

Caring for Your ClimbMill



MATRIX

Caring for and maintaining your equipment will help extend the life of your product, prevent noises, and keep the product running smoothly. This document will provide you with information regarding these topics.

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Moving and Leveling

Moving

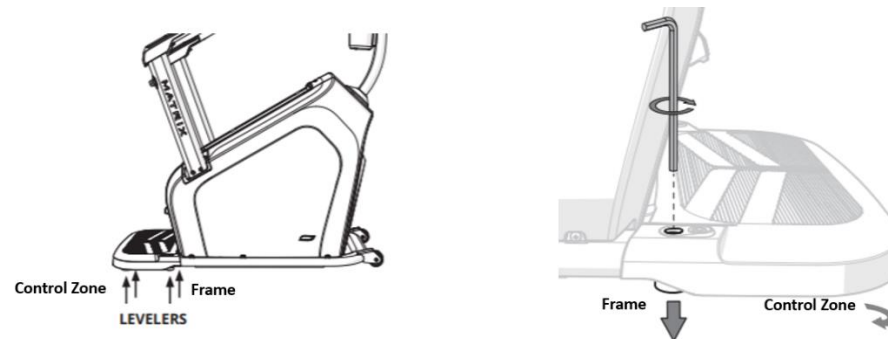
There will be times when you need to move your unit to clean underneath it. When moving the unit, it is important to first remove the power cord from the frame and wall outlet, so it is out of the way and doesn't get damaged.

Grasp the console mast and place your foot on the front stabilizer. Press down with your arms and push out (away from you) with your foot to get the ClimbMill on the transport wheels. **NEVER** grab the console or Control Zone when moving.



Leveling

There are 4 leveling feet in total; 2 on the Control Zone and 2 on the frame. It is important to start with the leveling feet all the way up (turn clockwise). Once the ClimbMill is in its desired location, if the unit is not level, adjust the leveling feet by turning counterclockwise. The frame leveling feet use a top-down leveling system, meaning you can use a 6mm Allen key to turn the leveling feet down without tipping the unit on its side. The Control Zone leveling feet must be turned down/up by using your hand.



Care and Maintenance

Approved Cleaners and Proper Cleaning Technique

Johnson Health Tech recommends using a mild soap and water solution (1:10 soap to water ratio) for cleaning surfaces. To disinfect surfaces, distilled vinegar and water solution (1:20 vinegar to water dilution) can be used along with other store-bought disinfectants. Make sure you are using a diluted disinfectant solution. Be careful when choosing your disinfectant however, as strong concentrate disinfectants can damage plastics and metal surfaces over time.

Always spray a clean cloth, then wipe surfaces. NEVER spray the frame or console directly. Spraying directly on the unit can cause corrosion over time as over-spray occurs and is not wiped off.

Touchscreen consoles – to clean, use a micro-fiber cloth and an [LCD screen cleaner](#)

Preventive Maintenance

Before performing any maintenance, unplug the power cord from the outlet and wait 2-3 minutes to allow power to dissipate from all the electronics.

Monthly

TASKS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Check all hardware to make sure it is secure – see frame bolts												
Inspect power cord for damage												
Wipe entire frame and shrouds with approved cleaner												
*Test the safety stop buttons for proper function												
*Test Control Zone and Frame IR sensor proper function												
Quarterly: Remove the access panel and vacuum out the area												
Quarterly or when notified: Clean and **grease the drive and stair chains												
Quarterly or when notified: Clean and **grease the stair chain bearings and guide rails												

*Please refer to the [Safety Features](#) section on this document

**Grease – clean, then grease the chain with [Mobil 1 synthetic grease](#). A light coating of grease is all that is needed. Do not over-grease.

Note: The console will notify you every 1,080 hours to lubricate the chains. Refer to [the Basic Troubleshooting](#) section of this document for further instruction.

Frame Bolts

Loose bolts are a common cause of noise issues on product. From time to time, especially after a few uses when a product is new, you may see frame bolts starting to loosen. This can cause noise issues. This is natural and happens as the product settles to the floor and begins to be used. It is important after the first few uses, and then on a monthly basis, that you check the frame bolts. If you find loose bolts, it would be a good idea to add a medium-strength thread locker to the bolt threads before tightening. Once the thread locker cures, it will help prevent bolts from coming loose again. Cure times for thread locker is generally 24 hours, so it is best to do this and not use the product during that time.

