



# **CORE HEALTH & FITNESS**

## **4-CT CROSSTRAINER**

# **OWNER'S MANUAL**



# TABLE OF CONTENTS



TABLE OF CONTENTS	1
IMPORTANT SAFETY INSTRUCTIONS	2
IMPORTANT LABEL LOCATIONS	4
PRODUCT SPECIFICATIONS	6
PART IDENTIFICATION	8
OPERATION - CONSOLE	9
OPERATION - 10IN TOUCHSCREEN CONSOLES	12
SCREEN VIEWS	13
WORKOUT SELECTION KEYS AND PROGRAM DEFINITIONS	15
OPERATION - OPENHUB TOUCHSCREEN CONSOLES	16
SCREEN VIEWS	18
WORKOUT SELECTION KEYS AND PROGRAM DEFINITIONS	20
PROGRAM UPLOAD	21
MENU MAP - BIKE/CROSSTRAINER	23
MAINTENANCE MODE	24
LCD CONSOLE	24
MAINTENANCE	27
TOOLS	27
MAINTENANCE SCHEDULE	28
SUPPORT & SERVICE	29

**WARNING!**



Before using this product, it is essential to read the ENTIRE Owner's Manual and ALL installation instructions. The Owner's Manual describes equipment assembly and instructs members on how to use correctly and safely.

Read all warnings posted on the machine.



Health related injuries may result from incorrect or excessive use of exercise equipment. Core Health & Fitness strongly recommends you to encourage your members to discuss their health program or fitness regimen with a health care professional, especially if you or they have not exercised for several years, are over 35, or have known health conditions.

**DANGER:** to reduce the risk of electrical shock:

1. Always unplug the machine from the electrical outlet before cleaning or servicing.
2. This machine is not intended to be serviced by the end user, refer servicing to qualified personnel only.
3. This product is factory-equipped with a specific DC Power Supply to permit connection to the proper electric circuit. Make sure that the product is connected to a dedicated power line having an outlet with the same configuration as that of the plug. If the power supply cord is damaged, it must be replaced by the manufacturer, its service agent, or similarly qualified persons in order to avoid hazard.
4. Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or serviceman if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product. NO adapter should be used with this product. If the product must be reconnected for use on a different type of electric circuit, the reconnection should be made by qualified service personnel in order to avoid a hazard.
5. Keep power cord away from heated surfaces. Unplug power cord when the machine is unattended and before performing any preventative maintenance such as cleaning or replacing a worn part.
6. Do not operate machine in damp or wet locations

**WARNING:** to reduce the risk of serious injury to persons using this equipment, read and follow all of these warnings:

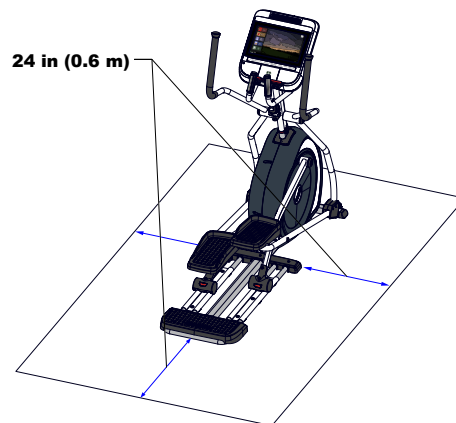


Fig. 1 Required Clearance

1. Assemble and operate the machine on a solid level surface. Position the machine with a minimum of 24 inches (0.6 meters) of clearance on each side to allow for ease of mounting and dismounting. Allow for 24 inches (0.6 meters) of clearance behind the machine. Leave a minimum of 19.7 inches (0.5 meters) between two adjacent units. These dimensions are the recommended minimum distances.

The actual area for access and passage shall be the responsibility of the facility and should take into account this training envelope, Americans with Disabilities Act Accessibility Guidelines (ADAAG) requirements and any required local codes or regulations ([www.access-board.gov/ada](http://www.access-board.gov/ada)).

2. Do not exceed the maximum allowable weight limit of:
  - 4-CT - 450 lbs. / 204 kg.
3. Care should be used when mounting or dismounting the equipment. Before mounting or dismounting, move the pedal on the mounting or dismounting side to its lowest position and bring the machine to a complete stop.
4. Keep the top surface of the pedals clean and dry.
5. This unit is not equipped with a free-wheel. Pedal speed should be reduced in a controlled manner.
6. This equipment is designed for use in a commercial gymnasium or health club. To ensure the proper use of the equipment in a safe manner, all users of the equipment should read this manual before using the machine. This machine should be made a part of your club training program in order that the equipment is used by your members in a safe manner as intended. In addition to instructing the club members in the proper use of the equipment, the club member should obtain a complete physical examination form their health care provider before beginning any exercise program.
7. The safety and integrity of this machine can only be maintained when the equipment is regularly examined for damage and wear and repaired. It is the sole responsibility of the owner of this equipment to ensure that regular maintenance is performed. Worn or damaged parts must be replaced immediately or the equipment removed from service until the repair is made.
8. Use only replacement components supplied by Core Heath & Fitness. Substitutes are forbidden and will void all warranties.
9. This machine is not intended to be used by persons with reduced physical, sensory, or mental capabilities or lack of experience and knowledge, unless given instruction and under the personal supervision concerning use of the machine by a person responsible for their safety.
10. Keep children away.
11. Do not over exert yourself during exercise. Stop exercising if you feel pain or tightness in your chest, become short of breath or feel faint. If you feel pain or experience any abnormal symptoms, stop exercising and consult your health care provider.
12. It is the purchaser's sole responsibility to properly instruct its end users and supervising personnel as to the proper operating procedures of all equipment.
13. **⚠ WARNING:** Heart rate monitoring systems may be inaccurate. Over-exercising may result in serious injury or death. If you feel faint stop exercising immediately

