



Owner's Manual

Save These Instructions – For Household/Residential Use Only

MODEL: PFE-1912-Smart
MODEL: PFE-1912

POWER: 120W, 110-120V~60Hz
POWER: 150W, 110-120V~60Hz

When using electrical devices, basic safety precautions should always be followed. Do not use the **PowerFit** until you have read this manual thoroughly.

Visit **TristarCares.com** for tutorial videos, product details, and more.
Guarantee Information Inside



BEFORE YOU BEGIN

It is very important that you read this entire manual, making certain that you are completely familiar with this device’s operation and precautions.



ELITE DELUXE
PFE-1912



ELITE
PFE-1912-Smart

Model Number	Supply Power	Rated Power	Maximum Weight
PFE-1912-Smart	AC 110-120V~60Hz	120W	220.46 lb. (100 kg)
PFE-1912	AC 110-120V~60Hz	150W	220.46 lb. (100 kg)

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IMPORTANT SAFEGUARDS

⚠ WARNING: READ ALL INSTRUCTIONS BEFORE USING THIS DEVICE.
CONSULT YOUR DOCTOR BEFORE BEGINNING ANY NEW HEALTH REGIME.

When using an electrical appliance, basic precautions should always be followed, including the following:

1. This device should never be left unattended when plugged in. Unplug the device from the power outlet when not in use and before putting on or taking off parts.
2. Do not operate under a blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.
3. Do not operate this device under any object.
4. This device is not intended for use by persons with reduced physical, sensory, or mental capabilities or lack of experience and knowledge unless they are under supervision or have been instructed how to use the device by a person responsible for their safety. Keep children under the age of 13 away from this device.
5. Use this device only for its intended use as described in this manual. Do not use attachments not recommended by the marketer.
6. Never operate this device if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or if it has been dropped into water. Contact Customer Service using the contact information on the back of this manual.
7. Do not carry this device by its power cord or use the cord as a handle.
8. Keep the power cord away from heated surfaces.
9. While standing on this device, do not bend down to change the device's control panel settings. Use the Remote Control to change the speed or time when actively using the device. Never operate the device with the air openings blocked. Keep the air openings free of lint, hair, and the like.

10. Never drop or insert any object into any opening.
11. Do not use outdoors.
12. Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
13. To disconnect, turn all controls to the off position and then remove the plug from outlet.
14. Inspect the Elastic Bands and handles before every use. Check for cuts, nicks, scratches, cracks, punctures, discoloration, or anything that looks like the band may be weakened in that area. If any flaws in the bands are discovered, discard the band immediately and never attempt to repair a damaged band.
15. The handles and ends of the Elastic Bands where the bands connect to the handles should be checked for damage before each use. Do not use if the handles or bands are damaged.

⚠ WARNING:
TO REDUCE THE RISK OF PERSONAL INJURY, READ AND UNDERSTAND ALL INSTRUCTIONS BEFORE USING THIS DEVICE

- Keep children under the age of 13 away from this device.
- Servicing or cleaning must be performed with the device disconnected from the power supply.

⚡ DANGER:
TO REDUCE THE RISK OF ELECTRIC SHOCK:
Always unplug this device from the electrical outlet immediately after using and before cleaning.

⚠ WARNING: For California Residents
This product can expose you to Bisphenol A, which is known to the State of California to cause birth defects or other reproductive harm. For more information, go to www.P65Warnings.ca.gov.

IMPORTANT SAFEGUARDS

⚠ CAUTION: Attaching the Power Cord

- DO NOT USE WITH ANY OTHER ELECTRICAL OUTLET or modify the plug.
- The **PowerFit** has been designed for use with a 3-prong, 120V dedicated electrical outlet only. Always attach electrical cord to the **PowerFit** before plugging the device into an outlet. Plug into a 3-prong wall outlet with no other appliances on the same outlet. Plugging other appliances into the outlet may cause the circuit to overload.
- In the event of device malfunction, disconnect the Power Cord quickly from the device with a gentle tug where it is connected to the device.
- Never tug the plug forcefully from the wall outlet.
- **NEVER USE WITH AN EXTENSION CORD.** A detachable power-supply cord is provided to reduce the risk from becoming entangled in or tripping over a longer cord.
- A short power supply cord is provided to reduce risk of becoming entangled or presenting a tripping hazard.
- Always step off the device before adjusting the device's settings.

Grounding Instructions

This device must be grounded. If it should malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This device is equipped with a cord that has an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

⚡ DANGER:
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 device is properly grounded. Do not modify the plug provided with the device – if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

This device is for use on a nominal 120-V circuit and has a grounding plug that looks like the plug illustrated in **Fig. A**. Make sure that the device is connected to an outlet having the same configuration as the plug. No adapter should be used with this device.

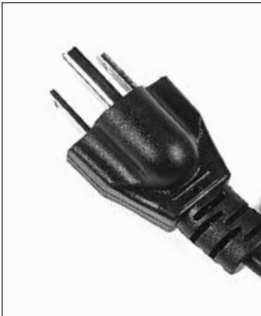


Fig. A

**SAVE THESE INSTRUCTIONS –
FOR HOUSEHOLD/RESIDENTIAL USE ONLY**

Features & Benefits

How Does it Work?

By placing your feet in different positions on the exercise area, you will be able to simulate walking, jogging, and running while you stand on **PowerFit** inside the comfort of your own home. It is recommended to use **PowerFit** for 10 minutes a day 3 days a week.

