Vision Fitness R20 / R40 / U20 / U40 Bike with Classic / Elegant / Touch Console Service Manual



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CHAPTER 1: SERIAL NUMBER LOCATION

1.1 Serial Number Location - U20 & U40



CB157-1US-F ■ODEL: U20

S/N: CB1571206BA00032



THS-E

CB158-1US-F ■ODEL: U40

S/N: CB1581206BA00017



CHAPTER 1: SERIAL NUMBER LOCATION

1.2 Serial Number Location - R20 - R40



RB150-1US-F ■ODEL: R20

S/N: RB1501206BA00004

MADE IN CHINA

RB151-1US-F MODEL: R40

S/N: RB1511206BA00010

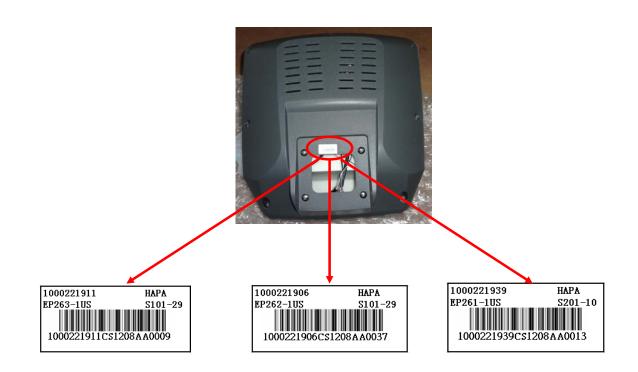
MADE IN CHINA

CHAPTER 1: SERIAL NUMBER LOCATION

1.3 Serial Number Location - Classic / Elegant / Touch Console

Touch Elegant Classic





2.1 Engineering Mode - Classic Console

1) To enter Engineering Mode, press & hold the RESISTANCE UP and DOWN keys at the same time for 3-5 seconds until Engineering Menu appears on the display.



- 2) Use the RESISTANCE UP or DOWN keys to scroll through a list of parameters.
- 3) Press ENTER to enter a parameter setting.
- 4) Use the RESISTANCE UP or DOWN keys to change the parameter.
- 5) Press the ENTER key to save the change to the parameter.
- 6) Press and hold the STOP key to exit Engineering Mode and return to normal operation.

2.2 Engineering Mode Overview – Classic Console

MODE	FUNCTION	DESCRIPTION	
ENG 0	Display Test	Start Key – LCD/LED on	
		Stop Key – LCD/LED off	
		Any Other Key - Will show on the display window.	
		Hold the STOP key for 3 seconds to return to the Engineering Menu.	
ENG 1	Hardware Test	ECB TEST & HEART TEST & USB TEST & LCB VERSION &	
		CALIBRATE(for Induction Brack Model)	
ENG 2	Switch Function	Press ENTER key to enter the UNIT and Energy Save Mode Setting:	
		Use RESISTANCE UP or DOWN keys to switch Energy Save	
		Mode (ESM) off or on.	
		Use the START key to select unit.	
		Press the ENTER key to enter the Language setting:	
		Use RESISTANCE UP or DOWN keys to select the	
		languages.(English, Germany, Dutch, French will scroll on the middle	
		window).	
ENG 3	Information	Accumulated Time and Distance and Aged	
		Press and hold the START key for 5 seconds to clear all data	
		Remarks: Unit of Time is Hour.	
		Unit of Distance is KM or Mile .	
		Unit of Aged is Minute.	
SECOND LEVEL		To Get to ENG 8 - Enter into ENG 3, then press and hold the	
ENG 8		RESISTANCE UP and DOWN key at the same time for 3-5 seconds.	
		Press ENTER at P0 - Software version.	
		Press ENTER at P1 - Select speed up rate (normal or quick).	
		Press ENTER at P2 - Hold the START key to clear all data.	
ENG 4	SET MACHINE	Use RESISTANCE UP or DOWN keys to set machine type.	
		Hold the STOP key for 3 seconds to return to the Engineering Menu.	

★Press the "START" key to save any changes.

2.3 Engineering Mode - Elegant Console

- 1) To enter Engineering Mode, press & hold the RESISTANCE UP and DOWN keys at the same time for 3-5 seconds until Engineering Menu appears on the display.
- 2) The Engineering Mode parameter list will be displayed on the screen.



- 3) Press the ATM style key on either side of the screen to enter the appropriate screen settings.
- 4) Set all the information using the ATM style keys.
- 5) Press and hold the "STOP" key to exit Engineering Mode.

