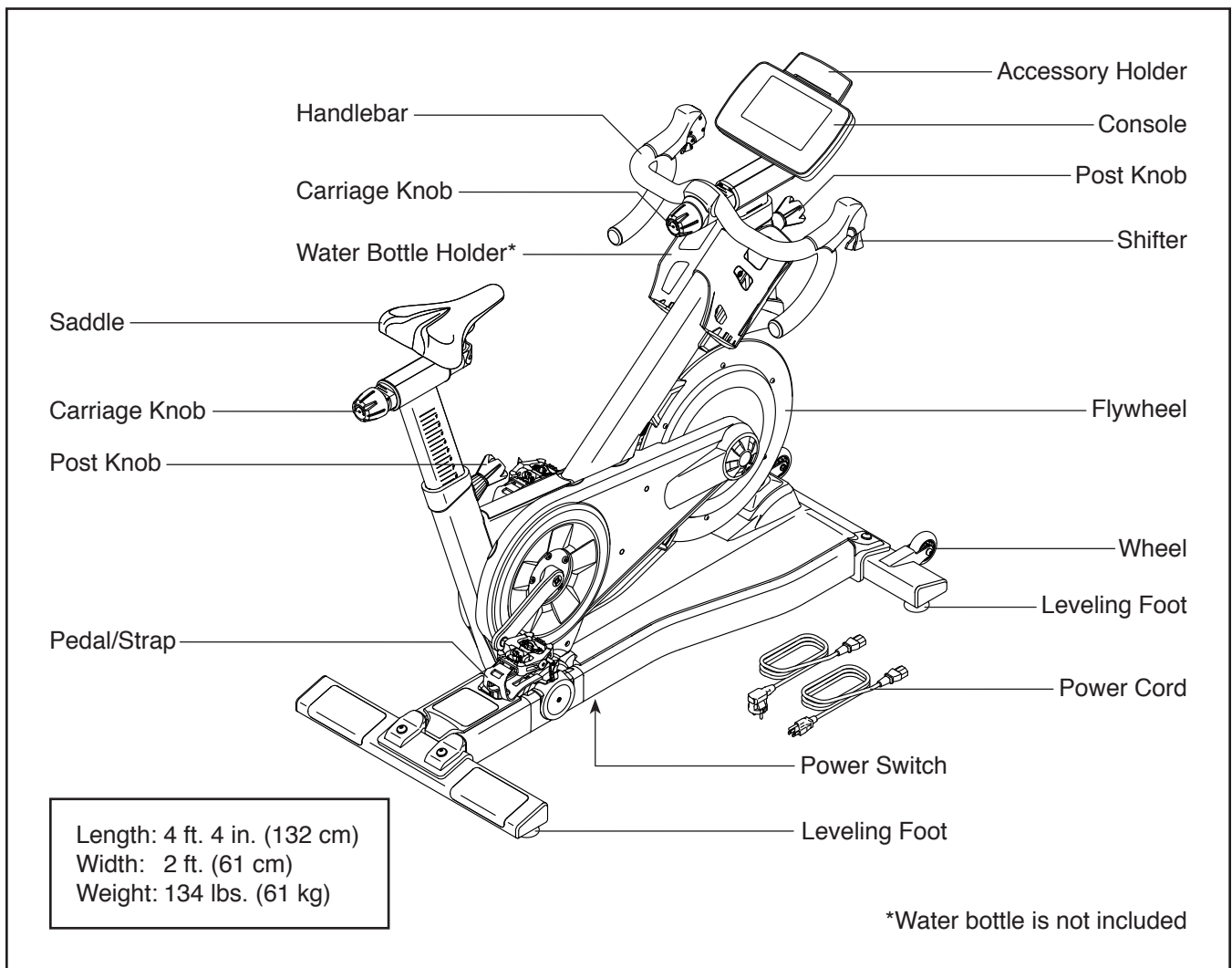
BEFORE YOU BEGIN

Congratulations for selecting the revolutionary LE TOUR DE FRANCE® training bike. The LE TOUR DE FRANCE training bike is unlike any ordinary exercise bike. With full adjustability, a Wi-Fi cycling console, an incline system that simulates actual road terrain, and an array of other innovative features, the LE TOUR DE FRANCE training bike is designed to let you enjoy the outdoor cycling experience indoors.

reading this manual, please see the back cover of this manual. To help us assist you, note the product model number and serial number before contacting us. The model number and the location of the serial number decal are shown on the front cover of this manual.

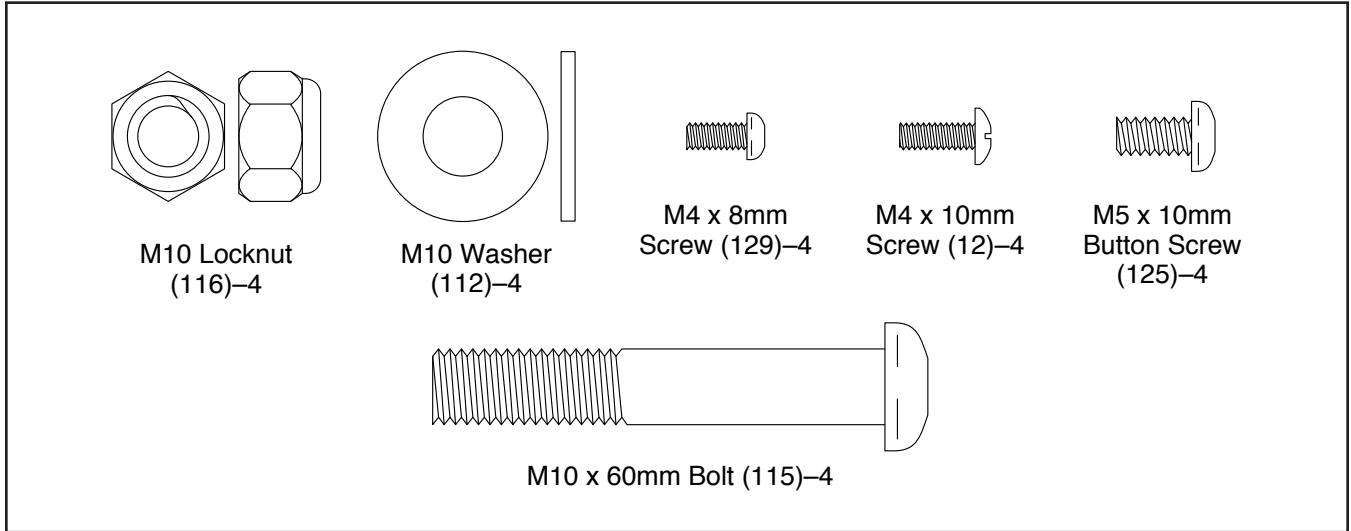
Before reading further, please familiarize yourself with the parts that are labeled in the drawing below.

For your benefit, read this manual carefully before you use the training bike. If you have questions after



PART IDENTIFICATION CHART

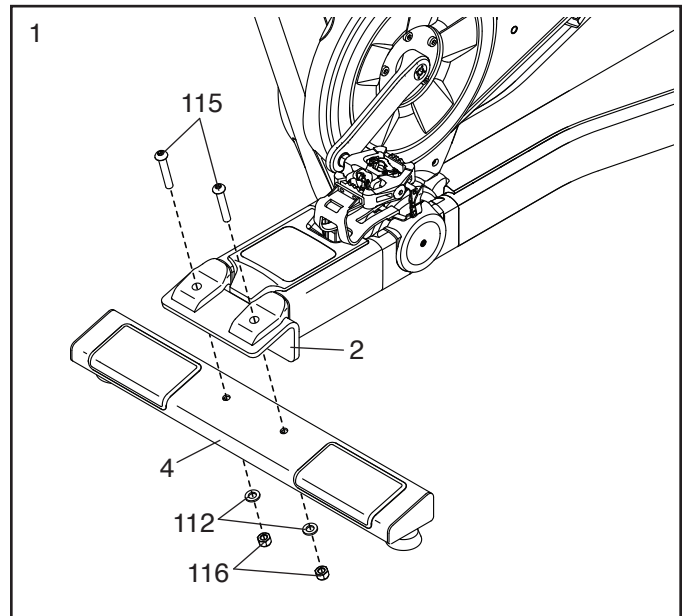
Use the drawings below to identify the small parts needed for assembly. The number in parentheses below each drawing is the key number of the part, from the PART LIST near the end of this manual. The number following the key number is the quantity needed for assembly. **Note: If a part is not in the hardware kit, check to see if it has been preassembled. Extra parts may be included.**



