THE VIRTÙ LINE

Assembly and User Manual

TENSIONE Superformer

Product line:	The Virtù Line
Model:	TENSIONE Superformer
Serial number & year of manufacture:	see label on the device
Version / Issue:	Rev. 1.4 · August 2026
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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 both in this manual and on the device. They conform to the standards **ISO 7010** and **EN ISO 20957**. The symbols must be observed at all times.

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

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

W018 — Stored energy
Springs and elastic bands must be fully secured.

W024 — Crushing hazard
Keep hands, fingers and feet clear. Especially at the folding joint.

P027 — Keep children away
No access for unsupervised children.

Max. 1 person
The device is designed for one person at a time.

Max. user weight 250 kg
Per training person, including clothing and accessories.

Indoor use only
For use exclusively in dry indoor environments.

1 · Introduction and notes on this document

This user manual contains all information required for safe assembly, commissioning, operation, maintenance and disposal of the **TENSIONE Superformer**. 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. Store it close to the device for future reference and hand it over together with the device in case of resale, rental or transfer to third parties.

1.1 Scope

This document applies exclusively to the model **TENSIONE Superformer** of the The Virtù Line product range. It is a **Superformer with two independently sliding carriages, push-through bars with foam handles, a folding aluminium/steel frame, an integrated pulley system with carabiner attachment, as well as combined spring and elastic-band tension**.

1.2 Signal words used

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

3 · Intended use

The TENSIONE Superformer is a **stationary training device** for Pilates and reformer-based full-body exercises. It is intended exclusively for:

- Pilates and reformer training in indoor environments;
- Use by **one person at a time** — despite the two carriages, this is not a multi-person device;
- Use by healthy adults within the specified user weight (max. **250 kg**);
- Use in commercial studio environments as well as in the high-end home environment.

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

4 · Reasonably foreseeable misuse & residual risks

The following are explicitly not permitted:

- Medical, therapeutic or rehabilitative use without qualified professional guidance
- Use by children without direct supervision
- Simultaneous use by more than one person (also not one trainer + one client, each on a carriage)
- Outdoor use, use in damp rooms or on wet surfaces
- Unauthorised modification, alteration or repair
- Use of damaged, worn, kinked or non-approved replacement springs, bands, ropes or carabiners
- Carabiners with defective screw lock or without visible spring action
- Jumping or impact loading on the carriages
- Exceeding the maximum user weight (250 kg)
- Hanging loads on the push-through bars
- Use as a toy, seat or storage surface
- Folding, setting up or adjusting the folding joint while persons are on the device
- 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

Remaining residual risks (cannot be fully eliminated):

- **Stored energy** in the springs and elastic bands — in the event of a break or improper detachment, sudden snap-back may occur.
- **Crushing hazard** at the rails, the central folding joint, the push-through bars as well as between the carriage and end stop.
- **Slip and fall hazard** with non-attached springs, when mounting or dismounting and during standing exercises on the carriage platforms.
- **Carabiner release** if the screw lock is not fully tightened.

5 · Safety information

DANGER — Crushing hazard at the folding joint

The TENSIONE Superformer features a central folding joint in the frame. When folding or unfolding, there is a high crushing hazard for fingers, hands and feet. Folding operations must **never be carried out while a person is exercising on the device**. Keep all body parts outside the joint area while folding.

WARNING — Stored energy in springs and elastic bands

Before each use, make sure that **all springs are completely and securely attached at both ends** and that the **carabiner screw locks are hand-tight**. A spring that is not fully closed or an open carabiner can release with high force and cause severe injury.

WARNING — Setting up and transport

The device has a **net weight of approx. 180 kg**. Setup, transport and folding operations must be carried out exclusively by **two physically capable persons**. Persons with back or mobility limitations are excluded from this task.

General safety rules

- Pilates training requires a basic level of physical fitness. In case of existing conditions, musculoskeletal complaints, cardiovascular diseases, neurological diseases, after surgery or during pregnancy, obtain **medical advice** before starting training.
- Pilates training **does not replace** medical treatment or therapy.
- Stop training immediately in case of chest pain, dizziness, breathing difficulties, weakness or discomfort.
- Before first use, obtain instruction from a qualified professional.
- Use the device only for its intended exercises.
- Do not use the device if signs of wear, damage or malfunction are present. Contact The Virtù Line or your authorised dealer.
- Do not attempt to repair or modify the device on your own.
- Keep body, clothing, jewellery and hair clear of moving parts — especially the carriages, rails, pulleys and the folding joint.
- Adjust spring tension, shoulder pad position and carriage stoppers according to body size and experience.
- Maintain a clear safety space of at least **0.6 m on each side** around the device, as well as free carriage travel along the longitudinal direction.
- The device must stand on a **level, stable and non-slip surface**.
- When not in use, secure the carriages with at least one spring to prevent uncontrolled rolling.

