

# SYNCHRO EXCITE® LIVE

## User Manual



The Wellness Company

# Contents

Contents .....	2	Moving the product.....	18
Important safety instructions .....	3	Levelling the product .....	19
Personal safety .....	4	Electrical connection .....	20
Manufacturer and product identification.....	5	Other connections .....	23
Product description .....	6	Routine maintenance .....	24
Using the product.....	9	Periodic maintenance .....	25
Using the heart rate monitor .....	12	Troubleshooting .....	30
Using the wireless charger .....	13	Technical Support Service .....	31
Technical specifications.....	14	Storing the product.....	32
Turning the product ON and OFF.....	16	Disposing of the product .....	32
Place of usage.....	17		

Except where otherwise specified, the contents of this manual apply to both models DFH and DH5.

# Important safety instructions

You should always consult a qualified and licensed medical professional or healthcare practitioner before starting any nutritional, diet, stretching or exercise program. You are advised to investigate and inform yourself about any health related actions and choices you make.

Please read all instructions before using the product. These instructions were written to ensure the safety of the user and to protect the product.

When using an electrical appliance, basic precautions should be always followed, including those listed below.



## **DANGER**

To reduce the risk of electric shock, always remove the plug from the electrical socket immediately after use and before cleaning or performing any maintenance procedures.



## **WARNING**

To reduce the risk of burns, fire, electric shock or injury to persons, take the following precautions.

Never leave the product plugged in and unattended. Unplug the product from the electrical socket when not in use, before cleaning it, and before installing or removing electrical parts.

Do not allow children to have unsupervised access to the product.

Close supervision by qualified personnel is necessary when the product is being used by or near children, invalids or disabled persons.

Use the product exclusively for the purposes described in the user manual; only perform the exercises for which the product has been designed, following the instructions provided in the manual. Any other use is to be considered inappropriate and therefore dangerous.

Do not use any accessories other than those recommended by Technogym.

Never turn on the product if it has a damaged cable or plug, if it is not working correctly, if it has been knocked over or damaged, or if it has fallen in water. In these circumstances, contact the Technogym Technical Support Service.

Do not pull the product by the power cable or use the cable as a handle.

Keep the power cable away from heated surfaces.

Keep your hands away from moving parts.

Never drop or insert any object into any opening.

To disconnect the power, bring all controls in the off position and then remove the plug from the socket.

## SAVE THESE INSTRUCTIONS

# Personal safety

Use of the product is subject to a medical examination to assess your suitability for the type of workout exercise you intend to perform, and in compliance with the conditions for use laid down by Technogym.

Persons suffering from certain physical conditions may only use the product under the strict supervision of a doctor with specific qualifications.

Before starting an exercise, make sure your position on the product is correct, paying attention to any components that may obstruct use.

Plan the workout according to your physical characteristics and state of health, beginning with less demanding workloads.

Do not overexert yourself or work to exhaustion. Incorrect or excessive exercise may cause serious physical harm or death. If you feel any pain or abnormal symptoms, stop your workout immediately and consult your physician.

Wear suitable workout clothing and shoes during training; do not wear garments that block perspiration; do not wear loose clothing. Tie long hair back. Keep garments or towels away from moving parts.

When using the product, other people must remain at a safe distance.

Do not use the product when children or pets are present.

The person in charge of the gym must explain proper and improper use of the product to users.

Fully assemble the product before use. Check the product before each use. Do not continue to use the product if it is not working properly.

Assemble and use the product only on a solid and flat surface.

Keep all of the components, such as the power cable and I/O switch, away from liquids in order to prevent electric shocks.

Keep the product in good working condition. If you see signs of wear, contact the Technogym Technical Support Service.

Do not attempt any maintenance work on the product other than the operations described in the user manual.

The installation, maintenance and setting operations must be carried out by qualified Technogym staff or persons authorised by Technogym.

The electrical system must conform to the standards and legal requirements in the country of use.

Do not put anything on the frame or display.

Please read the adhesive labels on the product, which provide information about possible risks and hazards.

Technogym is not responsible for any harm due to any failures or damage caused by unauthorised maintenance, misuse, accident, negligence, improper assembly or installation, debris resulting from any construction activities in the area where the product is used, rust or corrosion as a result of the product's location, alterations, or modifications without Technogym's written authorisation or caused by failure on your part to use, operate and maintain the product as set out in this User Manual.



## **WARNING**

High voltage inside the product. Guard to be removed by authorised personnel only.

# Manufacturer and product identification

16" DISPLAY

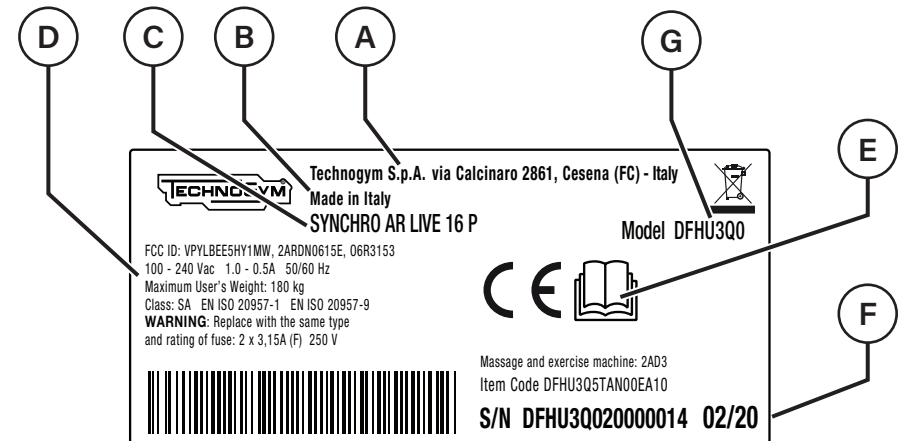


10" DISPLAY



The values stated in the illustration are purely indicative; refer to the label attached to the product for the correct information.

- A** - Manufacturer's name and address
- B** - Place of manufacture
- C** - Description of product
- D** - Electrical specifications
- E** - Refer to the User Manual
- F** - Serial number and date of manufacture
- G** - Product model



# Product description

**Display (A).** Enables you to view and manage workout and entertainment information, settings and content. The tablet-style touch-screen interface lets you include content offered by the Technogym App Store.

**Levers (B).** Used during the exercise for a combined leg and arm workout.

**Fixed handgrip (C).** Used to perform the exercise with legs only.

**Water bottle holder (D).**

**Phone support (E).**

**Pedals (F).** Pedals are uniquely arranged to allow ankles to work in the best possible conditions.

**Ramp (G).** For gradient control (on DFH model only).



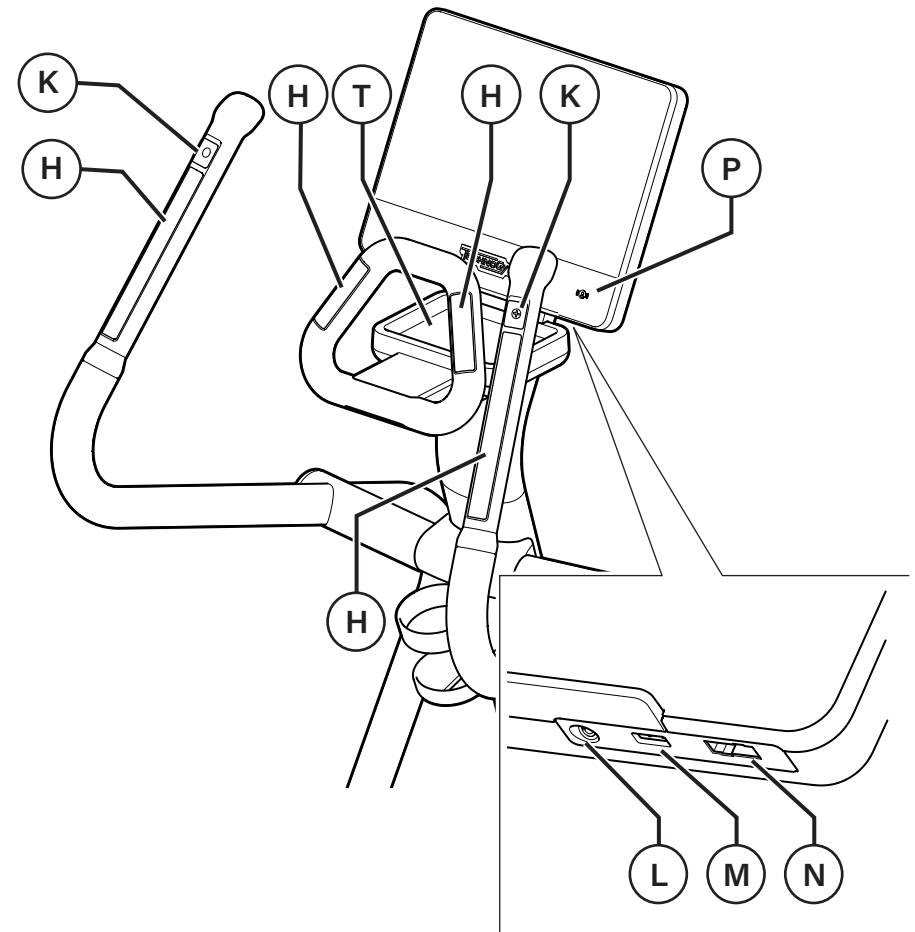
**Hand sensor (H).** Metal plate sensors continuously monitor your heart rate.

**Fast Track Control (K).** Enables you to change the level of difficulty of the exercise without taking your hands off the levers, ensuring a proper and safe posture at all times.

**NFC sensor / RFID reader (P).**

**Wireless Charger (T).**

Product model	9000	7000	5000
Hand sensor on the fixed handgrip	YES	YES	YES
Hand sensor on levers	YES	YES	—
Fast Track Control	YES	YES	—
ANT+ receiver	YES	—	—
Bluetooth® 5.0	YES	—	—
Ethernet	YES	YES	YES
Technogym key slot	YES	—	—
NFC sensor	YES	—	—
Wireless Charger	YES	—	—



**Headphone plug (L).** To connect your headphones and listen to audio content. Headphones with microphone can also be used.

**USB port (M).**

**Technogym key slot (N).** The device reads workout data from the Technogym key and saves the results of the current exercise.

