

MATRIX	Troubleshooting Guide: Speed Range Error	
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DESCRIPTION

A “Speed Range Error” on the console means that a safety feature (overspeed protection) on the treadmill has been engaged.

When the speed sensor reports a speed greater than 3.5 mph over the speed set on the console, the following occurs:

1. Power to the drive motor is cut.
2. The workout ends.
3. “Speed Range Error” displays on the console.
4. The incline is reduced to the minimum level.

SOLUTION

When a user has a newer belt and deck and their treadmill is set to a high incline, low friction can cause the belt to move faster than the motor is turning, triggering the overspeed protection.

1. If the incline overspeed tops out at a manageable level, the user can increase the speed on the unit before increasing the incline, to prevent the belt speed from exceeding the set speed by an amount high enough to trigger the “Speed Range Error”.
2. If the incline overspeed is too fast, the user can walk at a lower level for the time being. The coefficient of friction of the belt and deck will increase over time, and the user will eventually be able to walk at any incline level without acceleration due to gravity.

If the treadmill rapidly speeds up on its own, or if the message displays at no or little incline, follow the normal erratic speed troubleshooting steps.