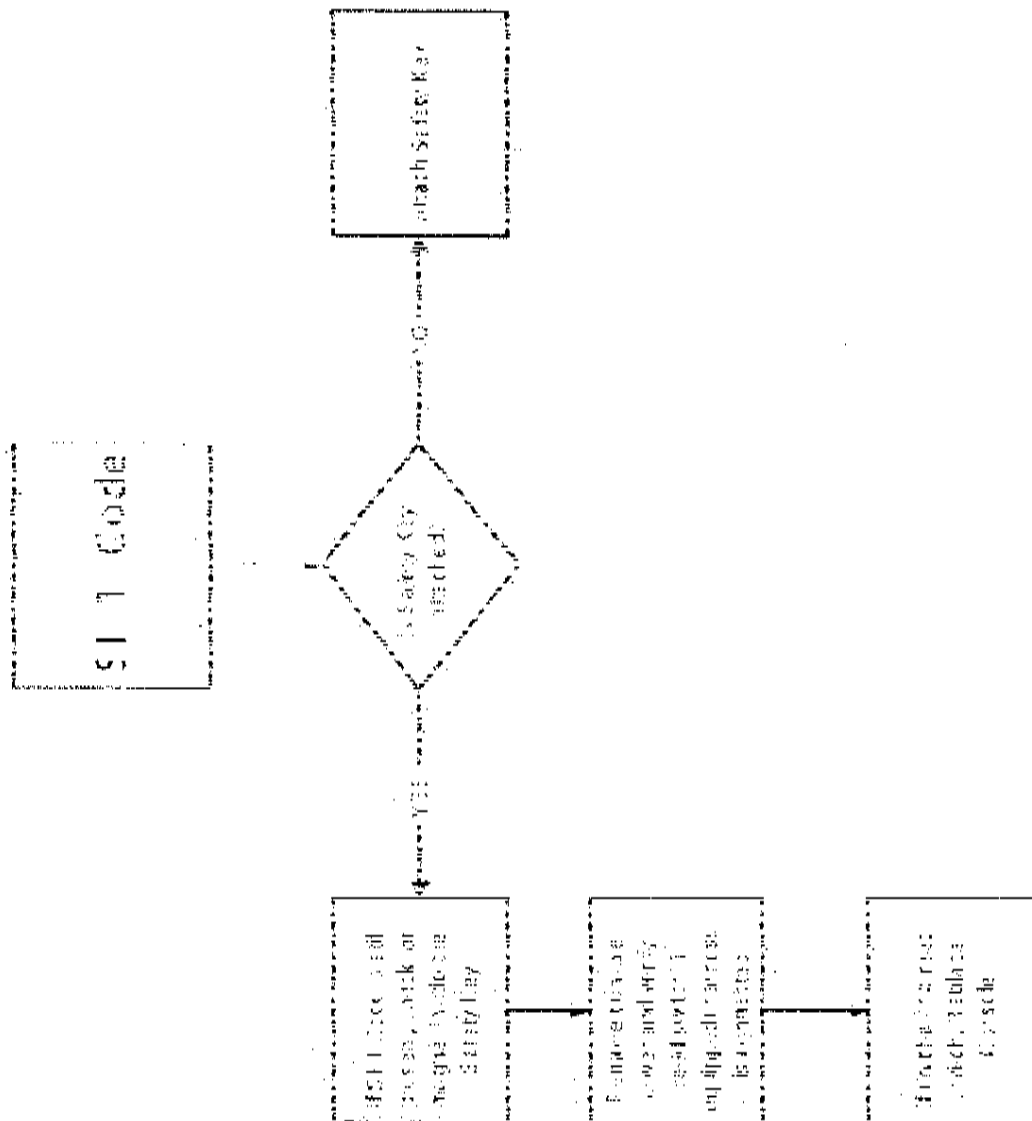


1-800-683-1236 EXT 258

Eugene 8:30 5: Central time \$ 28.00



General Error Messages and Solutions

<u>E-ERROR</u>	<u>SYMPTOMS</u>	<u>SOLUTIONS</u>
E11	The walking belt is moving at a slower speed than displayed in the speed window. Indicates a condition of locked rotor, excess stress to the motor, an arcing motor, a pulsing motor, a completely frozen motor, or high belt-deck friction. Often an E-11 and E22 can have the same symptoms. Therefore, check all possible solutions listed on both tabs.	A. Remove Safety key and verify walking deck lubrication. Reference Treadmill Maintenance B. Make sure that motor is not overheating by letting it run (with load, then without load) for a few minutes and touching the motor shroud C. If the walking belt moves for only 12 seconds after the start button is pressed: • Attempt Short Cal and/or Long Cal • Check that the fan is securely attached to the motor shaft (tighten if necessary) • Check to see if fan blades or "teeth" are broken (replace if broken) and if fan is close enough to pass through optical encoder without touching • Check to see if encoder (speed sensor) wire is loose on the motor controller side or on the encoder side • Make sure the S F/B LED flashes while rotating the flywheel • If the LED does not flash (whether not on at all or staying steadily on), check and clean the optical encoder and encoder harness connections • Still no flash, replace the optical encoder and/ or encoder harness
E22	Indicates excessive stress on the motor controller under speed condition Often an E-11 and E22 can have the same symptoms. Therefore, check all possible solutions listed on both tabs.	• Check to see if motor lead wire (red and black) are not loose, bare, charred, rusted • Make sure that the treadmill is not on an extension cord and that the treadmill is on a dedicated circuit • Check for overheating, charred, or unusual burning smells from the motor or motor controller • Check to make sure FSR light is flickering. If not, check to see if main console harness wires are pinched or frayed • If all of these check out ok, treadmill has a faulty motor controller or DC drive motor • Replaced MC and still shows these errors, replace console and report findings to QC
E33	The walking belt is moving at a faster speed than displayed in the speed window.	A. Re-calibrate B. If re-calibration does not work, you might have to adjust the "comp" switch and re-calibrate. C. Check and clean the encoder and encoder harness and it's connections for functionality D. Check to see if fan blades are broken. The fan tends to go faster if the blades are broken (replace if broken) Replace parts accordingly E. Make sure the S F/B LED flashes while rotating the flywheel E. Attempt Short and/or Long Cal. Replace parts accordingly

E44	Membranes or dome buttons are stuck or defective. In some occasions, the upper console PCB will be defective as well.	A. Disconnect the membranes and attempt the CL11 to CL21 Calibration sequence. B. Membranes disconnected and still showing the code? Faulty upper PCB. C. Dome button console with this error? Test the buttons, make sure they all "click." All click and has the same error? Automatic upper PCB on newer models and new console on older models.
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<u>SI- ERROR</u>	<u>SYMPTOMS</u>	<u>SOLUTIONS</u>