Before Using the PowerFit for the First Time

- Always use the device on a stable, horizontal surface.
 - Keep the device at least 8 inches away from any wall or object.
 - When using the device for first time, sit down on a chair placed in front of the device and put your
- feet on it. Then, turn on the device in order to test the intensity of the movements. This method will allow you to get used to the device's vibrations.
 - Make sure to wear comfortable clothes and footwear for exercise.
 - The Remote Control requires two AAA batteries.

Parts & Accessories

Your **PowerFit** has been shipped with the parts and accessories shown below. Check everything carefully before use. If any part appears damaged, do not use this device and contact Customer Service using the number located in the back of this manual.

1. ANTI-SLIP COVER

2. INTERMEDIATE COVER

3. BASE COVER

4. ANTI-SLIP RUBBER BASES

5. ELASTIC BAND ANCHOR POINTS*

6. POWER SWITCH

7. POWER CORD SOCKET

8. CONTROL PANEL

9. REMOTE CONTROL

10. POWER CORD

11. EXERCISE ELASTIC BANDS WITH FIT TENSOR TECHNOLOGY*

12. TPE RESISTANT BANDS (3)†

13. VIBRATION MAT†

* Elite Deluxe model only.
† May be sold separately.

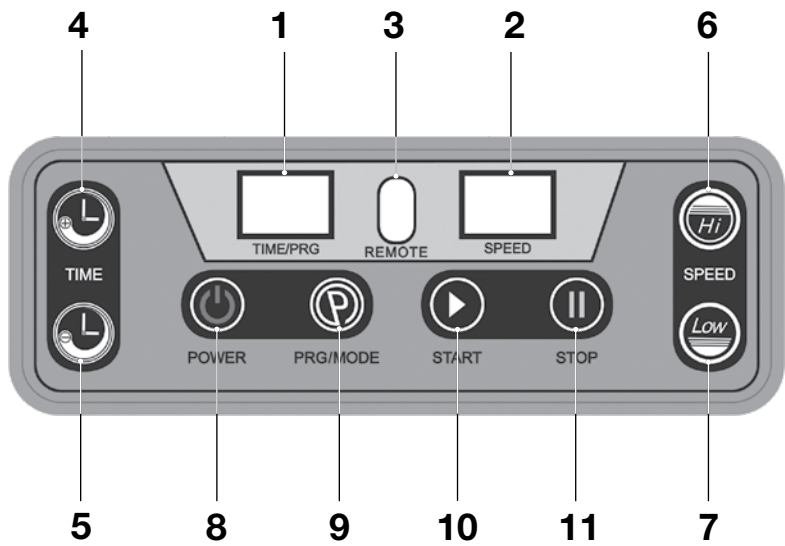


WARNING:
LATEX ALLERGY: Resistance bands are made of latex.

Parts & Accessories

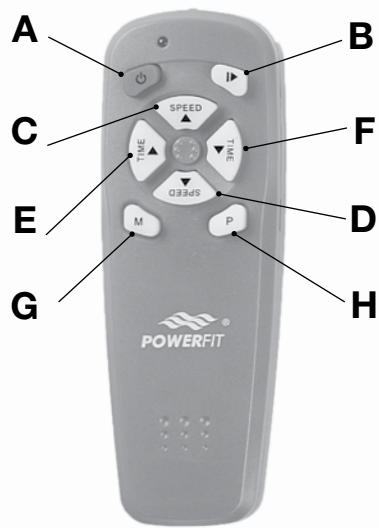
PowerFit Control Panel

- 1. TIME/PROGRAM DISPLAY
- 2. SPEED/PROGRAM DISPLAY
- 3. INFRARED RECEPTOR FOR THE REMOTE CONTROL
- 4. INCREASE TIME
- 5. DECREASE TIME
- 6. INCREASE SPEED
- 7. DECREASE SPEED
- 8. ON/OFF
- 9. PROGRAM SELECTION
- 10. START EXERCISE
- 11. STOP EXERCISE



PowerFit Remote Control

- A. ON/OFF
- B. START/STOP
- C. INCREASE SPEED
- D. DECREASE SPEED
- E. INCREASE TIME
- F. DECREASE TIME
- G. SKIP SPEED TO 30, 60, AND 90
- H. PROGRAM SELECTION



Remote uses two AAA batteries (not included).

- Non-rechargeable batteries are not to be recharged.
- Rechargeable batteries are only to be charged under adult supervision.
- Rechargeable batteries are to be removed from the device before being charged.
- Different types of batteries or new and used batteries are not to be mixed.
- Batteries are to be inserted with the correct polarity.
- Exhausted batteries are to be removed from the remote.
- Never drop or insert any object into any opening.

Walking, Jogging and Running

PowerFit is a vibrating platform that simulates the action of walking, jogging, or running through horizontal oscillatory movements. Placing your feet closer together while standing on the device simulates walking, while placing your feet farther apart simulates jogging.

The Three Stances

With **PowerFit**, you can experience the sensation of walking, jogging, or running in the comfort of your home. The Feet Position table shows the differences between the three different stances available for use on the **PowerFit**.

	Feet Position
Walking	Close together on the center of the Unit
Jogging	Slightly separated
Running	Separated and planted toward the edge of the Unit

General Operating Instructions

Modes of Use

PowerFit gives you two modes of use: manual mode and automatic mode. In both modes, you can use the exercise Elastic Bands.* To use the Elastic Bands, attach the hook on each Elastic Band to one of the Elastic Band Anchor Points, located at the back of the device.

* Elite Deluxe model only.