**Hand sensor (H).** Metal plate sensors continuously monitor your heart rate.

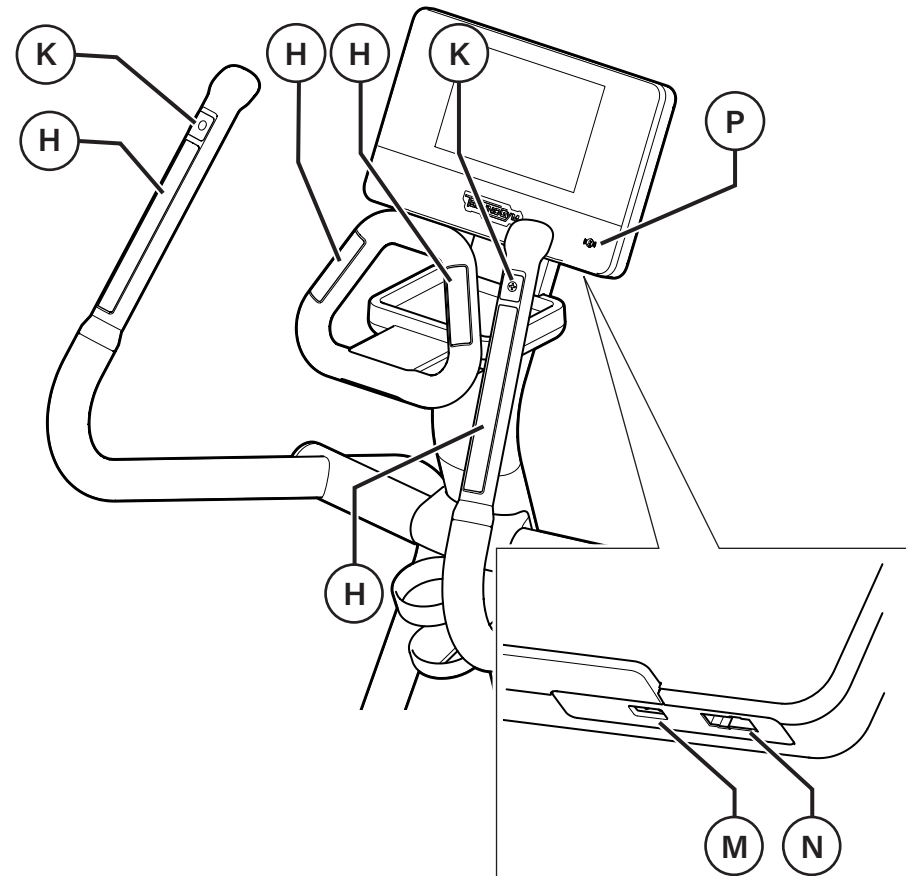
**Fast Track Control (K).** Enables you to change the level of difficulty of the exercise without taking your hands off the levers, ensuring a proper and safe posture at all times.

**USB port (M).**

**Technogym key slot (N).** The device reads workout data from the Technogym key and saves the results of the current exercise.

**NFC sensor / RFID reader (P).**

Product model	900 P	700 P, 700 HP	500 P, 500 HP
Hand sensor on the fixed handgrip	YES	YES	YES
Hand sensor on levers	YES	YES	—
Fast Track Control	YES	YES	—
ANT+ receiver	YES	—	—
Bluetooth® 5.0	YES	—	—
Ethernet	—	—	-
Technogym key slot	YES	—	—
NFC sensor	YES	—	—





# Using the product

Step on the product from one side and place a foot on each pedal.

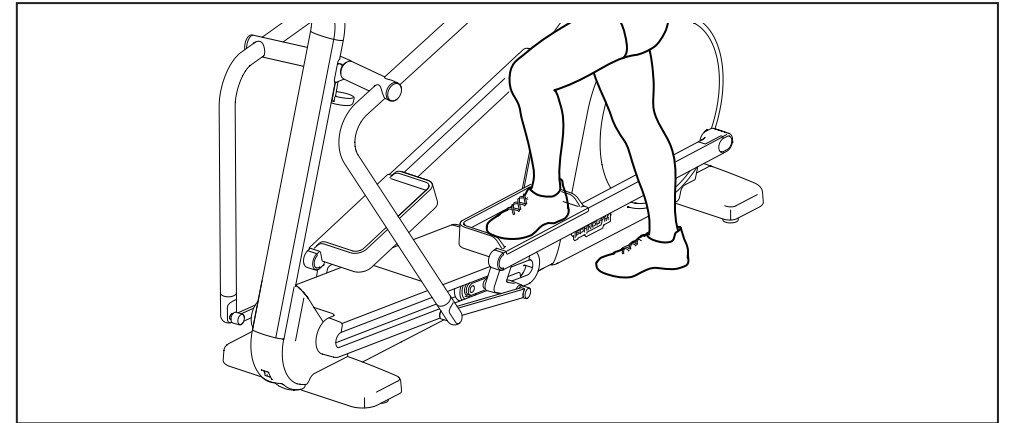
Set the exercise on the display with one hand and with the other hold on to the fixed handgrip.

To perform the movement with your legs only, hold the fixed handgrip; to include the arms in the workout, hold the levers.

Begin at a slow speed for a few minutes to become familiar with the product and find your stability. It is important to get used to the movement without shifting the body forward in an unnatural posture.

You can gradually increase the level of difficulty once you grow more comfortable.

Be aware of your body position at all times: head held high, shoulders in line with hips, abdomen tight and length in your torso; to maintain the proper position, legs and feet must be parallel and gaze forward.



You can adjust the intensity of the exercise using the buttons on the display or the Fast Track controls on the levers.

To adjust the gradient, use the specific buttons on the display (in model DFH).



### WARNINGS

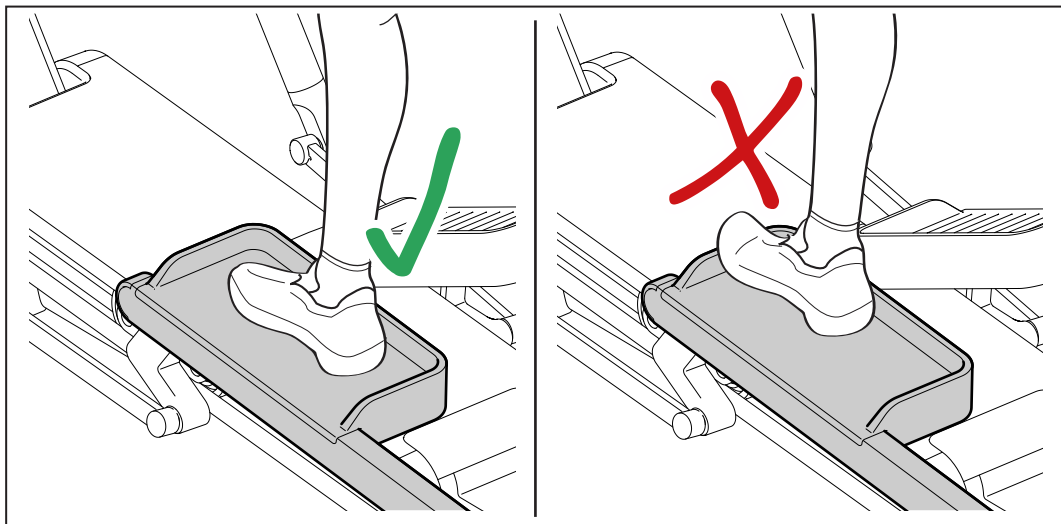
Distractions from the surrounding environment could make you lose your stability and balance.

Do not step on and off the product when pedals are moving.

Synchro must only be used for the purpose for which it was designed and made: aerobic exercise of upper and lower limbs. Any other use is to be considered inappropriate and therefore dangerous.



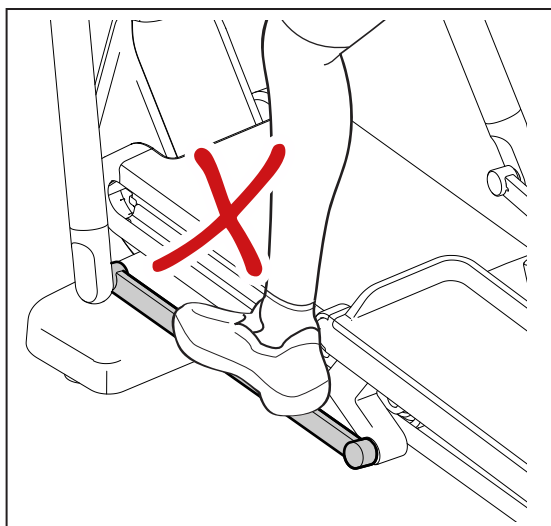
Keep feet inside the pedals.



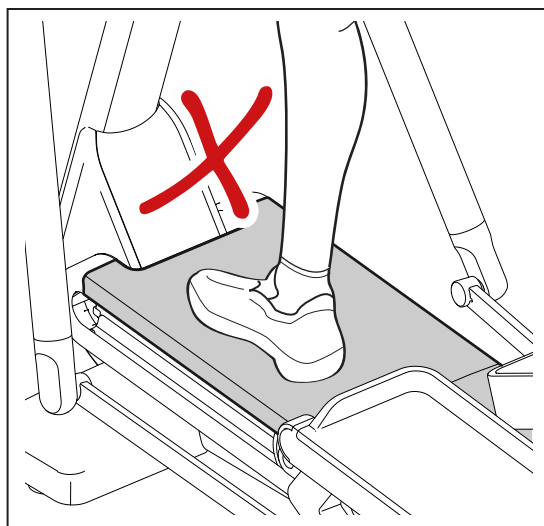
Do not climb with both feet on one pedal.



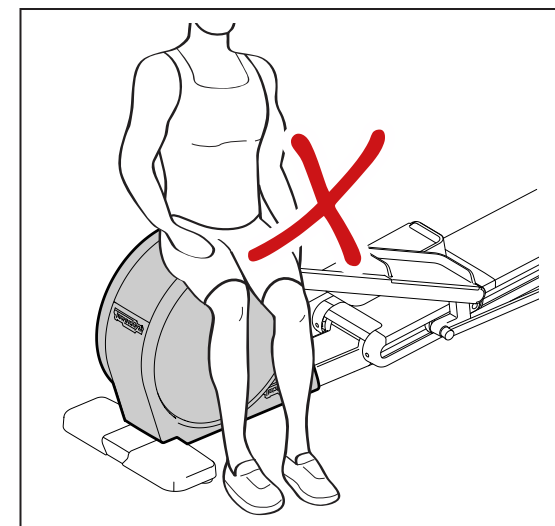
Do not step on the pedal levers.



Do not step on the ramp.



Do not sit on the rear of the product.



# Using the heart rate monitor

The product can monitor the heart rate in two different ways:

- using the device (hand sensor) built into the fixed handgrip and levers; it is activated when the fixed handgrip or levers are held over the sensors (**H**);
- using a device equipped with heart rate transmitter.

Should you have any doubts about the accuracy of the readings, contact the Technical Support Service.