2.4 Engineering Mode Overview - Elegant Console

2.4.1 Elegant Console - About Tab

The Engineering Mode displays the basic parameters of the console, such as Model Type, Software Version, MCB Version, etc... Use the ATM style keys located on both sides of the screen to enter into the parameter.

NOTE: Navigation of the other Engineering Mode screens is the same, instructions are not repeated.

Arrows point directly to the corresponding ATM style key

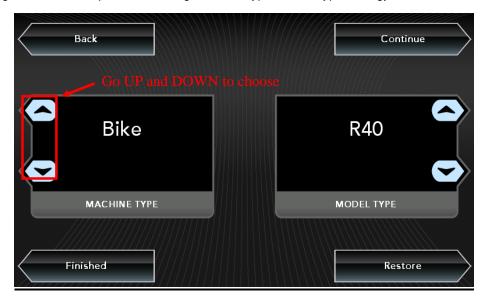


Engineer Mode	Function & Default	Descriptions	Modified
- About			
Accumulated Data	Accumulated Distance	Total distance displayed in native units (miles or kilometers), not editable	Cannot be modified
	Accumulated Time	Total time, not editable	Cannot be modified
Main Board Information	UI Software Version	Application version, not editable	Cannot be modified
	IO Version	Sub UCB software version, not editable	Cannot be modified
	OS Version	Operation System Version, not editable	Cannot be modified
MCB Information	MCB Type	The frame MCB type, for example: 2.75HP digital MCB	Cannot be modified
	MCB Software Version	MCB Software Version	Cannot be modified

2.4 Engineering Mode Overview - Elegant Console - Continued

2.4.2 Elegant Console - Settings Tab

The Settings Tab includes options for setting Machine Type, Model Type, Energy Saver, First Boot, and Program Speed.



Press the key next to "Continue" to enter the next page of settings. Set these settings the same way as Machine Type.

**NOTE: After changing a setting on any page, select "Finished" to complete the setup, the other items will keep the

2.4.3 Elegant Console - Test Tab

The Test Tab includes various tests of the functions of the unit.

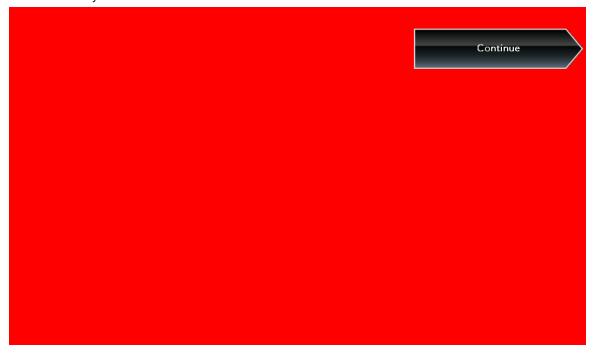
default settings, press "Restore" to restore to the factory settings.



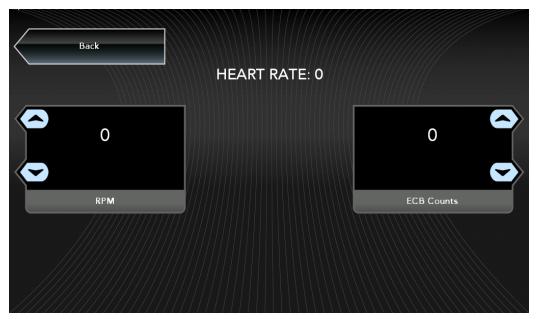
2.4 Engineering Mode Overview - Elegant Console - Continued

2.4.3 Elegant Console - Test Tab - Continued

Display test – This tab tests the color settings of the console. The console will cycle between red, green, and blue when the Continue key is selected.



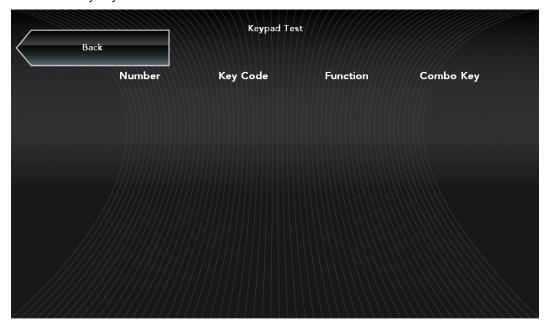
Hardware Test – This tab allows a service technician to test the RPM sensor and / or the incline motor. Changing a setting should cause the belt and / or the incline motor to operate.