Manual Mode

Using manual mode, you can set the time and the speed of the exercise. To use manual mode:

1. Connect the Power Cord of the device in the outlet. Use the Power Switch to turn on the device.
2. Press the On/Off button on the Remote Control or the Power Button on the Control Panel.
3. Use the Increase Time and Decrease Time Buttons on the Control Panel or Remote Control to set an exercise time (range: 1–10 minutes; interval: 1 minute). The current exercise time is displayed on the Time/Program Display on the Control Panel.
4. Press the Start Button on the Control Panel or the Start/Stop Button on the Remote Control to begin the exercise.
5. Use the Increase Speed and Decrease Speed Buttons on the Control Panel or Remote Control to adjust the vibration speed (range: 1–99; interval: 1). You can press the Skip Speed Button on the Remote Control to rapidly increase vibration speed to 30. Refer to the table on the right for recommended vibration speeds and exercise times according to your level of experience.
6. Press the Stop Button on the Control Panel or the Start/Stop Button on the Remote Control to stop the exercise at any time.
7. When you are done with the exercise, press the On/Off Button on the Control Panel or the Remote Control to turn off the device.
NOTE: To stop the device prior to the set time expiring, press the Start/Stop Button on the



CAUTION: Before each use, ensure that the Elastic Bands are undamaged and properly anchored to the **PowerFit**. Do not use if the Elastic Bands or Anchor Points are damaged. Before starting a workout, place the Elastic Bands in your hands. Do not pick up the Elastic Bands while the device is on.

Speed for Each Level			
Time (minutes)	Beginners	Intermediate	Advanced
10	30-33	64-66	98-99
9	27-39	62-64	96-98
8	24-26	60-62	94-96
7	20-23	56-59	92-94
6	16-19	53-55	88-91
5	13-16	49-52	84-87
4	10-12	45-48	81-83
3	6-9	41-44	75-78
2	4-5	37-40	71-74
1	1-3	34-36	67-70

NOTE: Always step off of the device before adjusting the device's Control Panel.

Remote Control or step off the device and press the Stop Button on the Control Panel.

8. Manual mode can also be accessed by pressing the Program Selection Button until “88” displays on the Control Panel.

General Operating Instructions

Automatic Mode

When using Automatic Mode, the device will follow your selected preset exercise program. To use Automatic Mode:

1. Connect the Power Cord of the device to the outlet. Use the Power Switch to turn on the device.
2. Press the On/Off Button on the Control Panel or the Remote Control.
3. Press the Program Selection Button to cycle between the three available preset program (P1, P2, and P3). P1 is intended for beginners. P2 is intended for intermediate users. P3 is intended for advanced users. Refer to the table on the right for detailed information about the preset programs.
4. When you have selected your desired program, press the Start Button on the Control Panel or the Start/Stop Button on the Remote Control to begin the exercise. Step onto the device.
5. Press the Stop Button on the Control Panel or the Start/Stop Button on the Remote Control to stop the exercise at any time.
6. When you are done with the the exercise, step off the device and press the On/Off Button on the Remote Control or the Power button on the Control Panel.

Additional Information

- When using the P1, P2, or P3 program settings, the time is automatically set to 10 minutes. The device will count up to the required speed at the start of the program. The speed varies by the minute (see the "Program Speed" chart). With around 40 seconds remaining, the speed will reduce to a slower speed. The speed varies based on the selected program. At 10 seconds remaining, the device will begin to count down to 0. The device should be at 0 speed when time is at zero.

- If using the manual setting, the time and speed are controlled by the user. The time has a maximum of 10 minutes per routine. Once the time expires on the routine, the device can be used again. There is no downtime needed.
- If the Remote Control is being used, the remote can become overwhelmed with instructions and can freeze. It is best to turn off and unplug the device to reset the Remote Control. You need to manually change the settings until the remote is reset.
- The remote can affect other electronic components that use remote controls, such as TVs and stereos.
- When you press the Stop Button on the Remote Control or on the device, the speed will count down to zero.

Speed for Each Program			
Time (minutes)	Beginners P1	Intermediate P2	Advanced P3
9	16	20	10
8	18	40	44
7	28	60	99
6	38	80	33
5	48	99	99
4	58	40	22
3	48	99	99
2	38	40	11
1	28	99	99

NOTE: Always step off of the device before adjusting the device's Control Panel.

Stretching

Stretching Routines

TALK TO YOUR PHYSICIAN BEFORE STRETCHING AND USING THIS DEVICE.

Before starting any exercise routines with this device, we recommend stretching to gain flexibility and reduce muscle pain. Stretching routines must be done slowly and gently without any swift movements or jumping. Perform the exercises until you feel a slight but not painful tension while stretching for 20–30 seconds. You must breathe slowly, rhythmically, and naturally in order to oxygenate your body thoroughly. **NOTE:** You do not need to stretch before using the device. Do not perform these stretches if you have any physical limitations.

Quadriceps Stretching

Standing with your back straight, step forward with your right foot and place your left foot behind your body and your right hand on your leg. Stretch your left side while maintaining a straight position. Maintain this position for 20–30 seconds and then repeat by switching leg positions.



Back Stretching

Stand up with your feet shoulder width apart. Lean forward and place your hands on your thighs for support. Flex your lower back in an arched position and hold the position for 20–30 seconds. Then, straighten your back and repeat.



Tendon Stretching

Stand with your feet close together and pointing forward. Extend your right foot with the heel on the ground and toes facing upward while flexing your left leg slightly. Lean your upper body forward with your hands on the thighs for support. Maintain the position for 20–30 seconds and then repeat with the other leg.



Calf Stretching

With your toes pointing in front of you, step forward with your right foot and lean forward while bending your right knee. Do not allow your knee to pass the tip of your foot. Keep your left leg straight and your left foot on the floor. Maintain the position for 20–30 seconds and then repeat with the other leg.

