

Owners Manual

THE WOODWAY FORCE



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WOODWAY SERVICE PROVIDER INFORMATION SHEET

NAME OF COMPANY _____

CONTACT PERSON _____

ADDRESS _____

PHONE NUMBER _____

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MAJOR CITIES AND AREAS YOUR COMPANY SERVICES _____

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Model Name

Date

MY WOODWAY _____ **ARRIVED** _____

WOODWAY History

WOODWAY's history began in Germany in 1974. Willi Schoenberger, a technical director in charge of planning a fitness center, noticed that the most important piece of equipment, the treadmill, did not meet the most important requirements: a mechanically sound machine that is designed to meet human needs.

He envisioned a comfortable surface that did not interfere with the natural biomechanics of running or walking. Also, he wanted to design a transportation system which eliminated the friction associated with the conventional (conveyor belt) treadmills. After intensive research, and trial and error (and in cooperation with the Deutsche Sporthochschule in Koln, Germany), Willi developed and patented a very unique and revolutionary treadmill design.

In 1975, WOODWAY GMBH was founded in Weil am Rhein, Germany. The name "WOODWAY" is derived from the German "*wald weg*" or "way of the woods" – the feel of running on a soft pine needle covered path in the forest.

In 1983, a manufacturing license was awarded to Sakai Medical, for the use of WOODWAY technology in the Japanese marketplace.

In 1988, a U.S. license was granted to a small, but well-established manufacturing company in Waukesha, Wisconsin. WOODWAY USA was formed when the U.S. incarnation of the WOODWAY was developed and completed in 1990. WOODWAY USA is very proud to be the primary manufacturer of WOODWAY Treadmills worldwide, exporting treadmills each month to Germany and Japan for international distribution, in addition to serving our domestic customers and clients.

Today, WOODWAY's design and manufacturing facilities in the United States, Germany and Japan make WOODWAY the largest specialized treadmill manufacturer in the world. Constant enhancements in quality, design and function are shared and implemented by all three WOODWAY manufacturers.

GETTING STARTED

IMPORTANT SAFETY INSTRUCTIONS
TECHNICAL DATA
THINGS TO CONSIDER
INTRODUCTION

Important Safety Instructions

All basic pertinent precautionary measures must always be taken into account when using a treadmill. Please therefore read this manual carefully and familiarize yourself with the operation of the unit and with all warning signs fitted to the machine.

DANGER: The treadmill must be disconnected before cleaning to protect from electric shocks.

The surfaces of the treadmill should not be soaked with liquid; the best way to clean the running mat is with a spray or a damp cloth.

CAUTION: Fuses may only be replaced by fuses of the same time and rated output to provide permanent protection from fire.

WARNING: The following points must always be observed to protect from burns, electric shocks and injuries:

1. Never leave the treadmill connected and running without supervision. Before leaving the machine, stop it and disconnect it from the mains. To do so, switch all control elements to STOP or OFF and then pull the plug out of the socket. This procedure is always necessary when the treadmill is at a standstill and before dismantling any parts.
2. The treadmill must be continuously monitored when used in the vicinity of children or physically and mentally disabled persons.
3. The treadmill may only be used for the purposes described in this manual.
4. Never operate a treadmill with defective plug or cable or a running mat which is damaged or not functioning correctly.
5. The cable should not come in contact with heating surfaces or sharp edges.
6. No objects of any kind may fall through the openings or onto moving machine components. Also keep hands, hair, loose clothing, towels etc. away from the moving treadmill.
7. Only qualified maintenance staff can carry out electrical and mechanical repair work. Please contact your dealer, the Service Center, or the WOODWAY factory directly. Only original spares may be used.

Important Directions

The following instructions are to be observed when operating the treadmill:

1. Loose clothing and towels may not be placed on the running mat of the treadmill.
2. The area behind the treadmill must be clear and at least 200 cm away from walls or furniture.
3. Always keep hands well away from moving parts.
4. Never allow children near the treadmill without supervision. The Force treadmill is designed for up to 500 pounds running, 800 pounds walking. If any objects should become lodged in the belt or rollers, there is no guarantee that the treadmill will stop immediately.
5. Never get on or off the treadmill while the running mat is moving. Always use handles or a railing whenever possible.
6. Always wear suitable shoes, e.g. shoes with a rubber sole or other non-slip shoes. High-heeled shoes or shoes with leather soles are not suitable. Also check that there are no stones lodged in the soles.
7. Training sessions must be interrupted immediately in the case of abnormal stress symptoms or pain. If there is any doubt, please consult your doctor.
8. Containers with liquids may never be placed on the treadmill.
9. To rule out the risk of electric shocks, avoid all contact between water and the electric components (i.e. motor, mains cable and mains plug). Never service your treadmill yourself. Please always contact your WOODWAY dealer or the authorized Service Center.
10. For safety reasons, the treadmill must always be switched off when adjusting the settings or when any other work is being carried out in the vicinity of the treadmill.

Things to Consider Before Starting Exercise Program

CONSULT A PROFESSIONAL FITNESS TRAINER

It is advisable for all exercise beginners to consult a professional fitness instructor or personal trainer to develop an overall fitness evaluation/wellness program before starting an exercise routine.

CONSULT A PHYSICIAN

If you are over 40, have a history of heart disease, are overweight, or have not been involved in any kind of exercise program for several years, it is recommended that you see your physician as a precaution before engaging in a vigorous exercise program.

UNDERSTAND THE IMPORTANCE OF WARMING UP AND COOLING DOWN

It is important to warm up and cool down prior to and at the end of each work out, respectively. Always try to incorporate a series of basic leg stretches before and after each workout. Stretching provides the necessary flexibility to prevent sore muscles and injury during daily activities.