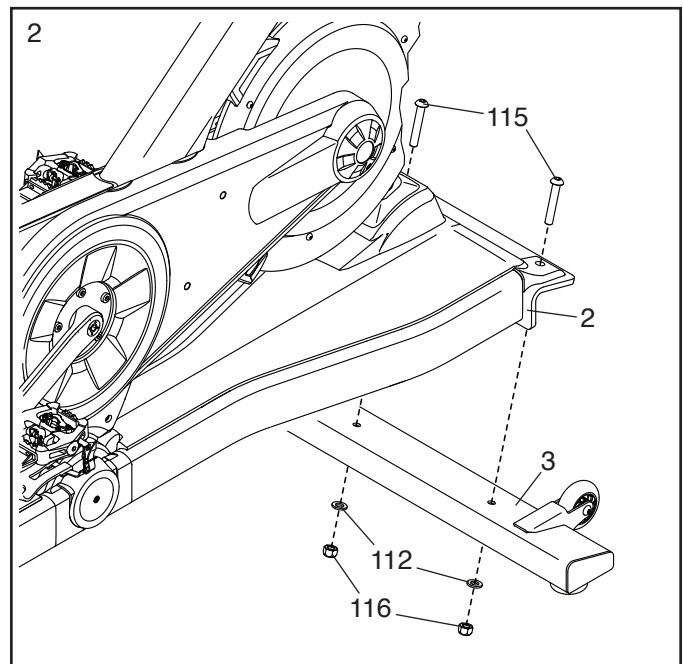
ASSEMBLY

- Assembly requires two persons.
 - Place all parts in a cleared area and remove the packing materials. Do not dispose of the packing materials until you complete all assembly steps.
 - To identify small parts, see page 6.
 - To avoid damaging parts, do not use power tools.
- Assembly requires the following tools (not included):
 - one 3 mm hex key
 - one 6 mm hex key
 - one Phillips screwdriver
 - one 17 mm socket wrench

1. Attach the Rear Stabilizer (4) to the Base (2) with two M10 x 60mm Bolts (115), two M10 Washers (112), and two M10 Locknuts (116).

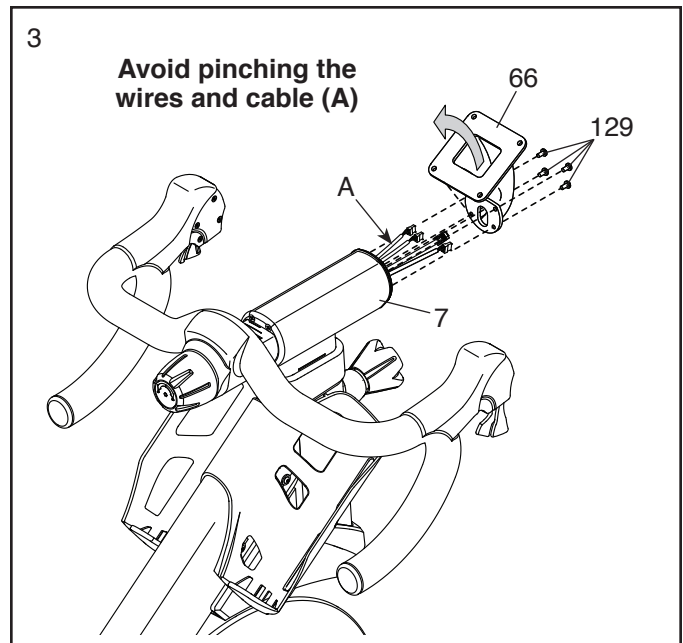


2. Attach the Front Stabilizer (3) to the Base (2) with two M10 x 60mm Bolts (115), two M10 Washers (112), and two M10 Locknuts (116).



3. While a second person holds the Console Mount (66) near the Handlebar Post (7), route the frame wires and cable (A) upward through the Console Mount.

Avoid pinching the wires and cable (A). Attach the Console Mount (66) to the Handlebar Post (7) with four M4 x 8mm Screws (129); **start all the Screws, and then tighten them.**

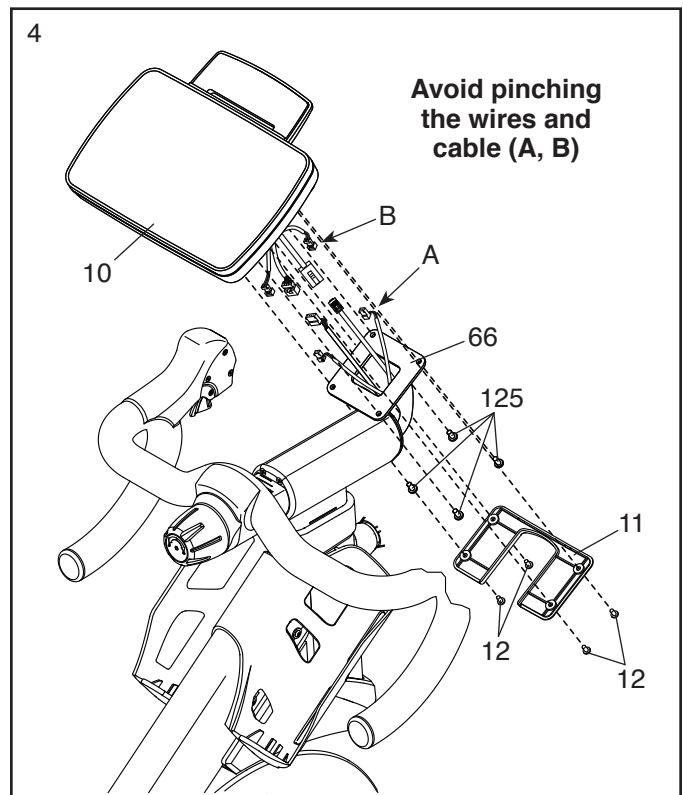


4. Remove the four M4 x 10mm Screws (12), and then remove the Console Cover (11) from the Console (10); **set these parts aside.**

While a second person holds the Console (10) near the Console Mount (66), connect the console wires and cable (B) to the matching frame wires and cable (A). **Insert the excess into the Console and the Console Mount.**

Tip: Avoid pinching the wires and cable (A, B). Attach the Console (10) to the Console Mount (66) with four M5 x 10mm Button Screws (125); **start all the Button Screws, and then tighten them.**

Then, attach the Console Cover (11) to the Console Mount (66) with four M4 x 10mm Screws (12); **start all the Screws, and then tighten them.**

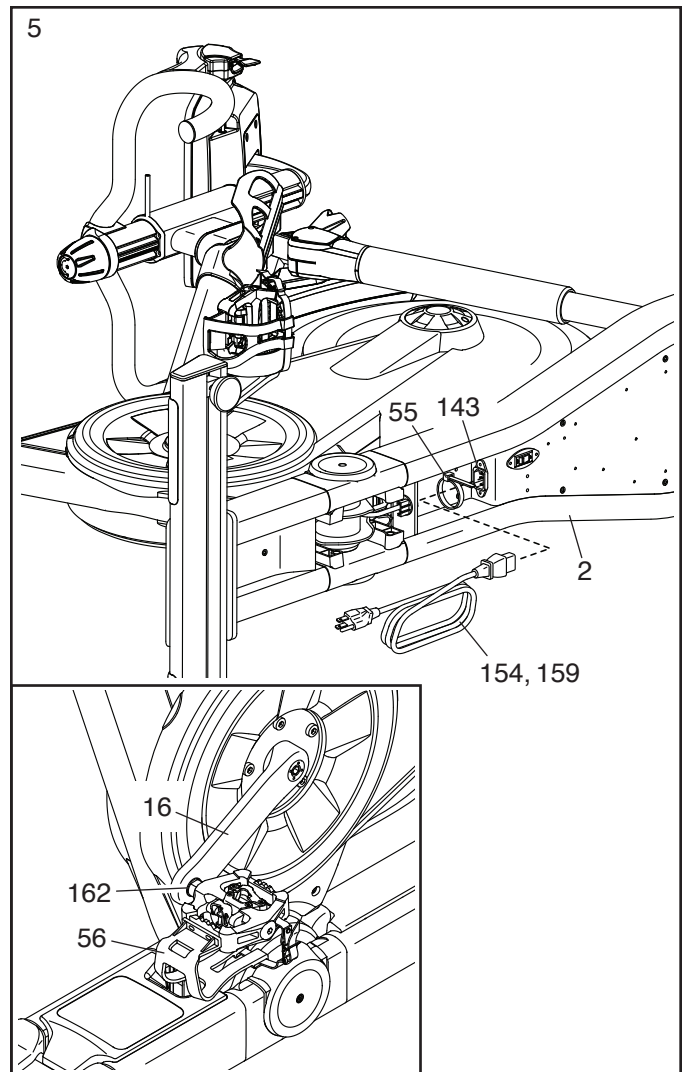


5. Carefully tip the training bike onto one side.

Locate the Power Receptacle (143) on the Base (2). Insert the appropriate Power Cord (154, 159) through the Releasable Cable Tie (55), and plug it into the Power Receptacle. Then, tighten the Releasable Cable Tie.

Then, return the training bike to the upright position.

IMPORTANT: See the inset drawing. If you replace the included Pedals (56), make sure to place the included Pedal Washers (162) between the replacement Pedals and the Cranks (16, 21 [not shown]).



6. **After the training bike is assembled, inspect it to make sure that it is assembled correctly and that it functions properly. Make sure that all parts are properly tightened before you use the training bike.** Extra parts may be included. Place a mat beneath the training bike to protect the floor.

