

Caring for Your Elliptical or Ascent Trainer



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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See the Care and Maintenance section for simple steps to check if you have noise issues.

Moving and Leveling

Moving

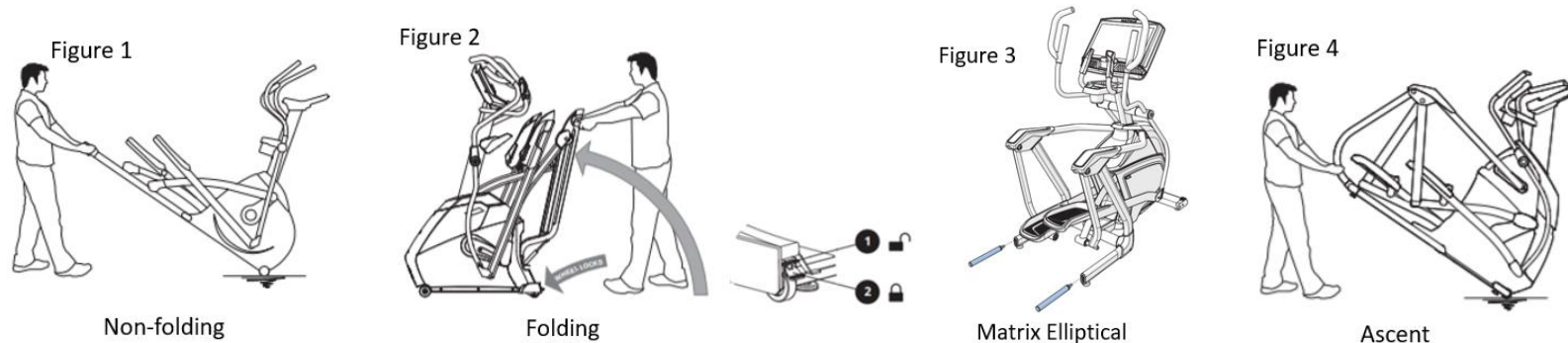
There will be times when you need to move your unit to clean underneath it or retrieve an object. When moving the unit, it is important to first remove the power cord from the frame and wall outlet, so it is out of the way and doesn't get damaged.

Non-folding Elliptical (figure 1) – Grasp the rear of the elliptical (most units will have a support bar) then lift onto the transport wheels located on the front of the elliptical. Do not lift by the plastic covers.

Folding Elliptical (figure 2) - Make sure the elliptical is folded and securely latched. Then firmly grasp the rear support bar and roll. Make sure to unlock the transport wheels before moving then locking once in place. Wheels must be locked before using.

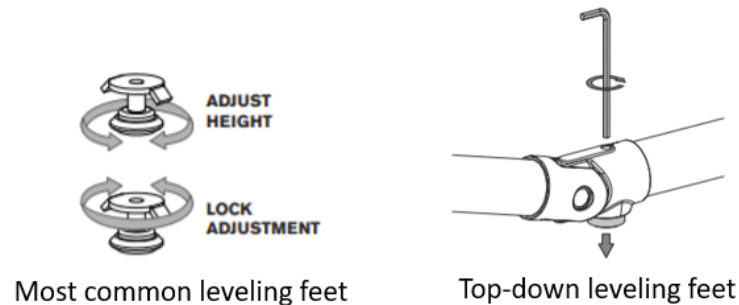
Matrix Elliptical (figure 3) – attach the transport handles that came with the elliptical as show in the diagram. Using the handles, lift the elliptical onto the transport wheels on the front of the unit to move. If you are missing the transport handles, contact [Customer Technical Support](#) and order part # 1000372607

Ascent (figure 4) – from the back of the unit, grab the bottom of the frame and carefully lift onto the transport wheels on the front of the unit to move.



Leveling

Locate the leveling feet on the bottom of your elliptical or ascent. It is important to start with the leveling feet all the way up (turn clockwise). Once the elliptical or ascent is in its desired location, if the unit is not level, adjust the leveling feet by turning counterclockwise. Tighten the jam nut or locking mechanism on the leveling feet with an adjustable wrench. Some models have 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.