LEARN HOW TO TAKE YOUR PULSE PROPERLY

To select the Fitness Level that is most suitable to exercise, it is important to correctly determine your heart rate or pulse. To do this, it is recommended that you use a good quality heart rate monitor. If you do not have a heart rate monitor, you can find your pulse by placing your fingers on the underside of your wrist or either side of your throat. While looking at the second hand on your watch, count how many heartbeats you feel within fifteen (15) seconds. Multiply this number by four to get your Beats Per Minute (BPM). Your heart rate will be needed when you take the Self-Fitness Test.

KNOW YOUR MAXIMUM HEART RATE

To determine your maximum heart rate, subtract your age from 220 (general formula). The difference is the approximation of your maximum heart rate, as used by the American Heart Association and The American College of Sports Medicine. The only way to determine your true maximum heart rate is to have a stress test administered by your physician. The American Heart Association recommends that you have a stress test done if you have any history of heart disease or if you are over the age of 40 and beginning an exercise program.

During exercise, it is recommended that you not exceed 85% of your maximum heart rate. Our programs are designed to keep your heart rate within your Target Zone. Your Target Zone is an area between 60 and 75% of your maximum heart rate. Should you find your heart rate above the 75% level, you have probably selected a Fitness Level that is too high in that particular Fitness Program. You should either drop to a lower intensity level in the same Fitness Program, or use a less stressful Fitness Program.

Heart Rate Chart

AGE	MAXIMUM HEARTRATE	60% OF MAXIMUM HEART RATE	75% OF MAXIMUM HEART RATE	85% OF MAXIMUM HEART RATE
20	200 BPM	120 BPM	150 BPM	170 BPM
25	195	120	150	160
30	190	110	140	160
35	185	110	130	150
40	180	100	130	150
45	175	100	130	140
50	170	100	120	140
55	165	90	120	130
60	160	90	120	130
65	155	90	110	130
70	150	90	110	120
75	145	80	100	120

Source: American College of Sports Medicine.

HOW OFTEN SHOULD YOU EXERCISE?

The biggest mistake made by people when starting an exercise program is that they try to do too much too fast. Give yourself time to get into shape. Becoming reconditioned also takes time. Either way, it will not happen overnight. Remember: the key is consistency and duration of exercise, not intensity. Fitness experts recommend that you start by exercising three to four days a week within your target heart rate for at least 20 minutes per session. Your ultimate goal should be to get yourself gradually to a level of fitness where you can comfortably keep your heart rate in the Target Zone for 50 to 60 minutes four to five times a week.

WEAR PROPER WALKING/JOGGING SHOES

To help avoid getting sore feet and muscles, it is suggested that you invest in a good pair of walking/jogging shoes. It is important to purchase a comfortable pair of shoes with good heel and arch support. Also, remember to regularly replace old or worn out shoes with new shoes.

STAY ACTIVE

Between workouts it is suggested that you simply stay active, eat well-balanced meals, and drink plenty of water. The combination of these activities should enhance your chances for a future of good health.

Introduction

Innervations has developed the Force Treadmill Software for the latest athlete powered treadmill from Woodway. The combination of state of the art non-motorized treadmill with powerful Windows software provides a testing and training system with stunning capabilities. The system is fully programmable and programs can be saved and recalled at will. This permits development of very specific continuous and interval training protocols which mimic the target sport. The Pacer function allows athletes and coaches to save a particular run and then call it up later to act as a pacer. This means the athlete can "race" themselves, or at least their performance from say 6 months previously. Alternatively the athlete can race other athlete performances.

A tachometer mounted on the treadmill drum continuously records distance traveled. From this continuous velocity time data is calculated. A horizontally mounted force transducer permits measurement of propulsive force. Combining distance, velocity and force data actual horizontal work done and power output are calculated. Vertically mounted force transducers record the vertical force applied to the treadmill bed.

Chapter

2

PROGRAM VIEWS

The range of views for operation of the system are selected from the tabs at the top of the screen. These include:

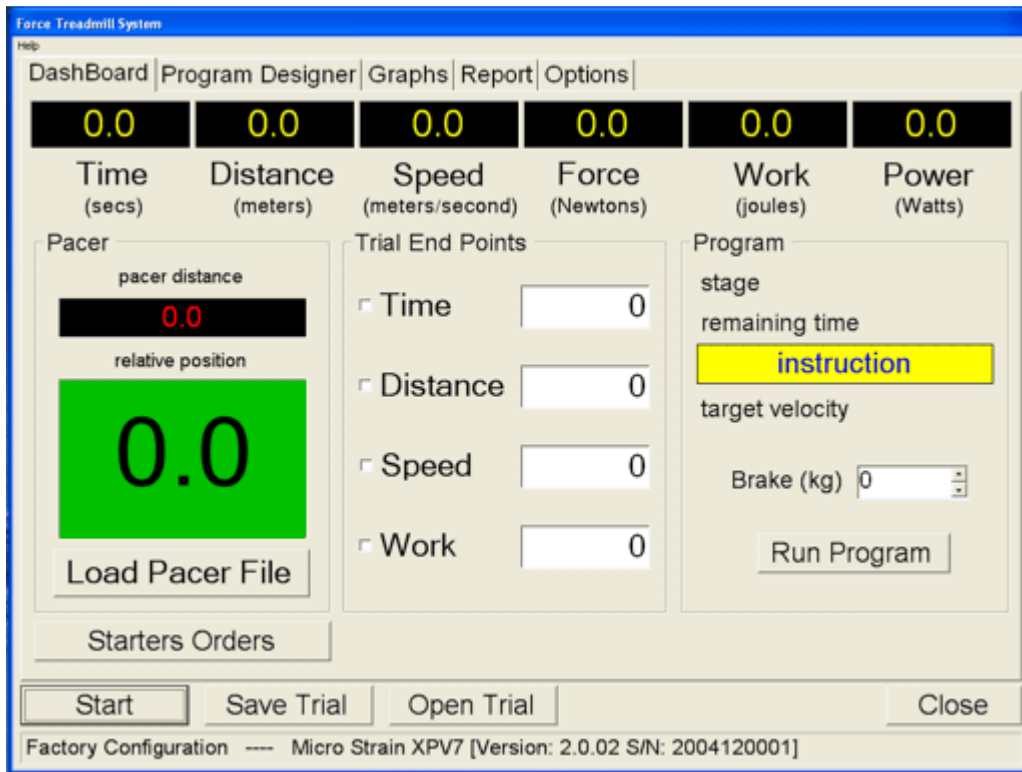
- Dashboard - starting and stopping trials; views of time, distance, speed, force, work and power; see the performance in real time.
- Program Designer - design programs which set braking levels and give auditory and visual instructions to the athlete.
- Graphs - graphing of distance, velocity, force, and power.
- Report - summary report of the last performance including average and peak values.
- Options - adjust the various settings for system operation including calibration and units of measurement.

