X6750HRT (VEP0075, EP75B), X6850HRT (VEP0074, VEP0078, EP70B) Troubleshooting

NO DISPLAY ON THE CONSOLE OR THE DISPLAY IS DIM

Possible Causes	Solution
1. Fuse at power socket is bad.	1. First, check fuse and power cord socket, replace if blown.
2. Console is damaged or the console cable is not connected properly.	2. Unplug the console cable and use a multi-meter to check if the voltage between the 1(Vcc) and 8(Ground) pin of the console cable is greater than 12 VDC. If it is, replace the console and check again.
3. Poor connection to all the terminals on the control board.	3. Open the side covers and check that the +12 LED on the Lower Control Board (LCB3) is lit. If the LED is not lit, check the incoming power. If the LED is lit, check that all wire harnesses are connected properly to the terminals of the Lower Control Board (LCB3).
4. Control board is damaged.	4. Replace lower control board.

NO STRIDES PER MINUTE IS DISPLAYED DURING THE EXERCISE

Possible Causes	Solution
1. The RPM sensor is damaged or misaligned or sensor magnet is missing.	1. Open the side covers. While rotating the crank, check that the Lower Control Board RPM LED is flashing. If the RPM LED is not lit, check the sensor alignment and magnet. If alignment and magnet are correct, test sensor.
2. Console cable is not connected properly.	2. If the RPM LED is lit, but console does not display the RPM, check the console cable connections and console cable.
3. Lower Control Board (LCB3) is damaged.	3. Replace the Lower Control Board (LCB3).

ALL OR SOME OF THE FUNCTION KEYS DO NOT RESPOND

Possible Causes	Solution
1. Keypad connecting plug has a poor connection.	1. Remove the console cover, and then check if keypad cable is connected properly to the upper board. If it has not been connected well, reconnect it to the terminal and check again.
2. Keypad is damaged.	2. Replace the console.
3. Upper board is damaged.	3. Replace the console.

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NO RESISTANCE CHANGE OR TOO MUCH RESISTANCE (DIFFICULTY PEDALING)

Possible Cause	Solution
1. Console is damaged or the console cable is not connected properly.	1. Remove the console and check if the console cable has been connected properly.
2. Console cable is damaged.	2. Remove the side covers and check if the console cable is connected to the Lower Control Board (LCB3) properly.
3. Brake is damaged.	3. Using a voltage-meter, switch to Ohms reading for continuity. Connect the black lead of the meter to the frame ground and the red lead to Pin 1on the brake. There should be no continuity. If there is a continuity reading, replace the brake.
4. Control board is damaged.	4. Replace the console.

PEDAL SLIPS WHILE PEDALING

Possible Cause	Solution
1. Belt tension is loose.	1. Remove side covers. Check the belt tension. Adjust if necessary.

HEART RATE DOES NOT DISPLAY WHILE USING HEART RATE CHEST STRAP

Possible Cause	Solution
1. Heart rate chest strap does not contact user's chest very well.	1. Center the transmitter strap just below the breast or pectoral muscles, directly over your sternum with the logo facing out, and then check again. Or, using moist thumbs, press against the pads of the chest strap to check if there is a signal.
2. Heart rate chest strap has a low battery.	2. Remove the battery cover of the heart rate chest strap. Replace battery and check again.
3. Heart rate chest strap is damaged.	3. Replace the heart rate chest strap.
4. Heart-rate-control board is damaged.	4. Replace the Heart-rate-control board.
5. Console is damaged.	5. Replace the console.

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NOISE PROBLEMS

Symptom	Solution
There is a squeak or noise that appears to be coming from the roller wheels.	1. Verify that the roller wheels and tracks are in good condition. Assure there are no bumps or dents in either. Clean both the wheels and the tracks. 2. Tighten guide rail mounting screws.
Symptom	Solution
If the noise is in one particular spot during the during the rotation of the disk (i.e. the three O'clock position), the noise can be narrowed to external linkage, or crank bearings.	1. Check the tightness of all external linkages. If you find a loose or sloppy joint, tighten the hardware to this joint. It may be necessary to add a wavy washer to some joints. 2. If all external linkages are tight, it is likely that the crank bearings are bad. Replace the crank bearings or crank assembly.
Symptom	Solution
If the noise can not be narrowed down to a specific position during the rotation of the disk, it is likely that the problem is related to the flywheel or center axle.	1. Remove the covers and check the flywheel operation. Change flywheel bearings if necessary.