SI1	Indicates: 1) The safety key is not attached to the treadmill 2) The key is somehow losing contact with the (normally open) switch on the console 3) Safety switch connection at the console	A. Turn off the power, unplug the treadmill, wait 30 seconds, plug in and power up. B. Power off, pull off the safety key, re-attach safety key and power back up. C. Check and clean the magnet on the underside of the safety key. D. Make sure metal slug is underneath "emergency stop" sticker on the treadmill console. E. Try Short Cal to force movement, then Long Cal F. Troubleshoot the switch, button, or housing G. Try bypassing the loop for the switch (if the consumer doesn't mind) Reference SI3 procedure H. Replace key, housing, magnet, slug, etc. accordingly I. Still getting the error? Replace console.
SI2	Indicates the OVP(Over Voltage Protection) circuit on the controller is active and belt will not move <u>At power up before belt movement:</u>	A. Check for RAIL and LVS LED's to be lit • RAIL and LVS ok? Replace F2 fuse • RAIL not lit, but LVS ok? Replace F1 fuse • Still in doubt? Replace them both. (Typically the treadmills come with spares) B. Try Short Cal to force movement, then Long Cal C. Check leads (M+ and M-) from motor controller and motor for signs of being loose, charred, rusted, bare, disconnected, or cut. Check leads on motor controller. D. Check for missing and damaged motor brush covers or wires at the motor E. Test the motor with a <u>well charged</u> power supply of 9 or more volts (preferably a power drill or such) for rotor rotation F. Motor ran fine with a battery, all connections ok, and both fuses known to be good? Replace lower MC board G. Already replaced MC and still showing SI2 <u>at power up</u>? Replace console and report findings to QC

SI2 Continued	Indicates the OVP(Over Voltage Protection) circuit on the controller is active and belt will not move <u>Random</u> while treadmill is moving:	A. Let the Treadmill cool off a few minutes and attempt to re-start. B. Does it power back up and begin to run like normal? • Re-calibrate • Run the treadmill with a load for a few minutes and check the motor for over-heating or arcing • Check the MC board for signs of wear, overheating, or strange smells. • Check for missing and damaged motor brush covers or wires at the motor as above. C. No signs of anything wrong with any of the above, yet it shuts down and repeats the error code sporadically? Replace console D. Does it power back up with an SI2 and no belt movement? • Reference SI2 <u>At power up</u> before belt movement above
S13	Indicates: 1) The power up sequence was initiated with the treadmill in the upright folded position 2) There is a false signal being transmitted to the console from the fold-up sensor (speed bullet) 3) There is a false sensor being transmitted to the console from the Motor Controller board <i>Look for ATSW & switch</i>	A. Fold down the treadmill to normal operation position (down to the floor), and try again. Is the treadmill a few years old? B. Reference the SI3 Solution procedure in the T drive. E-mail it to the consumer if possible. Is it a newer model (i.e. HT65T.1, HT75T.1, etc) with the 08-0168 MC board? Ref SI2 with no belt movement 1) Check for a defective or burnt F1 fuse (replace as needed) 2) Check for defective or bad motor (test the motor) 3) Check for bad connection or no connection from the motor to the MC board (check, unplug, re-plug, and clean connections at M+ and M-) 4) If all else fails, possibly a bad MC board (replace as needed)

*Jump Connection
Power Requirements*

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