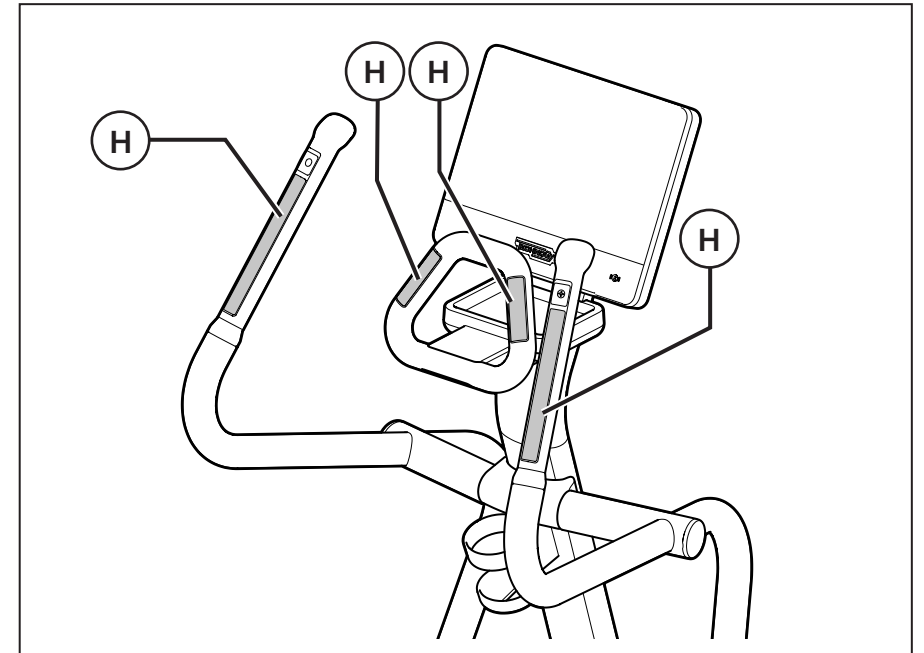
## WARNINGS

During a workout it is very important that your heart rate never goes above 90% of your maximum rate (unless you are an athlete engaged in competitive sport).

The sole function of the heart rate monitor is to display the heart rate during exercise and cannot be used for medical cardiac diagnoses of any kind. The heart rate shown on the display is purely indicative and cannot be considered absolutely certain.

Do not use the heart rate monitor if you have a cardiac support device such as a pacemaker or similar.

Diminish the intensity of your exercise if a message reporting that the heart rate is too high appears.



# Using the wireless charger

Use Qi-certified smartphones.

Position your phone correctly on the charger. Your phone might not charge correctly if it is not placed in the right position on the charging surface.

Depending on the position of the wireless coil, the phone might not charge correctly.

The wireless charger is not fast-charge compatible.

The wireless charger might not work correctly through thick phone cases. If your case is thick, remove it before placing the phone on the wireless charger.

Do not leave your phone unattended on the charger.

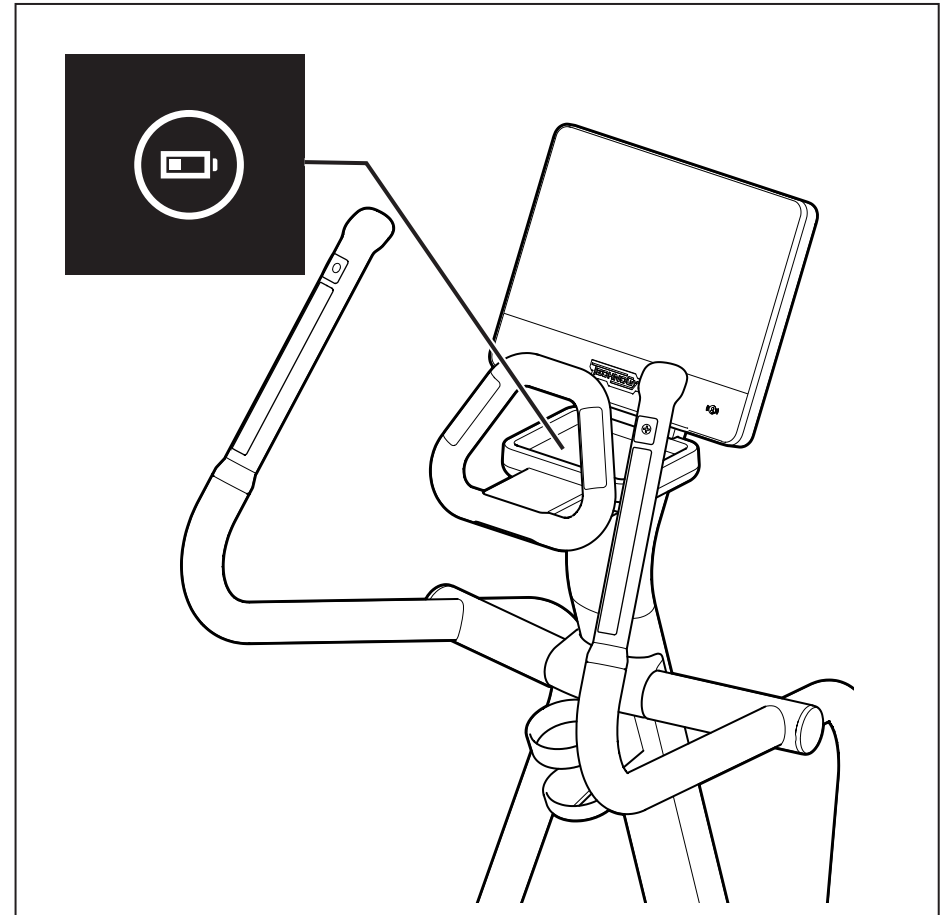
Do not leave your phone charging on the charger after you have finished your workout.

Do not place any object between your phone and the wireless charger.

Do not leave magnetic cards in the vicinity of the charger. Magnetic fields can cause damage to magnetic cards such as credit cards and boarding passes.

Do not use the wireless charger for other than its intended purposes.

The wireless charger is available in the 9000 model.



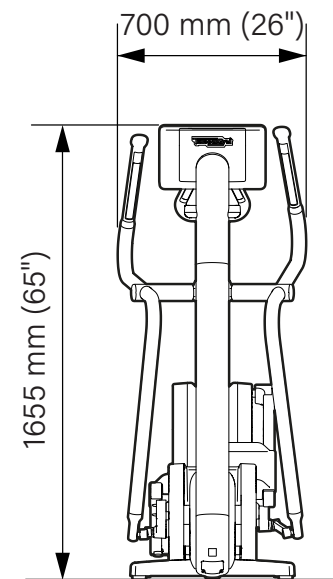
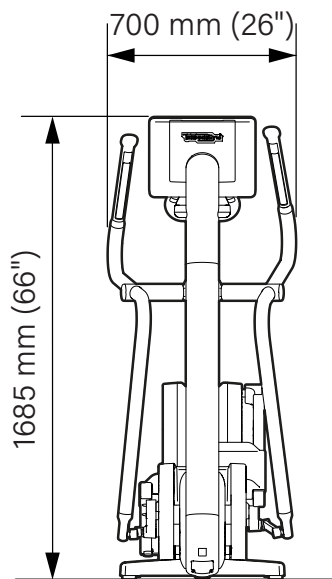
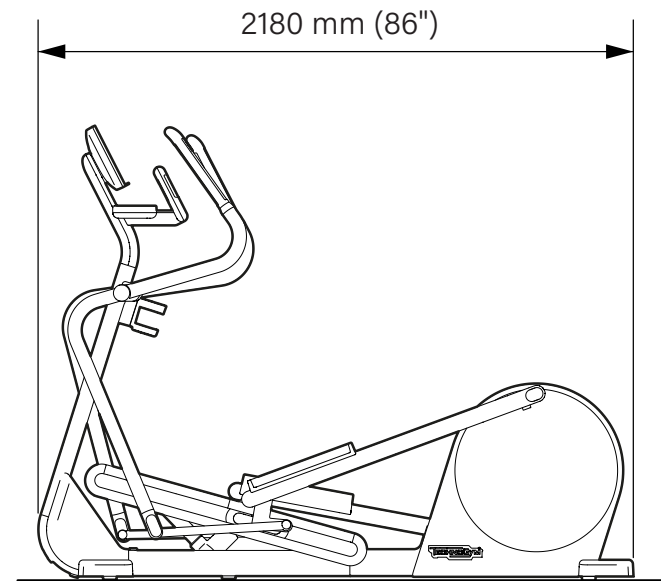
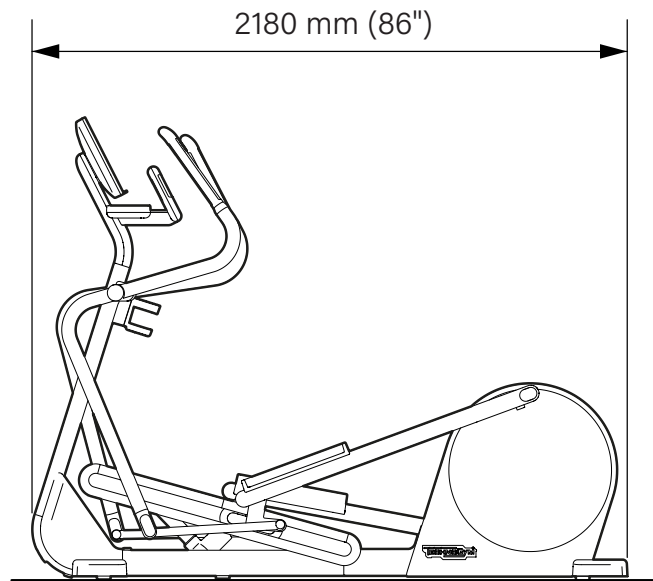
# Technical specifications

Weight of the product - model DFH	170 kg (375 lbs)
Weight of the product - model DF5	152 kg (335 lbs)
Maximum capacity of water bottle holder	2 kg (4 lbs)
Maximum weight of user	180 kg (397 lbs)
Protection rating	IP 20

The braking system is adjustable; the power output depends on the level set and speed.

Synchro is a commercial device, designed for indoor use in residential and professional environments. It is classified as a class SA device according to ISO EN 20957-1.

Mains powered product (DFH, DF5)	
Power supply	100-240 Vac 50/60 Hz
Maximum input power	160 VA
Fuses	2 x 3.15 A (F)



# Turning the product ON and OFF

## Mains powered product

The main switch (**Q**) connects and disconnects the power to the product.

Turn on the product by pressing the main switch to the **I** position (ON).

Turn off the product by pressing the main switch to the **0** position (OFF).

Turn the product off, after exercising, only when it is in stand-by.

If you do not expect to use the product for some time, turn it off at the switch and take the power plug out of the wall socket.