2.4 Engineering Mode Overview - Elegant Console - Continued

2.4.3 Elegant Console - Test Tab - Continued

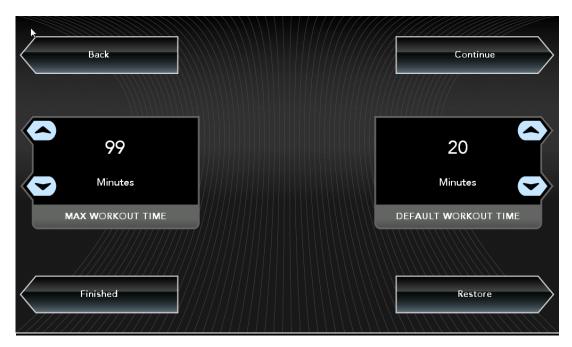
Key Test – Press any key to test the function.



Audio Test – When this test is chosen, the console chime should sound.

2.4.4 Elegant Console - Default Tab

The Default Tab includes options for setting Max Workout Time, Default Workout Time, Warm-up Time, Cool Down Time, and Pause Time.

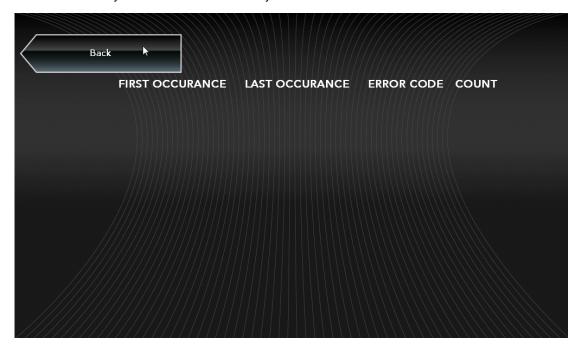


Press the key next to "Continue" to enter the next page of defaults. Set these defaults using the arrow keys. **NOTE:** After changing a setting on any page, select "Finished" to complete the setup, the other items will keep the default settings, select "Restore" to restore to the factory settings.

2.4 Engineering Mode Overview - Elegant Console - Continued

2.4.5 Elegant Console - Error Log Tab

The console will automatically show an error code history for the unit.



2.4.6 Elegant Console - Region Tab

The Region Tab includes settings for Month, Day, Year, Time (hour / minute), Language, Country, and Units (miles / kilometers).



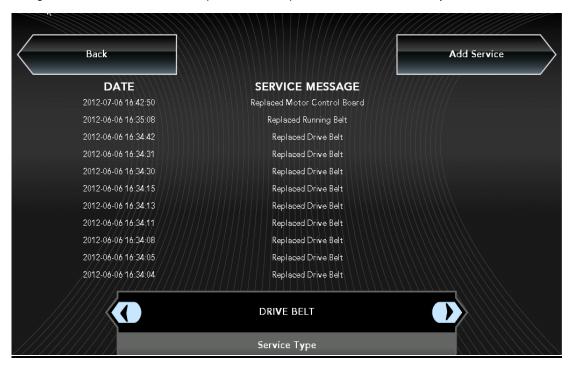
Press the key next to "Continue" to enter the next page of region settings. Set these region settings using the arrow keys.

**NOTE:* After changing a region setting on any page, select "Finished" to complete the setup, the other items will keep the default region settings, select "Restore" to restore to the factory settings.

2.4 Engineering Mode Overview - Elegant Console - Continued

2.4.7 Elegant Console - Service Log Tab

The Service Log Tab allows the club / service provider to keep track of the service history.



2.5 Engineering Mode - Touch Console

1) To enter Engineering Mode, touch the four corners of the touch screen from 1-4 as shown below.



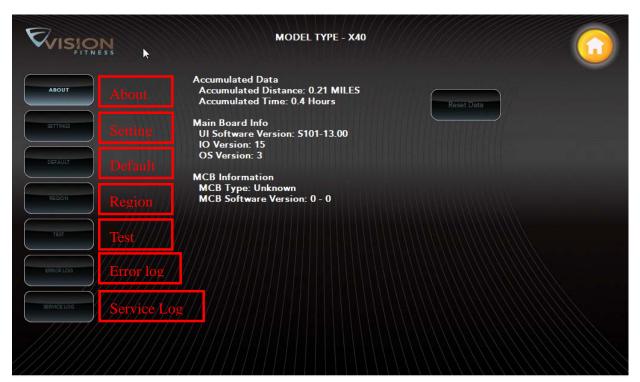
- 2) An Engineering Mode parameter list will be displayed on the screen.
- 3) Select the parameter by touching the parameter list.
- 4) Set all information using the Touch panel.
- 5) Press the Home key to save the change to the parameter and exit the Engineering Mode.

<u>2.6 Engineering Mode Overview – Touch Console</u>

2.6.1 Touch Console - About Tab

The About Tab shows the basic parameters of the console, such as Model Type, Software Version, MCB Version etc...