Chapter

3

DASHBOARD

Dashboard



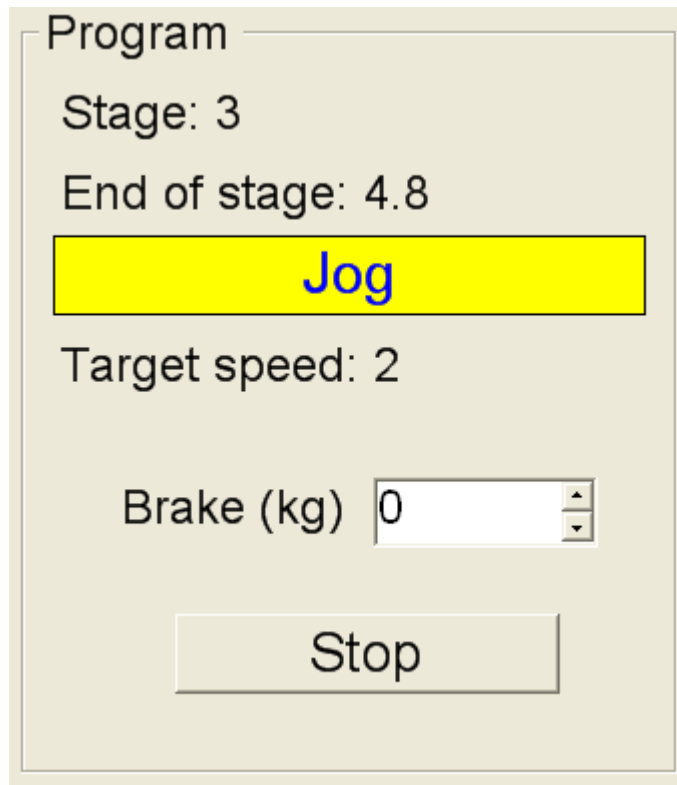
The dashboard is the main control panel for the system. Here the measurements are displayed in real time during a trial. The progress of the program if running is displayed, and the Pacer function can be used.

To start a trial click the Start button. Click again to stop the trial or use Trial End Points to set criteria for completion of a trial.

Trials can be saved by clicking the Save Trial button.

Trials can be loaded by clicking the Open Trial button.

Program



Program

Stage: 3

End of stage: 4.8

Jog

Target speed: 2

Brake (kg)

Stop

This panel displays the progress of the program if one is running. The current stage, time to the end of the current stage and the current instruction is displayed.

Target speed is also displayed.

Brake can be adjusted manually. Braking level is in kilograms or pounds (lbs) depending on the setting of units for force.

Click the button to start or stop the current program.

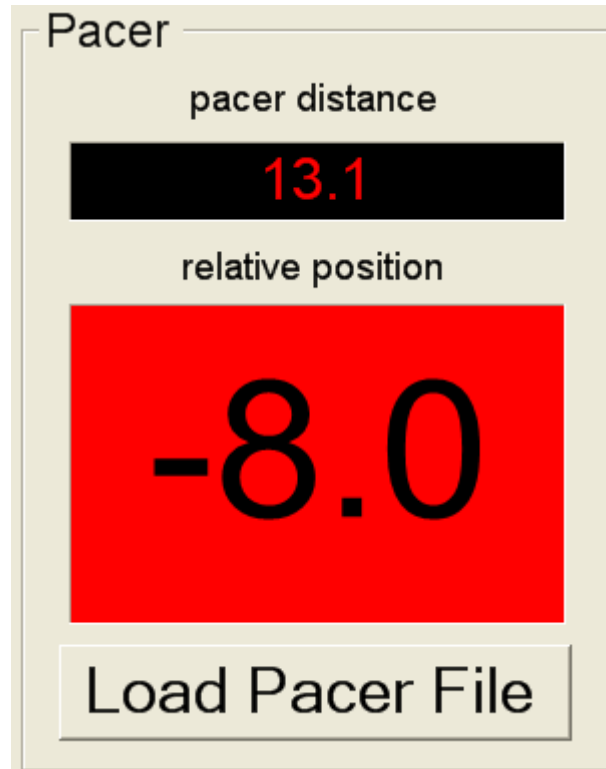
Trial End Points

Trial End Points	
<input type="checkbox"/> Time	<input type="text" value="0"/>
<input checked="" type="checkbox"/> Distance	<input type="text" value="40"/>
<input type="checkbox"/> Speed	<input type="text" value="0"/>
<input type="checkbox"/> Work	<input type="text" value="0"/>

This panel is where you can set criteria to end the trial. Options include time, distance, speed attained or work done. To set an endpoint, check the box and then enter the target in the appropriate text box. Endpoints can be set on as many of the options as required with the trial stopping with the first event that occurs.

Units for each setting are as set in the options.

Pacer



This panel displays the progress of the current trial to the pacer file that has been loaded.

