

Product Type	Primary Defect	SubDefect	Description
Cycles	Console	Battery Failure	Console batteries failed in a short period of time.
Cycles	Console	Console Cable	Console cable wires pinched or cut out of box, pins are bent, or no continuity is confirmed.
Cycles	Console	Console Defective	Apparent software issues, dim display, abnormal console noise (not speaker related).
Cycles	Console	Display Out	After unit is turned on, display is black, no numbers, no light.
Cycles	Console	Display Partial or Frozen	Partial number segments display in console.
Cycles	Console	Fans	Any console fan that is not functioning properly.
Cycles	Console	Heart Rate	HR grips or chest strap is not functioning properly and/or any interference from external sources that cause the heart rate to be erratic or non-functional. See description for Fit & Finish if grips dented or damaged.
Cycles	Console	Keypad - Console	Membrane key is not working, or some buttons work and some don't. Programs scrolling not including the toggle switches.
Cycles	Console	Keypad - Handlebar or Remote	Toggle switch or handlebar keypad is not working.
Cycles	Console	Overlay	Overlay is peeling, scratched or bubbling. Does not include protective covering. See Keypad - Console if buttons are not working.
Cycles	Console	RPM Wire or Magnet	RPM wire or RPM magnet are damaged or missing.
Cycles	Console	Speed Readout	No speed readout or incorrect readout.
Cycles	Console	Static	Problems with grounding wires and nuts, or ESD discharge to user
Cycles	Console	Touch Screen	Issues with touch screen not responding, sensitivity ,etc. See Keypad - Console if buttons are not working.
Cycles	Drive Train	Crank Arm - Damaged Threads	Threads are damaged on crank arm.
Cycles	Drive Train	Crank Arm Broken	Crank arm broken, or c-clip pops off.
Cycles	Drive Train	Crank Arm Loose	Crank arm has loosened from primary drive axle.
Cycles	Drive Train	Drive Belt	Frayed or broken drive belt. Rubbing due to misalignment or the drive belt falls off. Over tightened, loose.
Cycles	Drive Train	Idler or Tension Pulley	Drive belt tension pulley is not aligned or broken.

Cycles	Drive Train	Primary / Drive Axle Set	Axle shears off or bad threads on the axle. Failure due to broken pulley, stuck axle or excess wobble that causes belt problems. Use for all Brands. Does not include noise related complaints.
Cycles	Drive Train	Secondary / Pulley Axle Set	Failure due to broken pulley or stuck axle. Does not include noise related complaints. Use for Matrix and Vision only (not a flywheel).
Cycles	Entertainment / TV	Other	
Cycles	Entertainment / TV	Speakers / iPod	Any defective audio component.
Cycles	Entertainment / TV	TV	Use for any problem with TV.
Cycles	Entertainment / TV	Virtual Active	Use for any problem with Virtual Active.
Cycles	Fit & Finish	Decals Peeling	Any decal (Not the overlay) that starts to peel up.
Cycles	Fit & Finish	Grips	Grips torn, slipping, shrinking. Include dented HR grips
Cycles	Fit & Finish	Paint Rusted - Peeling Scratched	Any damage to the paint. Includes chrome flaking or discoloration.
Cycles	Frame	Bolt / Threading	Unable to install bolt/nut/screw due to improper threads, broken bolts/screws, insert damage.
Cycles	Frame	Frame / Part Alignment	Alignment or assembly Issues. Bolts don't line up.
Cycles	Frame	Welding or Broken Metal Part	Cracked weld, welded crooked, weld broken; or broken metal frame or part.
Cycles	Handlebars	Handlebar Broken or Loose	Handlebar damaged or loose.
Cycles	Handlebars	Handlebar Knob	Handlebar knob broken or malfunctioning.
Cycles	Installer Issues	Installer damaged the actual facility	
Cycles	Installer Issues	Installer damaged the equipment itself	
Cycles	Installer Issues	Installer left units in disarray or unfinished	
Cycles	Missing Parts	Duplicate Part	Example: packaged with 2 lefts or 2 right of assembly parts.
Cycles	Missing Parts	Missing Hardware	Individual hardware missing either from hardware bag or missing pre-installed hardware out of box.
Cycles	Missing Parts	Missing Other Assembly Parts	Example: missing frame piece, console, or frame plastics.
Cycles	Missing Parts	Missing Small Part Box Contents	Example: missing owner's manual, power supply/cord, or complete hardware bags out of box.
Cycles	Noises	Drive Belt	Drive belt squeaks or rubs.
Cycles	Noises	Flywheel	Noise from flywheel will be faster than pedaling speed.