- When mounting, place one foot on the platform first, then the second foot on the carriage. Dismount in reverse order.
- **Minimum age 14 years.** Children and adolescents under 14 must not use the device on their own; children may approach the device only under the direct supervision of an adult. The device is not a toy.

Special safety rules for the TENSIONE Superformer

- **Mandatory carabiner check:** Before each use, visually check every installed carabiner — screw lock fully closed, spring action present, no visible cracks or deformations.
- **Twin carriage:** Although the device has two carriages, it is designed as a single-person training device. Both carriages must **not** be loaded simultaneously by two persons.
- **Folding mechanism:** When folding the frame (e.g. for transport), the device must be **fully unloaded** — all springs, bands and pulleys detached, both carriages secured in end position.
- **Pulley adjustment plate:** Carabiners must only be attached to the round mounting holes of the adjustment plate, never to the end hole or to screw connections.
- **Push-through bars:** The foam handles serve as hand/foot rests; they are not suitable for hanging external loads or for pulling up body weight without carriage contact.

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** — the net weight is approx. 180 kg.
- 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.

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.
- The TENSIONE Superformer is a **class S** device: 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) — in particular the carabiner check before every use — 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

Immediately after unpacking, check that all parts are included. In case of missing or damaged parts, contact your dealer or The Virtù Line before assembly.

Pos.	Description	Quantity
1	Frame (aluminium/steel, foldable) incl. floor support with rail	1
2	Carriage — front / rear	2
3	Push-through bar with foam handle	2
4	Handles	4
5	Metal stick	1
6	Hooking straps (152 cm)	1 set
7	Iron ropes (steel cables, 1.5 m each, 1 pair black + 1 pair red)	2 pairs
8	Cotton double loops (for hands and feet, double loop)	1 set
9	D-type straps	1 set
10	Loop pull straps	1 set
11	Springs (steel, colour-coded)	8
12	Carabiners with screw lock	4
13	Elastic bands (bungee)	2
14	Pulley wheels (red/black, with screw fixing)	4
15	Tool kit (open-end spanner, hex key, screwdriver, protective glove)	1
16	This user manual	1

Note on colours: The colours shown in this manual may differ from the original tones.

7 · Technical data

Model:	The Virtù Line TENSIONE Superformer
Maximum user weight:	250 kg
Net weight of the device:	approx. 180 kg
Application class:	S (Studio) — suitable for commercial use
Number of springs:	8 (colour-coded steel springs, mandatory replacement see Section 12)
Elastic bands:	2 (wear part, mandatory replacement see Section 12)
Carabiners:	4 (with screw lock, visual inspection before each use)
Platform system:	2 separate carriages, both on a shared longitudinal rail
Max. body height:	195 cm
Minimum age:	14 years
Ambient conditions:	Indoor use, +5 °C to +40 °C, max. 70 % relative humidity

The model, serial number and year of manufacture can be found on the **type label on the floor support** of the device. This information is required in warranty cases and for the GPSR Declaration of Conformity.

8 · Component overview

Image: TENSIONE Superformer — overall view after completed assembly.

Essential assemblies: **floor support** with longitudinal rail and transport wheels, **folding frame** with central folding joint, two **carriages** with carbon-look upholstery and numbered shoulder pads (6–12), two **push-through bars** with foam handles, **spring deck** with 8 steel springs and 2 elastic bands, integrated **pulley system** with multi-hole adjustment plate and four **carabiners**.

9 · Assembly — step-by-step illustrated guide

WARNING before assembly

- Assembly must be carried out by **two physically capable persons** on a level, free surface.
- Wear the **included protective glove** when working on the steel frame.
- Tighten screws hand-tight, but not overtightened — aluminium threads can be damaged if overtightened.
- The device may only be loaded for the first time after the final inspection (step 41) has been completed.