Pacer distance is the current position of the pacer relative to the start of the trial.

Relative position is the distance between the person currently on the treadmill and the position of the pacer at the same point in time. A negative value and red background indicates that the athlete trails the pacer. A positive value and green background indicates that the athlete is leading the pacer.

To load a pacer file, click the button "Load Pacer File". When you click the Start button the pacer will start at the same time.

To create pacer files, simply save any trial file that you wish to use as a pacer in the future.

Chapter

4

PROGRAM DESIGNER

Programs can be designed with a series of stages. Each stage can specify the starting time for that stage, the target speed, the braking load to be applied, the instruction to be displayed on the dashboard, and the sound file to be played to give audio instruction.

STAGE:

Stage can be any combination of letters and numbers. It could be a simple series of numbers e.g. 1, 2, 3, etc. or combination of numbers and letters, e.g. 1a, 1b, 1c, 2a, etc. It might be appropriate to use words such as warmup, jog1, sprint1, walk1, jog2, sprint2, walk2 etc.

START TIME:

Start time is the time in seconds from the start of the trial that the stage is to begin. These must be sequential and the time between consecutive stage times is the duration of the stage.

SPEED:

Speed is the target speed that the athlete should attempt to match. Speed is entered as a number and the units depend on what is selected on the Options for speed units.

LOAD:

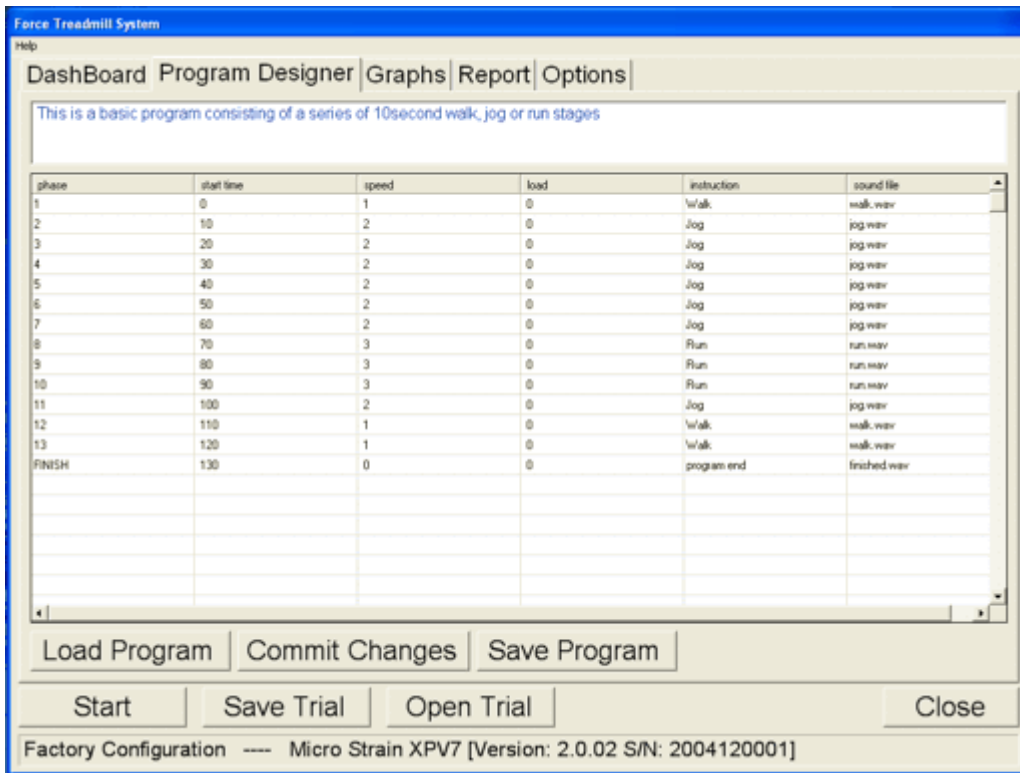
Load is the amount of braking that will be applied. Possible settings range from 0 to maximum braking force.

INSTRUCTION:

Instruction specifies the written instruction to be flashed to the athlete at the start of the stage. This message will be displayed for 4 seconds. Any text can be entered into this field. Examples are: walk, run, jog, stop etc.

SOUND FILE:

Sound file specifies the sound to be played at the start of the stage. Several sound files are provided with the program and include: walk.wav, jog.wav, run.wav, finished.wav. The filename must match a .wav file which is in the SoundFiles folder. You can record your own sounds using the Windows Sound program. Just ensure that the files are all kept in the SoundFiles folder so that the system can find them.



To edit the program just click on a cell and begin typing. Columns, rows or groups of cells can be copied (Ctrl-C) and pasted (Ctrl-V).

Load Program - Click the load button to open a program file.