Tools needed for tightening bolts: metric Allen sockets (3mm-8mm) and ratcheting wrench



1. Vibra-tite blue is a medium-strength thread locker that comes in a pump gel and is available at most hardware stores or can be ordered on Amazon. [Blue Vibra-tite Thread Locker](#)
2. Loctite blue is a medium-strength thread locker that comes in a squeeze bottle in liquid form and is available at most hardware stores or can be ordered on Amazon. [Blue Loctite](#)



Access Panel

If something falls inside the frame or when performing maintenance, the front shroud serves as an access panel. Simply unplug the power cord from the wall and frame, then remove the 2 Phillips-head screws and lift the access panel off the frame.



Safety Features

The ClimbMill has numerous safety features that must be checked for proper function. When a stop button is engaged, the stairs will stop immediately.

Console Mast Stop – Press the button to engage.

Handrail Stop - Press the button to engage.

Frame IR Sensor – Visually check the IR sensor on each side; they should be illuminated. If they are, walk on the stairs and ride them down, then step behind the Control Zone. Place your foot under the stairs, blocking the IR sensor to make it engage.

- Refer to the [Frame IR Sensor](#) section to learn more about this safety feature.

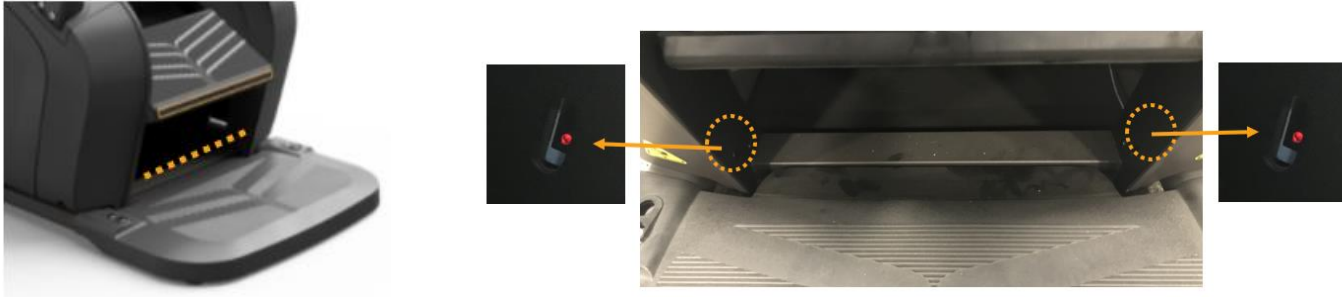
Control Zone – Walk on the stairs and ride them down, then step on the Control Zone to engage.

- Refer to the [Control Zone](#) section to learn more about this safety feature.



Frame IR Sensor *(also known as auto stops sensors)*

If something falls under the stairs and blocks the IR sensor, the stairs will stop immediately, like an automatic garage door. If a garage door is going down and someone tries to go underneath it, they block the IR sensor and the door stops. This is the same concept.



Control Zone

When the stairs are moving and weight is put on the Control Zone, it triggers communication to the control board telling it to stop the stairs as it because the user is no longer on the unit. This is a safety feature; however, if someone is using the ClimbMill and weight is placed on the Control Zone (a pet steps on it, something is dropped on it, etc.) it will trigger the communication and stop the stairs.



Frequently Asked Questions

What is a Control Zone?

The Control Zone has 2 functions. The first function it is used for is a step to get on the ClimbMill. The second function is to stop the stairs. For example, if a user cramps up while climbing the stairs and steps off the stairs onto the Control Zone, the stairs will stop immediately. The Control Zone has sensors that detect when someone is stepping on it and those sensors communicate to the control board.

Why should I not pick up the ClimbMill from the Control Zone when I need to move it?

The Control Zone has spring loaded sensors built into it and when you lift the ClimbMill by the Control Zone those springs become displaced and make the Control Zone unusable.

What are the height and weight requirements to be able to use the C50 ClimbMill in my home?

The equipment adds 20" – 25" / 50 – 64.5 cm to a user's height. For example, a 6'1" / 185 cm tall user will be 7'9" – 8'2" / 236 – 249 cm off the floor. The C50 requires a minimum user weight of 99 lbs. / 45 kgs. and has a maximum user capacity of 300 lbs. / 136 kgs.

Why is the ClimbMill I purchased louder than the one at the store?

All fitness products seem quieter in a large store showroom because there is generally more background noise than in your home. Also, there will be less reverberation on a carpeted concrete floor than on a wood overlay floor. Sometimes a heavy rubber mat will help reduce reverberation through the floor. If a fitness product is placed close to a wall, there will be more reflected noise.

