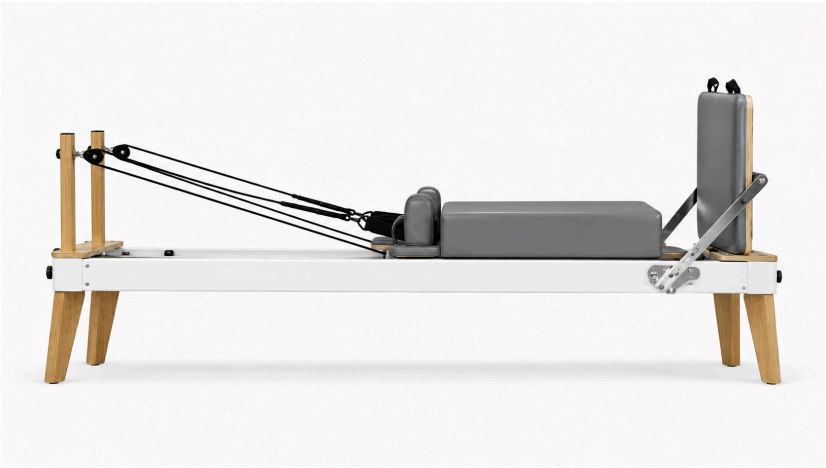
THE VIRTÙ LINE

Assembly and User Manual

Pilates Reformer



Product line:	The Virtù Line
Scope:	All Reformer models of the product line
Model, serial number, loading class:	see label on the device
Version / Issue:	Rev. 1.9 · August 2026
Manufacturer / Person responsible in the EU:	Bodyfit Handels KG · Wiener Straße 190 · 4020 Linz · Austria
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Conformity:	GPSR (EU) 2023/988 · benchmark EN ISO 20957-1 · purely muscle-powered — no CE marking required. A GPSR Declaration of Conformity is provided free of charge on request.

TRANSLATION OF THE ORIGINAL INSTRUCTIONS

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Safety pictograms — overview

The following symbols are used throughout this manual and on the device. They comply with the standards **ISO 7010** and **EN ISO 20957**. The symbols must be observed without exception.

W001 — General warning sign
Indicates a hazard. Read the safety information carefully.

M002 — Read instructions
Read the user manual completely before use.

W018 — Spring tension
Stored energy. Always engage springs fully.

W024 — Crushing hazard
Keep hands, fingers and feet clear.

P027 — Keep children away
Children are not permitted near the device without adult supervision.

Max. 1 person
The device is intended for use by one person at a time.

Max. user weight
Value: see label on the device.

Indoor use only
Use exclusively in dry indoor spaces.

1 · Introduction and notes on this document

This translation of the original instructions contains all information required for safe assembly, commissioning, operation, maintenance and disposal of the device. It forms part of the product and is provided to you in **electronic or printed form** before or upon delivery. A printed copy will be sent to you free of charge upon request.

> **Read before use**
> Read this manual completely before any use of the device. Keep it near the device for future reference and pass it on to any third party in case of resale, lease or transfer.

1.1 Scope

This document applies to **all Reformer models** of the The Virtù Line product line, unless explicitly stated otherwise. Illustrations are symbolic; deviations in equipment and detail of individual Reformer models do not constitute a defect, provided function and safety are not impaired.

1.2 Signal words used

Signal word	Meaning
DANGER	Imminent danger — serious injury or death possible.
WARNING	Potentially dangerous situation — serious injury possible.
CAUTION	Potentially dangerous situation — minor injury or material damage possible.
NOTE	Important information without injury risk.

3 · Intended use

The device is a **stationary training device** for Pilates exercises. It is intended exclusively for:

- Pilates training (mat- and apparatus-Pilates) indoors;
- Use by one person at a time;
- Use by healthy adults within the specified user weight;
- Use in private homes *or* commercial studios — depending on the loading class according to EN ISO 20957 (see cover and section 7).

Any other use is considered not intended. The operator or user is responsible for damage resulting from such use. Statutory claims, in particular under product liability law, remain unaffected.