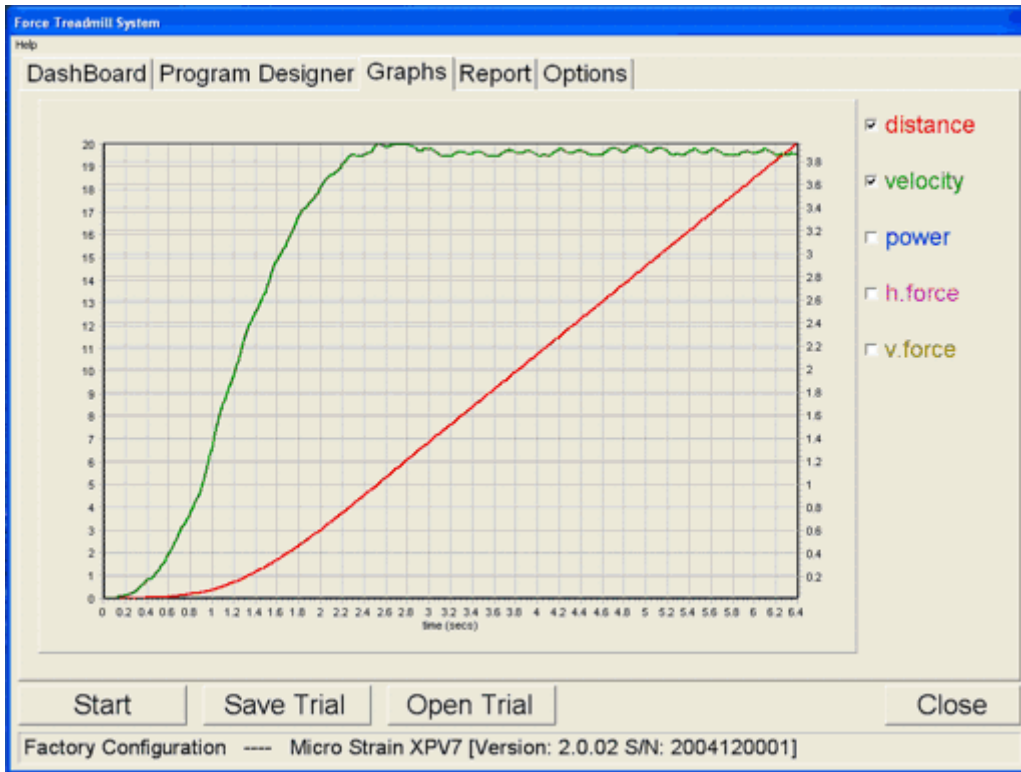
Commit Changes - Click the commit button to apply any changes made to the currently loaded program.

Save Program - Click the save button to keep your changes or save the program to a new filename.

Chapter

5

GRAPHS



Variables that can be graphed include distance, velocity (speed), power, horizontal force and vertical force. To display a variable check the box. The color of the line is the same as the color of the variable label. Units of measurement are given on the left or right axis depending which variables are being graphed.

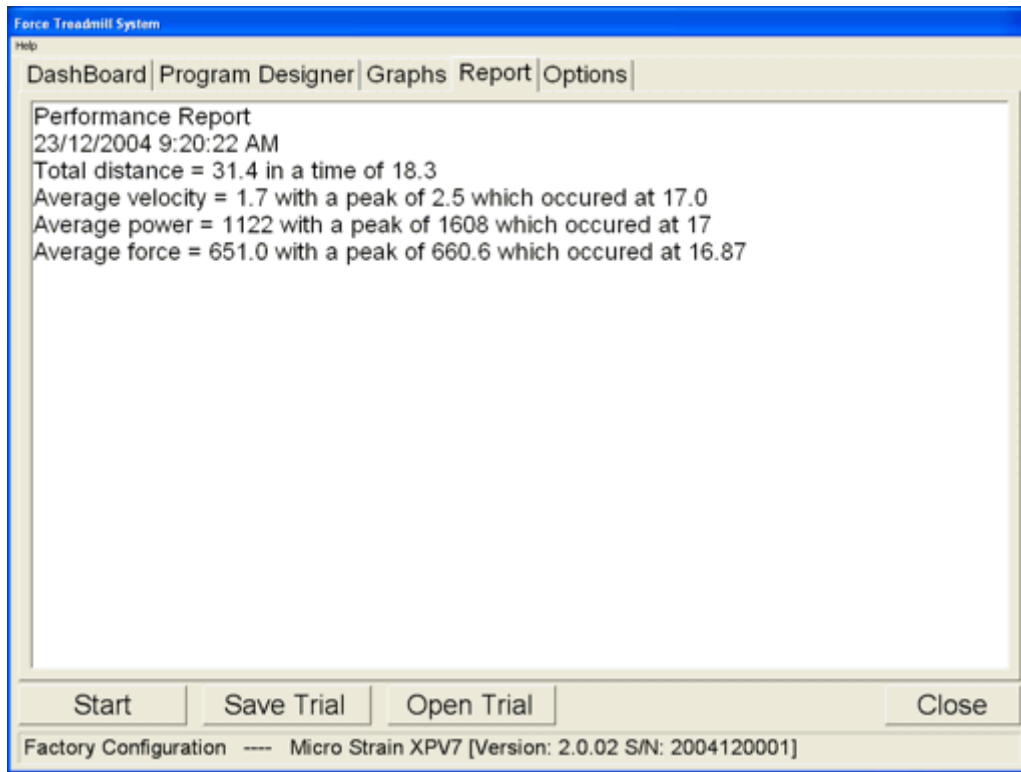
Any section of the graph can be zoomed by holding down the left mouse button and dragging down and to the right over the section of interest. To remove the zoom, hold down the left mouse button and drag up and to the left.

To scroll around a zoomed section of the graph, hold down the right mouse button and move the mouse in the desired direction.