Stretching

Calf And Hip Stretching

With your toes facing forward, step forward with your right foot. Lean forward while bending your right knee. Do not allow your knee to pass the tip of your foot. Keep your left leg straight and your left heel on the floor. Twist your torso toward your left leg while keeping your hip facing forward. Maintain the position for 20–30 seconds and then repeat with the other leg.

Shoulder Stretching

Stand upright with your feet together. Cross your right arm to the other side of your body. Use your left hand to keep your arm in position and push. Maintain the position for 20–30 seconds and then repeat with the other arm.

Inner Thigh Stretching

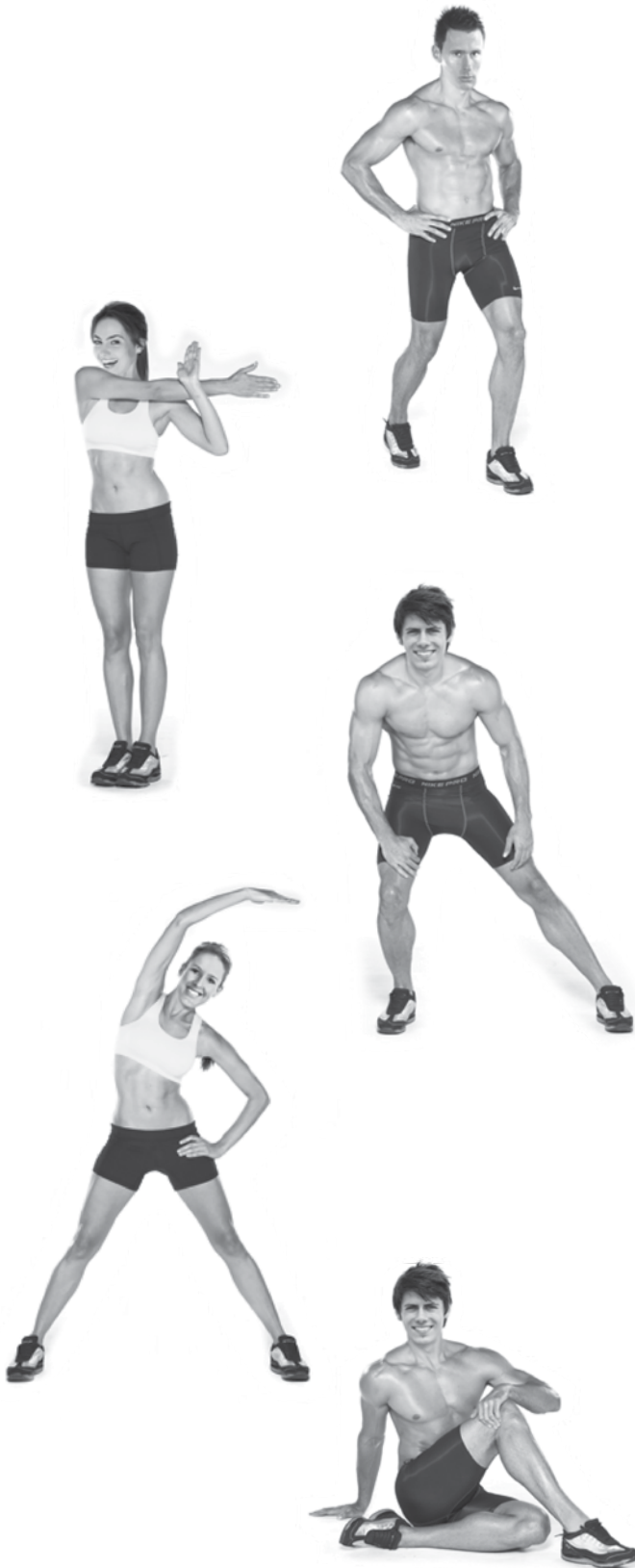
Stand with your legs apart at a comfortable distance. Lean forward, bending your right knee. Do not allow your knee to pass the tip of your foot. Place your hands on your thighs for support. Maintain the position for 20–30 seconds and then repeat with the other leg.

Oblique Muscles Stretching

Stand with your legs apart and feet pointing forward. Extend your right arm above your head as far as you can. Maintain the position for 20–30 seconds and then repeat with the other arm.

Buttocks, Hip, And Oblique Muscles Stretching

While seated on the floor, bend one leg over the other. While keeping the body in a straight position, press your hand against the outer part of your thigh in order to bring the thigh closer to the body. Maintain the position for 20–30 seconds and then repeat with the other leg.



Stretching

Triceps Stretching

Raise your left elbow and reach toward your upper back. Stand upright with your feet together or apart and your knees bent slightly. Point your left elbow toward the ceiling and touch the center of your upper back with your left hand. If you cannot reach your upper back, put your hand on the back of your head instead. Bend your head forward when you put your hand on it and then push your head back gently