Cycles	Noises	Generator	
Cycles	Noises	Unidentified Noises	Use only when noise is from frame or cannot be pinpointed to an exact part.
Cycles	Pedals	Pedal	Pedal failure or damage to the threading.
Cycles	Pedals	Pedal Clips/Straps	Pedal clip or pedal strap problem - check warranty period. Limited commercial warranty.
Cycles	Plastics Broken	Console Case	
Cycles	Plastics Broken	Other Part	
Cycles	Plastics Broken	Power Supply Socket	Power supply socket is broken or lose.
Cycles	Plastics Broken	Side Covers	
Cycles	Power	Generator	Generator failure - console dark or not responding.
Cycles	Power	Power Supply	The power supply is not working properly, on/off switch not lit, even if customer causes the power cord damage.
Cycles	Resistance	Erratic Resistance	Resistance changing on its own.
Cycles	Resistance	No Change in Resistance	Resistance not working, or flywheel brake failure.
Cycles	Resistance	Resistance Too High	Resistance Too High
Cycles	Resistance	Resistance Too Low	Resistance feels too light for user.
Cycles	Rework	Rework	
Cycles	Seat & Post	Seat	Seat damaged. For commercial bikes check warranty period.
Cycles	Seat & Post	Seat Knob	Seat knob broken.
Cycles	Seat & Post	Seat Post	Seat post has seized up, knocks, or slips.
Cycles	Shipping Errors	Damaged Part from Replacement Part Order	Part in small part shipment was damaged or broken.
Cycles	Shipping Errors	Missing Part from Replacement Part Order	Small part shipment did not include requested part.
Ellipticals	Console	Battery Failure	Console batteries failed in a short period of time.
Ellipticals	Console	Console Cable	Console cable wires pinched or cut out of box, pins are bent, or no continuity is confirmed.
Ellipticals	Console	Console Defective	Apparent software issues, dim display, abnormal console noise (not speaker related).
Ellipticals	Console	Display Out	After unit is turned on, display is black, no numbers, no light.
Ellipticals	Console	Display Partial or Frozen	Partial number segments display in console.
Ellipticals	Console	Fans	Any console fan that is not functioning properly.

Ellipticals	Console	Heart Rate	HR grips or chest strap is not functioning properly and/or any interference from external sources that cause the heart rate to be erratic or non-functional. See description for Fit & Finish if grips dented or damaged.
Ellipticals	Console	Keypad - Console	Membrane key is not working, or some buttons work and some don't. Programs scrolling not including the toggle switches.
Ellipticals	Console	Keypad - Handlebar or Remote	Toggle switch or handlebar keypad is not working.
Ellipticals	Console	Overlay	Overlay is peeling, scratched or bubbling. Does not include protective covering. See Keypad - Console if buttons are not working.
Ellipticals	Console	RPM Wire or Magnet	RPM wire or RPM magnet are damaged or missing.
Ellipticals	Console	Speed Readout	No speed readout or incorrect readout.
Ellipticals	Console	Static	Problems with grounding wires and nuts, or ESD discharge to user
Ellipticals	Console	Touch Screen	Issues with touch screen not responding, sensitivity ,etc. See Keypad - Console if buttons are not working.
Ellipticals	Drive Train	Crank Arm - Damaged Threads	Threads are damaged on crank arm.
Ellipticals	Drive Train	Crank Arm Broken	Crank arm broken, or c-clip pops off.
Ellipticals	Drive Train	Crank Arm Loose	Crank arm has loosened from primary drive axle.
Ellipticals	Drive Train	Drive Belt	Frayed or broken drive belt. Rubbing due to misalignment or the drive belt falls off. Over tightened, loose.
Ellipticals	Drive Train	Idler or Tension Pulley	Drive belt tension pulley is not aligned or broken.
Ellipticals	Drive Train	Primary / Drive Axle Set	Axle shears off or bad threads on the axle. Failure due to broken pulley, stuck axle or excess wobble that causes belt problems. Use for all Brands. Does not include noise related complaints.
Ellipticals	Drive Train	Secondary / Pulley Axle Set	Failure due to broken pulley or stuck axle. Does not include noise related complaints. Use for Matrix and Vision only (not a flywheel).
Ellipticals	Elevation	Erratic Elevation	Elevation bobs up and down, either constantly or before hitting target
Ellipticals	Elevation	No Response	Elevation is stuck.