HOW TO USE THE TRAINING BIKE

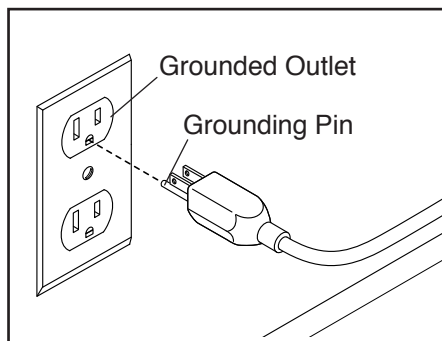
HOW TO PLUG IN THE POWER CORD IN THE UNITED STATES OR CANADA

This product must be grounded. If it should malfunction or break down, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. The power cord has a plug with a grounding pin.

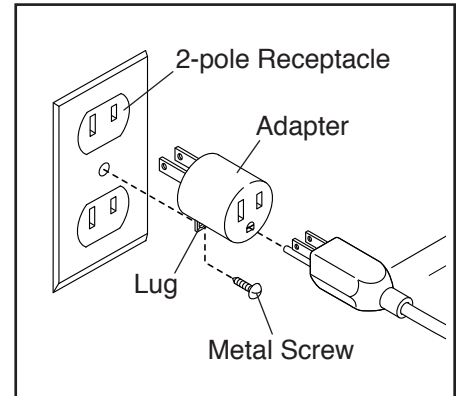
⚠ DANGER: Improper connection of the power cord increases the risk of electric shock. Do not modify the plug—if it will not fit an outlet, have a proper outlet installed by a qualified electrician. If you are unsure whether the product is properly grounded, contact a qualified electrician.

Plug the power cord into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

The outlet must be on a nominal 120-volt circuit.



A temporary adapter may be used to connect the power cord to a 2-pole receptacle as shown at the right if a properly grounded outlet is not available.



The lug or wire extending from the adapter must be connected with a metal screw to a permanent ground such as a properly grounded outlet box cover. **Some 2-pole receptacle outlet box covers are not grounded. Before using an adapter, contact a qualified electrician to determine whether the outlet box cover is grounded. The temporary adapter should be used only until a properly grounded outlet can be installed by a qualified electrician.**

WARRANTY INFORMATION

The warranty for this product does not cover damage or equipment failure caused by electric wiring not in compliance with electrical codes or the specifications in this manual, or failure to provide reasonable and necessary maintenance as outlined in this manual. Any failure or damage caused by unauthorized service; misuse; accident; negligence; improper assembly or installation; debris resulting from any destruction activities in the product's environment; rust or corrosion as a result of the product's location; alterations or modifications without written authorization; or failure on your part to use, operate, and maintain the product as set forth in this manual will void the warranty.

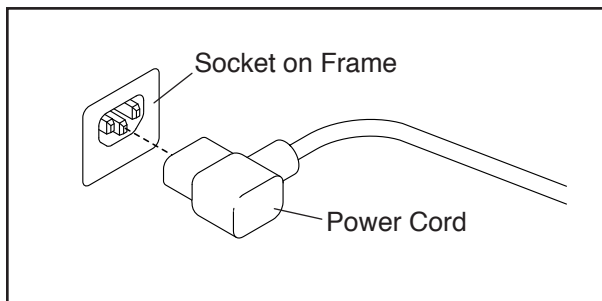
HOW TO PLUG IN THE POWER CORD IN EUROPE OR AUSTRALIA

This product must be earthed. If it should malfunction or break down, earthing provides a path of least resistance for electric current to reduce the risk of electric shock. This product's power cord has an equipment-earthing conductor and an earthing plug. **IMPORTANT: If the power cord is damaged, it must be replaced with a manufacturer-recommended power cord.**

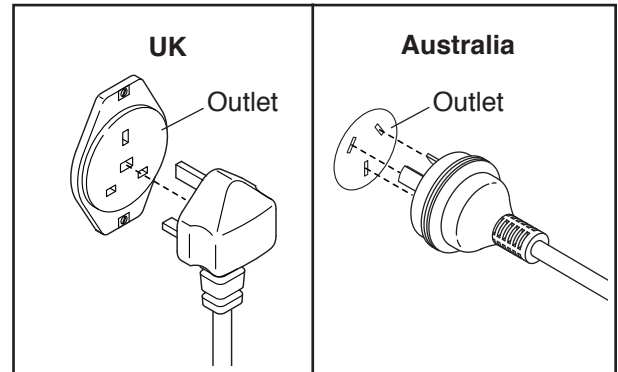
⚠ DANGER: Improper connection of the equipment-earthing conductor can result in an increased risk of electric shock. Check with a qualified electrician or serviceman if you are in doubt as to whether the product is properly earthed. Do not modify the plug provided with the product—if it will not fit the outlet, have a proper outlet installed by a qualified electrician

Follow the steps below to plug in the power cord.

1. Plug the indicated end of the power cord into the socket on the frame.



2. Plug the power cord into an appropriate outlet that is properly installed and earthed in accordance with all local codes and ordinances.



WARRANTY INFORMATION

The warranty for this product does not cover damage or equipment failure caused by electric wiring not in compliance with electrical codes or the specifications in this manual, or failure to provide reasonable and necessary maintenance as outlined in this manual. Any failure or damage caused by unauthorized service; misuse; accident; negligence; improper assembly or installation; debris resulting from any destruction activities in the product's environment; rust or corrosion as a result of the product's location; alterations or modifications without written authorization; or failure on your part to use, operate, and maintain the product as set forth in this manual will void the warranty.

FEATURES OF THE TRAINING BIKE

Measuring Watts

Each training bike is individually calibrated to measure your power output and to allow you to monitor your watts and RPMs directly on the console.

By monitoring your watts and RPMs, you can see how hard you are training and make sure that you are challenging yourself and improving.

The Incline System

The training bike can incline and decline to realistically simulate outdoor terrain. When you create maps of your actual training routes on iFit.com (see the console instructions beginning on page 14 for more information), the training bike will automatically incline and decline to match the terrain of your training routes.

The Handlebar Shifters

The training bike allows you to shift gears just like you do on your road bike. The right and left handlebar shifters simulate front and rear derailleurs that you can configure to match the gearing setup of your road bike (see the console instructions beginning on page 14 for more information).

Pedaling Form Features

The training bike has multiple features to help you develop correct pedaling form:

Freewheel—The training bike has a freewheel that simulates a road bike rather than a fixed-drive spin bike. This discourages you from letting your feet coast through the top and bottom of your pedal stroke.

Flywheel—The flywheel on the training bike has the correct inertia to allow you to pedal smoothly while encouraging you to use good pedaling form.

HOW TO ADJUST THE GEOMETRY OF THE TRAINING BIKE

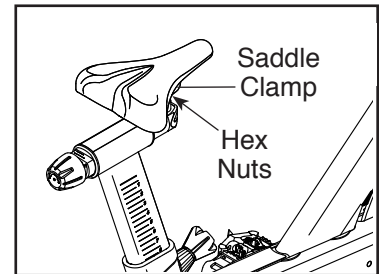
The training bike can be adjusted to match the geometry of your road bike to promote correct form and to ensure proper training of the muscles. **Make adjustments in small increments, and then pedal the training bike to test the adjustments.**

How to Adjust the Angle of the Saddle

You can adjust the angle of the saddle to the position that is most comfortable. You can also adjust the saddle forward or backward for increased comfort or to adjust the distance to the handlebar.

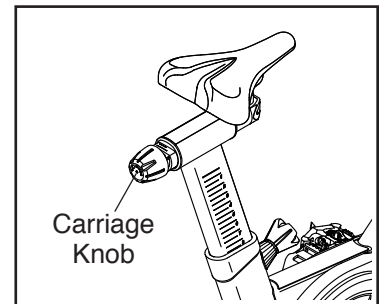
To adjust the saddle, first loosen the hex nuts on the saddle clamp a few turns. Next, tilt the saddle upward or downward or slide the saddle forward or backward to the desired position.

Then, retighten the hex nuts.



How to Adjust the Saddle Carriage

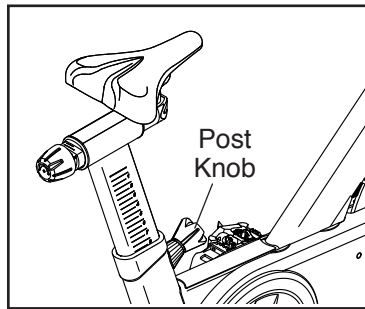
To adjust the position of the saddle carriage, loosen the carriage knob, move the saddle carriage forward or backward to the desired position, and then firmly tighten the carriage knob.



How to Adjust the Saddle Post

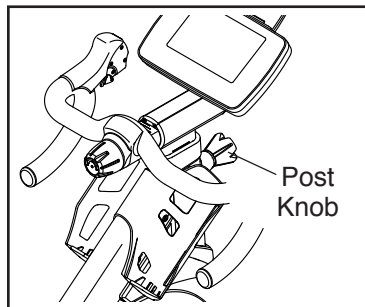
For effective training, the saddle should be at the proper height. As you pedal, there should be a slight bend in your knees when the pedals are in the lowest position.

