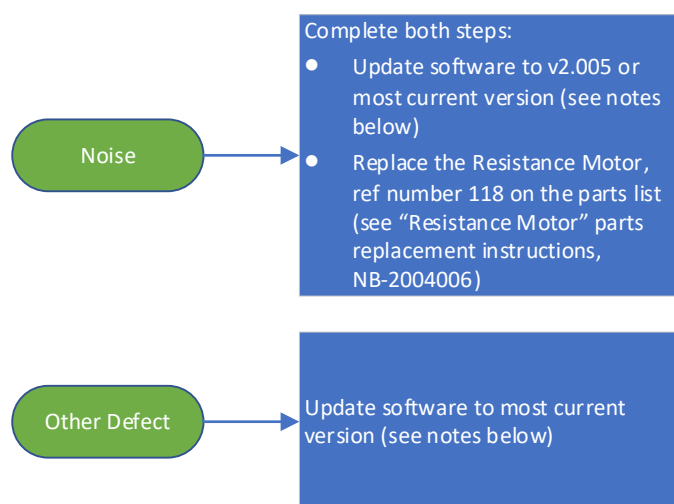


	Troubleshooting Guide: HT5.0 Peak Trainer	
Bulletin Number: NB-2006004	Date Prepared: 6/24/2020	Models Affected: HT5.0 (EP031)
Prepared by: IPO Customer Service		

PROBLEM

Use this guide to troubleshoot an issue on a HT5.0 Peak Trainer.

ISSUES AND SOLUTIONS



Additional Information

Units on or after serial number EP031B-20061001 are produced with the newest software version.

To download the latest software version, follow the appropriate instructions for your region:

- North America: Go to the Horizon Fitness website. Choose **Support** and then **Software Updates** (<https://www.horizonfitness.com/support/software-updates>). See the installation instructions on the page for complete steps (these instructions are also available in Online Remedy: Software Information > Manual Software Update).

Important (*North America only*): If the software update is unsuccessful, contact Supervisor/Team Lead for possible RA.

- All other SBUs: Go to CS Web (http://service.johnsonfitness.com/cs_new/login.asp - Chrome browser recommended) and open the page **Software & Tool**.