

ERROR CODES

- If the error code has never appeared before, the first step should always be to power the machine off/on, and see if the code re-appears. If the code re-appears, or has been seen before, then proceed with the steps below.
- After completion of each resolution step, restart the machine and see if the error returns. If not, proceed to the next resolution step. If issue persists, after all steps followed, contact Customer Service for advanced troubleshooting assistance.
- If multiple codes are present attempt to resolve “Hxx” code before troubleshooting “Cxx” codes. After “Hxx” codes are resolved “Cxx” codes may not re-appear.

Error Code	Error Name	Resolution
EStP	Estop Error	1. Check and make sure the E-Stop is plugged in and fitted correctly.
		2. Replace the upper electronics
C01	Console over voltage	1. Check all three I/O cable connections (MCB, top of upright, back of console)
		2. Replace I/O cables
		3. Replace MCB (Motor Control Board)
C02	Console under voltage	1. Check all three (MCB, top of upright, back of console) I/O cable connections
		2. Replace I/O cables
		3. Replace MCB
C03/C04/C05/C06/C07	Console current/hdw errors	1. Troubleshoot other codes first and restart machine.
		2. Replace console
C08	Wrong MCB	1. Replace MCB with correct part for machine
H03	Critical motor current	1. Check that all MCB wiring is secure
		2. Replace MCB
H05	Communication lost	1. Check all three I/O cable connections (MCB, top of upright, back of console)
		2. Replace I/O cables
		3. Seek advanced troubleshooting assistance
H06	Communication issue	1. If issue returns after power off/on seek advanced troubleshooting assistance
H07	Over speed condition	1. If error occurs when machine is powered up or when start button is pressed, replace MCB
		2. If error occurs due to pushing belts beyond motor speed, advise not to push belts beyond motor speed
		3. Seek advanced troubleshooting assistance
H08	No tach detected	1. Check that motor tach I/O cable is connected at both ends
		2. Replace motor assembly
H11	Power supply voltage low	1. If error has occurred multiple times replace MCB
H12	Memory error	1. If error has occurred multiple times replace MCB
H13	Hardware failure	1. If error has occurred multiple times replace MCB
H15	Over current	1. Check belt lubrication/tension
		2. If heavier user at low speeds set shocks to MIN travel and try shorter workout at higher speed (over 2.0MPH)
		3. If problem has slowly developed over a long period of time and has been getting worse, replace motor.

H16	Over speed condition	1. If error occurs when machine is powered up or when start button is pressed, replace MCB
		2. If error occurs due to pushing belts beyond motor speed, advise not to push belts beyond motor speed
		3. Seek advanced troubleshooting assistance
H17	Motor wiring	1. Check motor wiring connections to MCB
		2. Replace motor
		3. Replace MCB
H18	Wiring short	1. Check all wiring connections at MCB
		2. Replace MCB
H19	Voltage issue	1. Check all wiring connections at MCB, AC plug assembly, and power cord
		2. If error has occurred multiple times, replace MCB
H20	MCB backup monitor error	1. If error has occurred multiple times replace MCB
H22	Voltage issue	1. If error has occurred multiple times replace MCB
H23	No tach signal	1. Check motor power wire connection and tach I/O cable connection at both ends
		2. Check that tach wheel is mounted securely to motor shaft. If not, tighten wheel.
		3. Replace motor
H24	Current issue	1. Troubleshoot any other error first. If other errors resolved, and error has occurred multiple times, replace MCB.
H26/28/H29	Circuitry issue	1. If error has occurred multiple times replace MCB
H30	Estop Error	1. Check and make sure the E-Stop is plugged in and fitted correctly.
		2. Replace console
		3. Replace MCB
H31	Speed higher than current	1. Check all motor connections at MCB
		2. Seek advanced troubleshooting assistance