4 · Reasonably foreseeable misuse & residual risks

The following uses are not permitted:

- Medical, therapeutic or rehabilitative use without medical or qualified professional guidance
- Use by children without direct adult supervision
- Simultaneous use by more than one person
- Outdoor use, use in damp rooms or on wet surfaces
- Unauthorised modification, alteration or repair
- Use of damaged, worn or non-approved spare parts
- Jumping, impact loading, standing on shoulder pads or spring bar
- Exceeding the maximum user weight
- Use as a play device, seat or storage surface
- Attaching resistance bands, ropes, straps or other aids to the device
- Using the device as a support or bracing point for stretching exercises
- Inserting objects into openings, rails, guides or tube ends

Residual risks (despite design protection measures)

- **Stored energy in springs:** Springs that detach or break can release high forces.
- **Crushing and shearing points:** Between carriage and frame, at spring bar, foot bar and shoulder pads.
- **Trip and fall hazard:** Caused by ropes, pads or accessories left lying around.
- **Injury from incorrect technique:** In case of poor form or overload.

5 · Safety information

5.1 General safety

WARNING — Risk of injury from improper use

- Use the device only in **perfect technical condition**.
- Do not use the device if you observe visible damage, unusual noises or malfunctions.
- Place the device on a **flat, stable, non-slip surface** indoors.
- Maintain a clear safety zone of **at least 0.6 m** on each side of the device.
- Wear suitable, close-fitting sportswear. Do not allow loose ribbons, jewellery or hair near moving parts.
- Make sure that **all springs are fully and correctly engaged before each use**.
- Always secure the carriage with at least one spring when not in use.
- Move the Reformer only with secured springs, free-running ropes and a locked carriage.

5.2 Group of users

- The device is intended for use by **one person at a time**.
- Do not exceed the maximum user weight (see label on the device).
- **Minimum age 14 years.** Children and adolescents under 14 must not use the device on their own.
- **Children** may approach the device only under direct adult supervision. The device is not a toy.
- **Exception — BAMBINO children's model:** This model is designed for children. It may be used **only under direct supervision of an adult**; the reduced maximum user weight for this model (see label on the device) must be observed.
- Persons with limited physical, sensory or cognitive ability may use the device only under supervision or after instruction.
- In case of pregnancy, existing illnesses, post-operative restrictions or musculoskeletal complaints: **consult a physician** before training.

5.3 Health information

Stop training if you feel unwell

Stop training immediately in case of chest pain, dizziness, shortness of breath, weakness or other discomfort and consult a physician. Pilates training does not replace medical treatment.

5.4 Safety during assembly

- Assembly by **two adults** is recommended — observe the weight of the components.

- Use tools only as intended. Tighten screws hand-firm but do not over-torque.
- Only put the device into operation after **complete assembly and visual inspection**.

5.5 Safety during operation

- Before each use: visual inspection of springs, spring hooks, ropes, handles, shoulder pads and screw connections.
- Mounting: place one foot on the foot platform first, then the second foot on the carriage. Dismount in reverse order.
- Move slowly, controlled and deliberately — never abruptly.
- Reduced spring tension increases the level of difficulty and demands more body control.
- Jumping or impact loading is permitted only via the jump board and only as approved for the specific model.

5.6 Safety during maintenance and cleaning

- Carry out maintenance and spring replacement only on the **device when not in use and unloaded**.
- Before any work, release and secure all springs so that no stored energy is acting.
- Use only **original spare parts or spare parts approved by The Virtù Line**.
- Do not use aggressive cleaners, solvents, alcohol or abrasives.
- Clean with a damp cloth — never apply water directly to mechanical components.

5.7 Installation site and ambient conditions

- **Do not place the device in main walkways, escape routes or in front of emergency exits.**
- The installation surface must be **level, load-bearing, firm and non-slip**.
- Keep a free safety zone of **at least 0.6 m** all round. In the direction from which the device is accessed, the free zone must be **at least 0.6 m larger than the exercise area**.
- Indoor use only: dry, well ventilated, **no direct draught**, +5 °C to +40 °C, max. 70 % relative humidity. Outdoor use and use in damp rooms or swimming pool areas is not permitted.
- **Floor protection:** On sensitive floor coverings (parquet, laminate, cork, vinyl, carpet) place a **floor protection mat** underneath. It protects against pressure marks and perspiration and compensates for minor unevenness.
- Do not place the device close to radiators, air conditioners or fireplaces, or in direct sunlight.
- Adjustment devices must not protrude in a way that obstructs the movement of the person training.

5.8 Duties of the operator / owner

Passing on the safety information

- The operator or owner of the device must **demonstrably pass on all warnings and instructions contained in this manual to every user** before they use the device for the first time.
- This manual must be kept **accessible at or near the device** at all times and must be handed over in the event of transfer, rental or resale.
- For **class S** (studio, club, hotel, rehabilitation, corporate fitness) the owner regulates access, supervision and control of the device and bears the legal responsibility for this.
- The operator ensures that the prescribed **inspection and maintenance intervals** (section 11) are observed and documented and that defective devices are **secured against further use** until repaired.
- Safety labels and pictograms attached to the device must remain legible and must be replaced if damaged.