To adjust the saddle post, first loosen the post knob and pull it outward. Then, move the saddle post upward or downward, release the post knob into an adjustment hole in the saddle post, and firmly tighten the post knob. Make sure that the post knob is engaged in an adjustment hole. **IMPORTANT: Do not adjust the saddle post beyond the stop mark on the saddle post.**



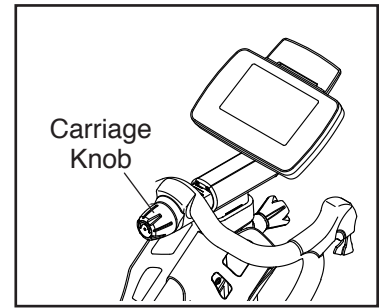
How to Adjust the Handlebar Post

To adjust the handlebar post, first loosen the post knob and pull it outward. Then, move the handlebar post upward or downward, release the post knob into an adjustment hole in the handlebar post, and firmly tighten the post knob. **Make sure that the post knob is engaged in an adjustment hole. IMPORTANT: Do not adjust the handlebar post beyond the stop mark on the handlebar post.**



How to Adjust the Handlebar Carriage

To adjust the position of the handlebar, loosen the carriage knob, move the handlebar forward or backward to the desired position, and then firmly tighten the carriage knob.



HOW TO LEVEL THE TRAINING BIKE

If the training bike rocks slightly on your floor during use, turn one or both of the leveling feet on the front or rear stabilizer (see the drawing on page 5) until the rocking motion is eliminated.

HOW TO USE THE PEDALS

To use the toe cage side of the pedals (see the drawing on page 5), insert your shoes into the toe cages and pull the ends of the toe straps. To adjust the toe straps, press and hold the tabs on the buckles, adjust the toe straps to the desired position, and then release the tabs.

To use the clip-in side of the pedals, you must wear cycling shoes. To clip into the pedals, press the cleats on your cycling shoes firmly into the slots in the pedals until they snap into place. To unclip from the pedals, twist your cycling shoes outward from the pedals.

HOW TO MAINTAIN THE TRAINING BIKE

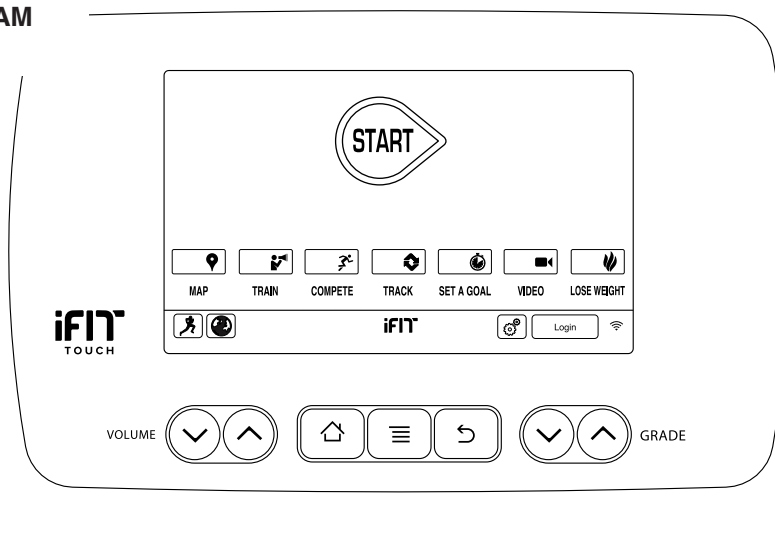
Inspect and tighten all parts of the training bike regularly. Replace any worn parts immediately.

To clean the training bike, use a damp cloth and a small amount of mild detergent.

For maximum performance and safety, replace the pedals every year. **To purchase pedals, see the back cover of this manual.**

IMPORTANT: To avoid damage to the training bike and to prevent injury to the user, use only manufacturer-supplied pedals. Other pedals may not be designed for use in fitness clubs or indoor cycling studios and may be dangerous.

CONSOLE DIAGRAM



MAKE YOUR FITNESS GOALS A REALITY WITH IFIT.COM

With your new iFit-compatible fitness equipment, you can use an array of features on iFit.com to make your fitness goals a reality:



Exercise anywhere in the world with customizable Google Maps™.



Download training workouts designed to help you reach your personal goals.



Measure your progress by competing against other users in the iFit community.



Upload your workout results to the iFit cloud and track your accomplishments.



Set calorie, time, or distance goals for your workouts.



Watch high-definition videos with simulated workouts.



Choose and download sets of weight-loss workouts

Go to [iFit.com](https://www.ifit.com) to learn more.

FEATURES OF THE CONSOLE

The advanced console offers an array of features designed to make your workouts more effective and enjoyable.

When you use the manual mode of the console, you can change the incline (resistance) of the training bike and change gears with the touch of a button.

While you exercise, the console will display continuous exercise feedback, including watts and pedaling cadence feedback.

During your workout, you can do intervals at any time to measure your performance over short periods of time. The console will record and display your results for each interval.

You can also measure your heart rate using an optional heart rate monitor.

In addition, the console offers twenty-four Le Tour de France workouts. Each workout automatically changes the incline (resistance) of the training bike to match the real terrain of the Le Tour de France bicycle race and allows you to change gears to maintain your desired pedaling cadence.

The console also features new iFit technology that enables the console to communicate with your wireless network. With iFit technology, you can download personalized workouts, create your own workouts, track your workout results, and access many other features. **See www.iFit.com for complete information.**

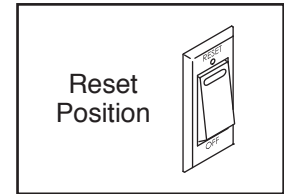
You can even connect your personal audio player to the console sound system and listen to your favorite music or audio books while you exercise.

To turn on the power, see this page. **To learn how to use the touch screen**, see page 16. **To set up the console**, see page 16.

HOW TO TURN ON THE POWER

IMPORTANT: If the training bike has been exposed to cold temperatures, allow it to warm to room temperature before you turn on the power. If you do not do this, you may damage the console displays or other electrical components.

Plug in the power cord (see HOW TO PLUG IN THE POWER CORD on page 10). Next, locate the power switch on the underside of the frame near the power cord. Press the power switch to the reset position.



The display will then turn on and the console will be ready for use.

Note: When you turn on the power for the first time, the incline system may calibrate automatically.

The training bike will move upward and downward as it calibrates. When the training bike stops moving, the incline system is calibrated.

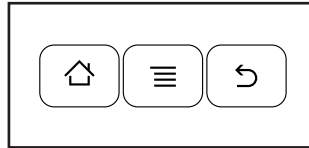
IMPORTANT: If the incline system does not calibrate automatically, see step 4 on page 24 and manually calibrate the incline system.

IMPORTANT: The console features a display demo mode, designed to be used if the training bike is displayed in a store. If the demo mode is turned on, the console will not turn off and the display will not be reset when you finish exercising. To turn off the demo mode, see step 8 on page 23.

HOW TO USE THE TOUCH SCREEN

The console features a tablet with a full-color touch screen. The following information will help you become familiar with the tablet's advanced technology:

- The console functions similarly to other tablets. You can slide or flick your finger against the screen to move certain images on the screen, such as the displays in a workout. However, you cannot zoom in and out by sliding your fingers on the screen.
- To type information into a text box, first touch the text box to view the keyboard. To use numbers or other characters on the keyboard, touch the ?123 button. To view more characters, touch the Alt button. Touch the Alt button again to return to the number keyboard. To return to the letter keyboard, touch the ABC button. To use a capital character, touch the button with an upward-pointing arrow. To use multiple capital characters, touch the arrow button again. To return to the lowercase keyboard, touch the arrow button a third time. To clear the last character, touch the button with a backward-facing arrow and an X.
- Use these buttons on the console to navigate the tablet. Press the home button to return to the main menu. Press the center button to access the settings menu (see page 22). Press the back button to return to the previous screen.



HOW TO SET UP THE CONSOLE

Before using the training bike for the first time, follow the steps below to set up the console.

1. Connect to a wireless network.

Note: To access the internet, download iFit workouts, and use some other features of the console, the console must be connected to a wireless network. See HOW TO USE THE WIRELESS NETWORK MODE on page 25 to connect the console to your wireless network.

2. Check for firmware updates.

First, see step 1 on page 22 and step 2 on page 24 and select the maintenance mode. Then, see step 3 on page 24 and check for firmware updates.

3. Calibrate the incline system.

First, see step 1 on page 22 and step 2 on page 24 and select the maintenance mode. Then, see step 4 on page 24 and calibrate the incline system of the training bike.

4. Create an iFit account.

On your computer, smartphone, tablet, or other internet-capable device, open an internet browser and go to www.iFit.com. Follow the prompts on the website to sign up for your iFit membership. If you have an activation code, select the code activation option.

The console is now ready for you to begin training. The following pages explain the various workouts and other features that the console offers.

To use the manual mode, see page 17. **To use a Le Tour de France workout**, see page 18. **To use a set-a-goal workout**, see page 19. **To use an iFit workout**, see page 20.

To use the sound system, see page 21. **To use the internet browser**, see page 21. **To use the equipment settings mode**, see page 22. **To use the maintenance mode**, see page 24. **To use the wireless network mode**, see page 25.

Note: If there is a sheet of plastic on the display, remove the plastic.

The console can display speed and distance in either miles or kilometers. To find which unit of measurement is selected, see step 14 on page 23.

HOW TO USE THE MANUAL MODE

1. Touch the screen or begin pedaling to activate the console.

See HOW TO TURN ON THE POWER on page 15.

2. Select the main menu.

When you turn on the console, the main menu will appear on the screen after the console boots up.