Back And Thighs Stretching

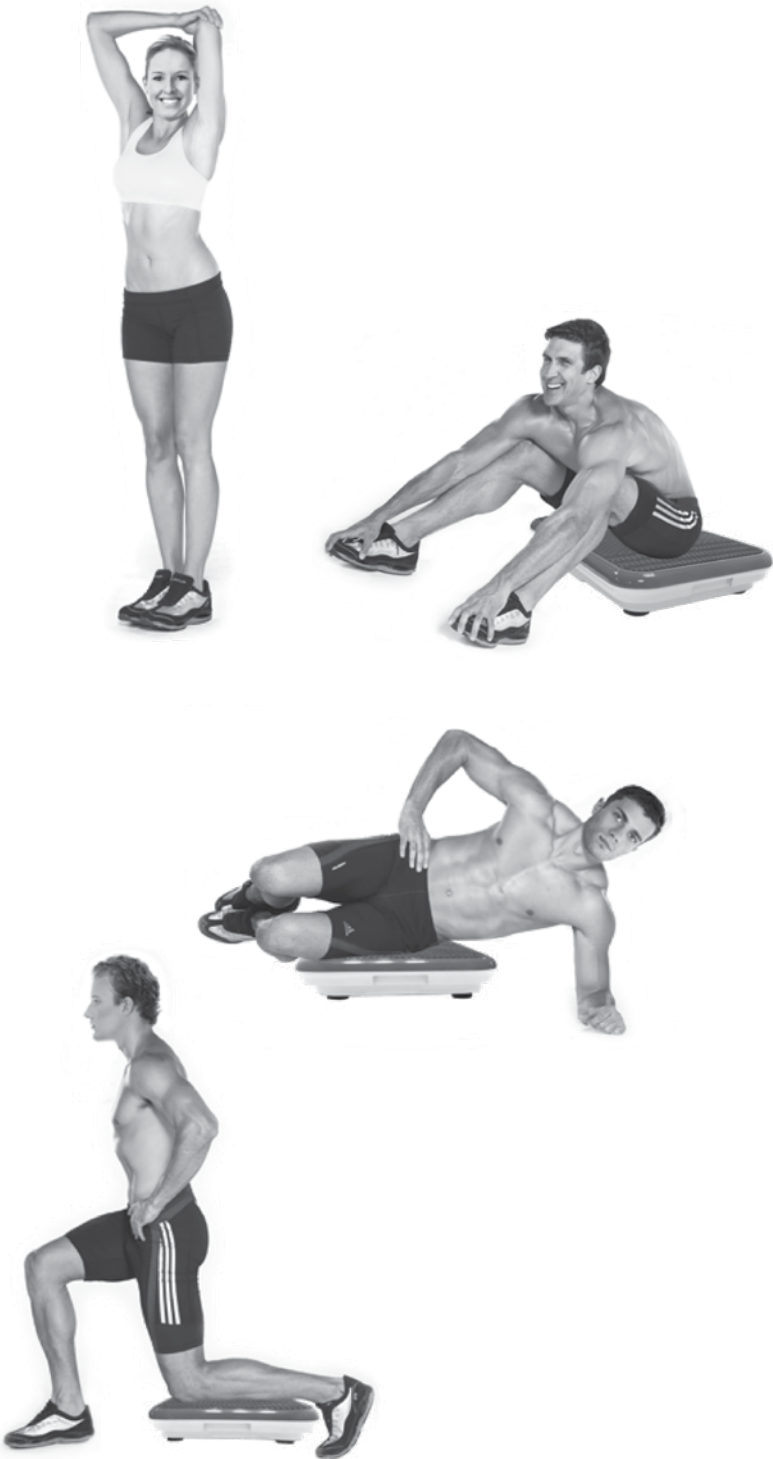
Sit down on the device with your legs apart and the soles of your feet on the floor. Arch your back and lean forward to touch your toes with your hands.

Abs And Hip Stretching

Lie on your side with your hip on the device. Elevate your legs and hold on with only one arm on the floor while keeping your abdomen tight. Then, switch sides and repeat.

Calves And Legs Stretching

Stand with the device in front of you. With your hands on your hips, put your right leg in front of the device and bend your left knee down to touch the surface of the device. Maintain the position for 20–30 seconds and then repeat with the other leg.



Workout

Complementary Workouts

NOTE: All workouts should be performed with the device powered on.

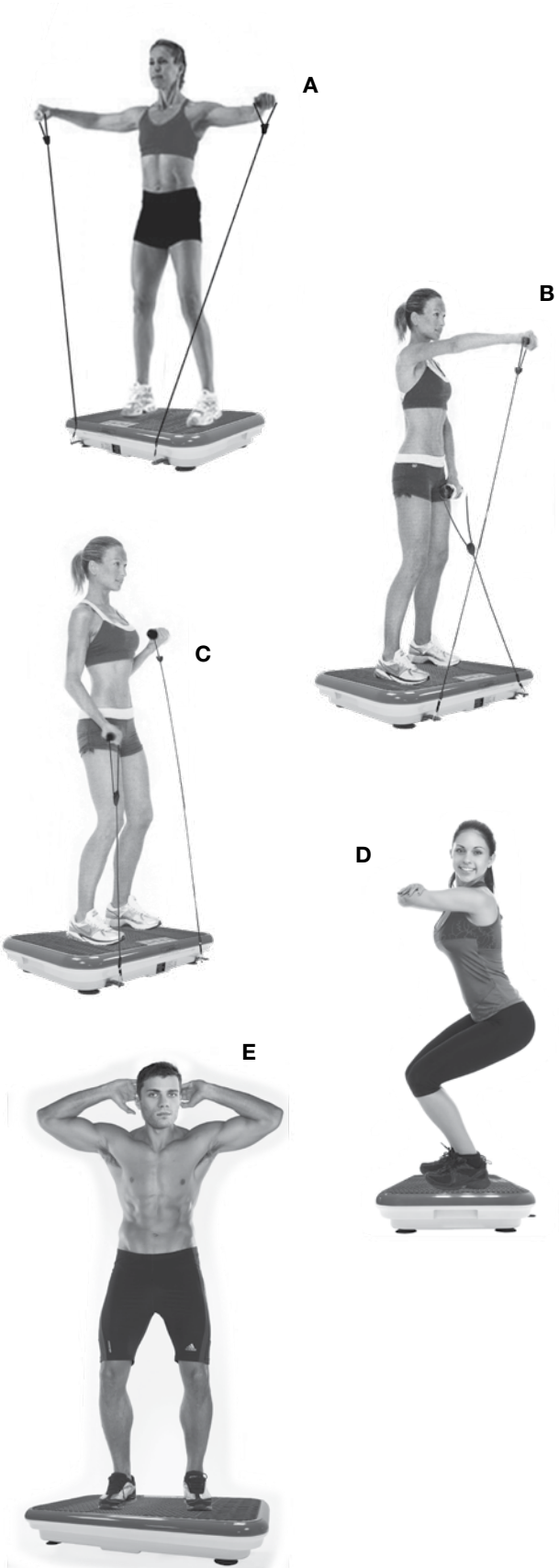
A Stand on the device with your legs separated and aligned with your shoulders. Take the Elastic Bands in your hands. Place your hands on the outside of your legs and then raise your arms upward and outward as far as you can with your elbows always in a straight position. Repeat the motion until the device stops vibrating.
WORKS: *Abs, thighs, biceps, and arms.*

