

Treadmill Troubleshooting

>> Elevation

IMPORTANT

It's recommended to send console cables for elevation repairs on all models using sectional console cables.

Symptom	Possible Cause	Test Procedure	Repair
Elevation motor starts running as soon as the power is turned on. Constant down or up..	Failed lower board.	-Turn on power. Do not press start. Wait 30-60 seconds and see if motor is hot. Use caution. Motor can get very hot.	Replace lower board.
Elevation motor bobs up and down with out command.	Failed elevation motor.		Replace elevation motor.
Elevation motor does not reach minimum or maximum settings.	-Failed elevation motor. -Failed console cable (CC). -Improperly calibrated elevation motor.	-Verify there are no pinches or cuts on the elevation wires. -Verify the connections of above wires.	-Recalibrate elevation motor by hand. Reference Resetting the Incline Motor. -Replace elevation motor.
Elevation is stuck down and does not function. Console is responsive to the buttons being pressed.	Failed console cable (CC).	-Verify console cable connections. Verify there are no pinches or cuts in the cable.	Replace console cable.
	Failed elevation motor.	-Put machine in hardware test (Eng1) and press start. Elevation doesn't respond when buttons are pressed. (You may see a value for elevation that reads 255 or 1023. That value will not change when the buttons are pressed).	Replace elevation motor.
	Failed upper board.	-Put machine in hardware test (Eng1) and press start. Incline will work in hardware test only.	Replace upper board.
Elevation is stuck at the highest position and will not come down. Console is responsive to the buttons being pressed.	Failed upper board, lower board, console cable, and elevation motor.	-Verify all wire connections.	Replace upper board, console cable, and elevation motor.
The incline will go up, but not down. (very rare)	Failed lower board.	-The incline will act normally when going up, but when the down incline is pressed there is no movement.	Replace lower board.