6 · Scope of delivery

- Reformer frame with carriage
- Spring bar
- Springs (number depending on model)
- Shoulder pads
- Foot bar
- Foot platform / jump board
- Pulley bars
- Ropes with T-screws
- Handles and foot loops
- Headrest
- Wheels (underside)
- Carriage stoppers
- Assembly tools
- This user manual
- Model-dependent accessories (e.g. Pilates box, jump board, additional pads) — as per delivery note

Inspection on receipt Inspect the contents immediately upon delivery for completeness and transport damage. Please report any defects as soon as possible. The statutory warranty rights remain unaffected.

7 · Technical data

This manual applies to **all Reformer models** of the The Virtù Line product line. Model-specific values (model name, serial number, loading class, dimensions, own weight, max. user weight) are to be taken from the **label on the device** and the product data sheet.

Feature	Value
Model, serial number, loading class, dimensions, own weight, max. user weight	see **label on the device** and product data sheet
Loading classes according to EN ISO 20957	**H** = home use (max. 3 h daily use) · **S** = studio / commercial (intensive continuous use)
Spring colours / resistance levels	Yellow / Green (light) · Red (medium) · Blue / Black (heavy) — number and configuration depending on model
Frame material	Wood and/or metal (depending on model)
Upholstery	PVC cover on foam core
Operating range	Indoor, dry environment, +5 °C to +40 °C, max. 70 % relative humidity
Minimum installation area	Device dimensions plus **at least 0.6 m** free safety zone on every side
Maximum body height of the user	**195 cm**
Minimum age	**14 years** (exception: BAMBINO children's model — only under direct supervision)

Model designation and serial number

The model designation, serial number and the model-specific values are shown on the **label on the underside of the device frame**. Please have this information ready for service enquiries, spare part orders and warranty claims. The serial number is unique and serves to ensure traceability of the device.

8 · Component overview

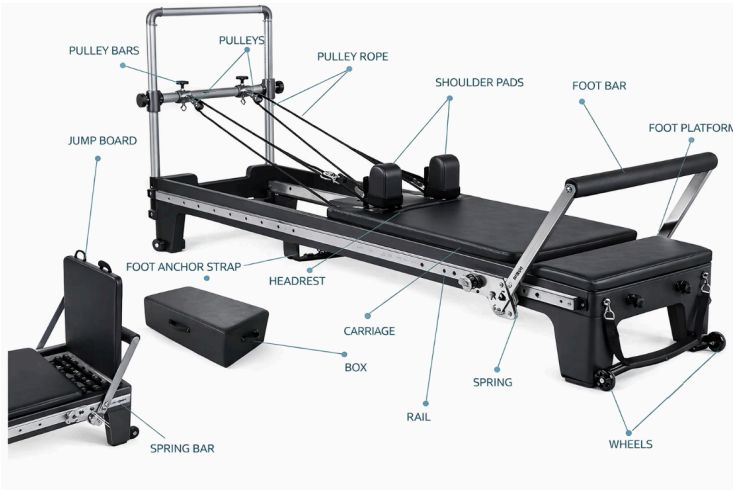

Fig. 1 — Main components (example illustration)

Pulley Bar	Vertical bar with rope pulleys (upper frame)
Pulley Rope	Pulley rope with handle
Shoulder Pads	Padded shoulder rests
Foot Bar	Foot bar (front bar)
Foot Platform / Jump Board	Foot platform / jump board
Foot Anchor Strap	Foot anchor strap
Headrest	Adjustable head support
Carriage	Sliding platform
Spring Bar / Springs	Spring bar / resistance springs
Rail	Guide rail
Box	Pilates box (depending on model)
Wheels	Wheels for repositioning

9 · Assembly

Before you begin

- Plan with at least **2 adults** for assembly — the frame is heavy and bulky.
- Prepare the installation site: flat, stable floor, sufficient space (device dimensions plus at least 0.6 m free safety zone), use a protective underlay if needed.
- Have tools ready: screwdriver, hex key and hammer (some tools are included in the delivery).
- Open the packaging step by step, sort the components and check them against the delivery note — in case of visible transport damage, contact The Virtù Line or your authorised dealer immediately.
- Only start assembly once all components are present and undamaged.

