

Please refer to the following treadmill troubleshooting guide if your [LifeSpan treadmill](#) or [treadmill desk](#) is displaying an error code. If after trying the suggested solutions your treadmill is still showing an error please contact our customer service department at 877.654.3837 x4 or fill out a customer service request form.

Error	Solution
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E1	<p>An E1 error code is a very broad code. It is important to know when the E1 occurs and what was being done when it occurred. An E1 code just means that the console is not getting a reading from the reed switch (Speed Sensor). If the running belt moves for several minutes and then produces the E1 error, this is most commonly a result of the running belt needing lubrication. The motor control board will shut down due to the motor pulling too much current, triggering a safety shut down. It is important to maintain a proper lubrication schedule for your treadmill. The lubrication frequency will vary depending on the model, please refer to the lubrication instructions in the owner's manual. When lubricating be sure to use a <a href="#">100% silicone non-aerosol treadmill lubricant</a>, applying 1-oz.</p> <p>After lubricating the running belt, if you still continue to have problems or it returns after just a few weeks, the running belt may have become glazed. This is a term used that describes the pores on the underside of the running belt closing due to excess friction. When this occurs, the running belt can no longer absorb lubrication. In this instance you may need to replace the running belt as continued use can lead to damage of other components such as the motor and the motor control board.</p> <p>If the running belt stops after 6 seconds of starting the treadmill, this may indicate that either the speed sensor needs adjusting/</p>
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E5	<p>The E5 Error is specific to the TR2000e and the TR3000e treadmills.</p> <p>The error code triggers when an object is detected by the folding sensors on the underside of the treadmill. The folding sensors look like small trapezoids: two on the back and two on the front. Make sure there are no foreign objects underneath the treadmill. If no objects are present, inspect the sensors for damage. If the problem persists, please contact customer service.</p>
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E6 or E7	<p>An E6 or E7 error code is an incline error code. The E7 code means the potentiometer value the console is reading from the lift motor is out of range. This can happen when there is a bad wire harness connection or a damaged wire harness. It could also just mean the incline motor needs to be adjusted back into range. If all wire connections look ok, the incline motor will need to be adjusted.</p> <ol style="list-style-type: none"><li>1. Turn the power OFF, wait 5-seconds and turn back ON.</li><li>2. Get into test mode and enter through the I/O testing step. This screen will display the potentiometer value of the incline motor. Different models will have different values. Check to see if the running deck is raised to high incline level or if it is at the low level. If the running deck is at a low position press the incline up button. This will cause the incline motor to raise the running deck up. When the deck gets to a mid-level position, press the incline up button a second time to stop the deck. If the running deck is in a high incline position, use the incline down button to adjust the deck to a mid-level position.</li><li>3. Once the unit is in the mid-level position, power the treadmill off for 5-seconds and then power it back ON.</li><li>4. Start the treadmill.</li><li>5. Once the treadmill starts the</li></ol>
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E9 or E10	<ol style="list-style-type: none"> <li>1. Power OFF and ON.</li> <li>2. If the error code is still shown please contact customer service.</li> </ol>
Uart	<ol style="list-style-type: none"> <li>1. Power OFF and ON.</li> <li>2. If the error is still shown, check to make sure the wires are properly connected.</li> <li>3. If the wires are properly connected and the error is still shown please contact customer service.</li> </ol>
AC/DC-1	<ol style="list-style-type: none"> <li>1. Power OFF the treadmill for 5-minutes and then turn back ON.</li> <li>2. If the error is still shown, turn the treadmill OFF and unplug from the wall outlet. Find the cable that goes between the board under the motor cover and the console. Unplug any connections and replug.</li> <li>3. If the error code is still shown please contact customer service.</li> </ol>
AC/DC-2	<ol style="list-style-type: none"> <li>1. Power OFF and ON.</li> <li>2. If the error is still shown, turn the treadmill OFF and unplug from the wall outlet. Find the cable that goes between the board under the motor cover and the console. Unplug any connections and replug.</li> <li>3. If the error code is still shown please contact customer service.</li> </ol>

AC/DC-3	<ol style="list-style-type: none"> <li>1. Power OFF and ON.</li> <li>2. If the error is still shown, turn the treadmill OFF and unplug from the wall outlet. Find the cable that goes between the board under the motor cover and the console. Unplug any connections and replug.</li> <li>3. If the error code is still shown please contact customer service.</li> </ol>
AC/DC-4	<ol style="list-style-type: none"> <li>1. The motor is drawing too much power from the motor control board.</li> <li>2. Lubricate your treadmill with 1 oz. of the <a href="#">100% silicone non-aerosol lubrication</a>.</li> <li>3. If the error code is still shown please contact customer service.</li> </ol>
AC/DC-5	<ol style="list-style-type: none"> <li>1. Power OFF and ON.</li> <li>2. If the error is still shown, turn the treadmill OFF and unplug from the wall outlet. Find the cable that goes between the board under the motor cover and the console. Unplug any connections and replug.</li> <li>3. If the error code is still shown please contact customer service.</li> </ol>
AC/DC-6	<ol style="list-style-type: none"> <li>1. Power OFF and ON.</li> <li>2. If the error is still shown, turn the treadmill OFF and unplug from the wall outlet. Find the cable that goes between the board under the motor cover and the console. Unplug any connections and replug.</li> <li>3. If the error code is still shown please contact customer service.</li> </ol>

AC/DC-7	<ol style="list-style-type: none"> <li>1. Power OFF and ON.</li> <li>2. If the error is still shown, turn the treadmill OFF and unplug from the wall outlet. Find the cable that goes between the board under the motor cover and the console. Unplug any connections and replug.</li> <li>3. If the error code is still shown please contact customer service.</li> </ol>
AC/DC-8	<ol style="list-style-type: none"> <li>1. Power OFF and ON.</li> <li>2. If the error is still shown, check if the upper and lower control cables are connected properly and if the safety key is inserted completely.</li> <li>3. If the error code is still shown please contact customer service.</li> </ol>
AC/DC-9	<ol style="list-style-type: none"> <li>1. Power OFF and ON.</li> <li>2. If the error is still shown, turn the treadmill OFF and unplug from the wall outlet. Find the cable that goes between the board under the motor cover and the console. Unplug any connections and replug.</li> <li>3. If the error code is still shown please contact customer service.</li> </ol>