

MATRIX	Service Bulletin 0140 Error Code	
Effective Date: Feb 6, 2017	Models Affected: T1X-04-C (TM706) T3X-05-C (TM707), T1XE/3XE/3XH (TM708), XR (TM697)	Bulletin Number
Prepared by: Alex Tang		NB-1705003

PROBLEM

The console displays 0140 error on the screen.

REASON

If the incline motor position does not match the console software setting, the incline motor may become stuck and trigger the 0140 error.

SOLUTION

1. Upgrade the console software. See table for appropriate version.

Model	Version
T1X-04-C (TM706)	3.002
T3X-05-C (TM707)	3.001
T1XE/3XE (TM708)	1.0.4.5
T3XH (TM708)	Coming Soon
XR (TM697)	6.001

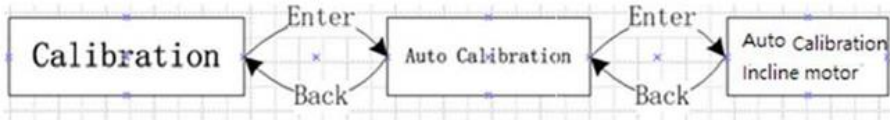
2. Follow the [Auto Calibration instructions](#) below to run the calibration for incline motor and verify if the function is normal.
3. If the problem is not resolved, disconnect the incline motor from the frame and adjust the motor tube position by hand to make sure the tube position is not stuck. Follow the [Incline Motor Stuck instructions](#) below and then repeat auto calibration process.
4. If the motor is still not functioning normally, it may have been damaged and will need to be replaced. Replace the incline motor.

Instructions

Note: Incline motor calibration is not available on the XR console

Incline Motor Auto Calibration – T1X (TM706) & T3X (TM707)

1. Go into Engineering Mode by pressing Enter – 2 – 0 – 0 – 1 – Enter
2. Using the arrow keys, scroll to Calibration. Press Enter
3. Select Auto Calibration. Press Enter



4. If successful, the console will display “Pass”
5. If calibration did not resolve the issue, it may be due to thermal protection of the incline motor. Power off the unit and try again after it has cooled down.
6. If the calibration failed, the incline motor is stuck. Follow the Incline Motor Stuck instructions.

Incline Motor Auto Calibration – T1XE/3XE/3XH (TM708)

1. Go into Service Mode by pressing Enter – 3 – 0 – 0 – 1 – Enter
2. Select Calibration, then Elevation
3. If calibration did not resolve the issue, it may be due to thermal protection of the incline motor. Power off the unit and try again after it has cooled down.
4. If the calibration failed, the incline motor is stuck. Follow the Incline Motor Stuck instructions.

Incline Motor Stuck

1. Verify the incline level is set to zero on the console.
2. Turn off the power and wait 2 hours for the machine to cool down.
3. Lift up the treadmill and support the front end so the wheels are off the floor. The treadmill could also be tipped on its side.
4. Remove the cotter pin from the top mounting bracket with needle nose pliers (Fig-1).
5. Remove the bolt from the top mounting bracket (Fig-2).



Fig-1



Fig-2

6. Turn the threaded rod counter-clockwise 1 ½ to 2 turns (Fig-3 and Fig-4).

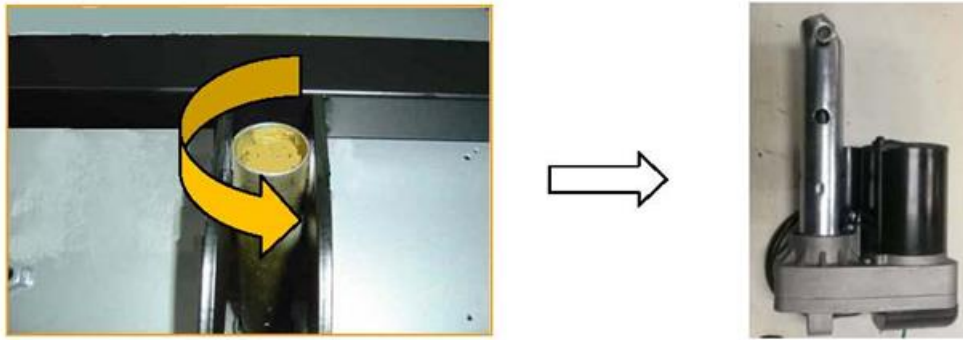


Fig-3

7. Reverse steps 5 and 4.

8. Turn on the power and proceed to auto calibration.

The solutions for the equipment in the field and warehouse

1	Affected models (JHT no.)	T-1X-04-C (TM706), T-3X-05-C (TM707), T-1XE3XE3XH(TM708), XR (TM697)			
2	NA ECR no.	ECR17010102	10	Old part number	110V: 1000312607 REV E 220V: 1000312608 REV E
3	JHT ECO no.	ECO17020080	11	old price	N/A
4	Implemented date	2017/2/7	12	New part number	110V: 1000312607 REV F 220V: 1000312608 REV F
5	Started s/n	TM5221702CA00001	13	new price	N/A
6	field service suggestion	☒ case by case ☐ club by club ☐ rework all	14	S-BOM updated	no needed
7	units in the warehouse	☒ no action required ☐ replace all	15	S-Drawing update	no needed
8	parts in stock	☒ running change ☐ immediate change	16	photos attached	
9	video available	no	17	SOP attached	Yes