NOTE: Press the Home key at any time to return to normal operation.



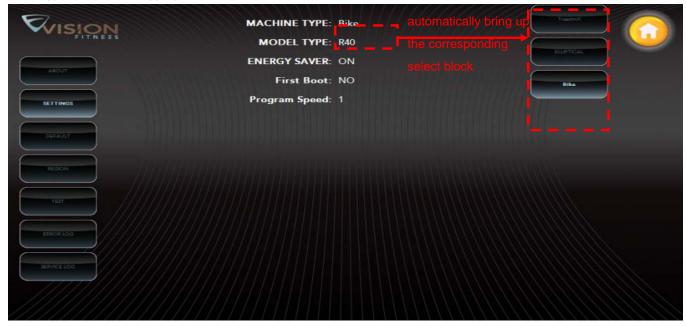
Engineer Mode	Function & Default	Descriptions	Modified
- About			
Accumulated Data	Accumulated Distance	Total distance displayed in native units	Cannot be modified
		(miles or kilometers), not	
		editable	
	Accumulated Time	Total time, not editable	Cannot be modified
Main Board	UI Software Version	Application version, not editable	Cannot be modified
Information			
	IO version	Sub UCB software version, not editable	Cannot be modified
	OS Version	Operation system version, not editable	Cannot be modified
MCB Information	MCB Type	The frame MCB type, for example: 2.75HP digital	Cannot be modified
		мсв	
	MCB Software Version	MCB Software Version	Cannot be modified

2.6 Engineering Mode Overview - Touch Console - Continued

2.6.2 Touch Console - Settings Tab

The Settings Tab used to set the Machine Type, Model and if the Energy Saver is turned on.

Setting: Pressing MACHINE TYPE: Bike will automatically bring up the corresponding select block, according to the frame type to select the appropriate machine, TREADMILL, ELLIPTICAL or BIKE.



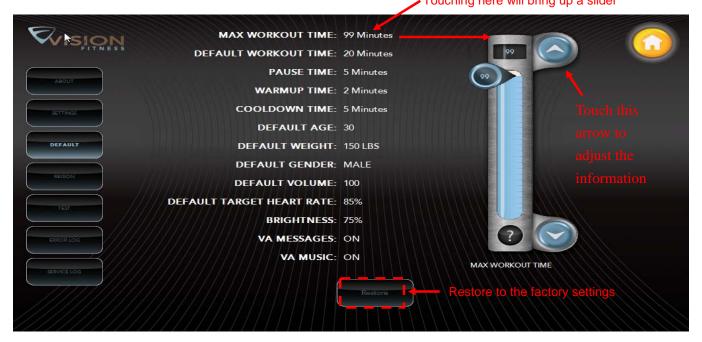
Use the same procedure as Machine Type to set the Model Type, Energy Saver, First Boot and Program Speed.

2.6.3 Touch Console - Default Tab

The Default Tab displays the default information of the console, such as Workout Time, Weight, Age etc...

Selecting the data that needs to be set will bring up a slider to adjust the corresponding information. Refer to the figure below:

Touching here will bring up a slider



<u>2.6 Engineering Mode Overview – Touch Console – Continued</u>

2.6.3 Touch Console - Default Tab - Continued

Engineer	Function & Default	Descriptions	Modified
Mode - Default			
Time	Maximum Workout Time	This option enables you to set the maximum	Maximum: 99 Minutes
	Default: 99 minutes	workout duration limits	Minimum: 5 Minutes
	Default Workout Time	This option enables you to set user default workout	Maximum: 99 Minutes
	Default: 20 minutes	time	Minimum: 5 Minutes
	Pause Time	This option enables you to set workout pause time,	Maximum: 99 Minutes
	Default: 5 minutes	the console will reset when this time expires	Minimum: 5 Minutes
	Warm Up Time	This option enables you to set user's warm up time	Maximum: 99 Minutes
	Default: 2 minutes		Minimum: 5 Minutes
	Cool Down Time	This option enables you to set users Cool Down	Maximum: 99 Minutes
	Default: 5 minutes	Time after a workout	Minimum: 5 Minutes
Age	Default Age	This option enables you to set the user's default age	Maximum: 99
	Default: 30	if not selected during setup	Minimum: 13
Weight	Default Weight	This option enables you to set user's default	Maximum: 375LBS
	Default:150LBS	weight if not selected during setup	Minimum: 55LBS
Gender	Default Gender	This option enables you to set user's gender if not	Male/Female
	Default: Male	selected during setup	
Volume	Default Volume	This option enables you to set speaker or earphone	Maximum: 20
	Default: 20	volume	Minimum: 0
Heart Rate	Default Target Heart Rate	This option enables you to set target heart rate for	Maximum:100%
	Default: 85%	some heart rate programs	Minimum: 0
Brightness	Brightness	This option enables you to set the LCD panel	Maximum:100%
	Default: 75%	brightness level	Minimum: 0
Virtual Active	VA Message	This option enables you to set the VA, user can	On/off
Message	Default: on	choose the VA message displayed on the screen or	
		not	
Virtual Active	VA Music	This option enables you to set the VA, user can	On/off
Music	Default: on	choose the VA music played or not	