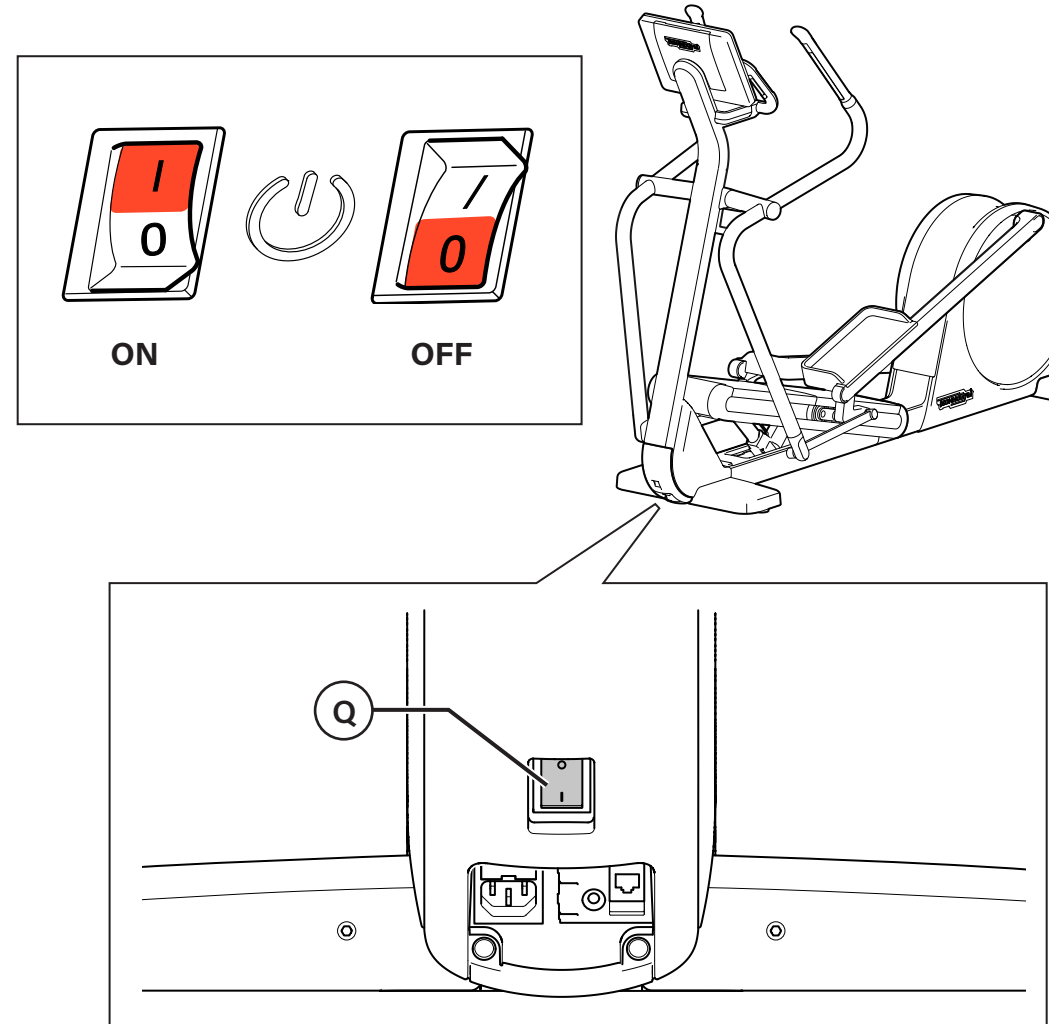
### WARNING

The switch turns the product ON/OFF but it does not isolate it from the mains voltage, even if it is in the "0" position (OFF). Take the power plug out of the socket to isolate the product.

## Self-powered product

Start pedalling to turn on the product.

To turn the product off, stop pedalling.

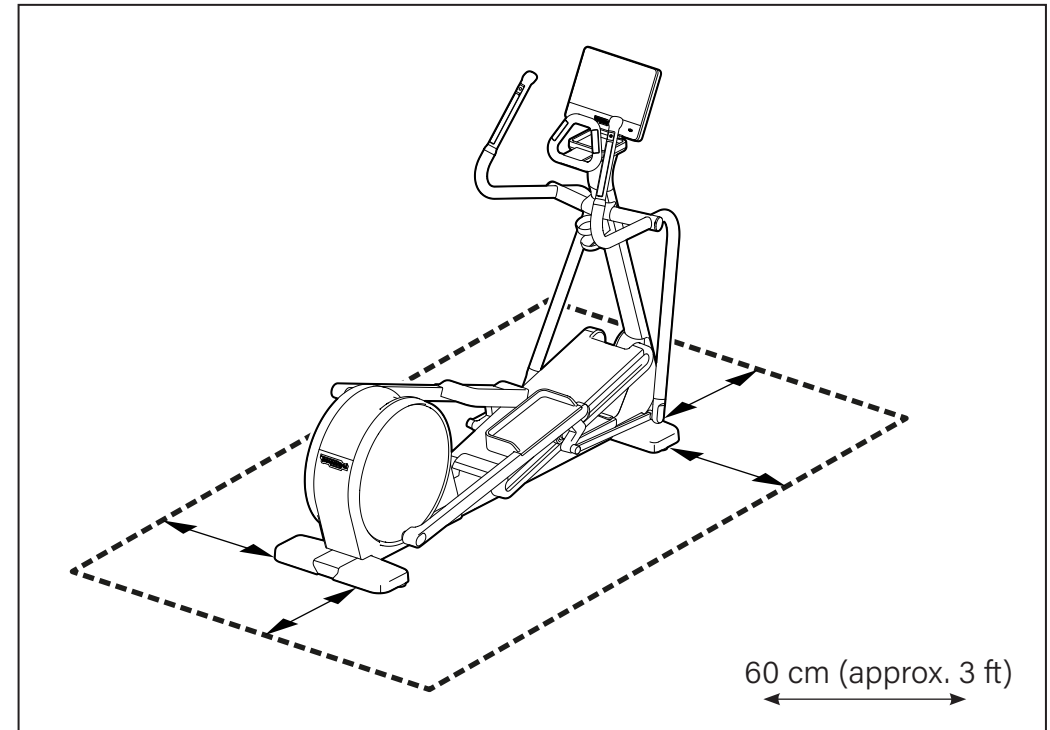




# Place of usage

In order to ensure that activities with the product are easy and risk-free for people, the area in which they take place must meet a number of specific requirements. In particular, when deciding where to install the product, make sure that the location satisfies the following requirements.

- Temperature of between +10°C (50°F) and +25°C (77°F).
- Sufficient air circulation, with the capacity to keep humidity levels between 20% and 90% during exercise.
- Sufficient lighting, to make the area a safe and relaxing place to exercise in.
- Free space – at least 60 cm wide – around every product.
- A flat, stable and vibration-free surface that is capable of supporting the weight of both the product and the user.



The location where the product will be used must meet the suitability requirements set forth in current applicable laws.

Do not expose the product to direct sunlight.

Do not place the product in humid environments, such as swimming pools, whirlpool baths, and saunas.

Do not use outdoors; do not leave the product outside, exposed to the weather elements; do not clean with jets of water.

Do not operate where spray products or oxygen are being used.

In order to guarantee the Manufacturer's performance specifications, do not use the product in areas where the presence of short waves or similar interference is high.

# Moving the product

Due to its size and weight, more than one person is needed to move the product.

Use normal lifting and transport methods for handling operations.

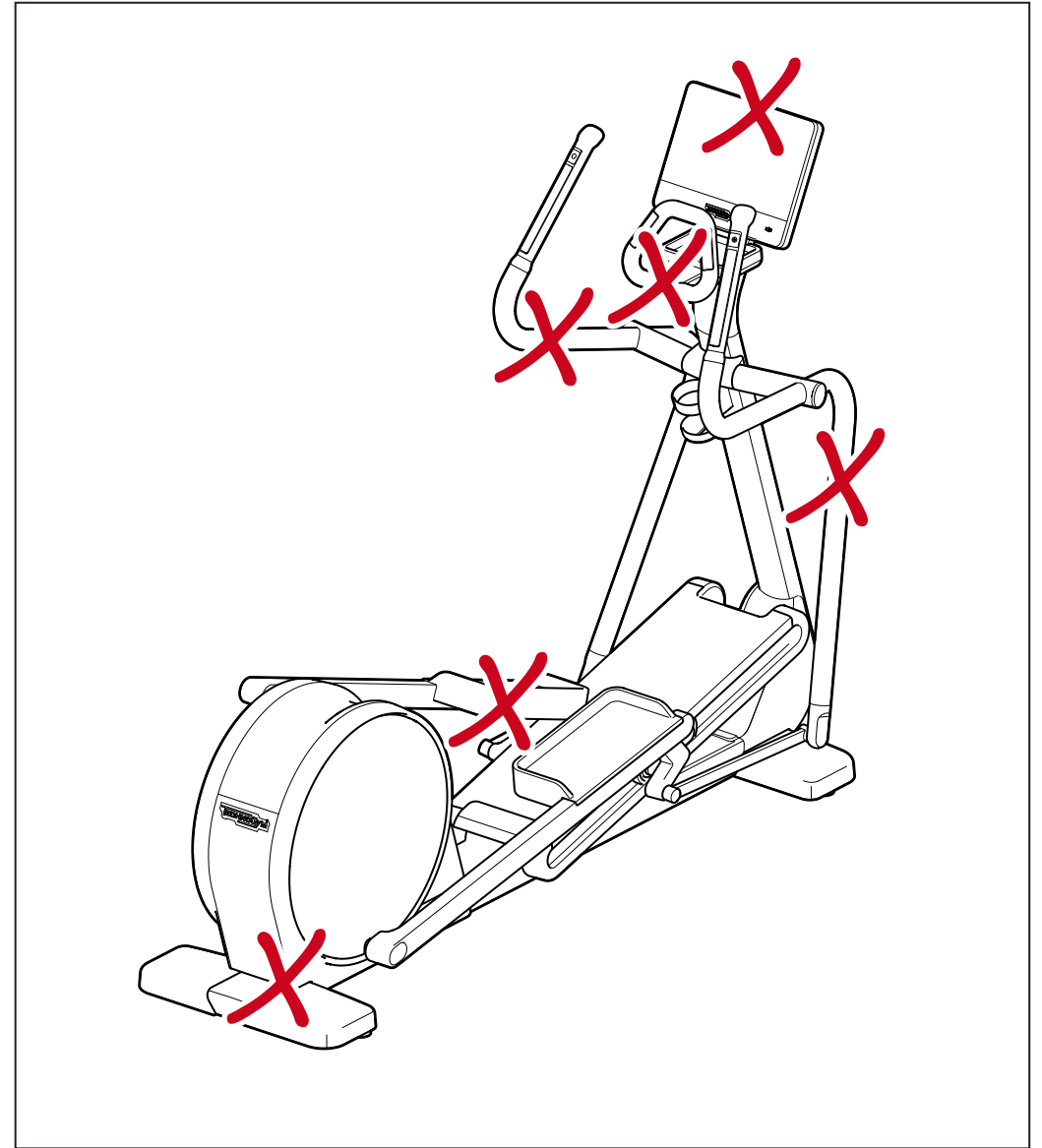
After moving the product, always check it is level to safeguard correct operation.