9.1 Unpacking and positioning

1. **Open the safety closures of the packaging.** Use a screwdriver and hammer to release the safety closures on the Reformer box. Lift off the carton carefully — the device surfaces may be sensitive to scratches.
2. **Remove and position the frame.** Two persons take the frame out of the box, place the legs carefully on the floor and remove the remaining components according to the delivery note. Lay out all parts clearly.
3. **Attach the wheels to the underside.** If the wheels are not pre-mounted, screw them according to the instructions onto the intended mounts on the underside of the frame.

9.2 Mounting shoulder pads and bars

4. **Place the shoulder pads.** Place the shoulder pads on the headrest end of the carriage. Choose the desired shoulder spacing and adjust the shoulder pad supports as far as possible so they sit firmly and securely.

Fig. 2 — Place the shoulder pads on the carriage and align them

5. **Mount the pulley bars.** Insert the anchor pieces into the metal mounts of the bars, place the bars on the intended side of the Reformer and tighten the screws until the entire unit sits firmly. Make sure both sides are at the same height and symmetrically positioned.
6. **Check the position and fixing.** Check that all parts are in the correct position and that all screws are firmly tightened. Mount the bars including the pulleys on the Reformer frame and fix them with the anchor pieces.
7. **Adjust the height of the pulley bar.** Set the pulley bar to the desired training height.

Fig. 3 — Mount the bars and pulleys on the frame

9.3 Ropes, handles and foot loops

8. **Pre-set the rope length using the retractable rope system.** The retractable rope system makes it easy to set the desired rope length, as it retracts automatically. Pull the rope out and let it stay at the desired length.

9. **Feed the ropes through the pulleys.** Feed the ends of the ropes through the pulleys and adjust the desired length using the T-screws. These screws allow precise adjustment of the ropes. Then attach the handles of your choice.

Fig. 4 — Feed the rope through the pulleys

10. **Attach the foot loops.** Adjust the position of the lower loop to the desired height on the Reformer and hook the foot loop on the outside. Check the firm fit before using the device for training.

Fig. 5 — Check spring hooks and attachments

9.4 Mounting the foot bar

11 **Release the rail screw and adjustment wheel.** To install the foot bar, first release the rail screw and remove the adjustment wheel to make assembly easier. Repeat the procedure on the opposite side.

12 **Position the bar correctly.** Make sure the bar sits loosely and is not jammed in the position-change system. This makes it easier to move the bar and allows precise placement on the rail.

Fig. 6 — Release the rail screw and insert the bar

13 **Insert the foot bar into the slots.** Insert the bar into the intended slots of the Reformer rail and position both the adjustment wheel and the screw at the desired height of the Reformer. Then tighten the connections firmly.

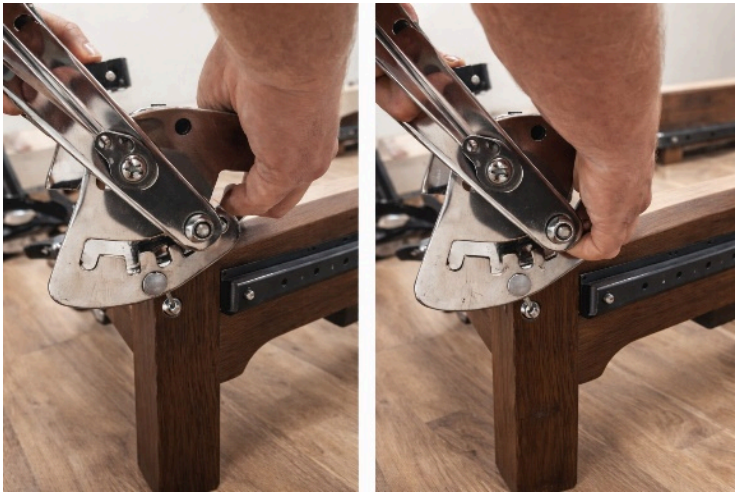

Fig. 7 — Fix the foot bar firmly on the Reformer rail

9.5 Foot platform / jump board

14 **Insert the foot platform or jump board.** To position the padded foot plate, simply insert it into the intended slot. The same slot can alternatively hold the jump board — depending on the form of training.

15 **Fix the platform securely.** Tighten the lower front wheels as far as possible to fix the foot platform and the jump board securely. For additional stability when using the jump board, lift the foot bar until it reaches the stop.

