

X6150 (EP172), X6250HRT (EP173)

Troubleshooting

General Notes:

1. You must be moving (rotating the crank) to elevate the ramp.
2. To get to the ECB you will need to take the left side disk off.
3. Use a 30mm puller to remove the side disk.
4. To get the Lower Control Board you will need to take the right side disk and side cover off.
5. **CAUTION:** When servicing this machine be careful not to touch live power cables or connectors. This product uses 110 power, not the typical 12 volt power.
6. This product has two power switches. If there are power issues, first check to make sure both switches are in the on position.

Symptom	Solution
No Power	1. Check to make sure the unit is has power to the outlet and both power switches are turned on. 2. Check the breaker at the lower switch. 3. Remove console and make sure data cable is connected properly. 4. Remove the front plate and check the wire connectors at front switch, breaker, and outlet. 5. Remove right disk and side cover and check the lights (DC1 on daughter board) on the lower board to make sure power is going to the board. 6. Check the Fuse on the Lower Board. 7. Check the data cable. 8. If you hear a rubbing noise on the flywheel check to make sure the internal power wires are not rubbing on the flywheel.
Symptom	Solution
No Elevation	1. Check the display to make sure the elevation is displayed and the keys are functioning properly. 2. Remove right disk and side cover and check Led's (DC3-Up and DC4-Down) when up and down incline buttons are pressed to see if board is working. 3. Check power from board to see power is being transmitted to Jumper Harness. a. Red = Down 12 volts b. Black = Up 12 volts 4. Check power at the end of the jumper harness that plugs into elevation motor. Check pin connectors for secure seat in connector, motor & jumper. 5. Replace elevation motor.

X6150 (EP172), X6250HRT (EP173)

Troubleshooting

CONSOLE PROBLEMS

Symptom	Solution
No RPM, Speed, or Watts readout	1. Check to see if the RPM sensor is firmly plugged in and positioned properly relative to the magnet on pulley/sprocket 2. Check RPM sensor wire for visible damage. • Replace if damaged (Note: Sensor can be tested for continuity by unplugging sensor wire from main wire harness and passing the magnet over the sensor. The sensor will act like a simple on-off switch when the magnet is present/absent). 3. Check to be sure the magnet is present on the crank pulley/sprocket. (Note: If the magnet is missing, it may be at the bottom of the elliptical). • Glue magnet in place 4. Console • Check connector in back of console • Replace console
Symptom	Solution
Console Resets after 5 minutes (Note: this is normal if not pedaling)	1. Verify RPM sensor placement and connections • If damaged, replace sensor/wires 2. Magnet missing from crank pulley/sprocket (Note: If the magnet is missing, it may be at the bottom of the elliptical) • Glue magnet in place
Symptom	Solution
HRT Console Problems (X6250HRT Only) (NOTE: Electronic devices such as wireless phones, TV's, remotes, radios, computers, electronic pet fencing, etc. may cause erratic heart rate readouts. Ensure all such items are turned off during workout or move unit to another location and resume workout.)	1. Center the transmitter on your chest over the sternum, directly against your skin. Moisten the rubber electrodes with several drops of water prior to placing it against your chest (see owner's guide) 2. Make sure transmitter strap is tight. If too loose, you will have intermittent readouts 3. The range of the transmitter is approximately 36 inches. Position yourself accordingly 4. The batteries in the transmitter are low • Have batteries replaced by jeweler. 5. If transmitter and batteries check OK • Replace console

X6150 (EP172), X6250HRT (EP173)

Troubleshooting

BRAKE PROBLEMS

Symptom	Solution
The tension works in reverse	1. Press and hold start/stop button to reset and start magnet from correct starting position • Replace brake assembly 2. Wire harness is reversed internally (refer to electrical diagram) • Replace wire harness
Symptom	Solution
No change in tension though console seems to function correctly (Note: chances are brake assembly is not operating)	1. Check electrical connections at brake assembly and at console 2. Check complete harness for damaged wires 3. Possible faulty wire harness • Replace wire harness 4. Possible faulty brake motor/assembly • Replace brake 5. Possible faulty console • Replace console
Symptom	Solution
Brake has clicking/clunking noise when changing tension	1. Check for any mechanical interference around brake assembly 2. Faulty brake • Replace brake assembly

X6150 (EP172), X6250HRT (EP173)

Troubleshooting

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.
Symptom	Solution
If the noise is in one particular spot 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.	1. Remove the covers and check the flywheel operation. Change flywheel bearings if necessary.