Touch the home button at the bottom of the screen to return to the main menu at any time.

Touch the Start button to start a manual workout.

3. Change the incline (resistance) of the training bike as desired.

As you pedal, change the incline (resistance) of the training bike by pressing the Grade increase and decrease buttons on the console.

You can also change the incline of the training bike by pressing the shifter buttons. To increase the incline, press the front and rear buttons on the right shifter simultaneously; to decrease the incline, press the front and rear buttons on the left shifter simultaneously.

Note: After you press a button, it will take a moment for the training bike to reach the selected incline level. **You will hear the incline motor while the incline is changing. This is normal.**

CAUTION: The training bike can move through a broad range of incline levels. Hold the handlebars and be prepared for the training bike to move when you change the incline.

4. Change gears as desired.

You can set up the training bike to simulate your road bike. To select the gearing option(s) for the training bike, see step 7 on page 22.

Note: The training bike simulates gears; there are no actual gears.

Change gears by pressing the buttons on the shifters. Note: After you press a button, it will take a moment for the training bike to change to the selected gear. **To avoid damaging the shifters, do not pull on the shifters or squeeze the shifters.**

Press the buttons on the left shifter to change the front gear; press the buttons on the right shifter to change the rear gear.

On the left shifter, press the front button to increase the resistance; press the rear button to decrease the resistance.

On the right shifter, press the front button to increase the resistance; press the rear button to decrease the resistance.

The numbers of the currently selected front and rear gears will appear in the display on the screen.

5. Follow your progress.

The console offers several display modes. The display mode that you select will determine which workout information is shown.

To select the desired display mode, simply flick or slide the screen. You can also view additional workout information by touching the red boxes on the screen.

If desired, adjust the volume level by pressing the Volume increase and decrease buttons on the console.

To pause the workout, stop pedaling or touch either the back button or the home button at the bottom of the screen. To continue the workout, touch the Resume button. To end the workout session, touch the End Workout button.

When you touch the End Workout button, a workout summary will appear on the screen. After you view the workout summary, touch the Finish button to return to the main menu. You may also be able to either save or publish your results using one of the options on the screen.

6. Do intervals if desired.

During a workout, you can use the interval screen to measure your performance for short periods of time. To select the interval screen, simply flick or slide the screen.

To begin an interval, touch the Start button. To end the current interval, touch the Lap button. You can add as many intervals as desired to your workout.

The console will record data for each interval that you can view at any time during your workout. The interval screen will show a list of the recorded intervals. Scroll the screen to view data for the desired interval.

7. Wear a heart rate monitor and measure your heart rate if desired.

You can wear an optional heart rate monitor to measure your heart rate. Note: The console is compatible with ANT+™ and POLAR™ heart rate monitors.

When your heart beat is detected, your heart rate will be shown in the display on the screen.

8. When you are finished exercising, unplug the power cord.

When you are finished exercising, press the power switch to the off position and unplug the power cord. **IMPORTANT: If you do not do this, the electrical components of the training bike may wear prematurely.**

HOW TO USE A LE TOUR DE FRANCE WORKOUT

1. Touch the screen or begin pedaling to activate the console.

See HOW TO TURN ON THE POWER on page 15.

2. Select the main menu.

See step 2 on page 17.

3. Select a Le Tour de France workout.

To select a Le Tour de France workout, first touch the cyclist button at the bottom of the screen. The workouts menu will appear on the screen.

Next, select the Tour de France button. Then, select the desired workout. Note: It may be necessary to scroll the screen to view all the workout options.

The screen will show the name, the estimated duration, and the distance of the workout. The screen will also show the approximate number of calories you will burn during the workout and a map of the workout. Note: You may be able to select other variables for the workout on this screen.

4. Start the workout.

Touch the Start Workout button to start the workout.

The workout may have a warm-up segment. To skip the warm-up segment, touch the Skip button. To select warm-up segment options for the training bike, see step 15 on page 23.

Each workout is divided into several segments. One incline level (resistance) is programmed for each segment. Note: The same incline level may be programmed for consecutive segments.

During the workout, the screen will show a map of the route and a marker indicating your progress. Touch the buttons on the screen to select the desired map options.

The profiles display will show your progress. To view the profiles display, flick or slide the screen.

At the end of the first segment of the workout, the incline will automatically adjust to the incline level for the next segment.

When the incline changes, the resistance of the pedals will also change. To maintain a steady pedaling cadence, change gears by pressing the buttons on the shifters.

Note: You can manually override the incline settings by pressing the Grade buttons. **To return to the programmed incline settings of the workout,** touch the Follow Workout button.

Note: The calorie goal is an estimate of the number of calories that you will burn during the workout. The actual number of calories that you burn will depend on various factors such as your weight. In addition, your pedaling cadence will affect the number of calories you burn.

To pause the workout, stop pedaling or touch either the back button or the home button at the bottom of the screen. To continue the workout, touch the Resume button. To end the workout, touch the End Workout button.

The workout will continue in this way until the last segment ends. A workout summary will appear on the screen. After you view the workout summary, touch the Finish button to return to the main menu. You may also be able to either save or publish your results using one of the options on the screen.

5. Follow your progress.

See step 5 on page 17.

6. Do intervals if desired.

See step 6 on page 18.

7. Wear a heart rate monitor and measure your heart rate if desired.

See step 7 on page 18.

8. When you are finished exercising, unplug the power cord.

See step 8 on page 18.

HOW TO USE A SET-A-GOAL WORKOUT

1. Touch the screen or begin pedaling to activate the console.

See HOW TO TURN ON THE POWER on page 15.

2. Select the main menu.

See step 2 on page 17.

3. Select a set-a-goal workout.

To select a set-a-goal workout, touch the Set A Goal button on the screen.

To set a customized goal for your workout, touch the button for the desired goal. Then, touch the increase and decrease buttons on the screen to enter your goal and to select other variables for the workout. The screen will show the duration and distance of the workout, and the approximate number of calories you will burn during the workout.

4. Start the workout.

The workout may have a warm-up segment. To skip the warm-up segment, touch the Skip button. To select warm-up segment options for the training bike, see step 15 on page 23.

Touch the Start button to start the workout.

The workout will function in the same way as the manual mode (see page 17).

Note: You can manually override the incline settings by pressing the Grade buttons. **To return to the programmed incline settings of the workout,** touch the Follow Workout button.

The workout will continue until you reach the goal that you set. A workout summary will appear on the screen. After you view the workout summary, touch the Finish button to return to the main menu. You may also be able to either save or publish your results using one of the options on the screen.

Note: The calorie goal is an estimate of the number of calories that you will burn during the workout. The actual number of calories that you burn will depend on various factors, such as your weight. In addition, if you manually change gears or the incline during the workout, the number of calories you burn will be affected.

5. Follow your progress.

See step 5 on page 17.

6. Do intervals if desired.

See step 6 on page 18.

7. Wear a heart rate monitor and measure your heart rate if desired.

See step 7 on page 18.

8. When you are finished exercising, unplug the power cord.

See step 8 on page 18.

HOW TO USE AN IFIT WORKOUT

To use an iFit workout, the console must be connected to a wireless network (see HOW TO USE THE WIRELESS NETWORK MODE on page 25). An iFit account is also required.

1. Add workouts to your schedule on iFit.com.

On your computer, smartphone, tablet, or other device, open an internet browser, go to www.iFit.com, and sign in to your iFit account.

Next, navigate to Menu > Library on the website. Browse the workout programs in the library and join the desired workouts.

Then, navigate to Menu > Schedule to view your schedule. All of the workouts that you have joined will appear on your schedule; you can arrange or delete the workouts on your schedule as desired.

Take time to explore the iFit.com website before you log out.

2. Begin pedaling or press any button on the console to turn on the console.

See HOW TO TURN ON THE POWER on page 15.

3. Select the main menu.

See step 2 on page 17.

4. Log in to your iFit account.

If you have not already done so, touch the Login button to log in to your iFit account. Enter your iFit.com username and password and touch the Login button.

To switch users within your iFit account, touch the user button at the bottom of the screen. If more than one user is associated with your iFit account, a list of users will appear. Touch the name of the desired user.

5. Select an iFit workout.

IMPORTANT: Before iFit workouts will download, you must add them to your schedule on iFit.com (see step 1).

To download an iFit workout from iFit.com to the console, touch the Map, Train, Video, or Lose Wt. button. The next workout of that type in your schedule will then download. Note: You may be able to access demo workouts through these buttons, even if you do not log in to your iFit account.

To compete in a race or challenge that you have previously joined on iFit.com, touch the Compete button. **To view your workout history**, touch the Track button. **To use a set-a-goal workout**, touch the Set A Goal button (see page 19).

For more information about iFit workouts, please see www.iFit.com.

When you select an iFit workout, the screen will show the name and estimated duration of the workout. The screen will also show the approximate number of calories you will burn during the workout.

If the iFit workout is a race or challenge, the display will count down to the beginning of the race.

6. Start the workout.

See step 4 on page 18. During some workouts, an audio coach will guide you through your workout.

7. Follow your progress.

See step 5 on page 17. The screen may also show a map of the route and a marker indicating your progress. Touch the buttons on the screen to select the desired map options.