Fig. 8 — Fix the foot platform or jump board in the slot

9.6 Carriage stoppers, carriage and spring bar

16 **Position the carriage stoppers.** The carriage stoppers can be positioned and exchanged in the various intended bores as required. They limit the travel of the carriage and are therefore safety-relevant — check that they sit firmly.

17 **Place the carriage onto the rail.** Place the carriage carefully and in a controlled manner into the guide rails. Check that it moves smoothly without spring tension.

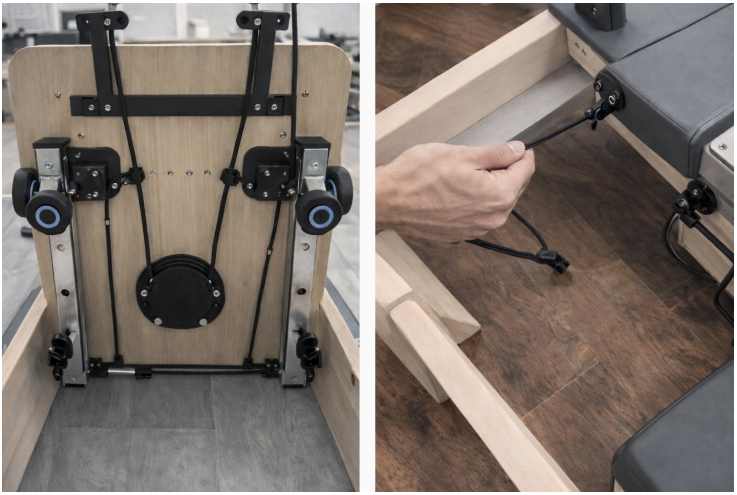

Fig. 9 — Carriage on the rail and spring bar underneath

18 **Insert the spring bar.** Place the spring bar in the intended position and check that it sits firmly in the receivers.

19 **Engage the springs.** Engage the springs fully on both sides of the spring bar in the dedicated hooks. Use the springs to choose the desired resistance. Check that each spring is hooked securely on both sides and fully closed — a spring that is not correctly engaged can detach under load.

Fig. 10 — Insert spring bar and engage springs

9.7 Headrest and final inspection

20. **Mount the headrest.** Place the headrest on the headrest end of the carriage and adjust the desired tilt.

21. **Final inspection before first use.** Carry out a systematic visual inspection:
    - Are all screw connections at the frame, bars, rails, shoulder pads and foot bar firmly tightened?
    - Are all springs fully and securely engaged on both sides?
    - Does the carriage move smoothly along the rail without scraping noises?
    - Are the ropes evenly fed through the pulleys, with no twists or knots?
    - Are the carriage stoppers fixed securely?
    - Is the device standing on a flat, non-slip surface?
    - Is a clear safety zone of at least 0.6 m available all around the device?

WARNING — Before first use

A spring that is not fully engaged can detach under load with high force and cause severe injury. Check **before every use** that all springs are fully and securely engaged on both sides. After the first training sessions, retighten all screw connections — settling is normal and material-related.

Removing the carriage (for maintenance)

Some maintenance tasks require the removal of the carriage. Procedure:

1. Release the springs on both sides of the spring bar — the carriage is then unloaded.
2. Remove the rope attachments.
3. Remove the lower carriage stoppers on the inner side of the rails.
4. Slide the carriage carefully out of the guide rails.
5. After maintenance, reassemble in reverse order.

10 · Commissioning, operation & training information

10.1 First commissioning

1. Visual inspection of the assembled device as per section 9.1 step 14.
2. Test run of the carriage without spring tension — smooth and quiet.
3. Engage one spring and move the carriage forward and back in a controlled manner.
4. After the first training sessions, check all screw connections again and retighten if necessary.

10.2 Choosing the spring resistance

The spring colours indicate different resistance levels (varying slightly depending on the model):

Colour	Resistance	Typical application
Yellow / Green	light	Beginners, mobility, precise stabilisation exercises
Red	medium	Standard, majority of exercises
Blue / Black	heavy	Leg work, jumping, strength exercises

Rule of thumb: start light — technique and control come before load. More springs do not automatically mean better training.

10.3 Mounting and dismounting

1. Carriage secured with at least one spring.
2. Mount: place one foot on the **foot platform** first, then the second foot on the **carriage**.
3. Dismount: first move from the carriage onto the platform, then onto the floor.