## WARNINGS

Move the product very carefully, because it may become unstable and tip over.

Do not lift or move the product from the pedals, levers or display.



# Levelling the product

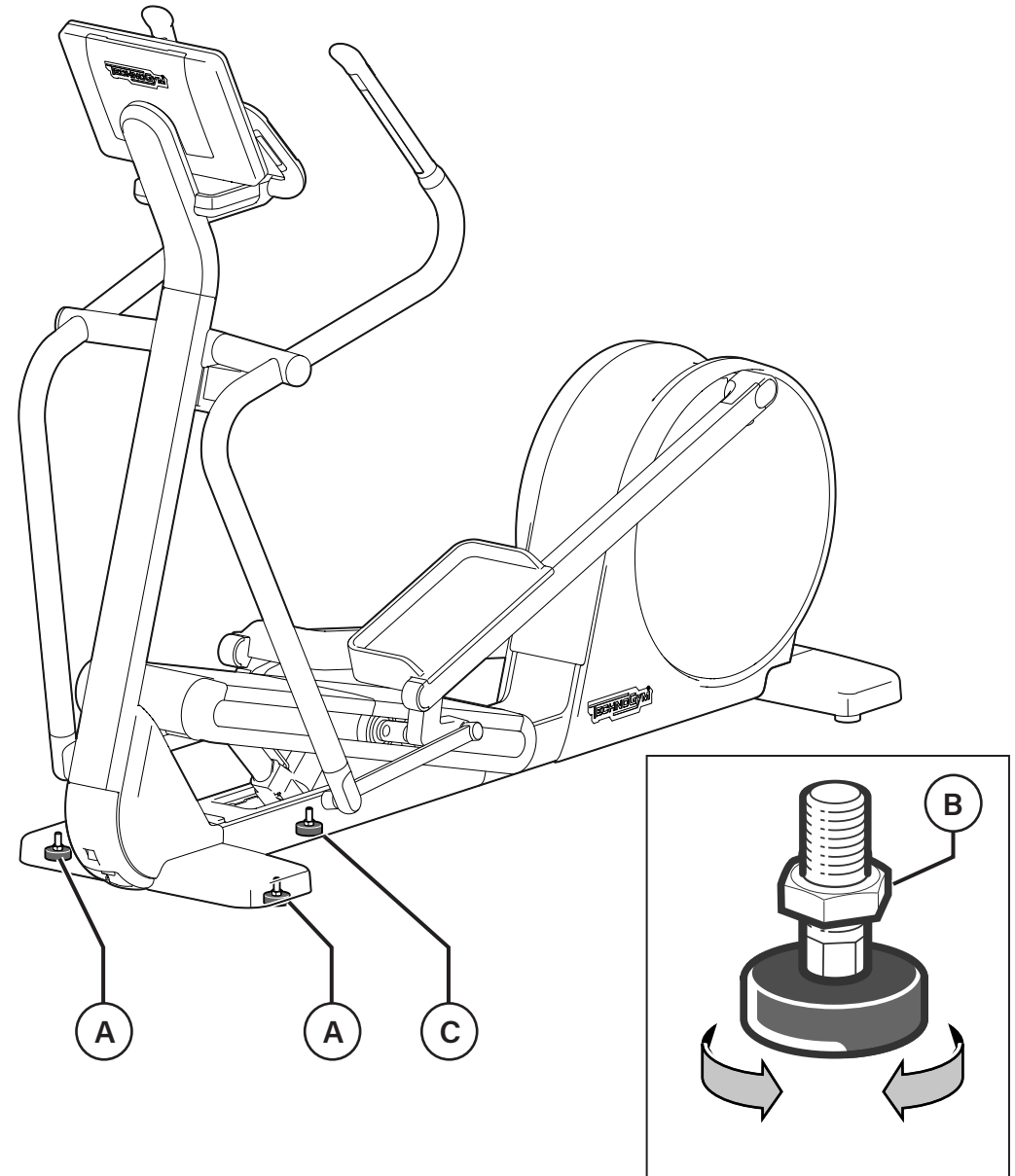
The product must be level for proper operation.

In the DFH model, level by adjusting the two front feet and the central levelling foot.

- Loosen the locknut (**B**).
- Screw or unscrew the two front feet (**A**) until the frame is in a stable position.
- Tighten the locknut (**B**) on the two front feet. At this stage, the central levelling foot (**C**) SHOULD NOT be touching the floor.
- Unscrew the central levelling foot (**C**) until it touches the floor.
- Tighten the locknut (**B**) on the central levelling foot.

In the DF5 model, level by adjusting the two front feet. There is no central levelling foot (**C**) on this model.

- Loosen the locknut (**B**).
- Screw or unscrew the two front feet (**A**) until the frame is in a stable position.
- After adjusting, tighten the locknut (**B**).



# Electrical connection

## Mains powered product

Before connecting the product to the mains power supply, ensure that the electrical system specifications comply with current regulations. Check the mains power supply specifications on the identification label.

Plug the power cable into the product socket first and then into the wall socket.

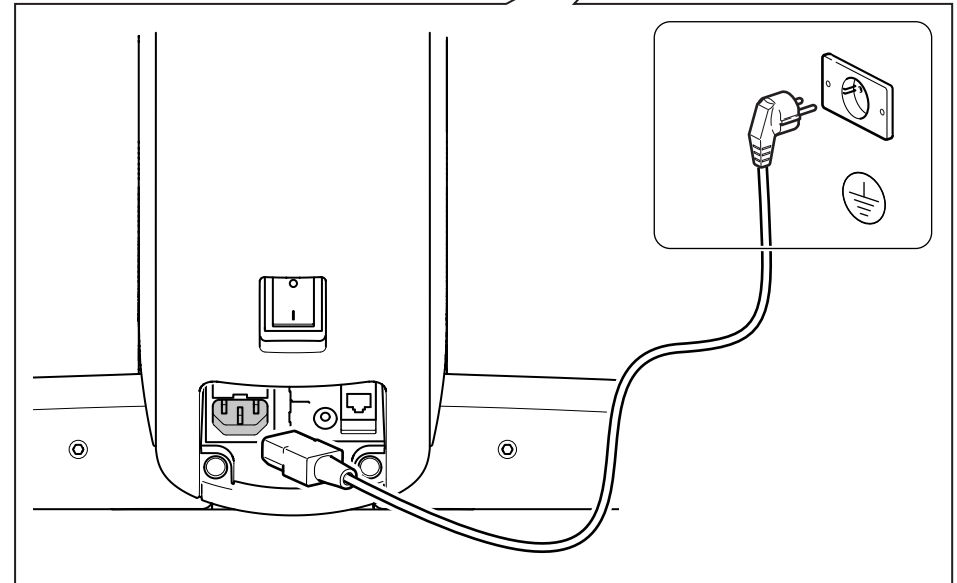
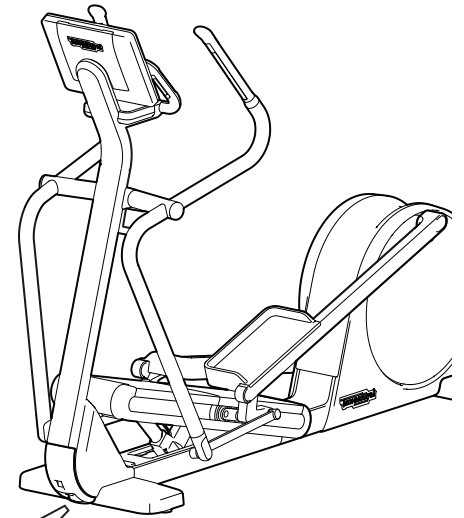


### WARNINGS

The wall socket must be located in a place where the product may be easily and safely plugged in and unplugged.

The power switch must be in the 0 position (OFF) before plugging in the product.


Check the state of the power cable periodically.



## Self-powered product

There is no need to plug in the self-powered model to the mains.

The display is off when the product is not in use. To keep the display on, use a commercial power adapter with the following electrical specifications.

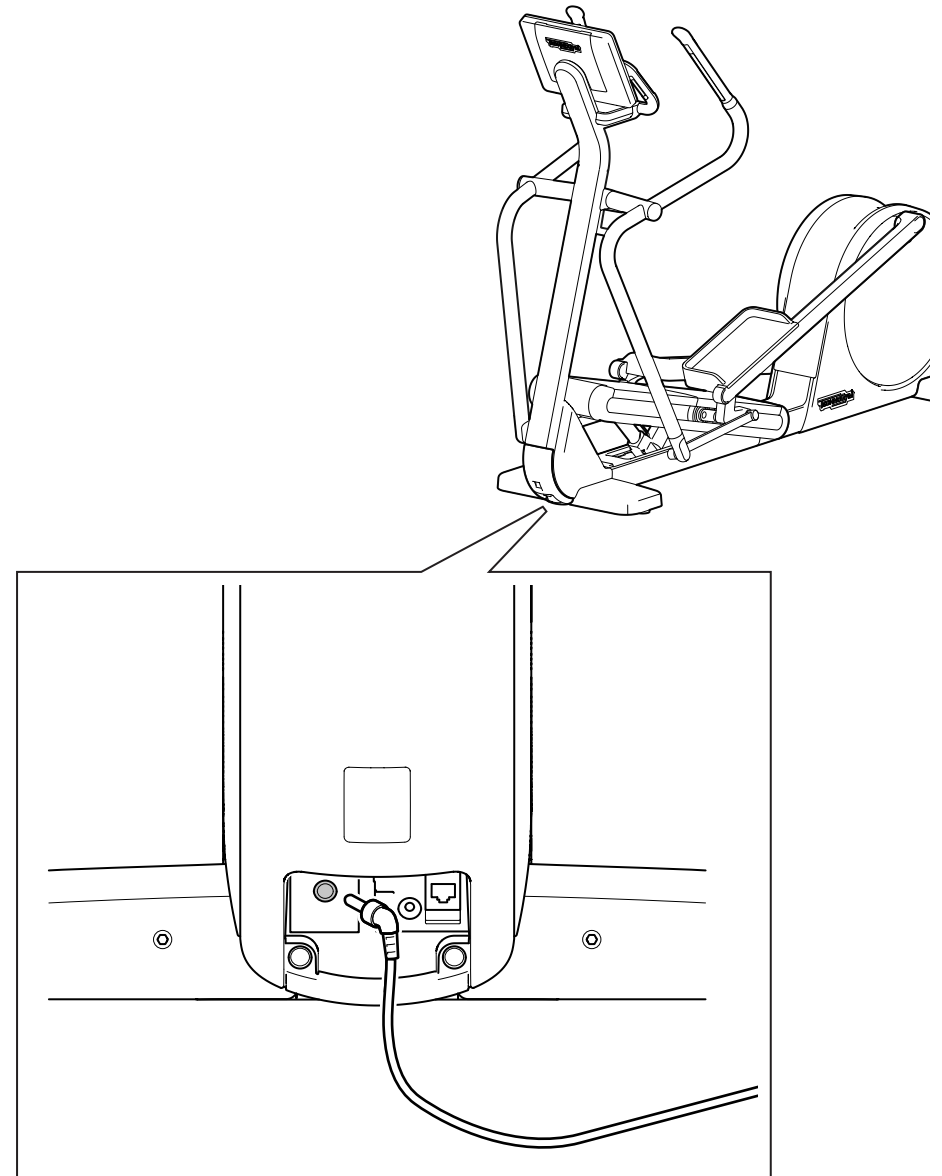
Input	100-240 Vac 0.8 A 50/60 Hz
Output	12 Vdc 60 W
Jack polarity	 negative outside positive inside
Jack outer diameter	4.75 mm (0.19 in)
Jack inner hole diameter	1.7 mm (0.067 in)
Jack length	11 mm (0.43 in) $\pm$ 0.5




### WARNINGS

Only use devices that meet current standards.