#### SAVE THESE INSTRUCTIONS



# IMPORTANT LABEL LOCATIONS

This page shows the location of the warning labels and communication stickers placed on the equipment as part of the manufacturing process. It is critical that owners maintain the integrity and placement of these stickers. If you find any stickers missing or damaged the replacement numbers are shown on the support site and following pages. See Support and Service to order replacements. For console warnings, see the console drawings on the support site.

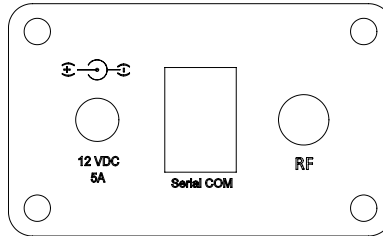


Fig. 2 - 4CT Shown with 15" OpenHub



**050-5753**

LABEL, STAR TRAC, 89.5mm X  
21.2mm



**050-5761**

LABEL, BASE PLATE, 4-CT



Fig. 3 15" OpenHub Embedded Console shown

**SKU:** 9-4080

**Desc:** 4-CT Crosstrainer

Unit Weight		Width		Length		Height		Max User Weight
<b>273</b>	lbs	<b>30</b>	in	<b>76</b>	in	<b>72</b>	in	<b>0-450</b> lbs
<b>124</b>	kg	<b>76</b>	cm	<b>193</b>	cm	<b>182</b>	cm	<b>0-204</b> kg

## Other Consoles



Fig. 4 10" Touchscreen Console



Fig. 5 LCD Console



Fig. 6 4-CT Features - 10" non-touchscreen shown

#	Part	#	Part	#	Part
A	Console	E	Shroud	I	Step
B	Heart Rate Grips	F	Flywheel	J	Frame
C	Mast	G	Foot Platform Guard	K	Transport Wheel
D	Movable Handlebar	H	Foot Platform	L	Tie Rod Shrouds

## DISPLAY MEASUREMENTS

Time	Current total workout time
Level	Current level, from 1-40
SPM	Current Steps Per Minute
Distance	Current Total Distance
Calories	Accumulated calories burned
Cal/Hour	Current rate of calorie burn
WATTS	Current user Watts
METS	Current User METS
Heart Rate	Current HR in beats per minute, if available



## CONSOLE KEY FUNCTIONS



### Quick Keys - Resistance

Allows user to select one of 14 different levels with a single button push



### QUICK START Key

Enables manual operation using a default weight, and a default time limit.  
NOTE: Default time and weight are adjustable through Maintenance Mode.



### Fan Button

Cycles the fan between three settings: High, Low and Off



### Numeric Keypad

Use to enter specific values for program parameters during program setup. During a program, these keys may be used to change level.



### Up/Down Buttons

Cycle between options during setup mode, adjust level up and down during workout mode

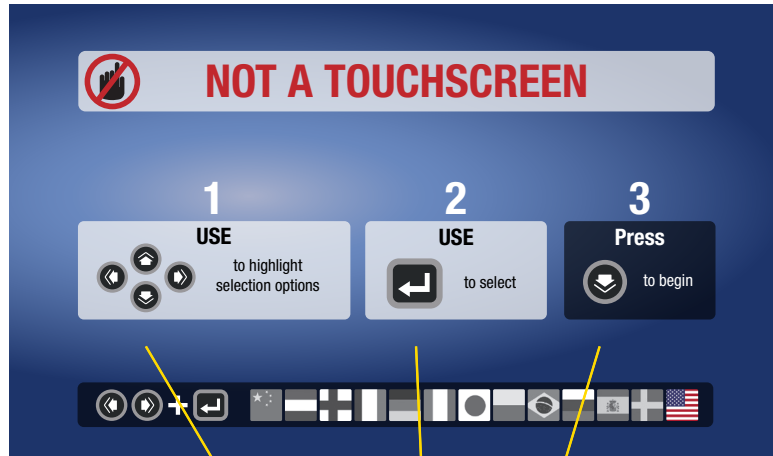




Fig. 8 10" Non-Touchscreen Shown

Use the keypad controls on the console to select through the screens. After selecting options or immediately after selecting quick start, the active screen will display. Use the   buttons to switch between active views.