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
Clean console with approved cleaner												
Wipe entire frame and shrouds with approved cleaner												
Move the unit and vacuum the floor underneath												
Tracked ellipticals – clean the track and wheels and inspect for damage. <i>Do not add any lubricants to the track or wheels</i>												
Wipe clean or vacuum out the foot pedals so they are free of dirt/debris												
Check all hardware to make sure it is secure – see frame bolts												
Inspect power cord for damage												

Frame Bolts

Loose bolts are a common cause of noise issues on ellipticals or asecnts. 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. Refer to the section [Specific Frame Bolts to Check](#) for more detail.

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](#)



Specific Frame Bolts to Check

Your elliptical or ascent may not look like the image below, however, all share similar connection points.



Frequently Asked Questions

Are the sounds my elliptical makes normal?

If you have a tracked elliptical, you may hear and possibly feel the wheels rolling over the track. As you continue your workout the noise may dissipate but not completely go away. This is normal for a tracked elliptical. It's important to make sure to keep the track and wheels clean and free of debris.

Why is the elliptical/ascent 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.

Useful Resources

Use the links below depending on the brand of elliptical/ascent you purchased. Here you will find **product registration**, **warranty information**, additional **FAQs**, **troubleshooting** information, and see available **software updates** for consoles.

Horizon Fitness - <https://www.horizonfitness.com/support/product-support>

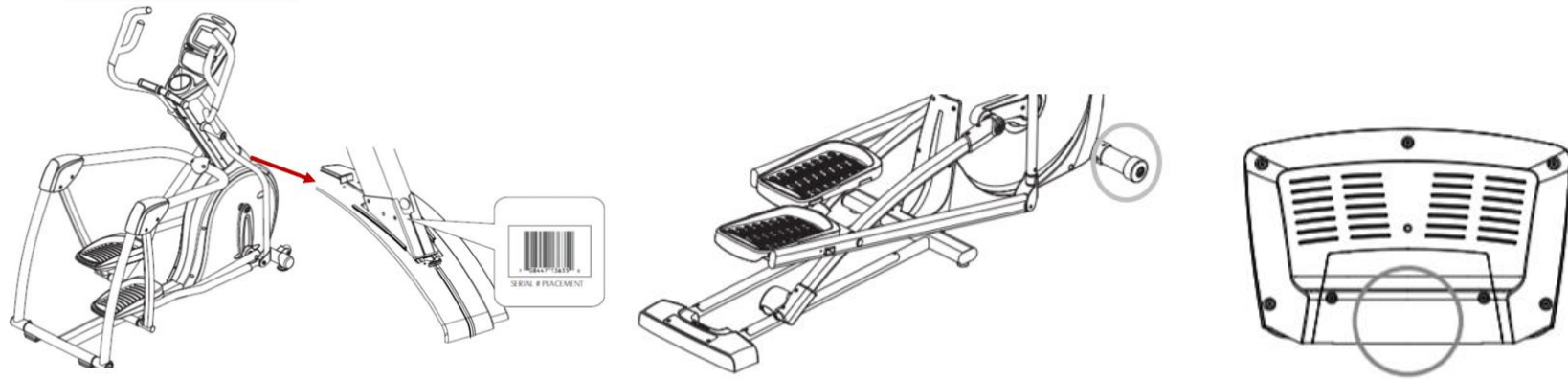
Vision Fitness - <https://www.visionfitness.com/us/eng/support>

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

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 sending a technician.

Some products come with a console, meaning there will only be 1 serial number, however, some models have a console that is shared with other products and will have a separate serial number. This console will come in a separate box, apart from the frame. Frame serial numbers are located on the front of the elliptical/ascent on the stabilizer bar. Console serial numbers are located on the back cover of the console.



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

Warranty Product

Brand	Phone	Email
Matrix & Vision	800-335-4348	info@johnsonfit.com
Horizon	800-244-4192	techsupport@horizonfitness.com

Out of Warranty Product

Brand	Phone	Email
Matrix & Vision	888-993-3199	visionparts@johnsonfit.com
Horizon	888-878-9011	Support@horizonfitness.com Parts@horizonfitness.com