B Stand on the device with your legs separated and aligned with your shoulders. Take the Elastic Bands in your hands. Place your hands on the outside of your legs and then lift your right hand up to chest height while keeping your elbow straight. Lower your right hand and raise your left hand. Repeat the motion until the device stops vibrating.
WORKS: *Abs, thighs, arms, back, and biceps.*

C Stand holding the Elastic Bands in each hand with your arms by your sides. Ensure your elbows are close to your torso and your palms are facing forward. Keep your upper arms stationary and exhale as you curl the Elastic Bands up to shoulder level while contracting your biceps. Lower your left arm and raise your right arm in the same manner. Repeat until the set exercise time is complete.
WORKS: *Abs, thighs, arms, back, and biceps.*

D Stand on the device with your legs separated and aligned with your shoulders and your knees slightly bent. Cross your arms and place your palms on the opposite forearm in order to maintain balance. Tighten your abs to help with balance. Repeat the motion until the device stops vibrating.
WORKS: *Abs, thighs, triceps, and buttocks.*

E Stand on the device with your legs separated and aligned with your shoulders. Place your hands on your neck and perform squats very slowly while maintaining balance.
WORKS: *Abs, thighs, triceps, buttocks, and back.*



Workout

F Place the heel of one foot on the device. Bend your legs without moving the other foot from the floor and keep your back tight.
WORKS: *Calf, thighs, and buttocks.*

G Place your left foot on the device and the other foot on the floor. Keep both legs straight. Stretch toward the leg on the device, sliding your left arm down your leg and your right arm above your head. Then, repeat with the other leg.
WORKS: *Hips, calf, and adductor muscles.*

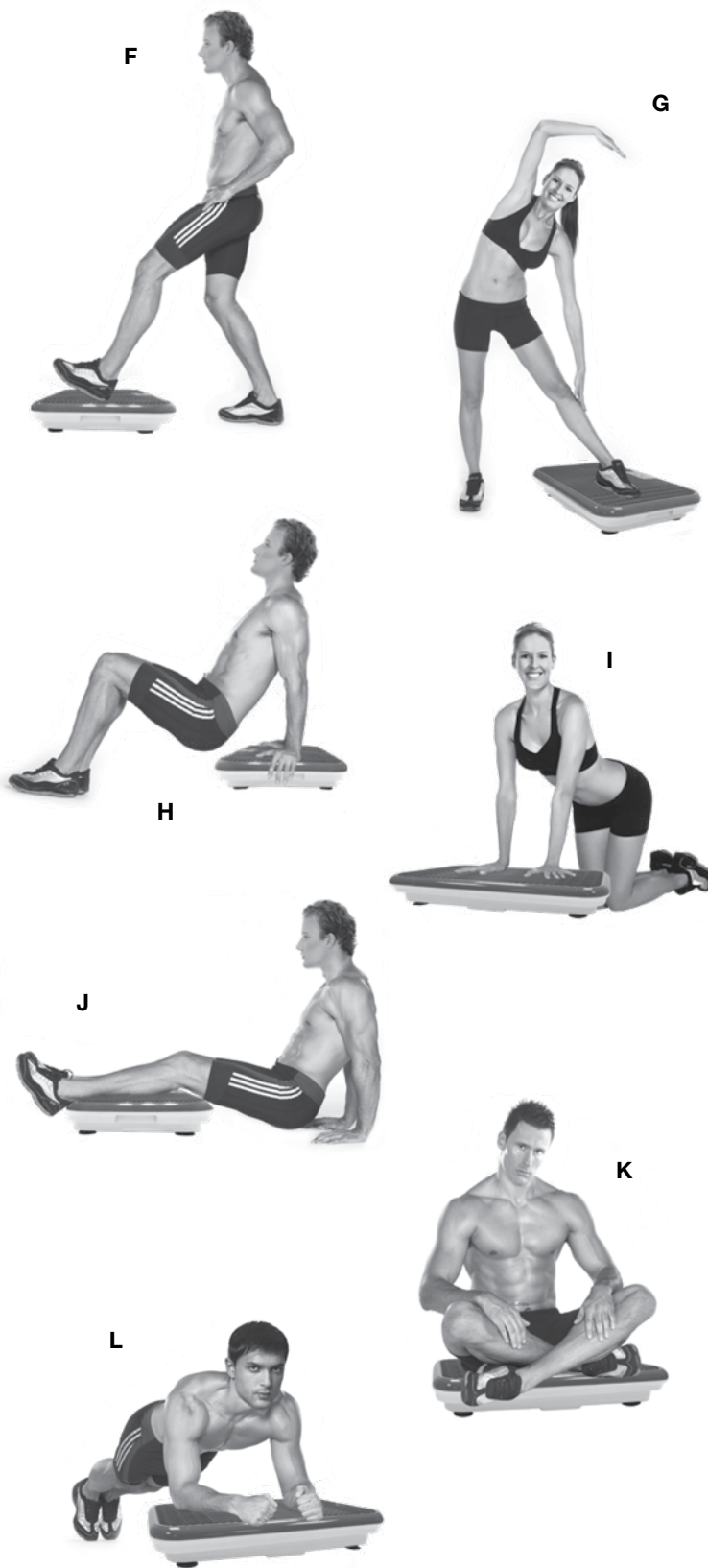
H Place your feet flat on the ground in front of the device. Place both hands on the device with your elbows slightly bent to support your body weight. Keep your abs tight.
WORKS: *Triceps, biceps, abs, forearm, dorsal muscles, back, shoulders, and pectorals.*