Ellipticals	Elliptical Wheels & Rails	Rails Bumpy or Worn	Rails are bumpy. OK if within first 3 minutes of use, but a problem if bumping does not go away.
Ellipticals	Elliptical Wheels & Rails	Wheels	Elliptical roller wheels - squeaking, shredding or not functioning properly.
Ellipticals	Entertainment / TV	Other	
Ellipticals	Entertainment / TV	Speakers / iPod	Any defective audio component.
Ellipticals	Entertainment / TV	TV	Use for any problem with TV.
Ellipticals	Entertainment / TV	Virtual Active	Use for any problem with Virtual Active.
Ellipticals	Fit & Finish	Decals Peeling	Any decal (Not the overlay) that starts to peel up.
Ellipticals	Fit & Finish	Grips	Grips torn, slipping, shrinking. Include dented HR grips
Ellipticals	Fit & Finish	Paint Rusted - Peeling Scratched	Any damage to the paint. Includes chrome flaking or discoloration.
Ellipticals	Frame	Bolt / Threading	Unable to install bolt/nut/screw due to improper threads, broken bolts/screws, insert damage.
Ellipticals	Frame	Folding Mechanism	
Ellipticals	Frame	Frame / Part Alignment	Alignment or assembly Issues. Bolts don't line up.
Ellipticals	Frame	Welding or Broken Metal Part	Cracked weld, welded crooked, weld broken; or broken metal frame or part.
Ellipticals	Frame	Wheel Tracking	Wheels come off the rail.
Ellipticals	Installer Issues	Installer damaged the actual facility	
Ellipticals	Installer Issues	Installer damaged the equipment itself	
Ellipticals	Installer Issues	Installer left units in disarray or unfinished	
Ellipticals	Missing Parts	Duplicate Part	Example: packaged with 2 lefts or 2 right of assembly parts.
Ellipticals	Missing Parts	Missing Hardware	Individual hardware missing either from hardware bag or missing pre-installed hardware out of box.
Ellipticals	Missing Parts	Missing Other Assembly Parts	Example: missing frame piece, console, or frame plastics.
Ellipticals	Missing Parts	Missing Small Part Box Contents	Example: missing owner's manual, power supply/cord, or complete hardware bags out of box.
Ellipticals	Noises	Drive Belt	Drive belt squeaks or rubs.
Ellipticals	Noises	Elevation Noise	Elevation system is excessively noisy when moving up or down.
Ellipticals	Noises	Flywheel	Noise from flywheel will be faster than pedaling speed.
Ellipticals	Noises	Generator	

Ellipticals	Noises	Pivot Tube	
Ellipticals	Noises	Primary & Secondary Axle	
Ellipticals	Noises	Unidentified Noises	Use only when noise is from frame or cannot be pinpointed to an exact part.
Ellipticals	Pedal Arms & Pivot Tube	Bushing / Bearing : Broken / Damaged	For factory installed brass bushings that are broken or damaged. Only use for noises if absolutely sure this is the cause (if a noise is from the pivot tube/block, use that as the code).
Ellipticals	Pedal Arms & Pivot Tube	Pivot Tube	
Ellipticals	Plastics Broken	Console Case	
Ellipticals	Plastics Broken	Other Part	
Ellipticals	Plastics Broken	Pedal Foot Pads	
Ellipticals	Plastics Broken	Power Supply Socket	Power supply socket is broken or lose.
Ellipticals	Plastics Broken	Side Covers	
Ellipticals	Power	Generator	Generator failure - console dark or not responding.
Ellipticals	Power	Power Supply	The power supply is not working properly, on/off switch not lit, even if customer causes the power cord damage.
Ellipticals	Resistance	Erratic Resistance	Resistance changing on its own.
Ellipticals	Resistance	No Change in Resistance	Resistance not working, or flywheel brake failure.
Ellipticals	Resistance	Resistance Too High	Resistance Too High
Ellipticals	Resistance	Resistance Too Low	Resistance feels too light for user.
Ellipticals	Rework	Rework	Use only for JHTNA Field Rework or Proactive Upgrade Projects
Ellipticals	Shipping Errors	Damaged Part from Replacement Part Order	Part in small part shipment was damaged or broken.
Ellipticals	Shipping Errors	Missing Part from Replacement Part Order	Small part shipment did not include requested part.
Rower	Console	Battery Failure	Console batteries failed in a short period of time.
Rower	Console	Console Defective	Apparent software issues, dim display, abnormal console noise.
Rower	Console	Display Out	After unit is turned on, display is black, no numbers, no light.
Rower	Console	Display Partial or Frozen	Partial number segments display in console.
Rower	Console	Heart Rate	HR grips or chest strap is not functioning properly and/or any interference from external sources that cause the heart rate to be erratic or non-functional. See description for Fit & Finish if grips dented or damaged.