Do not use power adapters with characteristics other than those specified.



The power socket must be fitted with earth . If missing, it must be installed by an electrician before plugging in the product.

The product must be grounded. In the event of faulty operation or failures, the earth wire provides the electrical current a low resistance path, reducing the risk of electric shocks. The product includes a cable with earthing conductor and plug. The plug must be inserted in a properly installed socket connected to the earth in accordance with local codes and regulations.



### **WARNINGS**

Improper connection of the earthing conductor can result in the risk of an electric shock. Check with a qualified electrician or maintenance technician if you are in doubt whether the product is properly grounded. Do not modify the plug provided with the product; if it does not fit the socket, have a proper socket installed by a qualified electrician.

# Other connections

**A** - Antenna cable jack

**B** - Ethernet jack

Use an RF coaxial cable to connect the antenna with an F-type connector for the product.

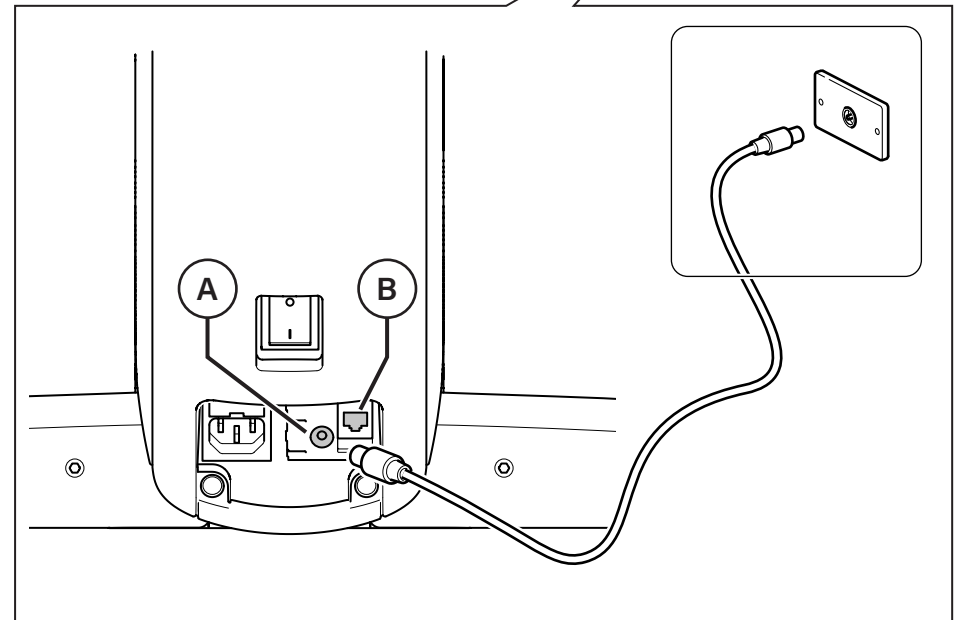
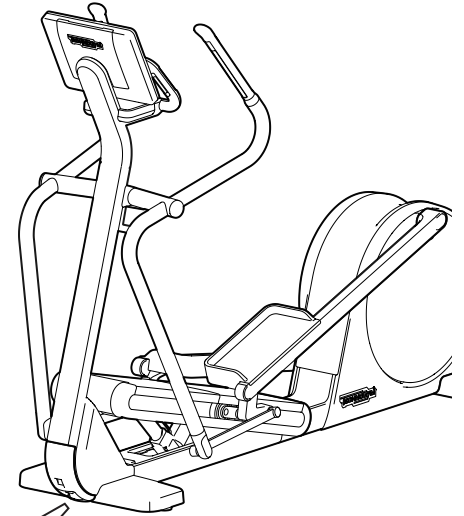
The wall socket for the antenna cable must be located in a position where the plug can be inserted and removed with ease.

Fasten the cables with cable ties.



## WARNING

Connected devices must comply with international standards.



# Routine maintenance



## WARNINGS

The safety of the product is assured only on the condition that it is carefully inspected every two weeks for any signs of damage and/or wear. Replace defective or worn components immediately, or remove the product from service.

If used for medical purposes, disinfect the hand sensors after each use.

Contact the Technogym Technical Support Service for information about any maintenance operations not described in this manual.

## Cleaning

The product should always be kept clean and free of dust, in compliance with common health and hygiene standards.

To clean the display, proceed as follows.

- Turn off the product by pressing the main switch to the "0" position (in mains powered model).
- Take the product's power plug out of the wall socket (in mains powered model).
- Clean the display using a damp (not wet) cloth.

Clean the entire product once a week.

- Turn off the product by pressing the main switch to the "0" position (in mains powered model).
- Take the product's power plug out of the wall socket (in mains powered model).
- Clean outer parts with a damp sponge.

Do not use chemical products or solvents.

Take care not to wipe the display and labels too aggressively.



# Periodic maintenance



## WARNINGS

Periodic maintenance, adjustment and lubrication operations must be performed by the Technogym Technical Support Service.

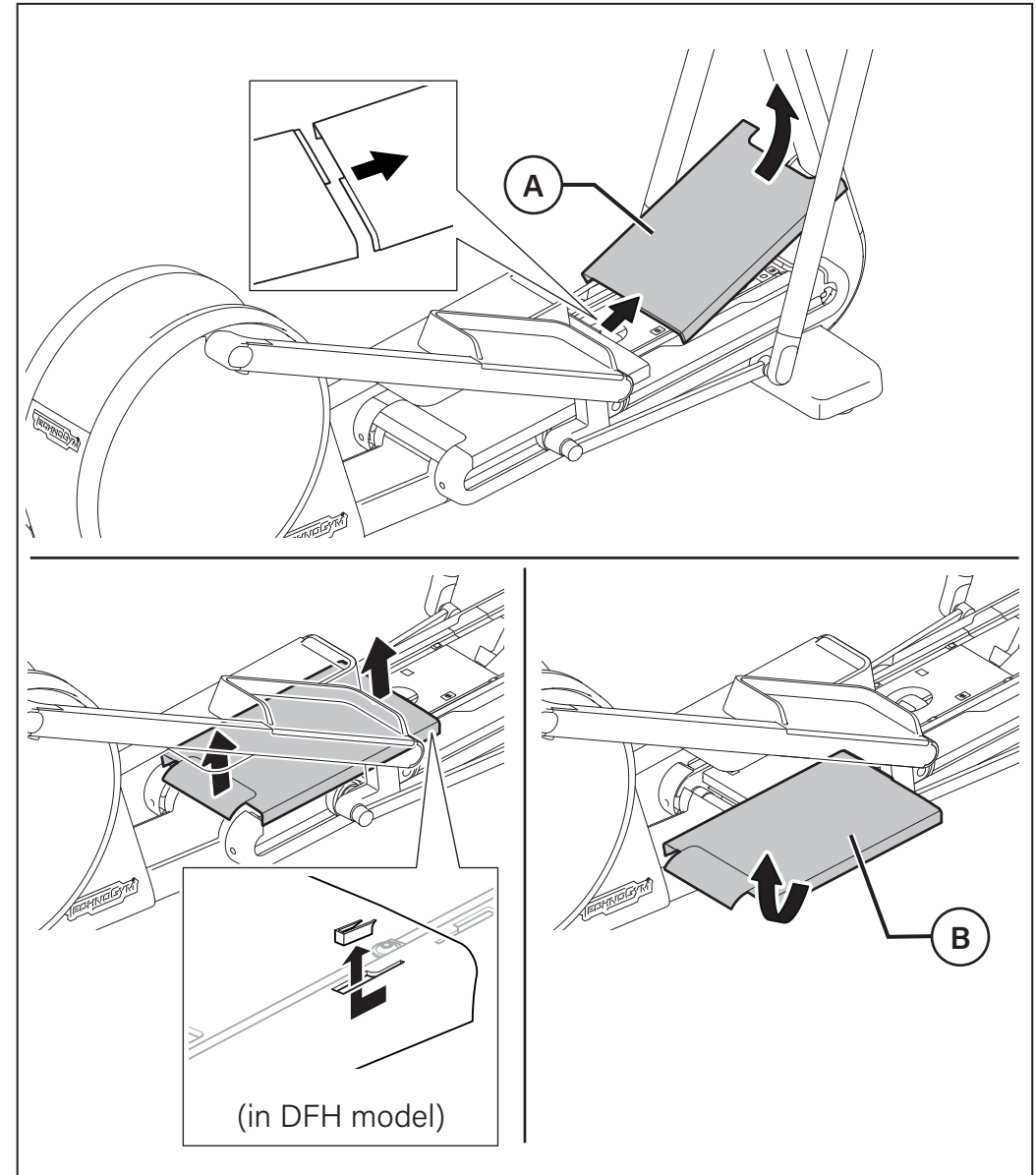
Before servicing, turn off the product by moving the switch to the 0 position and take the power plug out of the socket (in the mains powered model).