During a race or challenge, the screen will show your position in the race relative to other competitors.

8. Do intervals if desired.

See step 6 on page 18.

9. Wear a heart rate monitor and measure your heart rate if desired.

See step 7 on page 18.

10. When you are finished exercising, unplug the power cord.

See step 8 on page 18.

For more information about iFit features, go to www.iFit.com.

HOW TO USE THE SOUND SYSTEM

To listen to the console audio with your personal headphones or ear buds, plug your headphones into the audio jack on the console.

HOW TO USE THE INTERNET BROWSER

Note: To use the internet browser, you must have access to a wireless network including a wireless router (802.11b/g/n) with SSID broadcast enabled (hidden networks are not supported).

To open the internet browser, touch the globe button at the bottom of the screen. Then, select a website.

To navigate the internet browser, touch the Back, Refresh, and Forward buttons on the screen. To exit the internet browser, touch the Return button on the screen.

To use the keyboard, see HOW TO USE THE TOUCH SCREEN on page 16.

To enter a different web address in the URL bar, first, slide your finger down the screen to view the URL bar, if necessary. Then, touch the URL bar, use the keyboard to enter the address, and touch the Go button.

Note: While you are using the internet browser, the incline, gear, and volume buttons will still function, but the workout buttons will not function.

Note: If you have questions after following these instructions, go to support.iFit.com for assistance.

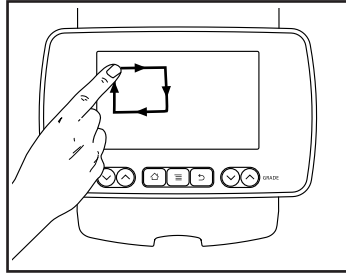
HOW TO USE THE EQUIPMENT SETTINGS MODE

Note: Some of the features described may not be enabled. Occasionally, a firmware update may cause your console to function slightly differently.

1. Select the settings main menu.

Turn on the console and select the main menu (see steps 1 and 2 on page 17).

Then, draw a square clockwise on the screen to access the settings main menu.



Note: You can also press the center button on the console to access the settings main menu.

2. Select the equipment settings mode.

In the settings main menu, touch the Equipment Settings button.

Note: It may be necessary to scroll the screen to view all the menu options.

3. Enable or disable the auto relogin feature.

Enable this feature to have the console automatically log in to your iFit account when you turn on the power. Note: This feature is recommended for private owners of the training bike only.

To enable or disable the auto relogin feature, first touch the Auto Relogin button. Next, touch the Enable checkbox or the Disable checkbox. Then, touch the back button on the screen.

4. Enable or disable automatic console updates.

To enable or disable automatic console updates, first touch the Auto Update button. Next, touch the

Enable checkbox or the Disable checkbox. Then, touch the back button on the screen.

Note: To select a time for automatic console updates, see step 13.

5. Enable or disable the internet browser.

To enable or disable the internet browser, first touch the Browser button. Next, touch the Enable checkbox or the Disable checkbox. Then, touch the back button on the screen.

6. Select a time for the cadence timeout.

The console features a cadence timeout feature; if no buttons are touched or pressed and the pedals do not move for a set amount of time, the console will prompt you to resume or end the workout.

To select the amount of time the console will wait before it prompts you to resume or end the workout, touch the Cadence Timeout button and select the desired time. Then, touch the back button on the screen.

7. Select the gearing options.

The gearing on the training bike can be set up to simulate a variety of gearing options used on road bikes.

To select a front gearing option, first touch the Choose Front Gears button. Next, select the desired front gearing option for the training bike. Then, touch the back button on the screen.

To select a rear gearing option, first touch the Choose Rear Gears button. Next, select the desired rear gearing option for the training bike. Then, touch the back button on the screen.

IMPORTANT: For detailed information about gearing options, consult a road cycling book or other road cycling resource.

8. Turn on or turn off the display demo mode.

The console features a display demo mode, designed to be used if the training bike is displayed in a store. While the demo mode is turned on, the screen will show a demo presentation.

To turn on or turn off the display demo mode, first touch the Demo Mode button. Next, touch the On checkbox or the Off checkbox. Then, touch the back button on the screen.

9. Select a language.

To select a language, touch the Language button and select the desired language. Then, follow the prompts on the screen. Note: This feature may not be enabled.

10. Enable or disable a passcode.

The console features a child safety passcode, designed to prevent unauthorized users from using the training bike.

To enable or disable a passcode, touch the Passcode button. To enable a passcode, touch the Enable checkbox. Then, enter a 4-digit passcode of your choice. Touch the Save button to use this passcode. Touch the Cancel button to return to the equipment settings mode and not use a passcode. To disable the passcode, touch the Disable checkbox. Then, touch the back button on the screen.

Note: If a passcode is enabled, the console will regularly ask for you to enter the passcode. The console will remain locked until the correct passcode is entered. **IMPORTANT: If you forget your passcode, enter the following master passcode to unlock the console: 1985.**

11. Enable or disable street view.

During some workouts, the screen may show a map. To enable or disable the street view feature of the maps, first touch the Street View button. Next,

touch the Enable checkbox or the Disable checkbox. Then, touch the back button on the screen.

12. Select a time zone.

To select a time zone, touch the Timezone button and select the desired time zone. Then, touch the back button on the screen.

13. Select an update time.

To select a time for automatic console updates, touch the Update Time button and select the desired time. Then, touch the back button on the screen.

When you select an update time, you must also enable automatic console updates (see step 4).

IMPORTANT: You must still unplug the power cord after using your training bike. Set the update time for a time when you normally use your training bike and will be available to unplug the power cord after an update.

14. Select the unit of measurement.

Touch the US/Metric button to view the selected unit of measurement. Next, touch the checkbox for the desired unit of measurement. Then, touch the back button on the screen.

15. Select a warm-up segment option.

When you select a workout, there may be a warm-up segment before the workout begins. To select a time for the warm-up segment or to disable the warm-up segment, touch the Warm Up Time button and select the desired option. Then, touch the back button on the screen.

16. Exit the equipment settings mode.

To exit the equipment settings mode, touch the back button on the screen.

HOW TO USE THE MAINTENANCE MODE

Note: Some of the features described may not be enabled. Occasionally, a firmware update may cause your console to function slightly differently.

1. Select the settings main menu.

See step 1 on page 22.

2. Select the maintenance mode.

In the settings main menu, touch the Maintenance button to enter the maintenance mode.

The maintenance mode main screen will show information about the console and the wireless network.

3. Update the console firmware.

For the best results, regularly check for firmware updates.

Touch the Firmware Update button to check for firmware updates using your wireless network. The update will begin automatically. Note: If there are no firmware updates available, touch the back button on the screen.

IMPORTANT: To avoid damaging the training bike, do not turn off the power while the firmware is being updated.

The screen will show the progress of the update. When the update is complete, the training bike will turn off and then turn back on. If it does not, press the power switch into the off position. Wait for several seconds, and then press the power switch into the reset position. Note: It may take a few minutes for the console to be ready for use.

Note: Occasionally, a firmware update may cause your console to function slightly differently. These

updates are always designed to improve your training experience.

4. Calibrate the incline system of the training bike.

Touch the Calibrate Incline button. Then, touch the Begin button to calibrate the incline system.

The training bike will automatically rise to the maximum incline level, lower to the minimum incline level, and then return to the starting position. This will calibrate the incline system.

IMPORTANT: Keep pets, feet, and other objects away from the training bike while the incline system is calibrating.

When the incline system is calibrated, touch the back button on the screen.

5. View machine information.

Touch the Machine Info button to view information about your training bike. After you view the information, touch the back button on the screen.

6. Find keycodes.

This option is intended to be used by service technicians to identify whether a certain button is working correctly.

7. Enter a custom IP address.

If your network does not automatically generate IP addresses, touch the Custom IP button to enter a custom IP address. Note: This feature may not be enabled.

8. Exit the maintenance mode.

To exit the maintenance mode, touch the back button on the screen.

HOW TO USE THE WIRELESS NETWORK MODE

The console features a wireless network mode that allows you to set up a wireless network connection.

Note: You must have your own wireless network and an 802.11b/g/n router with SSID broadcast enabled (hidden networks are not supported).

1. Select the settings main menu.

See step 1 on page 22.

2. Select the wireless network mode.

In the settings main menu, touch the Network Setup button to enter the wireless network mode.

Note: You can also touch the wireless symbol button at the bottom of the screen to enter the wireless network mode.

3. Enable Wi-Fi.

Make sure that the Wi-Fi checkbox is marked with a green checkmark. If it is not, touch the Wi-Fi menu option once and wait for a few seconds. The console will search for available wireless networks.

4. Set up and manage a wireless network connection.

When Wi-Fi® is enabled, the screen will show a list of available networks. Note: It may take several seconds for the list of wireless networks to appear.

Make sure that the checkbox on the Network notification menu option is marked with a green checkmark to have the console notify you when a wireless network is within range and available.

When a list of networks appears, touch the desired network. Note: You will need to know your network name (SSID). If your network has a password, you will also need to know the password.

An information box will ask if you want to connect to the wireless network. Touch the Connect button to connect to the network or touch the Cancel button to return to the list of networks. If the network has a password, touch the password entry box. A keyboard will appear on the screen. To view the password as you type it, touch the Show Password checkbox.