Rower	Console	Keypad - Console	Membrane key is not working, or some buttons work and some don't. Programs scrolling not including the toggle switches.
Rower	Console	Overlay	Overlay is peeling, scratched or bubbling. Does not include protective covering. See Keypad - Console if buttons are not working.
Rower	Console	RPM Wire or Magnet	RPM wire or RPM magnet are damaged or missing.
Rower	Console	Speed Readout	No speed readout or incorrect readout.
Rower	Drive Train	Primary / Drive Axle Set	Axle shears off or bad threads on the axle. Failure due to broken pulley, stuck axle or excess wobble that causes belt problems. Use for all Brands. Does not include noise related complaints.
Rower	Drive Train	Pull Rope	Frayed or broken pull rope. Rubbing due to misalignment or falls off. Over tightened, loose.
Rower	Fit & Finish	Decals Peeling	Any decal (Not the overlay) that starts to peel up.
Rower	Fit & Finish	Grips	Grips torn, slipping, shrinking. Include dented HR grips
Rower	Fit & Finish	Paint Rusted - Peeling Scratched	Any damage to the paint. Includes chrome flaking or discoloration.
Rower	Frame	Bolt / Threading	Unable to install bolt/nut/screw due to improper threads, broken bolts/screws, insert damage.
Rower	Frame	Frame / Part Alignment	Alignment or assembly Issues. Bolts don't line up.
Rower	Frame	Welding or Broken Metal Part	Cracked weld, welded crooked, weld broken; or broken metal frame or part.
Rower	Handlebars	Handlebar Broken or Loose	Handlebar damaged or loose.
Rower	Installer Issues	Installer damaged the actual facility	
Rower	Installer Issues	Installer damaged the equipment itself	
Rower	Installer Issues	Installer left units in disarray or unfinished	
Rower	Missing Parts	Duplicate Part	Example: packaged with 2 lefts or 2 right of assembly parts.
Rower	Missing Parts	Missing Hardware	Individual hardware missing either from hardware bag or missing pre-installed hardware out of box.
Rower	Missing Parts	Missing Other Assembly Parts	Example: missing frame piece or plastics.
Rower	Missing Parts	Missing Small Part Box Contents	Example: missing owner's manual or complete hardware bags out of box.
Rower	Noises	Flywheel	Noise from flywheel will be faster than pedaling speed.

