

# Troubleshooting: Bikes

**Models: R2150 (RB111), R2200HRT (RB115), R2250HRT (RB116), E3100 (CB125), E3200 (CB126), E3200HRT (CB127)**

## CONSOLE PROBLEMS

| Symptom                          | Solution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No RPM, Speed, or Watts readout. | <ol style="list-style-type: none"> <li>1. Check to see if the RPM sensor is firmly plugged in and positioned properly relative to the magnet on pulley/sprocket.</li> <li>2. Check RPM sensor wire for visible damage <ul style="list-style-type: none"> <li>• 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)</li> </ul> </li> <li>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 bike) <ul style="list-style-type: none"> <li>• Glue magnet in place</li> </ul> </li> <li>4. Wire harness <ul style="list-style-type: none"> <li>• Check all connections on wire harness. Also check for visible damaged to harness (i.e. pinched wires, cut wires, damaged wires)</li> <li>• Replace wire harness</li> </ul> </li> <li>5. Console <ul style="list-style-type: none"> <li>• Check connector in back of console</li> <li>• Replace console.</li> </ul> </li> </ol> |
| Symptom                          | Solution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Console Power is Intermittent    | <ol style="list-style-type: none"> <li>1. Refer to electrical diagram</li> <li>2. Check A-C outlet voltage (Should be 110 - 120 VAC) <ul style="list-style-type: none"> <li>• If inadequate, move to reliable outlet</li> </ul> </li> <li>3. Check power supply voltage (should be approx. 9-12 VDC with supply unplugged from bike) <ul style="list-style-type: none"> <li>• If incorrect voltage, replace power supply</li> </ul> </li> <li>4. Verify power supply connection into machine (Is the power supply firmly plugged into the power jack?)</li> <li>5. Check/verify cable connection behind console</li> <li>6. Check all power connections and voltages beginning at the power jack, frame circuit board, and console. <ul style="list-style-type: none"> <li>• Use DC voltmeter to help check for intermittent voltage at all electrical points</li> <li>• Replace defective part</li> </ul> </li> <li>7. Replace console</li> </ol>                                                                                                                                                                                                      |

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| Symptom                                                                                                                                                                                                                                                                                                                          | Solution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No Display                                                                                                                                                                                                                                                                                                                       | <ol style="list-style-type: none"> <li>1. Refer to electrical diagram</li> <li>2. Check A-C outlet voltage (Should be 110 - 120 VAC) <ul style="list-style-type: none"> <li>• If inadequate, move to reliable outlet</li> </ul> </li> <li>3. Verify power supply connection</li> <li>4. Check power supply voltage (should be approx. 9-12 VDC with supply unplugged from bike) <ul style="list-style-type: none"> <li>• If incorrect voltage, replace power supply</li> </ul> </li> <li>5. Check/verify cable connection behind console</li> <li>6. Check all power connections and voltages beginning at the power jack, frame circuit board, and console. <ul style="list-style-type: none"> <li>• Use DC voltmeter to help check for intermittent voltage at all electrical points</li> <li>• Replace defective part</li> </ul> </li> <li>7. Replace console</li> </ol> |
| Symptom                                                                                                                                                                                                                                                                                                                          | Solution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Console resets after 5 minutes<br>(Note: This is normal if not pedaling)                                                                                                                                                                                                                                                         | <ol style="list-style-type: none"> <li>1. Verify RPM sensor placement and connections <ul style="list-style-type: none"> <li>• If damaged, replace sensor/wires</li> </ul> </li> <li>2. Magnet missing from crank pulley/sprocket (Note: If the magnet is missing, it may be at the bottom of the bike) <ul style="list-style-type: none"> <li>• Glue magnet in place</li> </ul> </li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Symptom                                                                                                                                                                                                                                                                                                                          | Solution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <p><i>HRT Models Only</i><br/>HRT Console Problems</p> <p>(NOTE: Electronic devices such as wireless phones, TV's, remotes, radios, computers, electronic pet fencing, etc. may cause erratic heart rate readouts. Ensure all such items are turned off during workout or move unit to another location and resume workout.)</p> | <ol style="list-style-type: none"> <li>1. Center the transmitter on your chest over the sternum, directly against your skin. Moisten the rubber electrodes with several drops of water prior to placing it against your chest (see owner's guide)</li> <li>2. Make sure transmitter strap is tight. If too loose, you will have intermittent readouts</li> <li>3. The range of the transmitter is approximately 36 inches. Position yourself accordingly</li> <li>4. The batteries in the transmitter are low <ul style="list-style-type: none"> <li>• Have batteries replaced by jeweler or by sending to Vision Fitness for replacement.</li> </ul> </li> <li>5. If transmitter and batteries check OK <ul style="list-style-type: none"> <li>• Replace console</li> </ul> </li> </ol>                                                                                    |