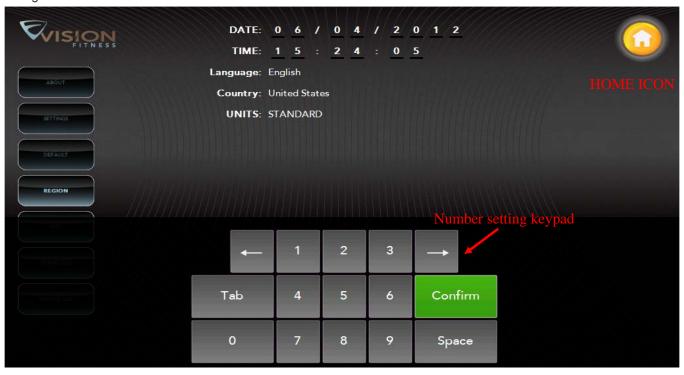
Use the same operation as Max Workout Time to adjust the other Default information.

Press "Restore" to restore to the factory settings.

2.6 Engineering Mode Overview - Touch Console - Continued

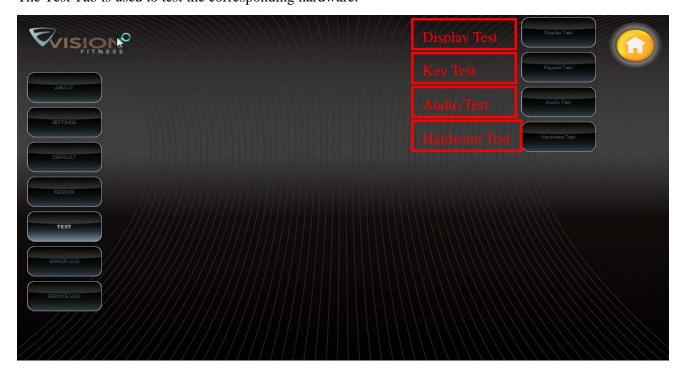
2.6.4 Touch Console - Region Tab

The Region Tab is used to set Date, Time, Language, Country, and Units. Touch the item that needs to be set, the screen will display a number keypad. Use the keypad to set the information, and press "Home" to save the information. Refer to the figure below:



2.6.5 Touch Console - Test Tab

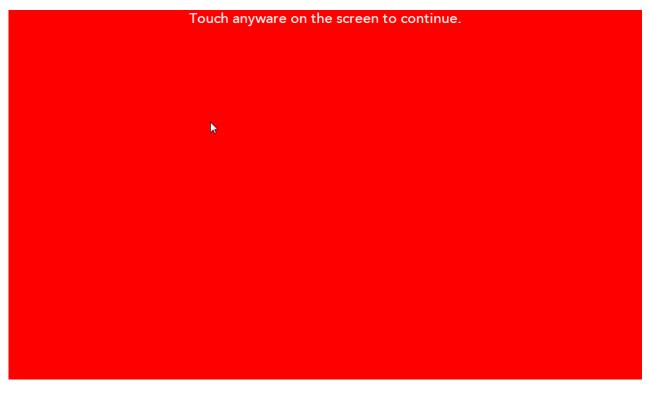
The Test Tab is used to test the corresponding hardware.



<u>2.6 Engineering Mode Overview – Touch Console – Continued</u>

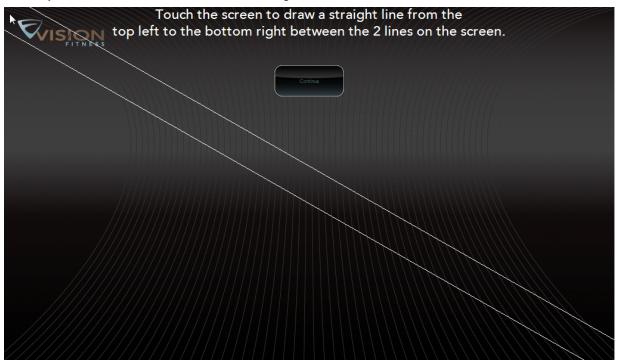
2.6.5 Touch Console - Test Tab - Continued

Display Test – Tests the reliability of the LCD and Touch panel.