Rower	Noises	Pull Rope	Pull rope squeaks or rubs.
Rower	Noises	Unidentified Noises	Use only when noise is from frame or cannot be pinpointed to an exact part.
Rower	Pedals	Pedal	
Rower	Pedals	Pedal Clips/Straps	Pedal clip or pedal strap problem - check warranty period. Limited commercial warranty.
Rower	Plastics Broken	Console Case	
Rower	Plastics Broken	Other Part	
Rower	Plastics Broken	Side Covers	
Rower	Resistance	Friction Pads	Friction pads are worn, hardened, or squeaking.
Rower	Resistance	Resistance Tension Knob	
Rower	Seat & Post	Seat	Seat damaged. For commercial bikes check warranty period.
Rower	Seat & Post	Seat Rollers	Seat rollers broken.
Rower	Shipping Errors	Damaged Part from Replacement Part Order	Part in small part shipment was damaged or broken.
Rower	Shipping Errors	Missing Part from Replacement Part Order	Small part shipment did not include requested part.
ICG & Kranks	Console	Battery Failure	Console batteries failed in a short period of time.
ICG & Kranks	Console	Console Defective	Apparent software issues, dim display, abnormal console noise.
ICG & Kranks	Console	Display Out	After unit is turned on, display is black, no numbers, no light.
ICG & Kranks	Console	Display Partial or Frozen	Partial number segments display in console.
ICG & Kranks	Console	Heart Rate	HR grips or chest strap is not functioning properly and/or any interference from external sources that cause the heart rate to be erratic or non-functional. See description for Fit & Finish if grips dented or damaged.
ICG & Kranks	Console	Keypad - Console	Membrane key is not working, or some buttons work and some don't. Programs scrolling not including the toggle switches.
ICG & Kranks	Console	Overlay	Overlay is peeling, scratched or bubbling. Does not include protective covering. See Keypad - Console if buttons are not working.
ICG & Kranks	Console	RPM Wire or Magnet	RPM wire or RPM magnet are damaged or missing.
ICG & Kranks	Console	Speed Readout	No speed readout or incorrect readout.
ICG & Kranks	Drive Train	Crank Arm - Damaged Threads	Threads are damaged on crank arm.
ICG & Kranks	Drive Train	Crank Arm Broken	Crank arm broken, or c-clip pops off.

ICG & Kranks	Drive Train	Crank Arm Loose	Crank arm has loosened from primary drive axle.
ICG & Kranks	Drive Train	Drive Belt or Chain	Frayed or broken drive belt. Rubbing due to misalignment or the drive belt or chain falls off. Over tightened, loose.
ICG & Kranks	Drive Train	Idler or Tension Pulley	Drive belt tension pulley is not aligned or broken.
ICG & Kranks	Drive Train	Primary / Drive Axle Set	Axle shears off or bad threads on the axle. Failure due to broken pulley, stuck axle or excess wobble that causes belt problems. Use for all Brands. Does not include noise related complaints.
ICG & Kranks	Fit & Finish	Decals Peeling	Any decal (Not the overlay) that starts to peel up.
ICG & Kranks	Fit & Finish	Grips	Grips torn, slipping, shrinking. Include dented HR grips
ICG & Kranks	Fit & Finish	Paint Rusted - Peeling Scratched	Any damage to the paint. Includes chrome flaking or discoloration.
ICG & Kranks	Frame	Bolt / Threading	Unable to install bolt/nut/screw due to improper threads, broken bolts/screws, insert damage.
ICG & Kranks	Frame	Frame / Part Alignment	Alignment or assembly Issues. Bolts don't line up.
ICG & Kranks	Frame	Welding or Broken Metal Part	Cracked weld, welded crooked, weld broken; or broken metal frame or part.
ICG & Kranks	Handlebars	Handlebar Broken or Loose	Handlebar damaged or loose.
ICG & Kranks	Handlebars	Handlebar Knob	Handlebar knob broken or malfunctioning.
ICG & Kranks	Handlebars	Handlebar Post	Handlebar post has seized up, knocks, or slips.
ICG & Kranks	Installer Issues	Installer damaged the actual facility	
ICG & Kranks	Installer Issues	Installer damaged the equipment itself	
ICG & Kranks	Installer Issues	Installer left units in disarray or unfinished	
ICG & Kranks	Missing Parts	Duplicate Part	Example: packaged with 2 lefts or 2 right of assembly parts.
ICG & Kranks	Missing Parts	Missing Hardware	Individual hardware missing either from hardware bag or missing pre-installed hardware out of box.
ICG & Kranks	Missing Parts	Missing Other Assembly Parts	Example: missing frame piece or plastics.
ICG & Kranks	Missing Parts	Missing Small Part Box Contents	Example: missing owner's manual or complete hardware bags out of box.
ICG & Kranks	My Ride	My Ride	
ICG & Kranks	Noises	Drive Belt or Chain	Frayed or broken drive belt. Rubbing due to misalignment or the drive belt or chain falls off. Over tightened, loose.