I Kneel on the floor with both hands on the device and keep your arms straight while bending the back slightly.
WORKS: *Back, hips, shoulders, forearms, biceps, and triceps.*

J Sit down on the floor and place your calves on the device with the palms of your hands on the floor. Keep your back straight.
WORKS: *Calf, femoral muscles, and quadriceps.*

K Sit on the device with your legs crossed or in lotus position with your back straight. Keep your abs tight.
WORKS: *Hips, abs, buttocks, and back.*

L Place your forearms on the device and the tips of your toes on the floor. Keep your whole body straight and tighten your abs and buttocks.
WORKS: *Arms, back, abs, buttocks, thighs, calf, and shoulders. Also helps to strengthen the neck.*



Workout

M Place your palms on the device and the tips of your toes on the floor. Keep your whole body straight and tighten your abs and buttocks.
WORKS: *Arms, back, abs, buttocks, thighs, calf, and shoulders. Also helps to strengthen the neck.*

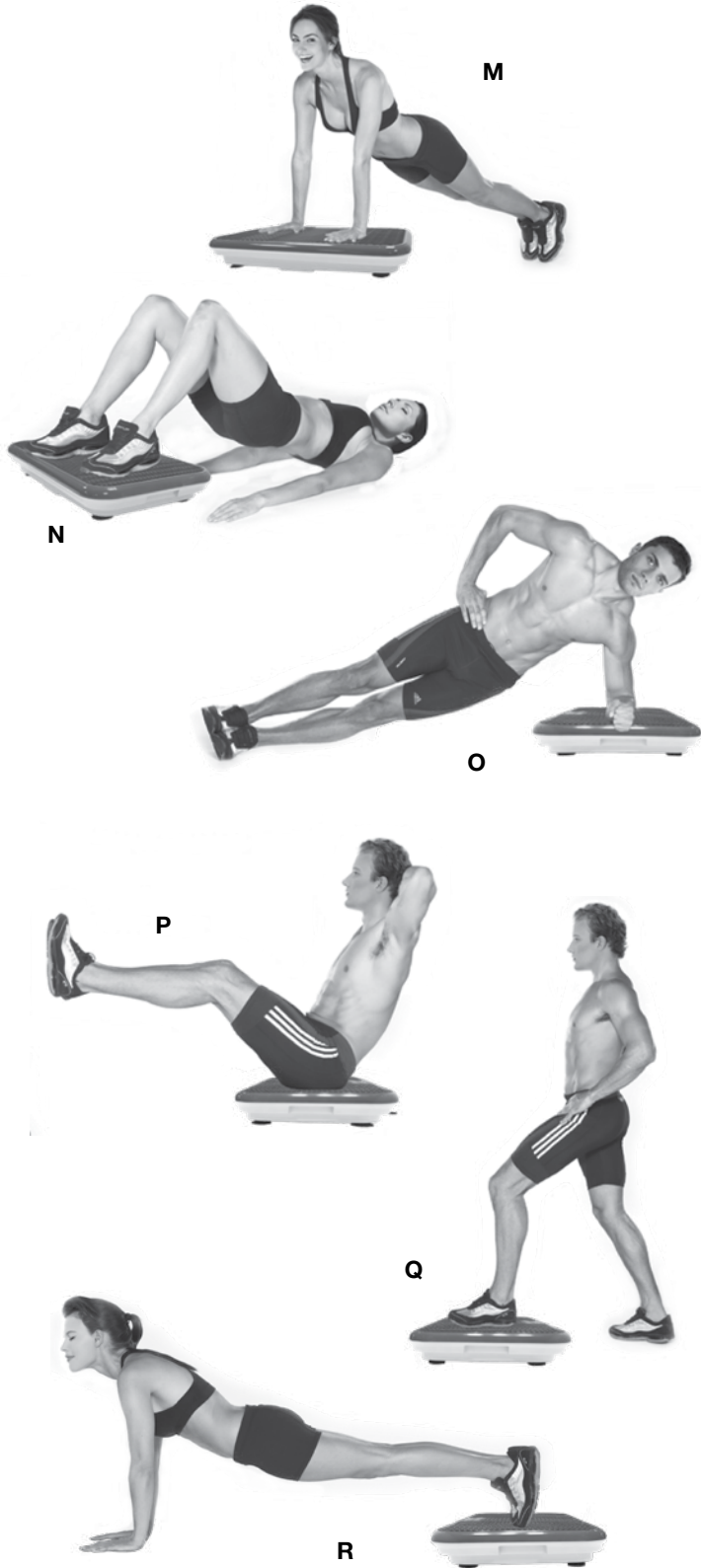
N Lie on your back on the floor with the soles of your feet on the device. Lift your hips, raising your lower back off the floor. Tighten your abs and buttocks. Maintain the position for a few seconds before returning to the starting position and repeating.
WORKS: *Calf, thighs, buttocks, abs, and back.*

