

	Troubleshooting Guide: 5.3AT Troubleshooting
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Issue	Description	Action	Part Numbers
No Belt Movement and No Incline Out of Box	The console has normal display and function, but the running belt and incline motor do not move.	Replace the console cables.	1000101982 (upper); 1000231682 (middle); 1000231686 (lower)
Resets to 'Select User' Screen Before Program Begins	The keypad buttons are responsive from the 'Select User' screen. If the user presses enter and attempts to set up a profile, the console resets to the 'Select User' screen. If the user presses a program button, the console displays the three second countdown, but then resets to the 'Select User' screen.		
Console Beeps Constantly	The console beeps constantly while the safety key is attached. The beeping stops when the safety key is removed.		
Console "Connecting"	The 5.3AT console displays "Connecting" and is unresponsive.		
Resets to 'Select User' Screen During Program	The machine begins a program. The running belt and incline motor move, but the program randomly ends and the console resets to the 'Select User' screen.	Replace the safety key and reed switch.	1000110297; 1000228346
Console Stuck on 'Select User' Screen	The console does not move past the 'Select User' screen. The buttons may beep when released, but do not show other response.	Replace all keypads.	1000223381; 1000343753; 1000343712; 1000343744; 1000343716

To test the console cable, see the [5.3AT Console Cable Chart](#) on page 2.

5.3AT Console Cable Chart

Pin #	Pin Name	Description	Electrical Characteristics	Symptom When Wire Cut
1 BLACK	Power	DC Power Input	+12 V/2A	None (redundant wire)
2 ORANGE	Power	DC Power Input	+12 V/2A	None (redundant wire)
3 RED	DA	RS485 differential signal	-5 ~ +5.0 V	Console shows “Connecting”. No other displays or functions.
4 BLUE	SAFE	Safe	Open drain, +5.0 V based on system design.	1. Some units – the console appears to function normally, but the running belt and incline motor do not move. 2. Some units – the console beeps constantly. The console resets to the ‘Select User’ screen during the three second countdown or during program set up.
5 YELLOW	SAFE	Safe	Open drain, +5.0 V based on system design.	1. Some units – the console appears to function normally, but the running belt and incline motor do not move. 2. Some units – the console beeps constantly. The console resets to the ‘Select User’ screen during the three second countdown or during program set up.
6 GREEN	DB	Safe	-5 ~ +5.0 V	Console shows “Connecting”. No other displays or functions.
7 PURPLE	GND	Ground	0.0 V/2A	None (redundant wire)
8 BROWN	GND	Ground	0.0 V/2A	None (redundant wire)