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## BRAKE PROBLEMS

| Symptom                                                                                                                           | Solution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| The tension works in reverse                                                                                                      | <ol style="list-style-type: none"> <li>1. Press and hold start/stop button to reset and start magnet from correct starting position <ul style="list-style-type: none"> <li>• Replace brake assembly</li> </ul> </li> <li>2. Wire harness is reversed internally (refer to electrical diagram) <ul style="list-style-type: none"> <li>• Replace wire harness</li> </ul> </li> </ol>                                                                                                                                                              |
| Symptom                                                                                                                           | Solution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Erratic Brake - moves continually                                                                                                 | <ol style="list-style-type: none"> <li>1. Make sure it has a 7.5 VDC power supply</li> <li>2. Reset tab on brake assembly does not go to halfway ("home") position of photo sensor switch <ul style="list-style-type: none"> <li>• Loosen two screws that hold reset tab and reposition the tab</li> </ul> </li> <li>3. Check electrical connections at brake assembly and console. <ul style="list-style-type: none"> <li>• Possible damaged/faulty wire harness (REPLACE)</li> <li>• Possible faulty console (REPLACE)</li> </ul> </li> </ol> |
| Symptom                                                                                                                           | Solution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <p>No change in tension though console seems to function correctly</p> <p>(Note: chances are brake assembly is not operating)</p> | <ol style="list-style-type: none"> <li>1. Check electrical connections at brake assembly and at console</li> <li>2. Check complete harness for damaged wires</li> <li>3. Possible faulty wire harness <ul style="list-style-type: none"> <li>• Replace wire harness</li> </ul> </li> <li>4. Possible faulty brake motor/assembly <ul style="list-style-type: none"> <li>• Replace brake</li> </ul> </li> <li>5. Possible faulty console <ul style="list-style-type: none"> <li>• Replace console</li> </ul> </li> </ol>                         |
| Symptom                                                                                                                           | Solution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Brake has clicking/clunking noise when changing tension                                                                           | <ol style="list-style-type: none"> <li>1. Check for any mechanical interference around brake assembly</li> <li>2. Counting wheel too far on or off motor shaft <ul style="list-style-type: none"> <li>• Slide wheel in or out on shaft to center it within the photo sensor. Use glue if necessary to hold wheel firmly in place</li> </ul> </li> <li>3. Faulty brake <ul style="list-style-type: none"> <li>• Replace brake assembly</li> </ul> </li> </ol>                                                                                    |

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## NOISE PROBLEMS

| Symptom                                                                      | Solution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A clicking, knocking or thumping noise occurs in crank, idler, flywheel area | <ol style="list-style-type: none"> <li>1. Check and tighten all bolts on the bike trainer</li> <li>2. Tighten pedals.</li> <li>3. Tighten crank arms. <ul style="list-style-type: none"> <li>• Replace roller wheels if necessary</li> </ul> </li> <li>4. 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. <ul style="list-style-type: none"> <li>• Adjust the brake so the gap between the flywheel and the brake at the highest level is 3mm</li> </ul> </li> <li>5. Pedal bike to where noise is prevalent; stop pedaling <ul style="list-style-type: none"> <li>• If noise continues, replace flywheel</li> <li>• If noise stops immediately, remove and inspect crank and idler bearings separately; replace if needed</li> </ul> </li> <li>6. The idler wheel is not tracking properly <ul style="list-style-type: none"> <li>• Use a wrench to bend the idler arm out or in until the belt tracks on the center of the idler wheel</li> </ul> </li> </ol> |