To use the keyboard, see HOW TO USE THE TOUCH SCREEN on page 16.

The Wi-Fi menu option will inform you when the console is connected to your wireless network.

To disconnect from a wireless network, select the wireless network and then touch the Forget button.

If you are having problems connecting to an encrypted network, make sure that your password is correct. Note: Passwords are case-sensitive.

Note: The iFit mode supports unsecured and secured (WEP, WPA™, and WPA2™) encryption. A broadband connection is recommended; performance depends on connection speed.

Note: If you have questions after following these instructions, go to support.iFit.com for assistance.

5. Exit the wireless network mode.

To exit the wireless network mode, touch the back button on the screen.

COMPLIANCE INFORMATION

UNITED STATES

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC CAUTION: To assure continued compliance, use only shielded interface cables when connecting to computer or peripheral devices. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

IMPORTANT: To satisfy exposure compliance requirements, the antenna and transmitter in the console must be at least 8 in. (20 cm) from all persons and must not be near or connected to any other antenna or transmitter.

Note: The console contains FCC ID: OMC339918.

CANADA

This device complies with RSS-210 of the Industry Canada (IC) Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. **CAUTION: The device for operation in the band 2.412–2.462 GHz is only for indoor use.**

Radiation Exposure Statement: This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator and your body. Information can be obtained at: http://www.hc-sc.gc.ca/ewh-semt/pubs/radiation/radio_guide-lignes_direct-eng.php

ICES-003/NMB-003 Statement: This device complies with Canadian ICES-003 Class B.

Note: The console contains IC ID: 3673A-339918.

NOTES

PART LIST

Model No. FMEX81912.1 R0217B

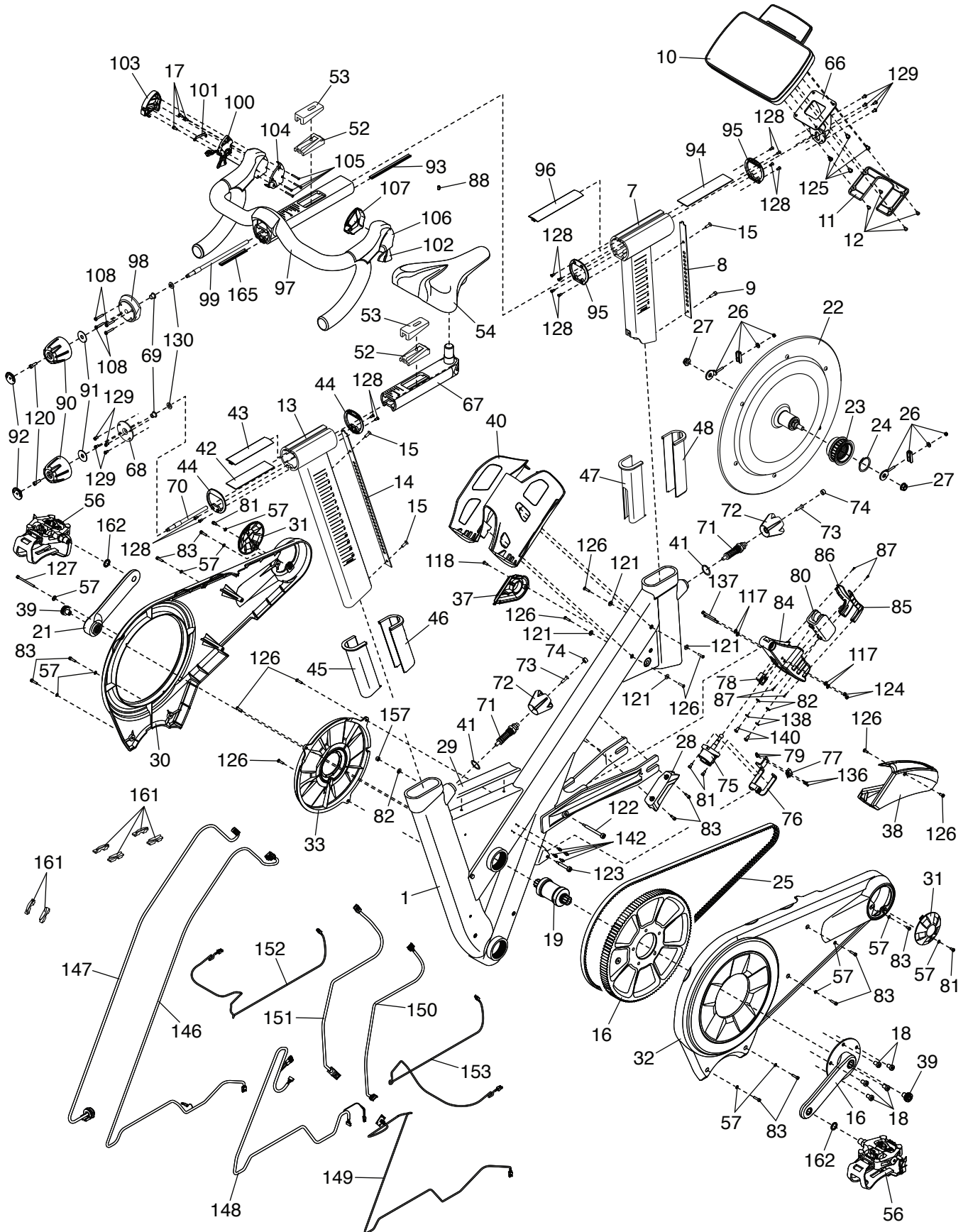
Key No.	Qty.	Description	Key No.	Qty.	Description
1	1	Frame	51	2	Cap B
2	1	Base	52	2	Lower Wedge
3	1	Front Stabilizer	53	2	Upper Wedge
4	1	Rear Stabilizer	54	1	Saddle
5	2	Stabilizer Guard	55	1	Releasable Cable Tie
6	2	Pivot Clamp	56	1	Pedal Set
7	1	Handlebar Post	57	29	M4 x 8mm Washer
8	1	Handlebar Selector	58	1	Lift Assembly
9	1	M5 x 16mm Screw	59	1	Lift Boot
10	1	Console	60	1	Left Pivot Shield
11	1	Console Cover	61	1	Right Pivot Shield
12	4	M4 x 10mm Screw	62	1	Lift Shroud
13	1	Saddle Post	63	1	Lift Shroud Ring
14	1	Saddle Selector	64	1	Right Pivot Shield Cover
15	3	M5 x 16mm Flat Head Screw	65	1	Left Pivot Shield Cover
16	1	Pulley/Crank	66	1	Console Mount
17	6	M4 x 12mm Screw	67	1	Saddle Carriage
18	5	M8 x 12mm Screw	68	1	Saddle Adjustment Bracket
19	1	Bottom Bracket	69	2	Bracket Bushing
20	1	Pivot Bracket	70	1	Saddle Adjustment Shaft
21	1	Left Crank	71	2	Knob Pin
22	1	Flywheel Assembly	72	2	Post Knob
23	1	Small Pulley	73	2	M5 x 20mm Screw
24	1	Flywheel Retainer Ring	74	2	Knob Cap
25	1	Drive Belt	75	1	Resistance Motor
26	2	Adjustment Assembly	76	1	Motor Bracket
27	2	3/8" Axle Nut	77	1	Limit Switch
28	1	Fender	78	1	Brake Pivot
29	1	Frame Guard	79	2	Limit Switch Nut
30	1	Left Belt Guard	80	1	Brake Magnet
31	2	Guard Cap	81	6	M4 x 8mm Hex Screw
32	1	Right Belt Guard	82	3	M5 x 11mm Washer
33	1	Magnet/Cover	83	22	M4 x 16mm Screw
34	1	Front Base Shield	84	1	Brake Bracket
35	1	Rear Base Shield	85	1	Right Brake Cover
36	2	Pivot Cover	86	1	Left Brake Cover
37	1	Lift Cover	87	4	M2 x 8mm Screw
38	1	Head Cover	88	1	M3 x 6mm Screw
39	2	Crank Screw	89	4	Leveling Foot
40	1	Accessory Tray	90	2	Carriage Knob
41	2	Knob Pin Washer	91	2	30mm Thrust Washer
42	1	Saddle Wear Strip	92	2	Knob Cover
43	1	Saddle Carriage Cover	93	1	Front Wear Strip
44	2	Saddle Post Cover	94	1	Handlebar Wear Strip
45	1	Rear Saddle Post Sleeve	95	2	Handlebar Post Cover
46	1	Front Saddle Post Sleeve	96	1	Handlebar/Carriage Cover
47	1	Rear Handlebar Post Sleeve	97	1	Handlebar/Carriage
48	1	Front Handlebar Sleeve	98	1	Handlebar/Carriage Bracket
49	2	Wheel Assembly	99	1	Handlebar Adjustment Shaft
50	2	Cap A	100	1	Left Shifter Assembly