Chapter

6

REPORT



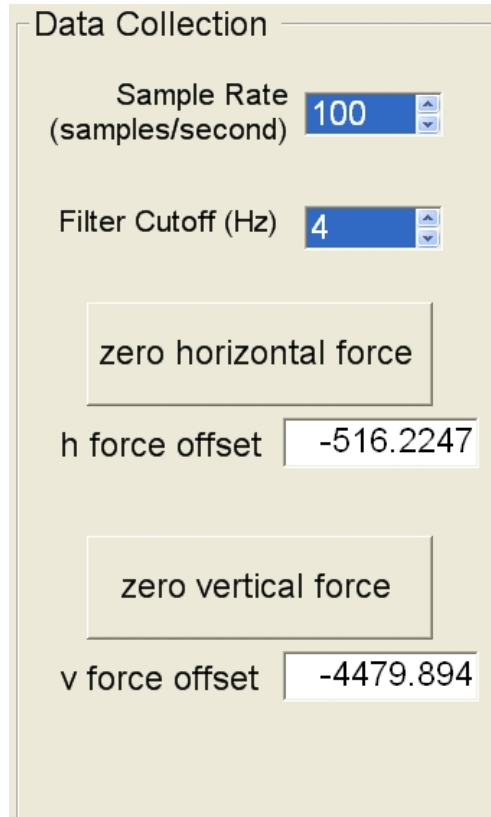
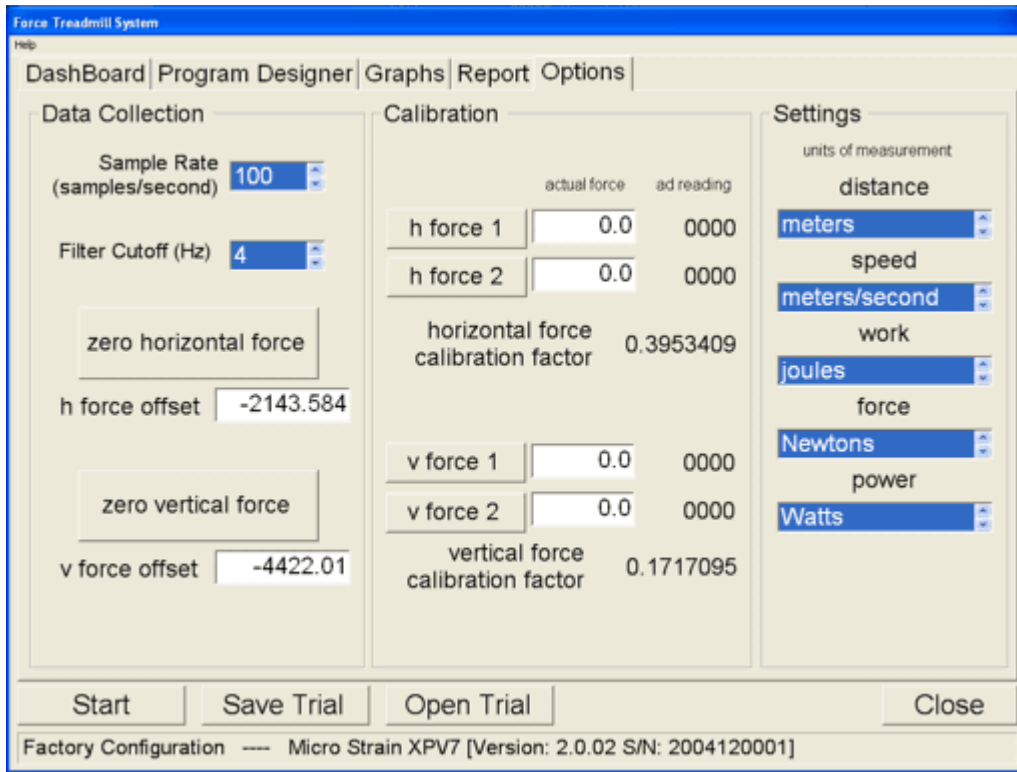
The report is a summary of the last recorded trial. The date and time of the test is displayed along with the total distance, average velocity, power and horizontal force. Peak velocity, power and force are also calculated including the time at which they occurred.

Text in the report can be selected and then copied (Ctrl-C) and then pasted (Ctrl-V) into other documents.

Chapter

7

OPTIONS



The data collection panel is used to adjust setting which affect the way measurements are made.

SAMPLE RATE:

Sample rate is the number of samples that are collected each second. The setting can be from 1 to 200 Hz. The choice of sample rate depends on how long the test duration is and how quickly changes must be measured. For longer trials a sample rate of 10 or less might be selected. If you wish to get accurate measures for say a 10 meter sprint then 100 or even 200 Hz would be a good choice.

FILTER CUTOFF:

Filter cutoff refers to setting of the digital filter that is applied to the distance-time data before speed-time data is calculated. The filter cutoff must be less than half the sample rate. Selection depends on the sample rate and how much smoothing is required. If the graph of speed appears "noisy" or jagged then select a lower filter cutoff. Settings from 0 (no filter applied) to 20 Hz are available.

ZERO HORIZONTAL FORCE:

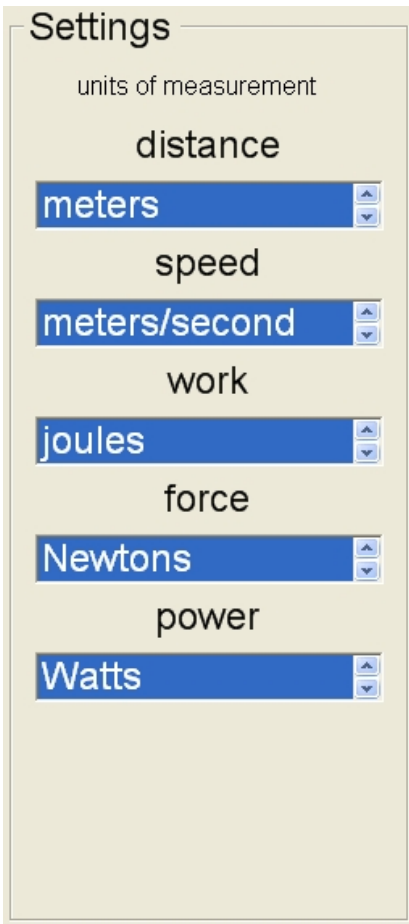
Zero horizontal force accounts for any zero offset on the horizontal force transducer. If you take some measurements with no force applied to the horizontal transducer and the force is not zero, clicking this button should correct for this in subsequent measurements.

The actual zero offset will be displayed in the text box.

ZERO VERTICAL FORCE:

Zero vertical force accounts for any zero offset on the vertical force transducers. If you take some measurements with no force applied to the treadmill deck and the force is not zero, clicking this button should correct for this in subsequent measurements.

The actual zero offset will be displayed in the text box.