## WORKOUT SELECTION KEYS AND PROGRAM DEFINITIONS

On the main screen are several choices:

**Select  
a Workout**

User selects from a variety of pre-loaded workout options:

- Warm Up
- Burn Fat
- Improve Cardio Capacity (HR Control Programs)
- Train (Speed, Strength, Endurance, 5K Time Trial, Constant Watts, Interval Watts)
- Evaluate Fitness Level (Fitness Test)

**Create  
a Workout**

User creates a workout after choosing either a time or distance goal

## OPTIONS DURING WORKOUT MODE

**Screen Views**

During any workout, user can select from four screen view options by selecting a tab in top left of screen:

**Progress**

Workout stats plus graphical representation of workout level segments

**Simple**

Key workout stats in large format, easily readable


**Heart Rate**

Workout stats plus graphical representation of HR and zones

**Quick**

Workout stats plus buttons to select various levels with single button press

**Changing Level**

Use the  buttons to adjust the level up and down on the screen

**Pausing Workout**



**EXIT Button**

Press the EXIT button to enter pause mode. Workout will be suspended and a countdown timer will begin counting down from 2 minutes. To re-start workout press the green QUICK START Key. To end the workout push the EXIT button again

**End of Workout**

When program goal is reached, or the EXIT button is pressed while in pause mode, the workout ends and the display will show the total workout statistics for 2 cycles and clear. Press the EXIT button to clear results immediately



# OPERATION - 10IN TOUCHSCREEN CONSOLES



Fig. 9 4CT Shown

## CONSOLE FUNCTIONS

	<b>B</b> QUICK START Key	Enables manual operation using a default weight, SPEED and a default time limit. <b>NOTE:</b> Default time and weight are adjustable through Maintenance Mode.
	<b>D</b> Flag Button	Displays language options, appears only on home screen
	<b>A</b> Main Menu	Touchscreen workout controls. See WORKOUT SELECTION KEYS AND PROGRAM DEFINITIONS on page 15.
	<b>E</b> Quick Keys - Resistance	Allows user to select one of 14 different levels with a single button push
	<b>G</b> Up/Down Buttons	Cycle between options during setup mode, adjust level up and down during workout mode

## SCREEN VIEWS



Fig. 10 Screen Elements - 4CT Shown

During workouts, users can select from multiple screen view options by tapping the icons **B** at the top of screen.

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Simple</li> <li>• Progress</li> <li>• Track</li> <li>• Heart</li> </ul> | <p>Key workout stats in a large and easily readable format</p> <p>Workout stats plus graphical representation of segments</p> <p>Workout stats plus graphical representation of laps</p> <p>Workout stats plus graphical representation of heart rate over time. Requires constant contact with the heart rate grips or connection to a Bluetooth device.</p> |
|--|---|

	<b>A</b> Fan Button	Cycles the fan between three settings: <b>High, Low</b> and <b>Off</b>
	<b>C</b> Adjustment Button	Allows user to increase/decrease workout time.
	Exit/Back	Workout will be suspended and a countdown timer will begin counting down from 2 minutes. To re-start workout press the green QUICK START Key. To end the workout push the EXIT button again

## Display Measurements B

Measurements are displayed at top of screen during workout. The Progress View includes the following measurements:

<b>Calories</b>	Active/Total calories burned Note: When connected to Apple Watch only
<b>Time</b>	Current total workout time
<b>Incline</b>	Current degree incline
<b>Cal/Hour</b>	Current rate of calorie burn
<b>METS</b>	Current user METS
<b>Speed</b>	Current speed
<b>Distance</b>	Distance traveled
<b>Calories</b>	Accumulated calories burned
<b>Watts</b>	Current user Watts
<b>Heart Rate</b>	Current HR in beats per minute, if available

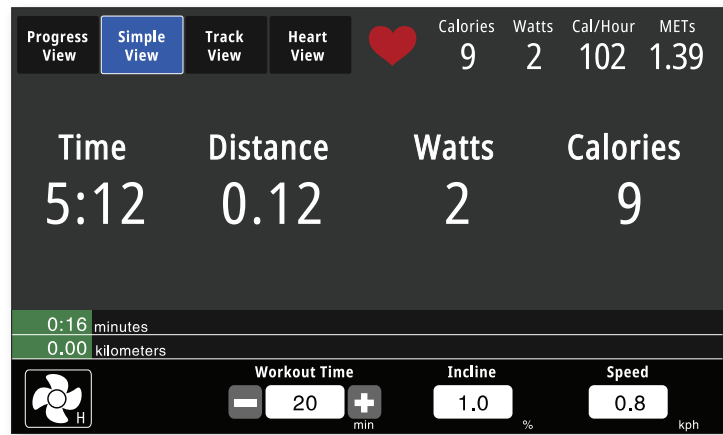


Fig. 11 Display Measurements (Simple View)

## WORKOUT SELECTION KEYS AND PROGRAM DEFINITIONS

On the main screen are several choices:

**Quick Start** Program will request user information to create more accurate calorie burn and heart rate zone calculations, then begin a fixed time (default length can be adjusted in maintenance mode) manual workout