ICG & Kranks	Noises	Flywheel	Noise from flywheel will be faster than pedaling speed.
ICG & Kranks	Noises	Primary & Secondary Axle	
ICG & Kranks	Noises	Unidentified Noises	Use only when noise is from frame or cannot be pinpointed to an exact part.
ICG & Kranks	Pedals	Pedal Clips/Straps	Pedal clip or pedal strap problem - check warranty period. Limited commercial warranty.
ICG & Kranks	Pedals	Pedal or Handles	Pedal or Krankcycle handle failure, or damage to the threading.
ICG & Kranks	Plastics Broken	Console Case	
ICG & Kranks	Plastics Broken	Krankcycle Base	
ICG & Kranks	Plastics Broken	Other Part	
ICG & Kranks	Plastics Broken	Side Covers	
ICG & Kranks	Resistance	Friction Pads	Friction pads are worn, hardened, or squeaking.
ICG & Kranks	Resistance	Resistance Tension Knob	Resistance tension knob broken or malfunctioning.
ICG & Kranks	Rework	Rework	Use only for JHTNA Field Rework or Proactive Upgrade Projects
ICG & Kranks	Seat & Post	Seat	Seat damaged. For commercial bikes check warranty period.
ICG & Kranks	Seat & Post	Seat Knob	Seat knob broken.
ICG & Kranks	Seat & Post	Seat Post	Seat post has seized up, knocks, or slips.
ICG & Kranks	Shipping Errors	Damaged Part from Replacement Part Order	Part in small part shipment was damaged or broken.
ICG & Kranks	Shipping Errors	Missing Part from Replacement Part Order	Small part shipment did not include requested part.
Strength	Belts / Cables / Pulleys	Belt / Cable Broken or Damaged	Breaking, jacket failure, cable fraying
Strength	Belts / Cables / Pulleys	Belt / Cable Slips	Belt / Cable slips or has excess slack
Strength	Belts / Cables / Pulleys	Cable / Belt Rubs or Comes Off Pulley	Possible frame alignment / assembly issue.
Strength	Belts / Cables / Pulleys	Pulley Cracked or Noisy	Cracked plastic, damaged bearing etc. Do not use for alignment issues with belts, cables, and frames.
Strength	Counter	Count Not Accurate	
Strength	Counter	Display Partial or Frozen	Partial number segments display in counter.
Strength	Counter	No Display	After unit is turned on, display is black, no numbers, no light.
Strength	Counter	Overlay	Overlay is peeling, scratched or bubbling. Does not include protective covering.
Strength	Fit & Finish	Chrome Peeling or Flaking	Chrome part peels, flakes or excessively discolored.
Strength	Fit & Finish	Decals Peeling	Any decal that starts to peel up.
Strength	Fit & Finish	Grips	Grips torn, slipping, shrinking.

Strength	Fit & Finish	Paint Rusted - Peeling Scratched	Any damage to the paint. Includes chrome flaking or discoloration.
Strength	Frame	Bolt / Threading	Unable to install bolt/nut/screw due to improper threads, broken bolts/screws, insert damage.
Strength	Frame	Frame / Part Alignment	Alignment or assembly Issues. Bolts don't line up.
Strength	Frame	Welding or Broken Metal Part	Cracked weld, welded crooked, weld broken; or broken metal frame or part.
Strength	Installer Issues	Installer damaged the actual facility	
Strength	Installer Issues	Installer damaged the equipment itself	
Strength	Installer Issues	Installer left units in disarray or unfinished	
Strength	Missing Parts	Duplicate Part	Example: packaged with 2 lefts or 2 right of assembly parts.
Strength	Missing Parts	Missing Hardware	Individual hardware missing either from hardware bag or missing pre-installed hardware out of box.
Strength	Missing Parts	Missing Other Assembly Parts	Example: missing frame piece or plastics.
Strength	Missing Parts	Missing Small Part Box Contents	Example: missing owner's manual or complete hardware bags out of box.
Strength	Noises	Unidentified Noises	Use only when noise is from frame or cannot be pinpointed to an exact part.
Strength	Noises	Weights Stick or Make Noise	Weight plates stick or chatter or squeak when raised or lowered (not related to add-a-weight).
Strength	Plastics Broken	Other Part	
Strength	Plastics Broken	Top of Stack Cover	
Strength	Plastics Broken	Weight Stack Shield	
Strength	Rework	Rework	Use only for JHTNA Field Rework or Proactive Upgrade Projects
Strength	Seats / Pull Pins	Linear Bearings	Linear bearing are grinding. Leg and calf press only.
Strength	Seats / Pull Pins	Seat Pin Broken	
Strength	Seats / Pull Pins	Seat Slips	
Strength	Seats / Pull Pins	Seat Wobbles	
Strength	Shipping Errors	Damaged Part from Replacement Part Order	Part in small part shipment was damaged or broken.
Strength	Shipping Errors	Missing Part from Replacement Part Order	Small part shipment did not include requested part.
Strength	Upholstery	Upholstery Cut on New Item	Cut in upholstery upon delivery or identified within 7 days of installation
Strength	Upholstery	Upholstery Torn	Tearing, seam failure
Strength	Upholstery	Upholstery Worn Out	Worn through or discolored within 1 year warranty period.