Display Test - Touch Panel Test

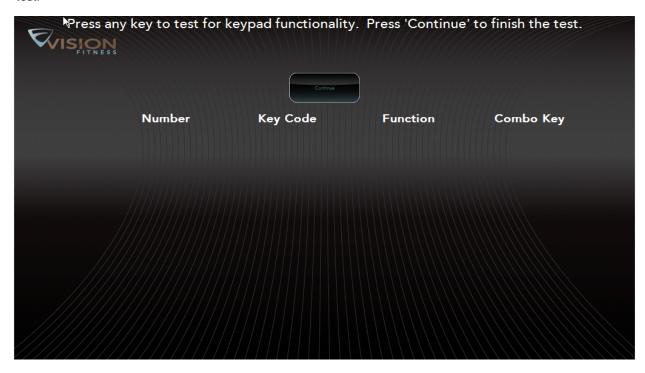
Use your finger to draw a line following the instructions on the screen. If the test fails, selecting "continue" will bring the user directly into the calibration screen. Refer to the figure below:



2.6 Engineering Mode Overview - Touch Console - Continued

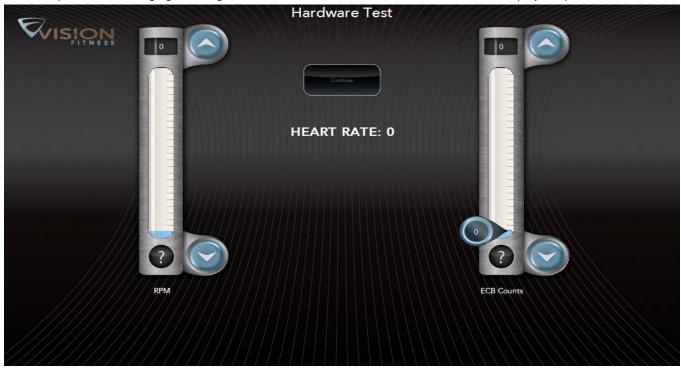
2.6.5 Touch Console - Test Tab - Continued

Key Test – Tests the functionality of the keys. Select any key on the keypad to display the definition, the function, and the code of the key. If there is no feedback, check the keypad connection with the UCB. Select Continue to exit the test.



Audio Test – When the Audio Test key is pressed, the console should chime.

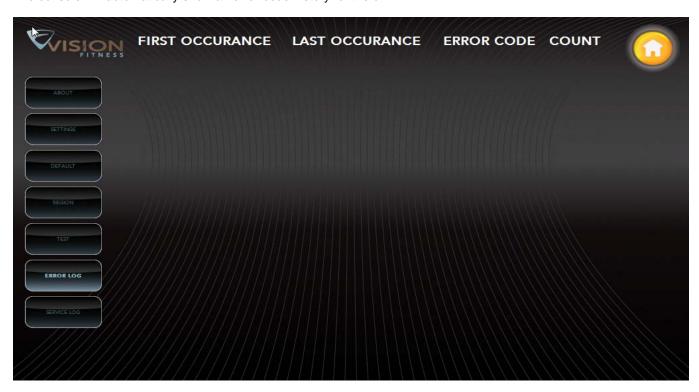
Hardware Test – This tab allows a service technician to test the RPM Sensor, Incline Motor and Heart Rate components. Changing a setting should cause the belt, incline motor, or heart rate display to operate.



<u>2.6 Engineering Mode Overview – Touch Console – Continued</u>

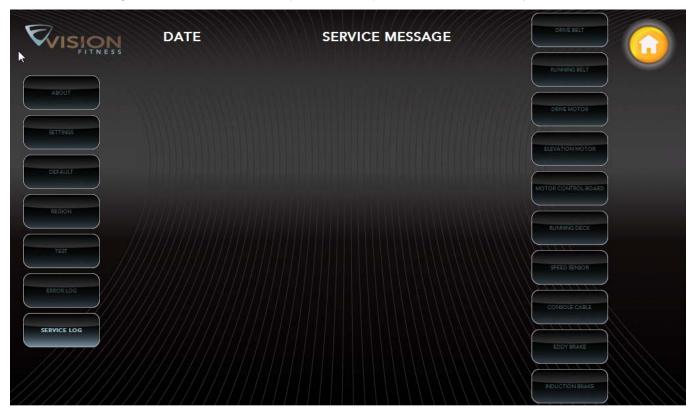
2.6.6 Touch Console - Error Log Tab

The console will automatically show an error code history for the unit.