10.4 Notes on training

- Pilates training is based on **controlled, precise movements**. Train slowly and deliberately.
- Use the device exclusively for **officially recognised Pilates exercises**.
- Before first use, get instructions from a **qualified Pilates instructor**.
- Pay attention to clean form — never abrupt.
- After training: re-engage all springs properly, secure the carriage, store accessories.

10.5 Training clothing

- Wear **close-fitting, breathable sportswear**. Wide or loose clothing, ties, cords, scarves and jewellery can become caught in moving parts.
- Tie back long hair.

- Reformer Pilates is practised **barefoot or with non-slip socks**. Street shoes and shoes with heels, leather soles or profiled soles are unsuitable.
- Use a towel to absorb perspiration and protect the upholstery.

10.6 Warm-up and cool-down

Begin **every** training session with a warm-up phase and end it with a cool-down phase. The warm-up prepares muscles, joints and circulation for the load and reduces the risk of injury; the cool-down supports recovery.

Warm-up (approx. 5–10 minutes, without the device or at the lowest spring tension):

1. Stand upright, feet approximately hip-width apart, shoulders relaxed.
2. Slow arm circles forwards, then backwards — approx. 30 seconds each.
3. Tilt the pelvis forwards and backwards in a controlled manner, then roll the spine down vertebra by vertebra and back up again.
4. Controlled squats with a straight back — the knees stay above the feet and do not extend beyond the toes.
5. Start the first exercises on the device with **light spring tension** and a small range of motion.

Cool-down (approx. 5 minutes): calm stretching exercises for legs, hip flexors, back and shoulders; hold each position for 20–30 seconds without bouncing and keep breathing calmly.

> **CAUTION:** Do not train with pronounced muscle soreness — rest the affected muscle groups, otherwise injuries may result.

10.7 Muscle groups involved

Training on the Reformer primarily engages:

- Deep core and abdominal muscles (powerhouse)
- Back muscles, spinal stabilisers
- Gluteal muscles
- Leg and hip muscles
- Arm and shoulder muscles
- Chest muscles
- Pelvic floor

Maintain a **neutral spine position** throughout the session: no hollow back, no rounded back. Do not fully extend the legs; keep a slight bend in the knee and elbow joints in the end position.

10.8 Training frequency and health information

- **Frequency:** For beginners, **2–3 sessions per week** of 30–60 minutes each are common. More frequent training is possible if intensity and focus are varied and sufficient recovery time remains.
- **Progression:** Start with a low load and increase volume and resistance evenly and gently. Technique and control always come before load.
- **Avoid overtraining:** Excessive training can seriously endanger your health.

- **Medication:** If you take medication regularly, check with your physician or pharmacist whether it may affect your resilience, heart rate, circulatory regulation or reaction time. Medical advice is mandatory before training if you take medication affecting the heart rate.
- **Medical clearance** is recommended in the case of: high blood pressure or cardiovascular disease (including hereditary predisposition), age over 45, smoking, elevated cholesterol levels, overweight, or after a longer period of physical inactivity.
- **Stop training immediately** in case of weakness, nausea, dizziness, pain, shortness of breath or other unusual symptoms — seek medical assistance in an emergency.

11 · Maintenance, care and cleaning

11.1 Maintenance intervals

Component	Interval	Action
Screw connections	before each use (visual) / monthly (retighten)	Check tightness, retighten if necessary
Springs	before each use (visual) / at the latest every **2 years** or after **3,000 hours of use**	Visual inspection; in case of damage or expiry: replace
Ropes, handles, foot loops	before each use	Check for fraying, cuts, wear — replace if damaged
Rails	weekly	Clean, remove dust and hair
Wheels, rollers	monthly	Check for smooth running — replace in case of imbalance or noise
Upholstery	after each use	Clean with damp microfibre cloth
Moving parts	twice a year	Lubricate sparingly with **silicone spray**

11.2 Cleaning

- Upholstery: soft cloth, mild soap solution, then wipe with clean water, allow to dry completely.
- Frame and mechanics: dry or slightly damp cloth.
- **Forbidden:** solvents, alcohol-based cleaners, disinfectants, abrasives — they damage upholstery and coating and may void warranty claims.

11.3 Lubrication

> **Use silicone lubricant only**
> No oil, no grease, no wet lubricants. Apply sparingly — wipe off excess lubricant with a clean cloth.

12 · Springs — inspection and replacement

Springs are **safety-relevant wear parts**. They must be inspected regularly and replaced at the latest every **2 years** or after **3,000 hours of use** — whichever comes first.