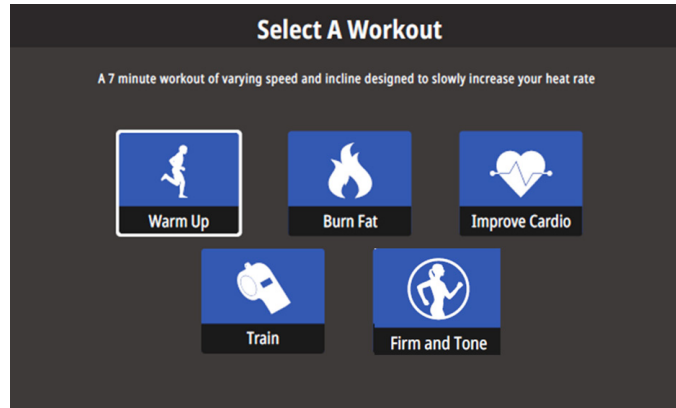


Fig. 12 Select a Workout

### Select a Workout

- Warm Up
- Burn Fat
- Improve Cardio
- Train
- Firm and Tone

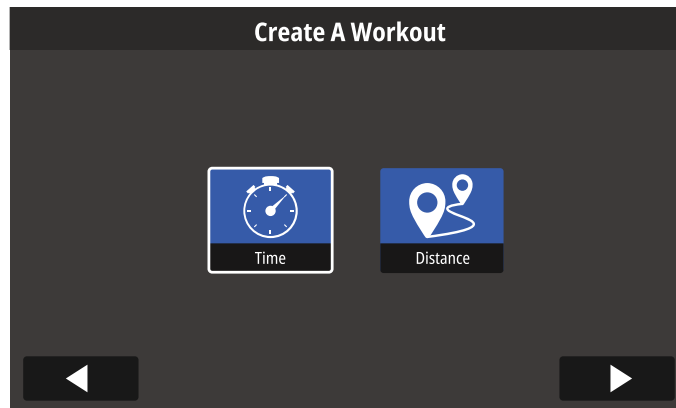


Fig. 13 Create a Workout

### Create a Workout

- Time Goal
- Distance Goal

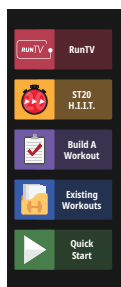
# OPERATION - OPENHUB TOUCHSCREEN CONSOLES



Fig. 14 Console Functions - Handlebar will vary by unit (4CT Shown)

## CONSOLE & HANDLEBAR (WHERE APPLICABLE) FUNCTIONS

	<b>F</b> QUICK START Key	Enables manual operation using a default weight, SPEED and a default time limit. <b>NOTE:</b> Default time and weight are adjustable through Maintenance Mode.
	STOP Button	Press the STOP button to enter pause mode. Workout will be suspended and a countdown timer will begin counting down from 2 minutes. To re-start workout press the  Key. To end the workout push the STOP button again
	<b>C</b> Flag Button	Displays language options, appears only on home screen
	<b>D</b> Unit Button	Unit toggle, appears only on home screen



**A Main Menu**

Workout controls, varies by unit. See the Menu Map for complete details.

**BLUETOOTH DEVICE PAIRING B**



Pushing the button opens the bluetooth menu. After selecting the device type, the console will show all available local devices. The display will show the unique console code. Once a device is paired with the console, the light will stop flashing and remain on to indicate the connection. Visit [openhubconnect.com](http://openhubconnect.com) for a list of compatible apps and demonstration video.



Fig. 15



**Pairing with Apple Watch E:** OpenHub consoles marked with this icon have the capability to connect using Near Field Communication (NFC) with Apple Watch (must be running WatchOS 4.2 or later and have option **Detect Gym Equipment** set to **On** in Watch settings for Workout App.)



**Pairing with Samsung Galaxy Watch:** OpenHub consoles marked with the Samsung icon also have the capability to connect with Samsung Galaxy Watch (must be running software 4.8 or later and have **NFC** set to **On**)<sup>1</sup>.

**To connect:** Hold the watch near the icon on the console (this is where the NFC reader is located). When the display and watch detect each other, the Bluetooth button on the display will flash and then turn solid blue, and watch will ask user to confirm connection with the display. Once connection is confirmed by user, it will finalize and data will begin to pass between console and watch. It is possible to make this connection either before the workout begins (recommended), or at any time during an active workout. At the end of workout, the connection will be terminated.

**Note:** when Apple Watch is connected to display, the Calories display window will show both Active and Total Calories per Apple Watch calculations.

<sup>1</sup> See [support.corehandf.com/Software](http://support.corehandf.com/Software) for version numbers and update instructions

**SCREEN VIEWS**



Fig. 16 Screen Elements

During most workouts, users can select from multiple screen view options by tapping the icons **G** at the bottom of screen. Screens vary by unit, all screens are shown in the Service Manual.

- Simple Key workout stats in a large and easily readable format
- Progress Workout stats plus graphical representation of segments
- Quick Workout stats plus customizable buttons to select incline/speed with single button press
- Entertainment View video from connected TV feed, or HDMI streaming from personal device
- Apps View (networked product only) Select from a preset list of on-board Apps, including:  
 YouTube, Facebook, Instagram, Twitter, Reddit,  
 Pinterest, BBC, NPR (list subject to change at any time)

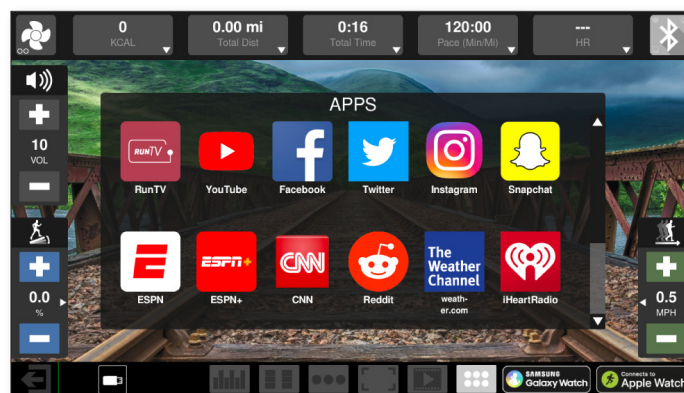







Fig. 17 Apps View

Other controls vary by unit:

	<b>A</b> Fan Button	Cycles the fan between three settings: <b>High, Low</b> and <b>Off</b>
	<b>C</b> Bluetooth	Button is grayed out if no device is connected to the console.
	<b>D</b> Adjustment Buttons	Allows user to increase/decrease speed or level depending on unit.
	<b>E</b> Exit/Back	This button has the same function as pressing stop button on hot bar, puts display into the pause screen.
	<b>F</b> Wallpaper	Select to set the screen background.