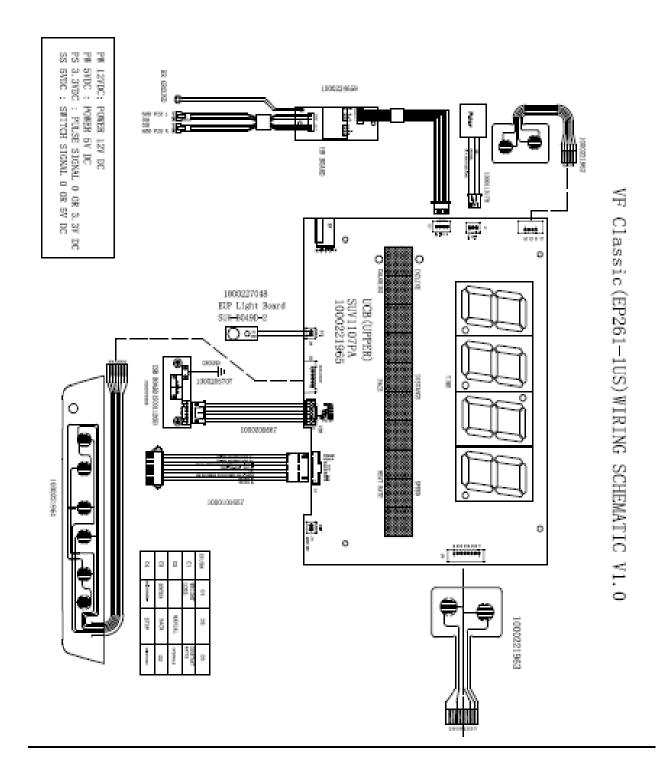


2.6.7 Touch Console - Service Log Tab

The Service Log Tab allows the club / service provider to keep track of the service history.

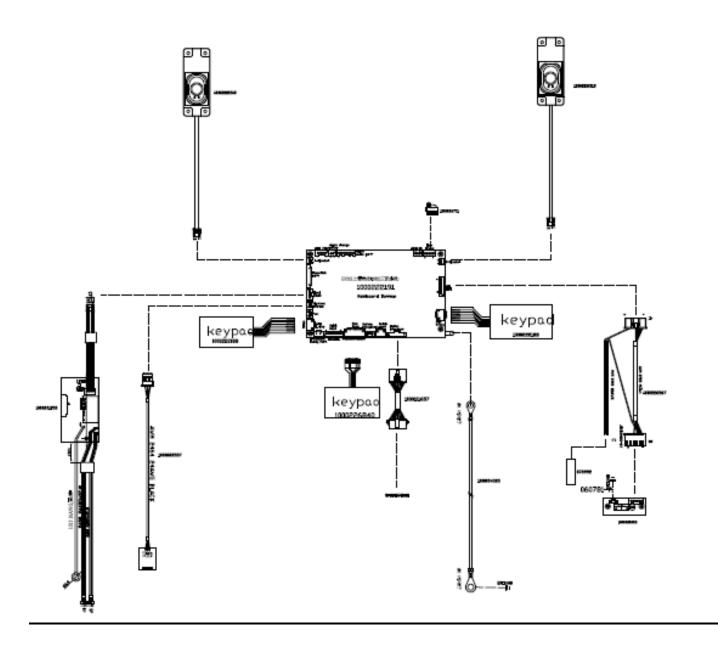


3.1 Electrical Diagram - Classic Console



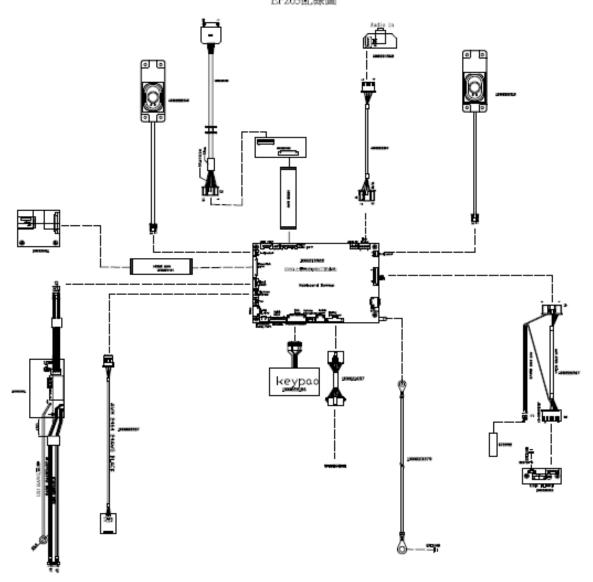
3.2 Electrical Diagram - Elegant Console