## Cleaning the slide rails

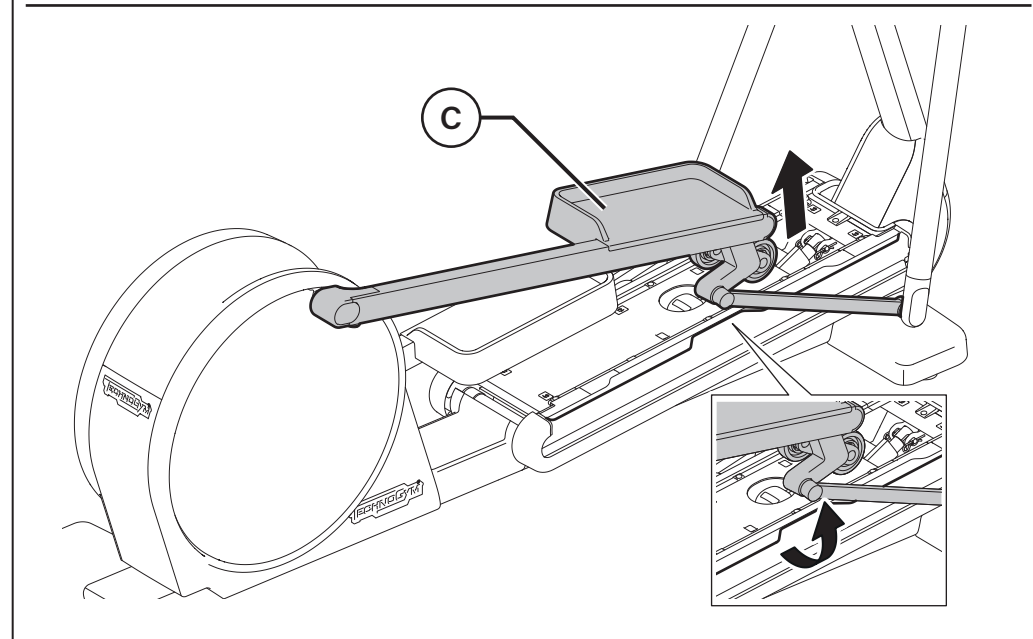
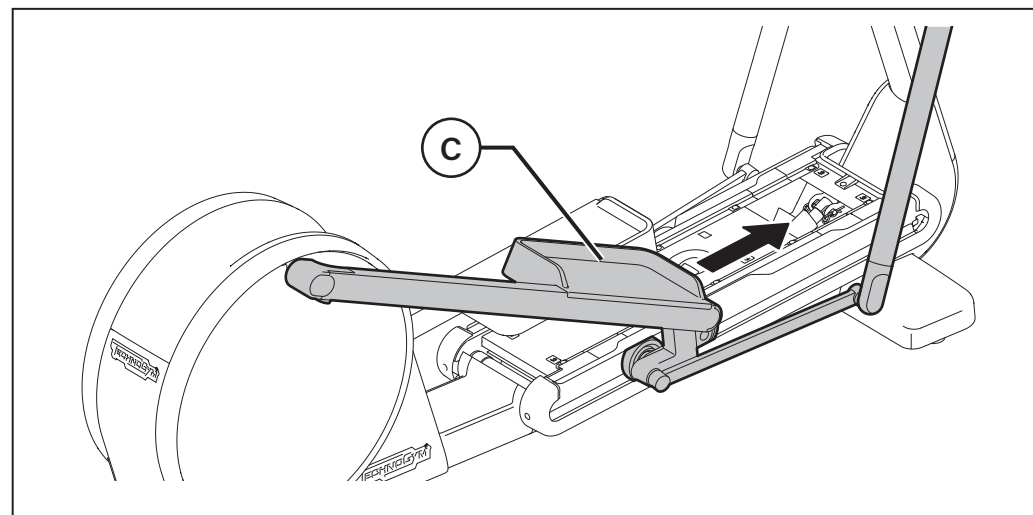
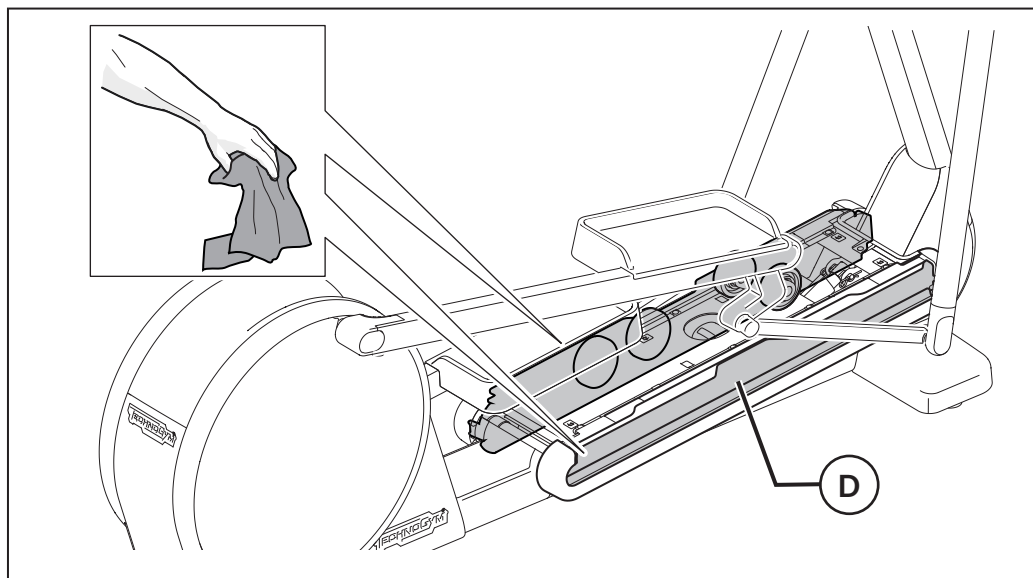
Once a year or when motion is not smooth, clean the pedal slide rails with a damp sponge.

To access the slide rails, proceed as directed.

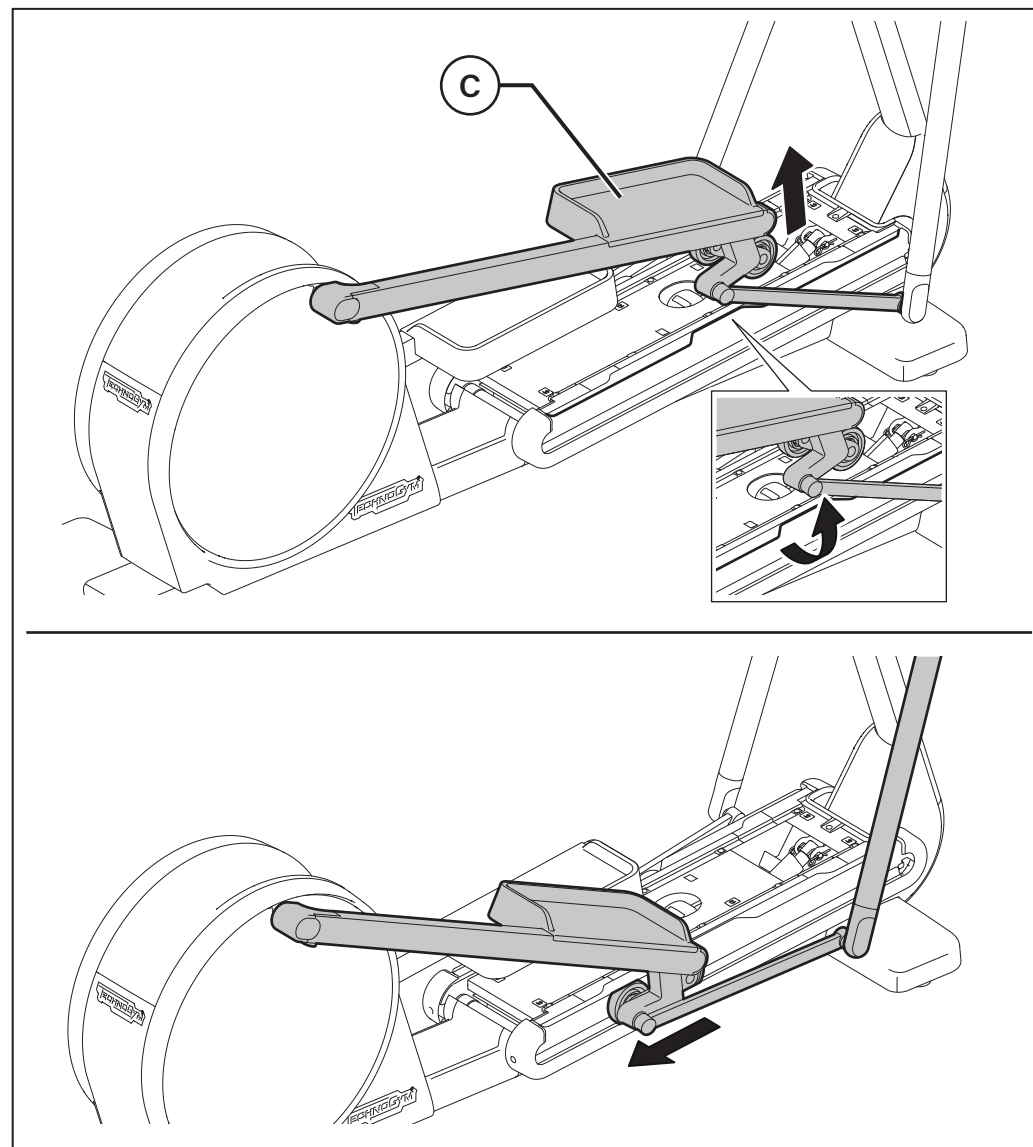
- Remove panel (A).
- Remove panel (B);



- Move the pedal (**C**) towards the groove on the slide rail.
- Remove the pedal (**C**) from the slide rail.
- Clean the slide rail (**D**) and rollers.