## Display Measurements B

Measurements are displayed at top of screen during workout, tapping any of the measurement boxes allows user to select alternative measures to display and may include the following measurements:

Calories	Active/Total calories burned Note: When connected to Apple Watch only
Time	Current total workout time
Pace	Current pace
Incline	Current degree incline
Cal/Hour	Current rate of calorie burn
METS	Current user METS
Speed	Current speed
Vehicle Distance	Height traveled/climbed
Calories	Accumulated calories burned
Watts	Current user Watts
Heart Rate	Current HR in beats per minute, if available

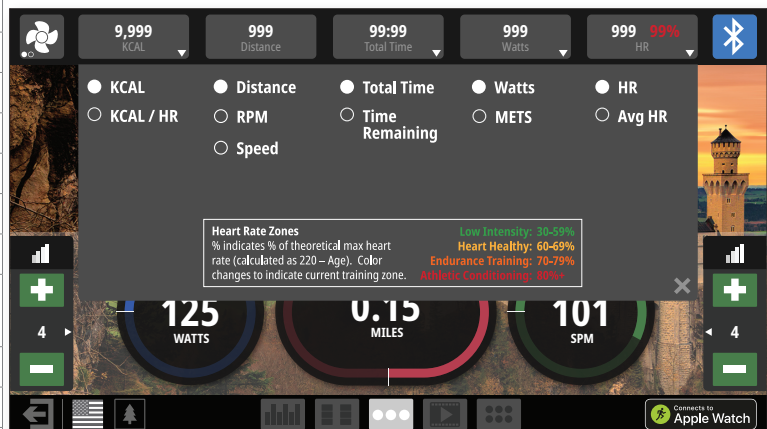


Fig. 18 Display Measurement Dropdown (BCT)



## WORKOUT SELECTION KEYS AND PROGRAM DEFINITIONS

On the main screen are several choices:

**Quick Start** Program will request user information to create more accurate calorie burn and heart rate zone calculations, then begin a fixed time (default length can be adjusted in maintenance mode) manual workout

### Existing Workouts

- 5K Time Trial
- Manual
- Random Hill
- Alpine Pass
- Evaluate Fitness (Fitness Test, Firefighter Test, Military Tests – see Service Manual for details)

### Build a Workout

- Custom Interval Training
- Heart Rate Training
- Time Goal
- Distance Goal
- Calorie Goal



Fig. 19 StarTrac Twenty

**Star Trac 20** A set of 5 different 20 minute High Intensity Interval Training (HIIT) program options, allowing users of all fitness levels to create a workout that allows them to experience the benefit of adding HIIT to their workout routine

**RunTV** A set of first person videos, allows users to choose from a variety of running paths to visually enhance their workout

## PROGRAM UPLOAD

Prior to starting a workout, a BlueTooth connected device can be used to upload a program to display on the console from a compatible app. The upload may contain user info such as age and weight.

1. In an App interface, select the option to Upload Program to Display and then select the program from the app to upload. Console will switch to shown page when responding to the app.

**NOTE:** if done while a workout is in progress, the display will not respond to the app command.



Fig. 20

2. The app will upload to the console. Pressing the cancel during this time will return to the home screen and remove any uploaded information from the console.



Fig. 21

- Once the program has loaded, press the green start button to progress to the setup screen.

**NOTE:** Console will return to home screen after 30 seconds or if cancel is pressed.

- If program fails to load, an error screen is displayed for 5 seconds before retuning to the home screen. Any error reporting is handled by the app, please check the app for additional details.



Fig. 22

- Information from the app may be adjusted on the setup screen, or press the GO button to begin the program.