O Lie on your side on the floor, place your forearm on the device, and support all your weight on your forearm. Stretch your legs with one leg against the other. Tighten your whole body.
WORKS: *Forearm, biceps, triceps, shoulders, back, buttocks, and abs. Also helps to strengthen the neck.*

P Sit down on the device with your hands behind your neck or crossed on your chest. While keeping your spine straight, lean back slightly and lift your feet, bringing your shins parallel to the floor. Alternatively, you can bend your knees.
WORKS: *Abs, buttocks, and legs.*

Q Place your left foot on the device and the other foot on the floor with your knee slightly bent. Keep your back straight.
WORKS: *Calf and thighs.*

R Place your body in a push-up position. Then, place the tips of your toes on the device and your palms on the floor. Keep your back straight.
WORKS: *Back, chest, shoulders, buttocks, and calf.*



Maintenance & Cleaning

Before cleaning the device, make sure that the Power Switch is off and that the Power Cord is unplugged from the outlet.

- You can use a dry, clean broom or brush to sweep dust from device.
- The exercise area can be cleaned with a slightly wet cloth.
- Do not clean the device with corrosive substances because they can damage the device.

- Clean the remote control with a clean cloth.
- If you are not using the device for a long time, put it in its packaging box and store the box in a cool, dry place. Remove the batteries from the remote control.
- If **PowerFit** presents any issues that cannot be solved using the solutions in the Troubleshooting section, please contact Customer Service using the contact information in the back of this manual.

Troubleshooting

Issue	Cause	Fix
The device does not work.	The Power Cord is not plugged into a power outlet.	Connect the Power Cord to a power outlet.
	The Power Switch is in the Off position.	Place the Power Switch in the On position.
The Remote Control does not work.	The Remote Control's batteries are dead.	Replace the batteries.
	The remote control is too far away from the device's Infrared Receptor.	The effective distance of the Remote Control is 6.56 feet (2 m).
The machine stopped working suddenly.	The programmed exercise time ended.	Reset the exercise time.
The device is not responding.	Too many commands were input at once and the device cannot respond to all of them.	Turn off the device, wait 1 minute, and turn the device back on again.

Frequently Asked Questions

How often should I use the device for best results?

The recommended routine is 10 minutes a day, 3 times each week – total 30 minutes per week. Review the instruction manual and workout guide for more options.

Are there programs available for beginners?

Yes, there are programs for beginners, intermediate, and advanced users.

What is the length of the power cord?

The power cord length is 72 inches (1.83 m).

Can I use the PowerFit while pregnant?

It is not recommended to be used during pregnancy.

Can I use PowerFit after a recent surgery?

If you have any known health concerns or recently had surgery, It is recommended that you consult your doctor or physician first before using the device.

Is PowerFit similar to a treadmill?

No, it is not. Vibration is a gentle workout that is easy on the joints. Unlike the treadmill, you don't do any walking. You simply stand and/or perform simple exercises on a movable, vibrating platform. This causes your muscles to contract while using your own body weight.



90-Day Money-Back Guarantee

The **PowerFit Elite** and **PowerFit Elite Deluxe** are covered by a 90-day money-back guarantee. If you are not 100% satisfied with your product, return the product and request a replacement product or refund. Proof of purchase is required. Refunds will include the purchase price, less processing and handling. Follow the instructions in the Return Policy below to request a replacement or refund.

Replacement Guarantee Policy

Our products, when purchased from an authorized retailer, include a 1-year replacement guarantee if your product or component part does not perform as expected, the guarantee extends only to the original purchaser and is not transferable. If you experience an issue with one of our products within 1 year of purchase, return the product or the component part for replacement with a functionally equivalent new product or part. The original proof of purchase is required, and you are responsible to pay to return the unit to us. In the event a replacement unit is issued, the guarantee coverage ends six (6) months following the receipt date of the replacement unit or the remainder of the existing guarantee, whichever is later. Tristar reserves the right to replace the unit with one of equal or greater value.

Return Policy

If, for any reason, you would like to replace or return the product under the money-back guarantee, your order number can be used as the return merchandise authorization number (RMA). If the product was purchased in a retail store, return the product to the store or use "RETAIL" as the RMA. Return your product to the address provided below for a replacement, which will incur no additional processing and handling fees, or for the refund of your purchase price, less processing and handling. You are responsible for the cost of returning the product. You can locate your order number at www.customerstatus.com. You can call customer service at 973-287-5186 or email info@tvcustomerinfo.com for any additional questions. Pack the product carefully and include in the package a note with (1) your name, (2) mailing address, (3) phone number, (4) email address, (5) reason for return, and (6) proof of purchase or order number, and (7) specify on the note whether you are requesting a refund or replacement. Write the RMA on the outside of the package.

Send the product to the following return address:

PowerFit
Tristar Products
500 Returns Road
Wallingford, CT 06495

If the replacement or refund request has not been acknowledged after two weeks, please contact Customer Service at 973-287-5186.

Refund

Refunds requested within the money-back guarantee timeframe will be issued to the payment method used at purchase if the item was purchased directly from Tristar. If the item was purchased from an authorized retailer, proof of purchase is required, and a check will be issued for the item and sales tax amount. Processing and handling fees are non-refundable.



We are very proud of the design and quality of our
PowerFit®

This product has been manufactured
to the highest standards. Should you have any questions,
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