

			Troubleshooting Guide: Console		
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Symptom	Possible Cause	Test Procedure	Repair
No console display.	Improper wiring	• Verify the connections between the power supply and the power jack. • Verify the connections between the console cable and the console. • Perform a voltage check on the console cable. It should be 12VDC. • Verify the power supply is not pinched or damaged.	Connect wires correctly or replace parts as needed.
	Failed or improper power supply	• Perform a voltage check on the power supply. • Verify the power supply and make sure the adapter is the correct voltage.	Replace power supply and power socket.
	Failed console	--	Replace console.
Partial LCD display on console.	Console was subject to cold temperatures	--	Allow the machine to warm to room temperature. It may be necessary to gently massage the LCD crystal with your hand to allow for full display. **NOTE – Pressing against the LCD crystal with excessive force may damage the crystal.
	Failed or improper power supply	• Perform a voltage check on the power supply. • Verify the power supply and make sure the adapter is the correct voltage.	Replace power supply and power socket.
	Failed console	--	Replace the console

Console resets intermittently.	Poor connection between power supply and power jack	Verify that the power supply is securely inserted into the power jack.	Insert power supply into power jack.
	Failed power supply	Perform a voltage check on the power supply.	Replace power supply.
	Failed console cable	• Verify the console cable is not pinched or damaged. • Perform a voltage check on the console cable.	Replace console cable.
	Failed console	--	Replace console.
Only time is displaying on the console.	Failed sensor wire	Perform an RPM continuity check.	Replace sensor wire.
	Missing RPM magnet on crank assembly or misaligned RPM sensor	Visually verify the presence of the magnet in the pedal axle and the alignment of the RPM sensor.	Replace magnet and/or reposition RPM sensor.
	Failed console	--	Replace console.
Only the blue backlight on the console is displaying.	Failed console	--	Replace console.
Console display is constantly scrolling.	Stuck button	Apply warm air via hairdryer to the keypad for 1 minute while massaging the buttons in little circles.	Replace console.
	Failed toggle grips	Disconnect the toggle grips and confirm the scrolling stops.	Replace both toggles.