Follow the illustrated guide below strictly in the order of the numbered steps. The numbering corresponds to the order of the official assembly video. Each step builds upon the previous one.

Check scope of delivery and lay out components

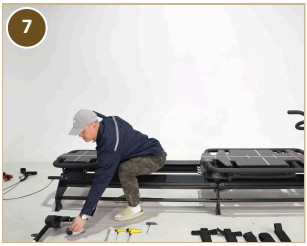
Position screw at the folding joint

Connect frame half with cross member

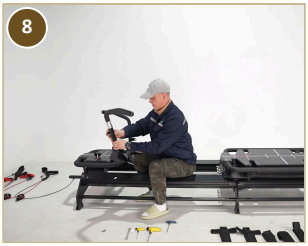
Align both frame halves and screw together

Mount transport wheel on the floor frame

Fasten corner brace



Attach foot wheel at front/rear side



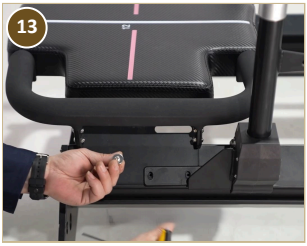
Insert push-through bar into carriage

Screw push-through bar from below

Position the foam handle

Insert safety pin into the bar

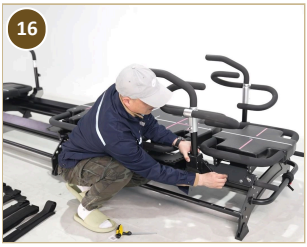
Tighten screw at the support frame



Check and secure carriage screw knob

Position both carriages evenly

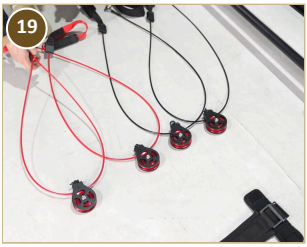
Tighten adjustment knob on the bar by hand



Equip carriage completely with bar

Check longitudinal alignment of both carriages

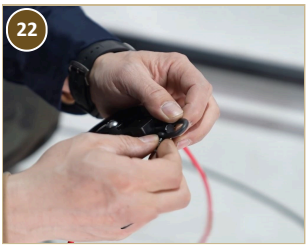
Attach second bar with single handle



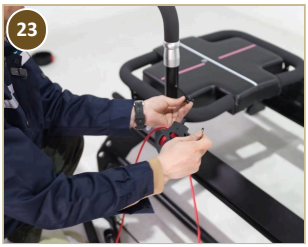
Check the firm seat of the bar

Lay out four pulley wheels with iron ropes

Unroll and inspect iron rope

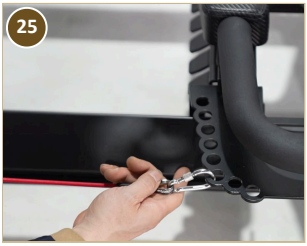


Open carabiner screw lock



Hook carabiner into multi-hole plate

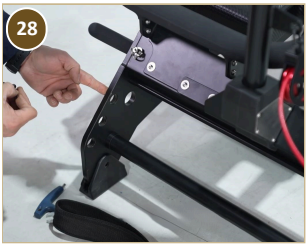
Tighten carabiner screw lock



Select hole position on adjustment plate

Connect pulley wheel with carabiner

Connect iron rope to end hook



Prepare spring deck area on the floor frame

Screw pulley to the frame

Run iron rope over the pulley wheel

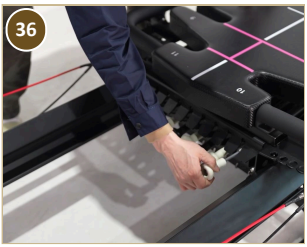
Pulley final assembly on the carriage frame

Take D-strap from the scope of delivery

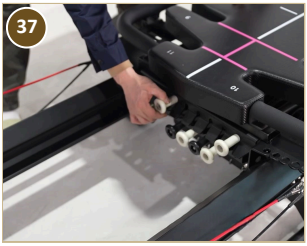
Attach strap to push-through bar

Connect elastic band with carabiner

Secure adjustment knob at carriage stopper

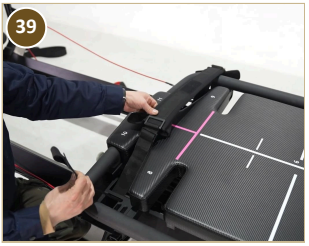


Place plastic stopper into multi-hole rail

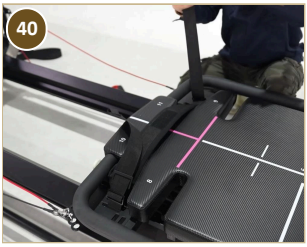


Lay out leg and hand loops

Thread strap through the buckle



Pull end loop tight



Adjust shoulder pads symmetrically

Final check — fully assembled Superformer

Final inspection before commissioning

After completing all 41 assembly steps, please carry out the **checklist in Section 10.1** before the device is loaded for the first time.