Fig. 23

**MENU MAP - BIKE/CROSSTRAINER**

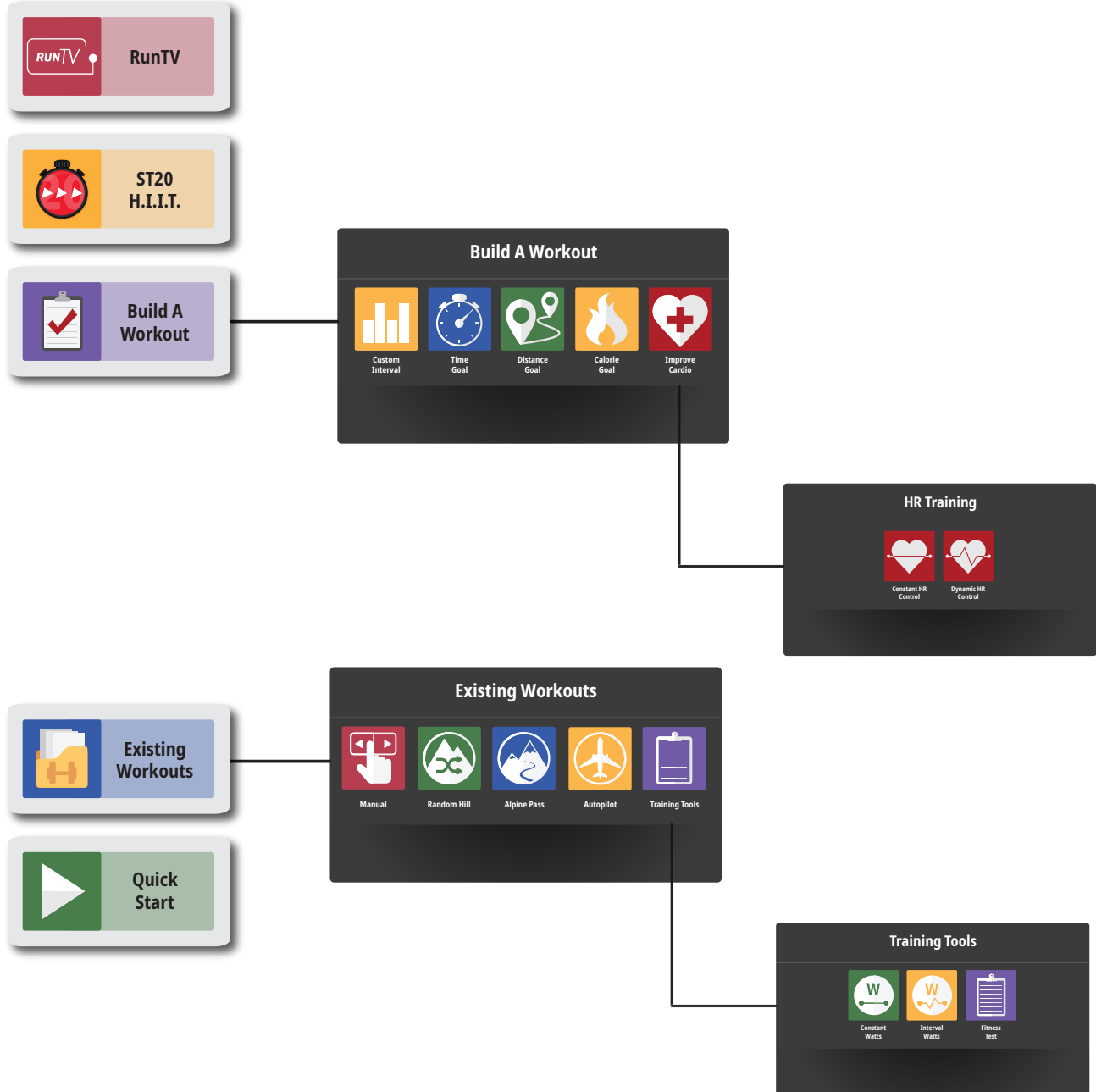


Fig. 24 BCT Menu Map

## LCD CONSOLE

Maintenance Mode allows access to service and diagnostic information, as well as provides the ability to adjust certain program default parameters. To enter Maintenance Mode<sup>1</sup>:

1. On the numeric keypad, press and hold the **0**, **2** and **OK** keys together. Service Menu will display.
2. Use direction buttons to navigate. Press the button to enter maintenance mode

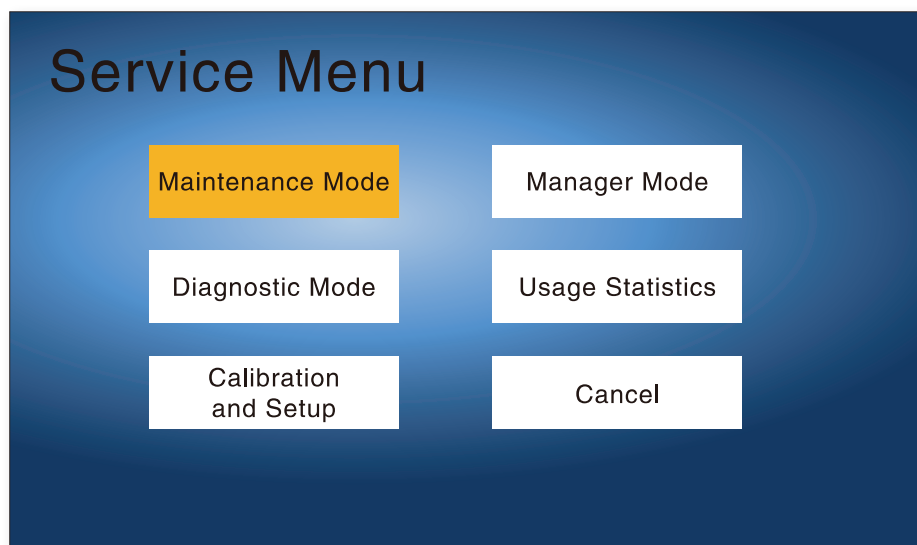


Fig. 25 Service Menu

The following keys are available in MAINTENANCE MODE:



### Numeric Keypad

Allows you to enter specific values for numeric parameters. These keys do not save the new value.

**NOTE:** To exit Maintenance Mode without saving any values or settings, press the key.



### Save Changes

Use the keypad directional arrows to navigate to the "Save and Exit" box then use the key to save.