Key No.	Qty.	Description	Key No.	Qty.	Description
101	2	Shifter Brace	134	2	M6 x 40mm Bolt
102	1	Right Shifter Assembly	135	2	M4 x 12mm Pan Head Screw
103	1	Left Shifter Cap	136	2	M2 x 15mm Screw
104	1	Left Shifter Cover	137	2	M4 x 40mm Screw
105	8	M3 x 25mm Screw	138	2	M5 Star Washer
106	1	Right Shifter Cap	139	1	M4 x 8mm Hex Screw
107	1	Right Shifter Cover	140	2	M5 x 10mm Screw
108	4	M4 x 25mm Screw	141	2	M3 x 35mm Screw
109	4	M4 x 20mm Screw	142	4	Short Standoff
110	1	M8 x 12mm Washer	143	1	Power Receptacle
111	1	Lower Pivot Bolt	144	1	Power Switch
112	4	M10 Washer	145	1	Power Control Board
113	1	M8 Locknut	146	1	Power Wire
114	1	Upper Pivot Bolt	147	1	Ethernet Cable
115	4	M10 x 60mm Bolt	148	1	Resistance Motor Wire
116	4	M10 Locknut	149	1	Speed Sensor Wire
117	6	M4 x 11mm Washer	150	1	Handlebar Power Wire
118	1	M4 x 12mm Flat Head Screw	151	1	Handlebar Ethernet Cable
119	4	M8 x 35mm Screw	152	1	Left Shifter Wire
120	2	M5 x 16mm Patch Screw	153	1	Right Shifter Wire
121	4	M4 x 10mm Washer	154	1	North America Power Cord
122	1	Brake Pivot Screw	155	4	M8 Spring Washer
123	1	Resistance Pivot Bolt	156	2	M4 Nut
124	2	M4 Locknut	157	1	M5 Locknut
125	4	M5 x 10mm Button Screw	158	1	Power Wire
126	9	M4 x 16mm Button Screw	159	1	Europe Power Cord
127	1	M4 x 55mm Screw	160	1	Retainer Ring
128	12	M4 x 10mm Screw	161	6	Grommet
129	8	M4 x 8mm Screw	162	2	Pedal Washer
130	2	M8 x 16mm Washer	163	1	Power Cord Retainer
131	4	M3 x 10mm Hex Screw	164	8	Long Standoff
132	4	M6 Washer	165	1	Rear Wear Strip
133	2	M6 Locknut	*	-	User's Manual

Note: Specifications are subject to change without notice. For information about ordering replacement parts, see the back cover of this manual. *These parts are not illustrated.

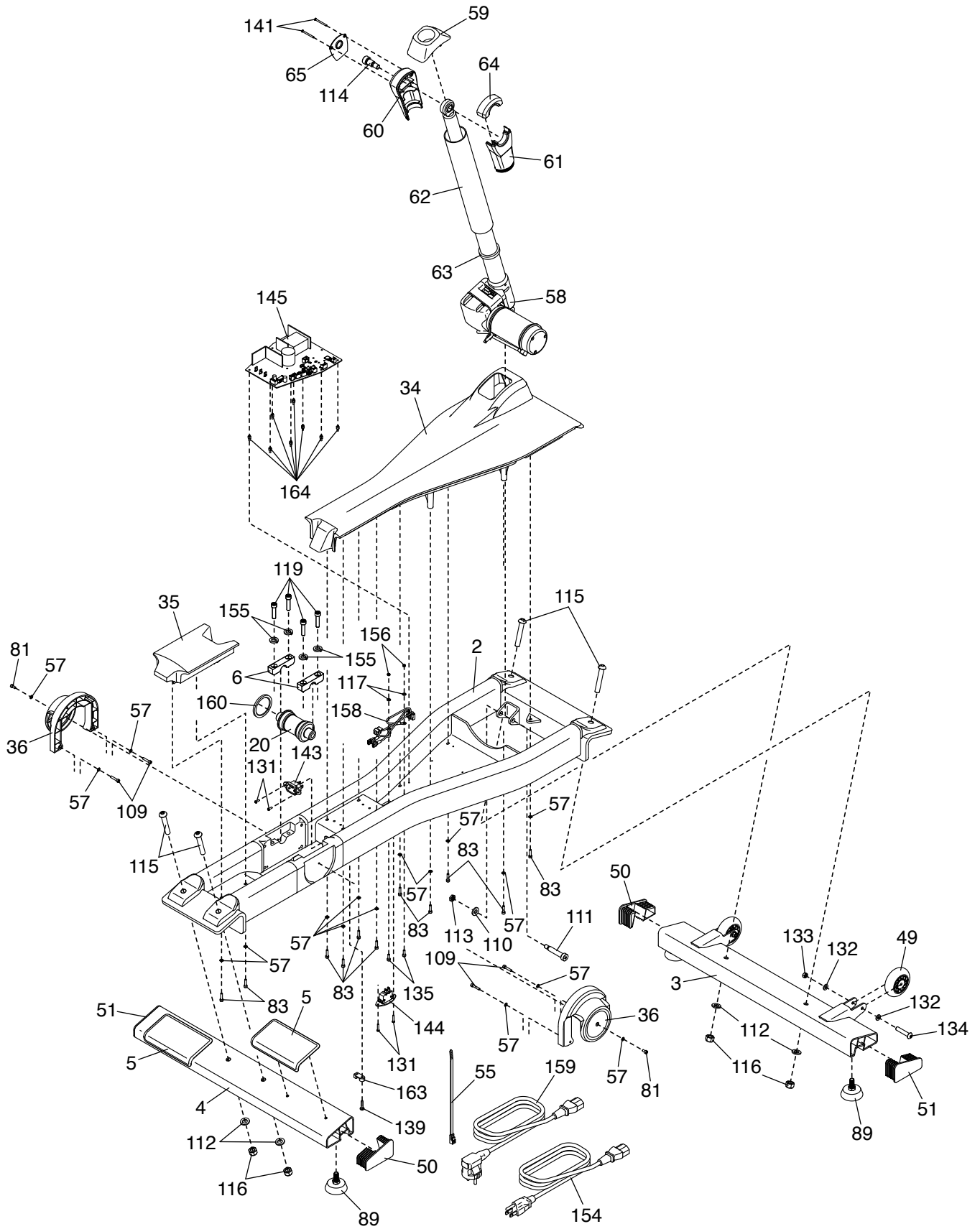
EXPLODED DRAWING A

Model No. FMEX81912.1 R0217B



EXPLODED DRAWING B

Model No. FMEX81912.1 R0217B



HOW TO CONTACT CUSTOMER CARE

If you have questions after reading this manual, or if parts are damaged or missing, please contact Customer Care at one of the phone numbers or addresses listed below. **Please note the model number, serial number, and name of the product (see the front cover of this manual) before contacting Customer Care. If you are ordering replacement parts, please also note the key number and description of each part (see the PART LIST and the EXPLODED DRAWING near the end of this manual).**

In the United States

Call: 1-800-201-2109, Mon.–Fri. 6 a.m.–6 p.m. MT

Email: customercare@freemotionfitness.com

Write:

FreeMotion Fitness
1500 South 1000 West
Logan, UT 84321-9813
United States

Outside the United States

Call: 001-800-527-5417 or 001-435-786-3521,

Mon.–Fri. 6 a.m.–3 p.m. USA Mountain Time

Email: intlcustomercare@freemotionfitness.com

LIMITED WARRANTY

WARRANTY PERIODS AND COVERAGE

FreeMotion Fitness warrants this product to be free from defects in workmanship and material under normal use and service conditions. Parts and labor are warranted for one (1) year, unless otherwise specified on the invoice.

The warranty period commences on the invoice date of purchase. Any parts repaired or replaced during this warranty period will be warranted for the remainder of the original warranty period.

CONDITIONS AND LIMITATIONS

The following will void the warranty on this product:

1. This warranty applies only to the original owner and is non-transferable.
2. The labor warranty applies only to products sold in the US and Canada. Contact your authorized FreeMotion Fitness dealer for details on labor coverage in your country.
3. Any misuse, abuse, or improper service.
4. Users who weigh more than the maximum user weight listed in this manual.
5. Damage caused by moving the product or improper storage including moving or storing the product on its side.
6. Use or storage of the product outdoors or in high-humidity environments including spa and pool areas.
7. Damage caused by improper wiring or insufficient electrical current. Note: This product may not have wiring.

This warranty shall not apply to the following:

1. Cosmetic items including grips, decals, and labels.

2. Pick-up and delivery or freight charges involved with a repair.
3. Any problem as a result of improper assembly or delivery.

WHAT TO DO IF SERVICE IS REQUIRED

FreeMotion Fitness warranty service may be obtained by contacting the authorized dealer from which you purchased this product. Make sure to retain your original invoice and serial number information. If this product experiences a failure under the warranty terms set forth, FreeMotion Fitness shall provide at their option either repair, replacement, or refund of the purchase price. FreeMotion Fitness compensates service providers for warranty trips within their service area. You may be charged additionally for service calls beyond this service area.

FreeMotion Fitness is not responsible or liable for indirect, special, or consequential damages arising out of or in connection with the use or performance of the product; damages with respect to any economic loss, loss of property, loss of revenues or profits, loss of enjoyment or use, or cost of removal or installation; or other consequential damages. Some regions do not allow the exclusion or limitation of consequential damages. Accordingly, the above limitation may not apply to you. This warranty gives you specific rights, and you may have other rights that vary from region to region.

TO CONTACT FREEMOTION FITNESS

See HOW TO CONTACT CUSTOMER CARE above.