The image shows a 'Settings' panel with a light beige background. At the top, it says 'units of measurement'. Below this, there are five categories, each with a dropdown menu:

- distance**: The dropdown menu is set to 'meters'.
- speed**: The dropdown menu is set to 'meters/second'.
- work**: The dropdown menu is set to 'joules'.
- force**: The dropdown menu is set to 'Newtons'.
- power**: The dropdown menu is set to 'Watts'.

Each dropdown menu has a blue background and small up/down arrow icons on the right side.

The settings panel is used to select different units of measurement.

Distance can be measured in meters, feet, yards, kilometers or miles.

Speed can be measured in meters/second, feet/second, yards/seconds, miles per hour, or kilometers per hour.

Work can be measured in joules or foot.pounds.

Force can be measured in Newtons or pounds.

Power can be measured in Watts or Horsepower.

CALIBRATION

CALIBRATING HORIZONTAL FORCE
CALIBRATING VERTICAL FORCE

Calibration is a relatively simple process which allows the information from the force transducers to be scaled to an appropriate units such as Newtons or pounds of force. The distance measurement does not require calibration because it is measured from a toothed wheel which generates pulses when the treadmill drum turns. The distance moved for each pulse is known and does not change and so the conversion factor from pulses to distance in meters, feet etc. is coded directly into the system.

Calibration of the force requires the application of known forces to the transducers which measure the force. Two different input forces are required so that a line can be fitted, the slope of which is the calibration factor and the y-intercept is the zero offset. Force can be calibrated in either Newtons or pounds depending on your preference and setting of the units for force.

To calculate the force applied in Newtons multiply the mass of the calibration object by 9.81 (acceleration due to gravity 'g'). For example, if you are using a person's body weight and you weigh them on a scale and the weight is 110 kg, multiply by 9.81 and the actual force is 1079.1 Newtons.

Selection of known forces to use should be determined by the expected range of forces to be measured from the athlete. The first force should be at the lower end of the range and the second force should be toward the top of the expected forces to be measured.

Calibration options are accessed by clicking the **Options** tab.

Calibrating Horizontal Force

The horizontal force is calibrated by hanging weights from the transducer.

The first force should be around 10kg so the actual force is 98.1 Newton.



Calibration		
	actual force	ad reading
h force 1	0.0	5766
h force 2	0.0	0000
horizontal force calibration factor		0
v force 1	0.0	0000
v force 2	0.0	0000
vertical force calibration factor		0.1740335

Enter the force applied into the textbox next to the button labeled "h force 1"

Ensure that the force entered is applied to the transducer and click the button labeled "h force 1"

When the analog to digital (AD) reading stabilizes you can progress to the next stage.

Apply the second force to the transducer. We suggest a mass of around 30kg which equates to 294.3 Newton. Enter the actual force applied into the textbox next to the button labeled "h force 2"

Ensure that the force entered is applied to the transducer and click the button labeled "h force 2"

The new horizontal force calibration factor will be displayed.



Calibration

	actual force	ad reading
h force 1	<input type="text" value="0.0"/>	5766
h force 2	<input type="text" value="1079"/>	8496
horizontal force calibration factor		0.3953409
v force 1	<input type="text" value="0.0"/>	0000
v force 2	<input type="text" value="0.0"/>	0000
vertical force calibration factor		0.1740335

Calibrating Vertical Force

The vertical force is calibrated by placing weights on the deck of the treadmill. The easiest way to do this is to use people's body weight. We suggest accurately weighing four people.

The first force should be around one bodyweight.

Enter the force applied into the textbox next to the button labeled "v force 1". For example if the person weights 60kg then enter 588.6 Newton as the actual v force 1.

Calibration		
	actual force	ad reading
h force 1	<input type="text" value="0.0"/>	5766
h force 2	<input type="text" value="1079"/>	8496
horizontal force calibration factor		0.3953409
v force 1	<input type="text" value="0.0"/>	21275
v force 2	<input type="text" value="0.0"/>	0000
vertical force calibration factor		0

Ensure that the force entered is applied to the treadmill deck and click the button labelled "v force 1"

When the AD reading stabilizes you can progress to the next stage.

Apply the second force to the treadmill deck. Enter the actual force applied into the textbox next to the button labeled "v force 2"

In the example we are going to the body weight of four people. If for example your people weigh 60kg, 80kg, 75kg, and 88kg then the total is 303kg which multiplied by 9.81 equates to 2972.43 Newton. It is important to weight the body weights as accurately as possible using and electronic scale.

Ensure that the force entered is applied to the treadmill deck and click the button labeled "v force 2"

The new vertical force calibration factor will be displayed.



Calibration

	actual force	ad reading
h force 1	0.0	5766
h force 2	1079	8496
horizontal force calibration factor		0.3953409
v force 1	0.0	21275
v force 2	891.729	26468
vertical force calibration factor		0.1717095

In normal use the calibration factors for both vertical and horizontal forces should be quite stable. As such calibration may only be required every few months. If the data is force scientific use and accuracy needs to be constantly verified then calibration immediately prior to the test sessions is recommended.

PREVENTATIVE MAINTENANCE

CLEANING AND INSPECTION

LUBRICATION

ADJUSTMENTS AND CALIBRATION

Cleaning and Inspection

Periodic cleaning and inspection of your WOODWAY treadmill will help to lengthen the life while helping keep it looking like new. With this preventative maintenance it will be easier to spot problems that might not otherwise be found.

Below is a guideline of our recommended cleaning and maintenance intervals. If your treadmill is located in a dirty environment or under heavy-duty use, cleaning and inspection should be implemented more often.

Do not use abrasive brushes or cleaners, as they may scratch the paint and plastic surfaces. Do not soak any surface; the sensitive electronics may be harmed.

CAUTION: Turn off treadmill and disconnect power cord before cleaning.