### UNDO/BACK Key

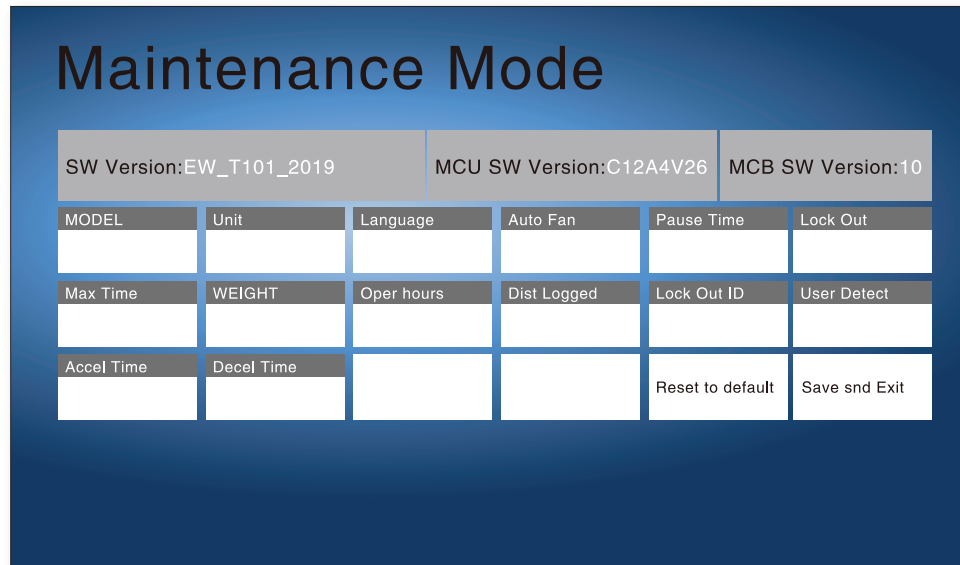
On the Numeric Keypad. Exits Maintenance Mode.

<sup>1</sup> 10" Touchscreen: Touch the top left corner, then the center and then the top left corner again. Service Menu will display. Tap Maintenance Mode  
15" Embedded: On the top of the touchscreen, tap the upper left corner, then upper right, then upper left again. Password Screen will display.  
Enter password 214 then tap OK. Service Menu will display. Tap Maintenance Mode.

The maintenance menus for the embedded displays contain many of the same options as for the LCD displays, as well as a few extra options related directly to embedded touchscreens, such as touchscreen calibration and an option to upload background images. Refer to the embedded manual for more information.

## MAINTENANCE MODE

While in Maintenance Mode, the following information can be accessed and/or modified:



SW Version:EW_T101_2019		MCU SW Version:C12A4V26		MCB SW Version:10	
MODEL	Unit	Language	Auto Fan	Pause Time	Lock Out
Max Time	WEIGHT	Oper hours	Dist Logged	Lock Out ID	User Detect
Accel Time	Decel Time			Reset to default	Save and Exit

Fig. 26

- **SW version** The latest software version loaded in the system.
- **MCU SW version** Software version for the MCU
- **MCB SW version** Software version for the MCB
  
- **Model** The product type (treadmill, bike, etc.).
- **Units** The units of measurement (English or Metric).
- **Language** The language that the messages are displayed in.
- **Auto Fan** Allows the manager/owner to select the Auto Fans Functionality (ON or OFF).
- **Pause Time** Allows the manager/owner to select the length of the pause (30, 45, 60, 90, or 120 seconds).
- **Lock Out** Allows the manager/owner to select the Lock Out Function (ON or OFF).
  
- **Max Time** The maximum time allowed for a single workout.
- **Weight** The default user weight used for Quick Start programs.
- **Oper Hours** The cumulative amount of usage hours.
- **Dist Logged** The cumulative distance logged.
- **Lock Out ID** Allows manager/owner to set a password for the Lock Out feature.
- **User Detect** Allows the manager/owner to select the User Detect Functionality (ON or OFF).
  
- **Accel Time** Allows the manager/owner to set the Acceleration Time of treadmill (From 25 to 60 seconds).
- **Decel Time** Allows the manager/owner to set the Deceleration Time of treadmill (From 20 to 60 seconds).

## MANAGER MODE

While in Manager Mode, the following information can be accessed and/or modified:

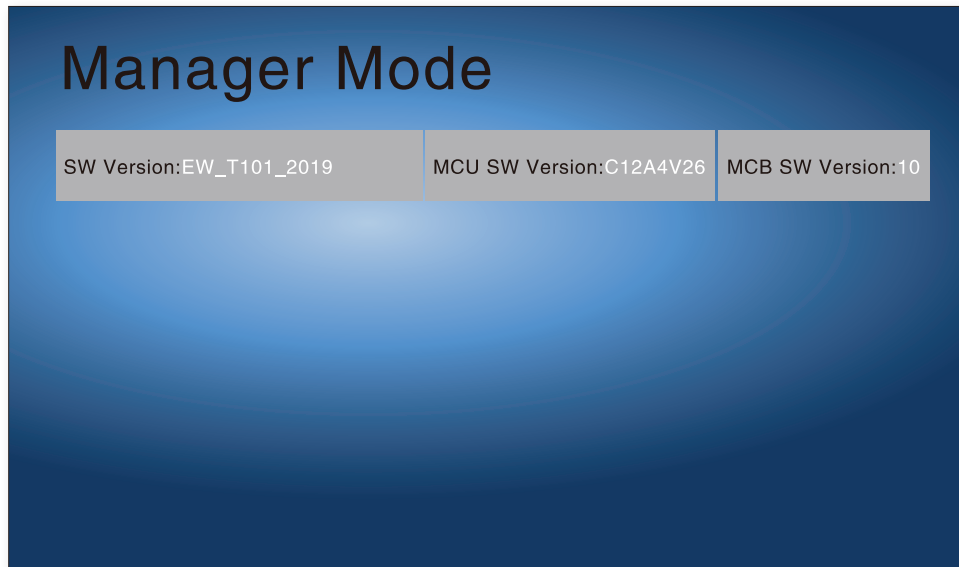


Fig. 27

- **SW version** The latest software version loaded in the system.
- **MCU SW version** Software version for the MCU
- **MCB SW version** Software version for the MCB