Strength	Weight Stack Assembly	Add-a-Weight	Not working properly or broken
Strength	Weight Stack Assembly	Bayonet	Head plate bushing problems, alignment issues, scraping
Strength	Weight Stack Assembly	Guide Rods	Guide rods worn.
Strength	Weight Stack Assembly	Main Selector Pin Broken	
Strength	Weight Stack Assembly	Other	
Strength	Weight Stack Assembly	Rubber Weight Stack Cushion	Missing or damaged cushion between frame and floor below weight stack
Strength	Weight Stack Assembly	Weight Plate Broken	
Treadmills	Console	Auto Cal	Speed does not match what the console says. This is used when it is the original problem only and is corrected by auto calibration, not if any parts have been replaced recently that require auto calibration.
Treadmills	Console	Battery Failure	Console batteries failed in a short period of time.
Treadmills	Console	Console Cable	Console cable wires pinched or cut out of box, pins are bent, or no continuity is confirmed.
Treadmills	Console	Console Defective	Apparent software issues, dim display, abnormal console noise (not speaker related).
Treadmills	Console	Display Out	After unit is turned on, display is black, no numbers, no light.
Treadmills	Console	Display Partial or Frozen	Partial number segments display in console. See description for Safety Key / E Stop if console has dashes.
Treadmills	Console	Fans	Any console fan that is not functioning properly.
Treadmills	Console	Heart Rate	HR grips or chest strap is not functioning properly and/or any interference from external sources that cause the heart rate to be erratic or non-functional. See description for Fit & Finish if grips dented or damaged.
Treadmills	Console	Keypad - Console	Membrane key is not working, or some buttons work and some don't. Programs scrolling not including the toggle switches.
Treadmills	Console	Keypad - Handlebar or Remote	Toggle switch or handlebar keypad is not working.
Treadmills	Console	Overlay	Overlay is peeling, scratched or bubbling. Does not include protective covering. See Keypad - Console if buttons are not working.

Treadmills	Console	Safety Key / E Stop	Dashes on console/safety key off message or a loose fit of the safety key on treadmills.
Treadmills	Console	Static	Problems with grounding wires and nuts, or ESD discharge to user
Treadmills	Console	Touch Screen	Issues with touch screen not responding, sensitivity ,etc. See Keypad - Console if buttons are not working.
Treadmills	Drive System	Drive Belt	Frayed or broken drive belt. Rubbing due to misalignment or the drive belt falls off. Over tightened, loose.
Treadmills	Drive System	Erratic Speed	Treadmill increases or decreases in speed and the fluctuation in speed does not display on the console, but will always restart.
Treadmills	Drive System	Idler or Tension Pulley	Drive belt tension pulley is not aligned or broken.
Treadmills	Drive System	Motor	Motor sparking, smoking and smelling
Treadmills	Drive System	No Running Belt Movement	No belt movement.
Treadmills	Drive System	Running Belt Starts then Stops	Motor starts for a few seconds and then stops.
Treadmills	Drive System	Speed Sensor / Optical Disc	Console display never registers speed. Speed sensor or pickup is misaligned.
Treadmills	Elevation	Erratic Elevation	Elevation bobs up and down, either constantly or before hitting target
Treadmills	Elevation	No Response	Elevation is stuck.
Treadmills	Entertainment / TV	Other	
Treadmills	Entertainment / TV	Speakers / iPod	Any defective audio component.
Treadmills	Entertainment / TV	TV	Use for any problem with TV.
Treadmills	Entertainment / TV	Virtual Active	Use for any problem with Virtual Active.
Treadmills	Fit & Finish	Decals Peeling	Any decal (Not the overlay) that starts to peel up.
Treadmills	Fit & Finish	Grips	Grips torn, slipping, shrinking. Include dented HR grips
Treadmills	Fit & Finish	Paint Rusted - Peeling Scratched	Any damage to the paint. Includes chrome flaking or discoloration.
Treadmills	Frame	Bolt / Threading	Unable to install bolt/nut/screw due to improper threads, broken bolts/screws, insert damage.
Treadmills	Frame	Folding Mechanism	Anything with the lock latch, fold pin alignment, folding mechanism, or elevation frame on treadmills (only if there is not an elevation problem) Air shocks won't lift or hold deck position, pops off, leaking.

