



Troubleshooting

KEY DOWN

E-TR and E-TRx

A "KEY DOWN" code will show on the display when the treadmill is powered on and a key is activated or if a key is been held for more than 20 seconds. When the "KEY DOWN" is showing on the display, the treadmill will not function.

There are multiple components that can cause the "KEY DOWN" code:

- Display Panel (main keypad)
- Small Keypad 'Quick Start' key only
- Hot Bar – Speed and incline controls (E-TRx only)
- Fan Keypad

If a user holds a key longer then 20 seconds, the "KEY DOWN" appears and the error code counter in the "Maintenance Mode" will add one to the count. When the user lets go, the code will go away after 20 seconds and the treadmill will be operational.

Note: Multiple "KEY DOWN" codes in the Maintenance Mode do not mean the keypads are faulty and need to be replaced. Only a permanent "KEY DOWN" on the display indicates a faulty keypad. Follow the trouble shooting procedure below to determine which component is the cause.

To determine which component is causing the "KEY DOWN", each keypad will need to be systematically disconnected. This must be done with the display powered on. If a keypad is disconnected and the "KEY DOWN" goes away, then that is the component with a stuck key. If a keypad is disconnected but they code stays, leave it disconnected and move on to the next keypad.

(See Page 2 for keypad disconnect order)

Disconnect the keypads in the following order:

- A. Fan Keypad
- B. Display Panel
- C. Small Keypad
- D. Hot Bar