## TOOLS

Working on this product will require basic and/or sometimes specialty tools based on the type of service that will be performed at any time. To assist, we recommend having the tools listed available when performing maintenance.

Tool	
Metric Allen Key Set	Screwdriver Set, Phillips
Metric Open-Ended Wrench Set	Screwdriver Set, Flat
Large Adjustable Crescent Wrench	Torque Wrench
Metric Socket Set	Snap Ring Pliers
Multi-meter	USB - Flash Drive
Loctite 680	zip ties – various sizes

**IMPORTANT NOTE:** Do not use power tools on fasteners, it will damage the plastic shrouds.



## MAINTENANCE SCHEDULE

Some types of PM need to be performed more often than others. The frequency of PM depends a great deal on the use and environment of the unit. Basic scheduling is shown below, but timeline and PM schedules should be adapted to the environment and usage that the unit receives. Refer to the console manuals for further maintenance information on the consoles.

Maintenance Schedule	Daily	Weekly	Monthly	Every 6 Months	Yearly
<b>General Maintenance</b>					
Check Safety & Warning Labels	X				
Check for squeaks & vibrations		X			
Check steps are tight and are in good condition		X			
Check and tighten all hardware			X		
Check leveling feet			X		
Check all settings & keypad performance			X		
Check drive assembly for wear				X	
<b>Lubrication</b>					
Swing Arm Bearings				X	
<b>Cleaning</b>					
Clean Console	X				
Clean Side Covers	X				

## Preventive Maintenance Cautions

- While maintaining equipment you will want to avoid spraying any liquids directly onto any surface of the unit. Always spray cleaning solutions onto a clean towel first then wipe the unit.
- Do not use glass cleaners or any other household cleaners on the console. The console should be cleaned with a damp cloth and dried on a daily basis. Cleaning solutions can be made of a 5:1 dilution ratio, where 5 parts water are mixed with 1 part of Simple Green®, Fantastik®, or 409®. Do not spray water, or cleaner directly onto console USB Port.

## INSPECTION

Inspect the frame for any rust, bubbling, or paint chips during the daily cleaning. The salt in perspiration can damage the unpainted surfaces. Repair the damaged area with a touch-up paint kit purchased from Core Health & Fitness (call Customer Service for order information).

For Technical Support, Service, Parts Orders or any Customer Service needs, please contact us direct by phone, email, or through our 24 hour support site:

**GLOBAL SUPPORT CENTER**  
4400 NE 77th Avenue, Suite 300 Vancouver, WA 98662  
Tel: (360) 326-4090 • (888) 678-2476 • [service@corehandf.com](mailto:service@corehandf.com)

Warranty information: <https://corehandf.com/warranty>

To help us support you, please provide the following information when requesting assistance with your equipment:

- Facility Name & Address
- Product Serial Number
- Description of Issue

Our goal is to provide fast, reliable support to all your product support requests. We strive to answer all support requests under an average hold time of 3 minutes, all support emails within 1 business day and all field service requests within 48 hours.

## PREVENTATIVE MAINTENANCE

Protect your product & assure it always runs like new with a Core Advantage Preventative Maintenance or Extended Warranty Package. Contact your service manager for more information: [servicecontracts@corehandf.com](mailto:servicecontracts@corehandf.com)

# CORE CONNECT

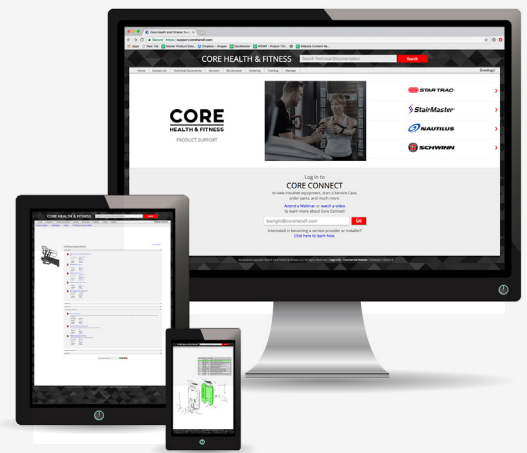
Core Connect is your portal to all things service! Whether you need to order parts or register your warranty, Core Connect is the most effective way to get what you need fast and keep your facility operating smoothly.

## OFFERS 24-HOUR SELF SERVICE ACCESS TO:

- General Inquiries
- Warranty Registration
- Preventative Maintenance
- Service Requests
- Parts Orders
- Automated partner payment
- Product technical library
- Transparency on service performance
- 24-Hour Automated Assistant
- Live Chat



Core Connect is accessible through our app on mobile devices



To request access scan or visit:  
**CONNECT.COREHANDF.COM**



**THIS PAGE INTENTIONALLY BLANK**

