

Troubleshooting: Ellipticals *continued*

X6100

CONSOLE PROBLEMS

Symptom	Solution
No RPM, Speed, or Watts readout	1. Check to see if the RPM sensor is firmly plugged in and positioned properly relative to the magnet on pulley/sprocket 2. Check RPM sensor wire for visible damage • Replace if damaged (Note: Sensor can be tested for continuity by unplugging sensor wire from main wire harness and passing the magnet over the sensor. The sensor will act like a simple on-off switch when the magnet is present/absent) 3. Check to be sure the magnet is present on the crank pulley/sprocket. (Note: If the magnet is missing, it may be at the bottom of the elliptical) • Glue magnet in place 4. Wire harness • Check all connections on wire harness. Also check for visible damaged to harness (i.e pinched wires, cut wires, damaged wires) • Replace wire harness 5. Console • Check connector in back of console • Replace console.
Symptom	Solution
Console power is intermittent	1. Refer to electrical diagram 2. Check A-C outlet voltage (Should be 110 - 120 VAC) • If inadequate, move to reliable outlet 3. Check power supply voltage (should be approx. 9-12 VDC with supply unplugged from elliptical) • If incorrect voltage, replace power supply 4. Verify power supply connection into machine (Is the power supply firmly plugged into the power jack?) 5. Check/verify cable connection behind console 6. Check all power connections and voltages beginning at the power jack to the console. • Use DC voltmeter to help check for intermittent voltage at all electrical points • Replace defective part 7. Replace console

Troubleshooting: Ellipticals *continued*

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CONSOLE PROBLEMS

Symptom	Solution
No display	1. Refer to electrical diagram 2. Check A-C outlet voltage (Should be 110 - 120 VAC) • If inadequate, move to reliable outlet 3. Verify power supply connection 4. Check power supply voltage (should be approx. 9-12 VDC with supply unplugged from elliptical) • If incorrect voltage, replace power supply 5. Check/verify cable connection behind console 6. Check all power connections and voltages beginning at the power jack and console. • Use DC voltmeter to help check for intermittent voltage at all electrical points • Replace defective part 7. Replace console
Symptom	Solution
Console resets after 2 minutes (Note: This is normal if not pedaling)	1. Verify RPM sensor placement and connections • If damaged, replace sensor/wires 2. Magnet missing from crank pulley/sprocket (Note: If the magnet is missing, it may be at the bottom of the elliptical) • Glue magnet in place

Troubleshooting: Ellipticals *continued*

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BRAKE PROBLEMS

Symptom	Solution
The tension works in reverse	1. Press and hold start/stop button to reset and start magnet from correct starting position • Replace brake assembly 2. Wire harness is reversed internally (refer to electrical diagram) • Replace wire harness
Symptom	Solution
Erratic brake - moves continually	1. Check to make sure unit has correct 7.5 VDC power supply. 2. Reset tab on brake assembly does not go to halfway ("home") position of photo sensor switch • Loosen two screws that hold reset tab and reposition the tab 3. Check electrical connections at brake assembly and console. • Possible damaged/faulty wire harness (REPLACE) • Possible faulty console (REPLACE) 4. Counting wheel too far on or off motor shaft • Slide wheel in or out on shaft to center it within the photo sensor. Use glue if necessary to hold wheel firmly in place
Symptom	Solution
No change in tension though console seems to function correctly (Note: chances are brake assembly is not operating)	1. Check electrical connections at brake assembly and at console 2. Check complete harness for damaged wires 3. Possible faulty wire harness • Replace wire harness 4. Possible faulty brake motor/assembly • Replace brake 5. Possible faulty console • Replace console
Symptom	Solution
Brake has clicking/clunking noise when changing tension	1. Check for any mechanical interference around brake assembly 2. Faulty brake • Replace brake assembly

Troubleshooting: Ellipticals *continued*

X6100 *continued*

NOISE PROBLEMS

Symptom	Solution
A clicking, knocking or thumping noise occurs	1. Check and tighten all bolts on the elliptical trainer • Dual-Action models: Lubricate the bushings in the dual action arms 2. Verify roller wheels in good condition • Replace roller wheels if necessary 3. The brake may be rubbing against the flywheel. This only happens at high tension levels and only if the brake has slipped on the frame. • Adjust the brake so the gap between the flywheel and the brake at the highest level is 3mm 4. Flywheel bearings are bad • Replace bearings or flywheel assembly 5. The idler wheel is not tracking properly • Use a wrench to bend the idler arm out or in until the belt tracks on the center of the idler wheel 6. Crank bearings are bad • Replace bearings or crank assembly