Treadmills	Frame	Frame / Part Alignment	Alignment or assembly Issues. Bolts don't line up.
Treadmills	Frame	Welding or Broken Metal Part	Cracked weld, welded crooked, weld broken; or broken metal frame or part.
Treadmills	Installer Issues	Installer damaged the actual facility	
Treadmills	Installer Issues	Installer damaged the equipment itself	
Treadmills	Installer Issues	Installer left units in disarray or unfinished	
Treadmills	Missing Parts	Duplicate Part	Example: packaged with 2 lefts or 2 right of assembly parts.
Treadmills	Missing Parts	Missing Hardware	Individual hardware missing either from hardware bag or missing pre-installed hardware out of box.
Treadmills	Missing Parts	Missing Other Assembly Parts	Example: missing frame piece, console, or frame plastics.
Treadmills	Missing Parts	Missing Small Part Box Contents	Example: missing owner's manual, complete hardware bags, power cord/power supply, safety key, silicone bottle out of box.
Treadmills	Noises	Deck Cushioning	Squeaking noise from under user.
Treadmills	Noises	Drive Belt	Drive belt squeaks or rubs.
Treadmills	Noises	Elevation Noise	Elevation system is excessively noisy when moving up or down.
Treadmills	Noises	Folding Mechanism	Noises from the folding mechanism.
Treadmills	Noises	Motor Noises	Motor is makes a grinding or rough noise. Or there is excess vibration. (Higher pitch with higher speed is normal)
Treadmills	Noises	Rollers	Treadmill front or rear roller noises, or bad bearings.
Treadmills	Noises	Unidentified Noises	Use only when noise is from frame or cannot be pinpointed to an exact part.
Treadmills	Plastics Broken	Console Case	
Treadmills	Plastics Broken	End Caps	
Treadmills	Plastics Broken	Motor Covers	
Treadmills	Plastics Broken	Other Part	
Treadmills	Plastics Broken	Power Cord Socket	Power cord socket on product is broken or lose.
Treadmills	Plastics Broken	Side Rail	
Treadmills	Power	Fuse / Circuit	Reset breaker by on/off switch and machine will run when restarted. Customer House circuit breaker trips.

Treadmills	Power	Power Cord	The power supply is not working properly, on/off switch not lit, even if customer causes the power cord damage. (if customer causes damage that is coded as out of warranty)
Treadmills	Rework	Rework	Use only for JHTNA Field Rework or Proactive Upgrade Projects
Treadmills	Running Belt	Belt Damaged	Belt cut, gouged or malformed out of box. (Some fraying on edges is normal)
Treadmills	Running Belt	Belt Residue	
Treadmills	Running Belt	Belt Worn Out	Belt visibly worn before end of warranty period. Check dates. Ask for accumulated time and distance
Treadmills	Running Belt	Centering	After attempting to tighten or center belt, belt continues to slip and/or won't center.
Treadmills	Running Belt	Running Belt Slips	Running belt stops, slips, or hesitates when user stands on treadmill belt.
Treadmills	Running Deck	Deck Broken	Any cracks or breaks in deck due to any cause.
Treadmills	Running Deck	Deck Cushioning	Any issues with elastomers breaking, wearing.
Treadmills	Running Deck	Deck Worn Out	Deck visibly worn through before end of warranty period. Check dates. Record accumulated time and distance.
Treadmills	Shipping Errors	Damaged Part from Replacement Part Order	Part in small part shipment was damaged or broken.
Treadmills	Shipping Errors	Missing Part from Replacement Part Order	Small part shipment did not include requested part.