Weekly:

- Clean handrail, front display panel & cosmetic covers.
- Inspect power cord.
- Check overall condition of the treadmill.
- Move, and vacuum underneath the treadmill.

Every Six (6) Months:

- Vacuum inside the treadmill (unplug and remove cosmetic covers.)
- Inspect all nuts and bolts. Tighten any that are loose.
- Clean running surface.
- Spray running surface with anti-static spray. (grey belts only)
- Check drive belt – replace if shredding or teeth are missing.

Yearly:

- Grease front and rear roller bearings.

Lubrication

Bearings

Almost all of the bearings used in the treadmill are pre-lubricated and do not need to be greased initially. On a yearly basis, the four (4) bearings located at the front and rear shaft will need to be lubricated.

Running Belt

The teeth on the bottom of the running belt are pre-lubricated to aid in reducing noise. There is no need to lubricate the teeth. If running belt is rubbing against the side of the drive pulleys, then a small amount of grease (i.e. Molykote or equal) on the edges of the belt slats will help reduce noise.

Drive Belt

As in the case of the running belt, the application of grease on the edge of the drive belt is only needed to reduce belt squeak and should be used sparingly.

Note: Use a minimal amount of lubrication to prevent excess dirt and debris from sticking to the machine after cleaning.

Adjustments and Calibration

Running Belt

The running belt should not require adjustment. However, if the running belt or associated parts have been changed, then belt tension should be checked and set at 8 ½”.

Treadmill Mounting Feet – TOOLS NEEDED: 2 FT LEVEL, ¾ INCH WRENCH

If treadmill wobbles or seems unstable, mounting feet must be checked. Using the level, check both ends of the treadmill. Loosen the tensioning nut and turn the foot until it is at the correct level. Tighten the tensioning nut.

Note: When moving the treadmill the frame may flex. If treadmill seems wobbly, push handrail to one side or the other, this may straighten frame without mounting feet adjustment needed.

Chapter

10

WARRANTY INFORMATION

Warranty Information

	Frame	Track/Belt	Parts	Labor
Performance Use	10 years	5 years	3years	1 year

WOODWAY warrants that all products and accessories will be free from manufacturing defects according to the applications/terms listed above. The warranty period commences on the original date of purchase (with the exception of the running belt component, which is warranted for a period of four years from the original date of purchase). This warranty is given only to the original purchaser. This warranty does not cover damage or equipment failure resulting from misuse, abuse, or failure to comply with electrical codes. Further, this warranty shall not apply if there is any modification to the products or accessories or if there is a failure to provide maintenance as outlined in the Owner's Manual.

WOODWAY GIVES NO OTHER WARRANTIES, EITHER EXPRESSED OR IMPLIED. THE WARRANTY OF FITNESS FOR A PARTICULAR USE IS HEREBY DISCLAIMED.

The buyer's remedy for breach of the expressed warranties contained herein shall be limited to the return of the product and accessories and repayment of the original purchase price. Provided, however, at WOODWAY selection, it may repair and replace the non-conforming goods or parts. WOODWAY shall not be liable for any incidental or consequential damages.

Our Guarantee

WOODWAY guarantees the repurchase of WOODWAY treadmill products for a period of up to four (4) years after original installation. A direct payment or credit toward the purchase of a new WOODWAY of 20% of the purchase price of the treadmill will be made to the owner of a WOODWAY treadmill. This guarantee is limited to the original owner. Contact WOODWAY for further details.

WRAP UP

TROUBLESHOOTING
PREVENTATIVE MAINTENANCE LOG
NUMBERS TO KNOW

Troubleshooting

*If you are having problems with your treadmill, please be prepared with answers to the following questions **before** calling our service center.*

QUESTIONS:

- What is the make, model and serial number of your treadmill?
- What happened prior to the problem?
- Did the problem happen unexpectedly or did it progressively worsen over time?
- Was someone using the treadmill at the time the problem occurred?
- Explain any other symptoms that you feel are relevant.

PROBLEMS:

1. No Display: If the treadmill's display does not light up when powered up, check the following items:

- Input power fuse – replace if blown
- Power coming out of wall outlet
- Check power with another piece of equipment (radio, fan, etc.). Check main fuse or circuit breaker, move to another outlet.
- Is the treadmill plugged in?
- Is the safety magnet installed or positioned correctly? Try to reposition. Check all connectors at circuit boards.

2. Belt Movement

- Is the display working properly?
- If the display works, and/or the incline works, unplug the treadmill and wait at least 60 seconds before plugging it back in.

BELT TIGHT/HARD TO PUSH

- First, determine if display board is illuminated and/or if the incline system is working. This information will help our service technician in advising you where the source of the problem may be.

BELT BINDING

- Check for obstructions and remove if possible.

3. Erratic or Blinking Display

- Probable causes: Low line voltage; too much load on the same line.
- Make sure treadmill is on a dedicated electrical circuit.
- Possible static problem / spray with staticide.
- Display power supply on Interface board is defective.

4. Squeaking Sounds: Possible causes:

- Noisy bearing(s). Try greasing or replacing the bearing.
- Drive belt rubbing against the drive pulley, try greasing the edge of the drive belt with a little all purpose grease.
- Running belt rubbing against drive pulleys, try lightly greasing the teeth on the drive shaft, and let the treadmill run at a slow speed for a couple of minutes to spread grease evenly. (NOTE: Too much grease will make a mess and will accumulate dust.)
- Check for a defective guide roller or Z roller bearing on the bearing rail, replace if defective

Numbers to Know

Your Treadmill Serial #(s): Model/# _____

Model/# _____

Model/# _____

Model/# _____

Model/# _____

Model/# _____

Model/# _____

Model/# _____

Model/# _____

Model/# _____

(The serial number can be found on the back of the treadmill's display board housing & also on the front/left section of treadmill frame – side cover must be removed to locate on the frame).

12.0	
10.0	

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