10 · Commissioning, operation & training information

10.1 Checklist before first commissioning

Check item	Target value / description
Folding joint screwed	All screws hand-tight, no play in the joint
Floor support / rail	All corner braces fastened, device stands level
Carriages	Both carriages evenly on the rail, smooth running
Push-through bars	Both bars locked in, safety pins inserted
Springs (8 pcs.)	Attached on both sides, no visible deformations
Elastic bands (2 pcs.)	Attached, no twisting
Carabiners (4 pcs.)	Screw locks closed, spring action present
Pulley wheels	Screwed on both sides, ropes in groove
Carriage stoppers	Inserted, carriage cannot roll past stopper in end position
Shoulder pads	Symmetrical, firmly seated
Installation environment	Min. 60 cm clearance on each side, level and non-slip floor

10.2 Setting the spring tension

The tension is controlled by the selection of the attached springs (8) and elastic bands (2) and by hooking the carabiners into different mounting holes of the pulley adjustment plate.

- Lower spring tension increases the difficulty level of many exercises and requires more body control.
- Higher spring tension facilitates strength-based movements; however, excessive tension can compromise safety.
- Beginners should start with moderate tension and increase it gradually under control.

10.3 Mounting and dismounting

1. **Before mounting**, secure the carriage with at least one spring.
2. Place one foot on the foot platform / push-through bar first, then the second foot on the carriage.
3. Perform the exercise in a controlled manner — never jerky, never with detached springs.

4. Dismount in reverse order: bring the carriage to the rest position, secure the springs, then dismount.

> **WARNING — Controlled movement**
> Pilates is based on slow, precise and controlled movement. Jumping, impact, jerky loading or uncontrolled snap-back of the springs is not permitted and leads to premature material wear and risk of injury.

10.4 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.
- 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.

10.5 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 **low resistance** 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.

10.6 Muscle groups involved

Training on the TENSIONE Superformer 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.

10.7 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

Regular maintenance is a prerequisite for safe operation and a long service life. Check the device before first use, after the first few applications and then at regular intervals.

11.1 Cleaning

- Clean the upholstery after each use with a soft microfibre cloth and clear water. For heavier soiling, use mild soap solution, then wipe with clear water afterwards.
- **Do not** use solvents, alcohol-based cleaners, disinfectants or abrasives — these damage the PVC / carbon-look surfaces.
- Keep rails, pulley wheels and spring deck dry. Remove dust with a soft cloth.

11.2 Lubrication

- Treat moving parts (carriage bearings, pulley axles, sliding rails) exclusively with **silicone spray**.
- Apply sparingly — excess lubricant binds dust and impairs function.
- **Never** use oil, grease or wet lubricants.

11.3 Maintenance intervals

Component	Interval	Inspection
Springs	Before each use	Visual inspection, no deformation, correctly attached
Springs	At the latest every 2 years	Mandatory replacement — see Section 12
Elastic bands	Before each use	Visual inspection for cracks, discolouration, hardening
Elastic bands	At the latest every 12 months	Mandatory replacement — wear part
Carabiners	Before each use	Check screw lock, test spring action
Iron ropes / cables	Monthly	Fraying, cuts, wear marks
Pulley wheels	Monthly	Smooth running, no scraping
Carriage rollers	Monthly	Freely running, no imbalance
Folding joint / screws	Quarterly	All screws tight, joint without play
Rails	Weekly	Free of dust, hair, dirt

12 · Springs, elastic bands & carabiners — inspection and replacement

> **WARNING — Safety-relevant wear parts**
> Springs, elastic bands, carabiners and iron ropes are **safety-relevant wear parts**. Maintenance and replacement may only be carried out when the device is not in use and is in an **unloaded condition**.

