



NuStep, LLC / 47700 Halyard Dr. / Plymouth, MI 48170

800.322.2209 / NUSTEP.COM

January 14, 2025

Dear Valued NuStep Customer,

Our records show that your organization purchased a NuStep TRS 4000 or a NuStep T4 recumbent cross trainer 10+ years ago.

Please be informed that effective March 31, 2023, NuStep ended product support for all TRS 4000 and T4 models.

Several factors — including the availability of replacement parts — affected our ability to continue supporting these models. Therefore, with the end of product support, the following services are no longer available:

- troubleshooting assistance
- technical support materials (user manuals, service manuals, etc.)
- replacement parts
- accessories

In light of this, we are offering a \$500 retirement credit towards the purchase of our newest cross trainer model, the T6. This offer is valid through December 31, 2025.

For questions, or to learn more about the T6 cross trainer, please contact our sales team at: 800-322-2209 or sales@nustep.com.

Sincerely,

Tobey Thelen
Vice President, Marketing & Product Development
NuStep, LLC