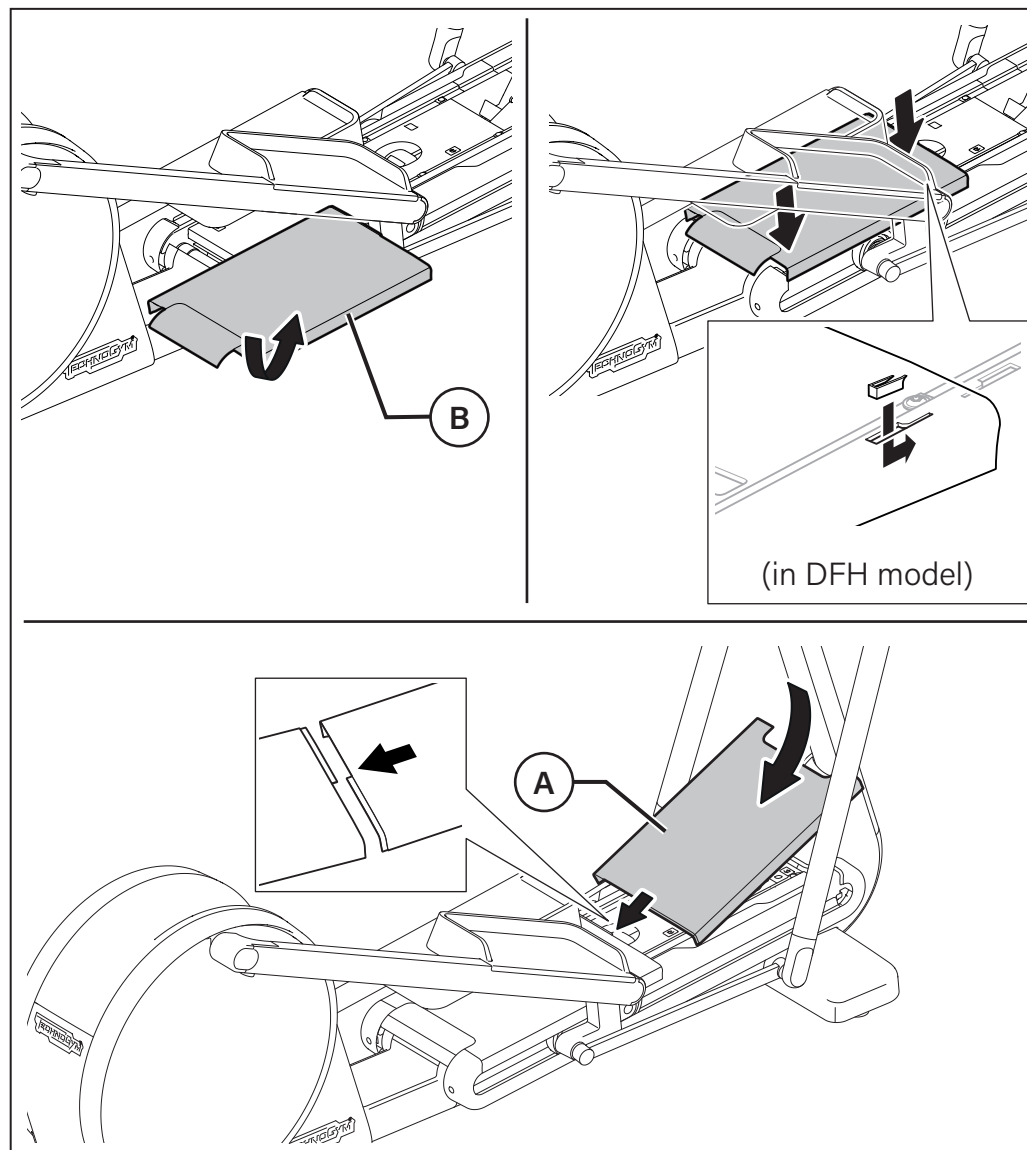
- Put the pedal (C) back on the slide rail.
- Repeat the same steps for the other rail.



- Put panel **(B)** back in place;
- Put panel **(A)** back in place.

**WARNING**

Pedals can move freely, meaning the rollers will move: watch your hands and fingers.



## Replacing fuses

Fuses are found in the mains powered model.

Fuses protect the product's electrical parts. When current is excessive, these fuse, preventing damage to the internal electronics.



### WARNINGS

Fuses must be replaced by the Technogym Technical Support Service.

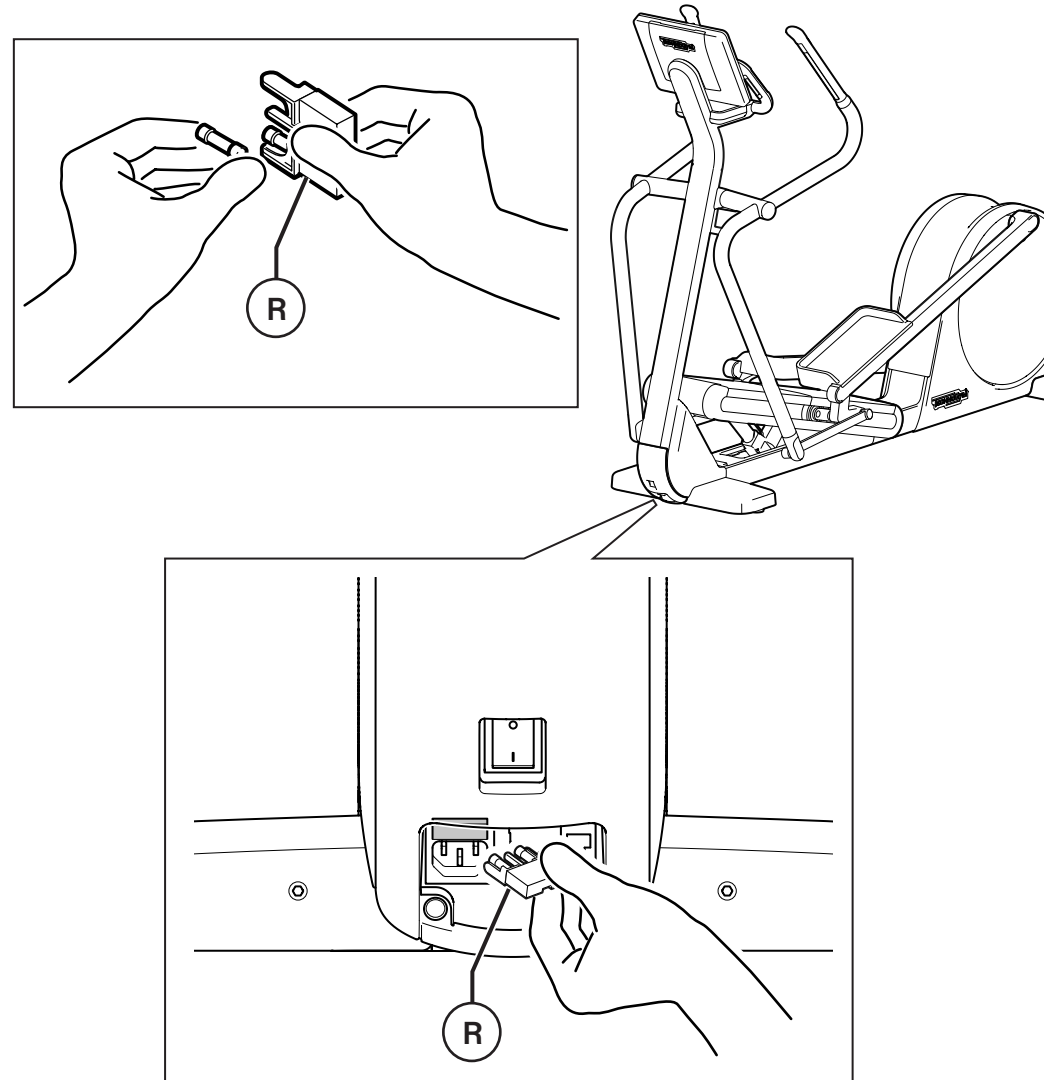
Before making the replacement, turn off the product by moving the switch to the 0 position and take the power plug out of the wall socket.

If the original fuses provided are not available, replace with new certified fuses having the same electrical characteristics and of the same exact value: 3.15 A (F).

Press the lever to remove the fuse holder (**R**).

Replace the blown fuse with a new one, as supplied.

Put the fuse holder back in its housing making sure it clicks into place.



# Troubleshooting

The following is a list of problems that may occur during normal use of the product. If the remedies described do not solve the problem, contact Technical Support for service.

Problem	Cause	Remedy
The product is not turning ON (mains powered model)	No line voltage.	Check whether there is power at the socket by plugging in another product that you know works.
	The power supply cable is damaged.	Contact the Technogym Technical Support Service.
	The power supply cable is not plugged in properly.	Check the connection.
	Blown fuse	To replace a blown fuse, contact the Technogym Technical Support Service.
Excessive internal noise	The product is not level.	Check and level by using the levelling feet.
	Bearings are damaged.	Contact the Technogym Technical Support Service.
	The belt is worn.	Contact the Technogym Technical Support Service.
Movement is not smooth when the product is operating.	Pedal slide rails and/or rollers are dirty.	Clean the pedal slide rails.

# Technical Support Service

The Technogym Technical Support Service provides:

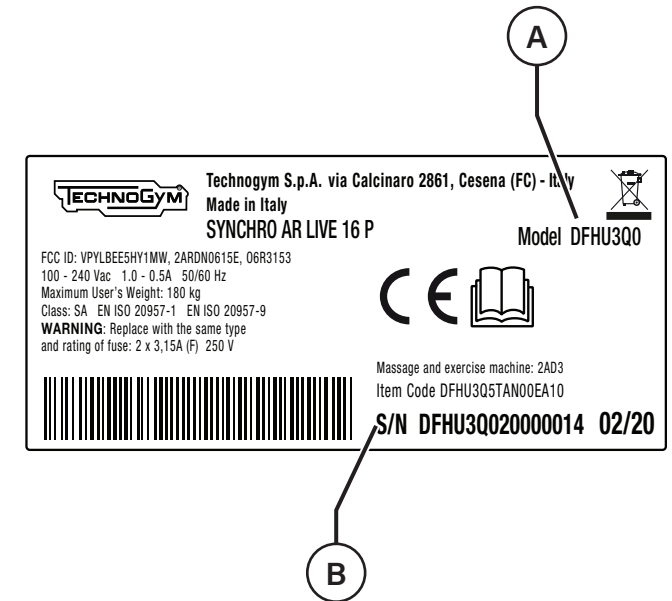
- telephone consultation
- information about which services are covered by the warranty and which must be paid for
- on-site servicing
- supply of original spare parts

When you contact the Technogym Technical Support Service, you must give the following information:

- Product model (**A**)
- Date of purchase
- Serial number (**B**)
- A precise description of the problem found.

**Any work on the product by persons unauthorised by Technogym will invalidate the warranty.**

Technogym supplies the electrical and wiring diagrams to companies with technical support.



<https://www.technogym.com/int/contacts/>

Tel: +39 0547 56047

# Storing the product

If you plan to leave the product inactive for an extended period of time, make sure it is stored as described below:

- In a clean dry place
- With a dust cover
- At a room temperature between -10°C (14°F) and 70°C (158°F) and relative humidity between 20% and 90%

# Disposing of the product

Inspect the product and ensure it is not a potential source of danger. Do not allow children to have access to the product. When the product is not used for long periods, disconnect the power cable.

The product must not be disposed of in the environment, in public areas, or private areas used for public purposes.

The product is made from recyclable materials such as steel, aluminium and plastic, which must be disposed of by firms specialised in urban and environmental hygiene in the manner prescribed by the urban waste collection regulations in force.

Waste deriving from electrical and electronic equipment must not be disposed of as urban waste. A specific disposal system involving suitable processing, recovery and recycling in compliance with the regulations in force, is provided for this kind of waste.

Illegal dumping or improper use of electrical and electronic equipment waste may cause serious damage to the environment and have repercussions on people's health.

Under the provisions put into effect by the European Union Member States, private citizens resident within the European Union may take used electrical and electronic equipment to authorised collection centres.

If the product is used for commercial purposes, contact your reseller or the Technogym Customer Service, in the various Countries, to arrange for collection and disposal of waste from electrical and electronic equipment.

For disposal of electrical and electronic equipment in Countries outside the European Union, contact your local authorities.

Average life of the product: 10 years.



SYNCHRO\_EXCITE\_LIVE\_en\_AA  
0SM01162