12.1 Inspection criteria (in unloaded state)

- Gaps between coils
- Kinks, deformations, material fatigue
- Corrosion, rust spots
- Damaged attachments / hooks

> **DANGER — Spring breakage under load**
> A spring breaking during use can cause severe injury. Stop use immediately if damage is detected and replace the spring without delay.

12.2 Replacement

1. Take the device out of operation, lock the carriage.
2. Release the old spring on both sides of the spring bar — no tension on the spring.
3. Engage the new spring exclusively in the dedicated hooks.
4. Check the fully closed and secure fit on both sides.
5. Functional check without load.

> **Use original springs only**
> Use only original springs or springs approved by The Virtù Line. The use of non-approved springs will void the warranty and constitutes a safety hazard.

13 · Troubleshooting

Problem	Possible cause	Remedy
Carriage runs unevenly	Dirt or hair in the rails; misadjusted rollers	Clean the rails; check roller position
Squeaking noises	Insufficient lubrication of moving parts	Lubricate sparingly with silicone spray
Spring slips out of the attachment	Spring not fully engaged; hooks worn	Stop use immediately — check spring/spring hook, replace if necessary
Screw connections become loose	Settling effect after first assembly / frequent load	Retighten the screw connections — if recurring, contact service
Carriage wobbles	Uneven floor; damaged wheels	Check installation surface; check / replace wheels
Upholstery shows tears	Friction from jewellery / clothing; ageing	Replace upholstery — check training clothing
Rope frayed	Wear	Replace rope immediately

14 · Transport and storage

- Before any movement: release or secure the springs, lock the carriage, coil up the ropes, remove loose accessories.
- Lift the device only at stable frame parts — never at spring bar, foot bar or upholstery.
- Store in dry indoor spaces, protected from direct sun and heat sources; do **not** place wood frames near radiators, air conditioners or fireplaces.
- If not used for an extended period: release tension on the springs and cover with a fabric cover.
- Choose the storage location so that **unauthorised use by third parties or children is ruled out**.

14.1 Moving the device on its wheels

- Release or secure the springs and lock the carriage before moving the device.
- Stand at the head or foot end, lift the device at a **stable frame part** until the weight rests on the wheels, then push it to the new position in a controlled manner. Where possible, work **in pairs**.
- Never lift at the spring bar, foot bar, ropes or upholstery.
- **Floor protection:** On sensitive floors (parquet, floorboards, laminate, vinyl) line the transport route with cardboard, felt glides or a protective mat to avoid scratches and pressure marks.
- For longer transport distances, dismantle the device and pack it securely.
- After every change of location: check the level, firm stand and the safety clearances according to section 5.7 again.

15 · Disposal

The device and its packaging may not be disposed of in household waste. Observe the national regulations.

15.1 Packaging

- Cardboard, paper: paper recycling.
- Plastic films, padding: plastic recycling.
- Wood (packaging wood): wood recycling stations or municipal bulky waste. Observe the national regulations of your country regarding the disposal of packaging wood.

The packaging has been registered with a licensed collection and recovery system in the respective EU member state (examples: ARA/ERA in Austria, ZSVR/LUCID in Germany, Citeo in France, CONAI in Italy, Ecoembes in Spain). Please dispose of packaging materials according to local regulations.

15.2 Device

- **Metal parts** (frame, springs, screws): metal recycling.
- **Wood parts**: wood recycling or municipal bulky waste.
- **Upholstery** (PVC with foam): plastic collection; in case of composite material, residual waste.
- **Ropes, straps, textile components**: residual waste or textile recycling.

> **Not an electrical device**
> This product contains **no electrical or electronic components** and is not subject to the Waste Electrical and Electronic Equipment Directive (WEEE).

16 · Conformity (GPSR)

The device is **purely muscle-powered** (no motor, no electronics) and is therefore **not machinery** within the meaning of Machinery Directive 2006/42/EC; it does **not bear a CE marking**. The governing legal basis is the GPSR (EU) 2023/988. A **GPSR Declaration of Conformity** for the product line is provided free of charge on request.

Applied legal provisions and referenced standards (state of the art):

- General Product Safety Regulation (EU) 2023/988 (GPSR)
- EN ISO 20957-1 — Stationary training equipment, safety requirements
- EN ISO 12100 — Risk assessment
- EN IEC/IEEE 82079-1 — Preparation of information for use

17 · Warranty

Bodyfit Handels KG grants the original buyer a voluntary Light Commercial Warranty based on a maximum use of 27.5 hours per week, beginning from the date of purchase as per the original invoice. The buyer's statutory warranty rights remain unaffected.