12.1 Springs (8 pcs., steel)

- Visual inspection in unloaded state for gaps between coils, kinks, deformation, corrosion.
- In case of damage, stop use immediately and replace the affected spring.
- Mandatory replacement: at the latest every **2 years** or after **3,000 operating hours** — whichever comes first.
- Use only original springs or replacement springs approved by The Virtù Line.

12.2 Spring replacement procedure

1. Make sure the device is unloaded and no persons are exercising on the device.
2. Completely detach both ends of the spring to be replaced from the spring deck.
3. Attach the new spring exclusively to the dedicated hooks on the spring deck — do not repurpose carabiner attachments.
4. Ensure that the spring is fully closed, correctly attached and securely tensioned.

12.3 Elastic bands (2 pcs.)

- Visual inspection for cracks, material hardening, discolouration or asymmetrical elongation.
- Mandatory replacement at the latest after **12 months**, immediately in case of visible wear.
- Never bring into contact with solvents, alcohol or heat.

12.4 Carabiners (4 pcs.)

- Visual inspection before each use: screw lock can be hand-tightened, spring of the gate is active, no corrosion, no deformation.
- Replace immediately if: lock is stiff, gate is cracked, spring element broken, visible deformation.
- Replacement only with identical screw-lock carabiners (breaking load ≥ 18 kN).

12.5 Iron ropes (2 pairs, 1.5 m)

- Monthly visual inspection for fraying, cuts, broken wires.
- If even a single broken wire is visible: replace the rope immediately and completely.
- Use only original iron ropes — incorrect rope diameters can jam in the pulleys.

13 · Troubleshooting

Problem	Possible cause	Remedy
Carriage runs jerky or uneven	Dirty rail, missing lubrication, loose roller	Clean rail, lubricate with silicone spray, check roller seat
Cracking or squeaking noise	Loose screw, dirty folding joint	Tighten all screws, clean folding joint and treat sparingly with silicone spray
Carabiner closes with difficulty	Dust, slight corrosion on the thread	Clean with a soft cloth, replace if necessary — do not apply lubricants to the screw lock
Springs rattle in end position	Springs not fully attached	Check attachment on both sides, hook spring correctly
Elastic band has become noticeably longer	Material fatigue	Replace immediately — wear part
Push-through bar wobbles	Safety pin not inserted or adjustment knob loose	Insert pin, tighten adjustment knob hand-tight
Device does not stand stable / wobbles	Uneven floor or loose corner brace	Choose level floor, check all corner braces
Pulley wheel blocked	Rope jumped out of groove or dust in axle	Guide rope back into groove, clean pulley
Shoulder pad loose	Fastening screw not tightened	**Do not use** shoulder pad until screw is firmly seated

14 · Transport and storage

- Before each transport: detach all springs, bands and carabiners; secure both carriages in the end position against slipping.
- Operate the folding joint only in a **fully unloaded state**. Minimum of two persons.
- Transport with the floor rollers is permitted on smooth, hard ground. Carry across carpet, stairs or thresholds — do not drag.
- **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.
- Choose the storage location so that **unauthorised use by third parties or children is ruled out**.
- After every change of location: check the level, firm stand and the safety clearances again (see chapter 5, "Installation site and ambient conditions").
- Storage: dry, frost-free, protected from direct sunlight. Do not install in immediate vicinity of heaters, air conditioners or heat sources.

15 · Disposal

The TENSIONE Superformer is a **purely mechanical training device** without electrical, electronic or battery-powered components. It therefore does not fall under the Waste Electrical and Electronic Equipment Directive (WEEE).

- **Packaging waste** (cardboard, films, wooden elements) shall be disposed of via the local collection infrastructure of the respective Member State's packaging regulations (Austria: ARA; Germany: LUCID; France: Citeo; Italy: CONAI; Spain: Ecoembes; …).
- **Metal parts** (frame, springs, pulleys, carabiners) shall be sent to the local scrap metal recycling.
- **Elastic bands**, padding and PVC covers shall be disposed of via residual waste or the recycling centre.
- **Iron ropes** shall be collected separately and sent to scrap metal recycling.

16 · Conformity (GPSR)

The TENSIONE Superformer is **purely muscle-powered** and 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. Referenced legal provisions and standards:

- GPSR (EU) 2023/988 — General Product Safety Regulation
- EN ISO 20957-1 — Stationary training equipment: general safety requirements
- EN ISO 12100 — Risk assessment
- EN IEC/IEEE 82079-1 — Design of instructions for use
- REACH (EC) 1907/2006 — Chemicals

A general **GPSR Declaration of Conformity** for the product line is provided free of charge on request and must be retained together with this user manual for 10 years.