Basic Troubleshooting

After performing these troubleshooting steps, contact Customer Service if the issue still exists.

The console shows a “lubricate chain” message.

Lubrication of the drive chains is required after 1,080 hours of use. Clean and lubricate the drive chains using Mobil 1 synthetic grease. Once complete, dismiss the message:

XR Console (TM697 or TM770) – Press and hold the speed up and stop button together for 5-7 seconds until the console beeps.

XER / XIR Console (TM698 / TM699) –

1. Press the gear icon in the upper right corner of the screen.
2. Press Hardware.
3. Scroll down to the Lube Chain reset button.

XER / XIR / XUR Console (TM751 / TM752 / TM753) –

1. Press and hold the logo at the top of the screen (Featured Exercises).
2. From the Product Dashboard, select Machine Settings and a keypad will pop up.
3. Type 3001 Enter (check mark) on the keypad.
4. Select Hardware from the menus along the left side of the screen.
5. Under “Hours Since Chain Was Last Lubed”, select Reset.

The console shows a red safety button is pressed.

1. Depress the red safety button that is pressed.
2. Check the assembly steps to ensure the wires are connected and not pinched

The console shows an image of a foot on the control zone.

1. Check for and remove any items pressing on the control zone.
2. Check the wire connection under the control zone and ensure the wires are not pinched.

My steps seem to move faster or slower than the console is displaying.

Calibrate the steps:

XR Console (TM697 or TM770) – From the Select User screen:

1. Enter Service Mode by pressing the resistance up and down buttons together at the same time for 5 seconds.
2. Using the up and down buttons, advance to ENG2 and press enter.

3. Using the up and down buttons, advance to Calibration and press enter.
4. Follow the on-screen prompts to begin calibration. Do not hang onto the handlebars. Calibration will take between 45 and 60 seconds. Once complete, press and hold stop to exit calibration. Press and hold stop again to exit Service Mode.

XER / XIR Console (TM698 / TM699) – From the GO screen:

1. Press the gear icon in the upper right corner of the screen and select Machine Settings.
2. Double tap the bottom right corner of the screen and then immediately double tap the bottom left corner of the screen.
3. Swipe up until you see the Calibration button on the left side of the screen and select it.
4. Enter user weight and then press start. Do not hang onto the handlebars. Calibration will take between 45 and 60 seconds. Once complete, press the check mark and exit Engineering Mode by pressing the home button in the top left corner.

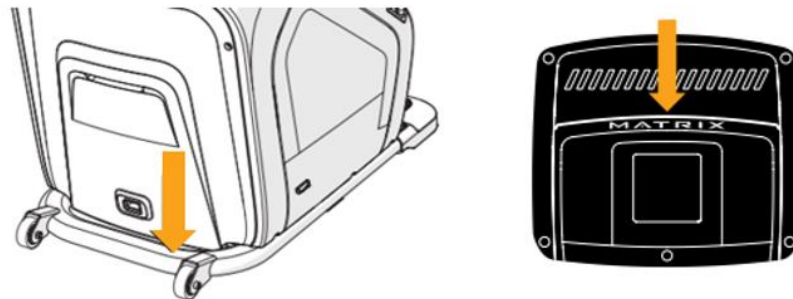
XER / XIR / XUR Console (TM751 / TM752 / TM753) – From the GO screen:

1. Press the gear icon in the upper right corner of the screen.
2. Select Machine Settings.
3. Select Calibrate from the menus along the left side of the screen.
4. Enter your weight and then press Calibrate. Do not hang onto the handlebars. Calibration will take around 50 seconds.

Serial Numbers – *Please refer to your Owner's Manual for serial number location for your product*

Before you contact us for support, please have your product serial numbers ready. It is helpful if you are near the product when you contact us in case there are some simple things you could check before we send a technician.

There are two serial numbers per ClimbMill. One is for the frame and located on the front stabilizer bar. The second is for the console and is found on the back cover.



Useful Resources

Use the link below to find **product registration**, **warranty information**, additional **FAQs**, **troubleshooting** information, **assembly/maintenance videos**, and see available **software updates** for consoles.

Matrix Fitness - <https://www.matrixfitness.com/us/eng/home/support>

Customer Technical Support - *Please refer to your Owner's Manual for warranty terms*

Warranty Product

Brand	Phone	Email
Matrix	800-335-4348	info@johnsonfit.com

Out of Warranty Product

Brand	Phone	Email
Matrix	888-993-3199	visionparts@johnsonfit.com