17.1 Warranty periods

Component	Warranty
Metal / aluminium frames, welded constructions	3 years
Wood frames, gear bars and foot bar mechanisms	3 years
Other load-bearing components	2 years
Wear-related components (ropes, straps, spring clips, handles, wheels, foot loops, powder coating)	1 year
Springs (or max. 3,000 operating hours)	2 years
Upholstery	6 months

For wood frames: material may not be placed near radiators, air conditioners or other heat or cold sources — temperature- and humidity-related changes are not covered by warranty.

17.2 Not covered

- Normal wear and wear parts
- Cosmetic defects, scratches, paint wear
- Damage from improper use, negligence or misuse
- Unauthorised modifications or repairs
- Damage from unsuitable cleaners
- Transport, shipping, customs and assembly costs
- Consequential, indirect or incidental damages
- Damage from theft, fire, water, fall, external influences

17.3 Voiding of warranty

The warranty becomes void in particular if safety-relevant wear parts (especially springs) are not inspected and replaced in time, if safety and maintenance instructions are essentially disregarded, or if the device has not been used as intended.

Replacement of wear parts by the user according to this manual using original parts does not void the warranty.

17.4 Warranty handling

1. Report a warranty case in writing within **14 days** of becoming aware — preferably by e-mail to **info@bodyfit-shop.at**.
2. Provide invoice number, purchase date, description of the defect.

3. Obtain a return authorisation (RMA) before returning — returns without RMA will not be accepted.
4. The customer bears the cost of return shipping unless otherwise agreed in writing.

17.5 Limitation of liability

Liability of The Virtù Line under this voluntary warranty is limited to the time value of the device. Liability for indirect damages, consequential damages or lost profits is excluded, except in case of intent or gross negligence. The limitation does not apply in case of injury to life, body or health, intentional or grossly negligent conduct, or mandatory liability under product liability law.

17.6 Time value

Age from purchase date	Time value
up to 1 year	100 %
up to 2 years	80 %
up to 3 years	70 %
up to 5 years	60 %
over 5 years	40 %

17.7 Applicable law

Austrian law applies to this warranty relationship, with the exclusion of the UN Convention on Contracts for the International Sale of Goods (CISG). The place of performance and the exclusive place of jurisdiction for merchants is **Linz, Austria**.

18 · Frequently Asked Questions (FAQ)

Is Reformer Pilates suitable for beginners?
Yes. Resistance, range of motion and starting position can be individually adjusted. Instruction by a qualified Pilates instructor is recommended.

How do I set the right spring strength?
It depends on the exercise, training goal, body weight and experience. Rule of thumb: start light — technique and control come before load.

Can I use the Reformer alone at home?
Yes, with proper instruction. For beginners, at least a few supervised sessions are recommended.

How loud is a Reformer in use?
Very quiet when properly maintained. Noise usually comes from dust in the rails or insufficient lubrication.

How often should I train?
2–3 sessions per week are typical. Daily use is possible, provided intensity is varied.

Do I need to wear shoes?
No. Reformer Pilates is practised barefoot or with non-slip socks.

How long does a typical session take?
45–60 minutes. 30-minute sessions can also be very effective.

What if the carriage moves unevenly?
Clean the rails, check the roller position, lubricate if needed. See section 13 — troubleshooting.

Are there any contraindications?
Yes, e.g. acute herniated discs, recent surgery, severe joint instability. Consult a physician or therapist before starting training.

Is training during pregnancy possible?
Only after individual medical clearance and under instruction of a prenatal-trained instructor.

19 · Manufacturer and contact information

Person placing on the market / responsible in the EU

The Virtù Line
Bodyfit Handels KG · FN 576312v · LG Linz
Wiener Straße 190
4020 Linz
Austria

Phone: +43 5356 90990
E-mail: info@bodyfit-shop.at
Web: www.virtu-line.com

Service & Support

For service requests, spare parts orders (e.g. springs, ropes, handles, upholstery) and warranty cases, please contact the address above or your authorised The Virtù Line dealer.

Recommended trainer introduction

The Virtù Line recommends an introduction by a qualified Pilates or reformer trainer before first use. On request, a professional assembly and introduction service can be booked through The Virtù Line or authorised partners.

Translation of the Original Instructions — the binding language version is German. In case of contradiction between language versions, the German version prevails.

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