17 · Warranty

The Virtù Line grants the original purchaser a warranty for the periods stated below from the date of purchase, subject to the presentation of an original invoice in the name of the purchaser. The complete warranty terms are enclosed with this document as a separate document „Warranty Terms The Virtù Line".

Warranty periods (overview)

Component	Warranty
Aluminium/steel frame, welded components	3 years
Wooden elements, push-through bars (mounting mechanism)	3 years
Other non-wearing, load-bearing components	2 years
Iron ropes, handles, loops, wheels, powder coatings, rotation discs	1 year
Steel springs (8 pcs.)	2 years or 3,000 operating hours
Elastic bands (2 pcs.)	6 months (wear part)
Carabiners, screw locks	6 months
Upholstery (PVC / carbon look)	6 months

Not covered by the warranty:

- Normal wear and tear
- Damage due to improper use or misuse
- Unauthorised modifications to the device
- Unauthorised repairs
- Cosmetic defects (scratches, paint wear)
- Damage caused by unsuitable cleaning agents
- Damage due to temperature or humidity influences (heaters, air conditioners)
- Shipping, transport, customs or installation costs

Conditions

The warranty is granted as a **Light Commercial Warranty** and is designed for a maximum operating time of **27.5 hours per week**. Statutory warranty rights remain unaffected. Wear parts (springs, elastic bands, carabiners, iron ropes, handles, upholstery) must be checked by the user and replaced at the specified intervals — proper replacement in accordance with this manual does not lead to loss of warranty.

Before any return under warranty, a **Return Merchandise Authorization (RMA)** must be obtained from The Virtù Line. Returns without RMA will not be accepted.

18 · Frequently asked questions (FAQ)

Q: Why does the TENSIONE have two carriages?
A: The dual carriage allows parallel use of push-through and classic reformer movements in a single training session. However, both carriages serve training by **one** person — either simultaneously (for complex exercises like splits or long-stretch variations) or individually depending on the exercise phase.

Q: What is the difference between springs and elastic bands on the TENSIONE?
A: The **8 steel springs** provide the main tension and a linear resistance profile. The **2 elastic bands** supplement the springs with a progressive (increasing with elongation) resistance and are mainly used for standing and lateral exercises.

Q: How often must I check the carabiners?
A: **Before each training session** — visual check of the screw lock and the spring action. Carabiners are safety-relevant connecting parts.

Q: Can I set up the device alone?
A: No. Due to the net weight of 180 kg and the folding mechanism, assembly by **at least two persons** is strongly recommended.

Q: Can I fold the TENSIONE without fully disassembling it?
A: Yes — the folding joint is designed for that. However, before folding, **all springs, bands and pulleys must be detached** and both carriages secured in the end position.

Q: What are the numbers (8, 9, 10, 11) on the shoulder pads for?
A: The numbers indicate the size settings for the shoulder position. Both pads of a carriage must be set **symmetrically** to the same number.

Q: What is the maximum load?
A: **250 kg** user weight per training person, including clothing and accessories.

Q: Which pulley hole should I use?
A: The multi-hole adjustment plate allows several spring tension settings. Start with a middle hole and adapt depending on the exercise type. Always hook carabiners into a **round mounting hole**, never into a screw connection.

Q: Do the elastic bands need to be replaced if they do not look cracked?
A: Yes — elastic bands lose their tension even without visible damage. **Mandatory replacement after 12 months**.

Q: Is reformer training on the TENSIONE suitable for beginners?
A: Yes, with introduction by a qualified trainer. The dual-carriage construction allows a wide range of exercise variations — beginners should start with single-carriage training and moderate spring tension.

Q: How do I clean the carbon-look upholstery?

A: With a soft, slightly damp cloth and mild soap solution. **Do not** use solvents, alcohol, disinfectants or abrasives.

Q: What do I do if a spring breaks or a band tears?

A: Take the device **out of service immediately**. Remove the defective part, follow the maintenance notes, order a replacement from The Virtù Line or your authorised dealer. Never continue to train.

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 (springs, elastic bands, carabiners, iron ropes, 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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