Elegant (EP262-2KM) WIRING SCHEMATIC Ver1.0

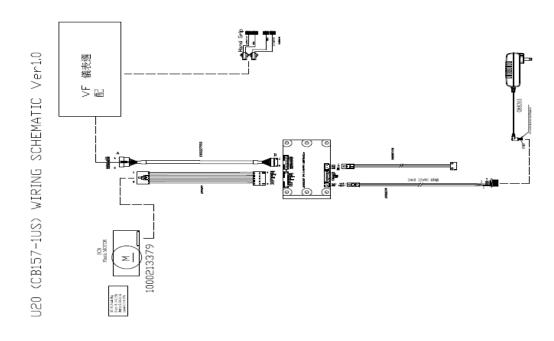


3.3 Electrical Diagram – Touch Console

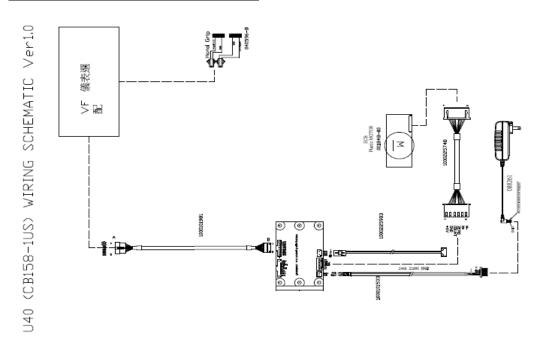
Touch (EP263-1us) WIRING SCHEMATIC Ver1.0 EP263配線圖



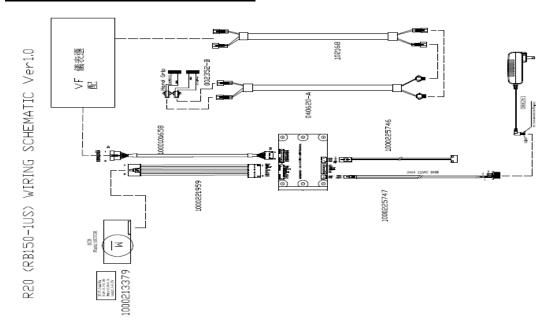
3.4 Electrical Diagram – U20 Frame



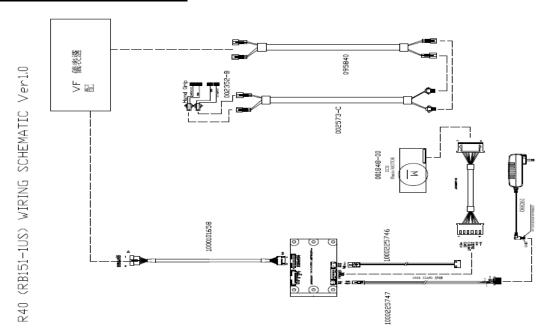
3.5 Electrical Diagram - U40 Frame



3.6 Electrical Diagram - R20 Frame



3.7 Electrical Diagram - R40 Frame



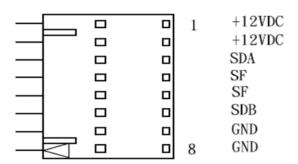
4.1 Troubleshooting - No Power to the Console

Symptom: Console does not light up.

Reason:

- 1. The power adaptor is not correct or is defective.
- 2. The console cable has a bad connection or is defective.
- 3. The console is defective.

- 1. The adaptor for this model is 12V 2A. Check to make sure the power adaptor on the unit is correct. Test the power adaptor on a known good outlet. Replace the adaptor if it is defective.
- 2. Check the connection of the console cable at the console. Unplug the console cable from console, and use a multi-meter to check the voltage through the console cable. Normally it should be 12VDC. If no voltage is present, the console cable is defective, replace it.
- 3. If the voltage through the console cable is 12VDC, the console is defective, replace it.



4.2 Troubleshooting - No RPM Displayed

Symptom: No RPM shown on the console.

Reason:

- 1. Bad connection between the console cable and the console or a damaged cable.
- 2. The speed sensor wire is damaged or not working.
- 3. The magnet is not present on the drive pulley.
- 4. The console is defective.

Solution:

- 1. Check the connection of the console cable at the console; make sure there are no kinks or pinches of the console cable. Replace the cable if any damage is found.
- 2. Check the connection of the speed sensor wire at the ECB motor. Also check the gap between the speed sensor and the magnet on pulley. It should be within 5mm. Adjust the gap if it is too big.
- 3. Install a new magnet.
- 4. Replace the console set.





Fig A Fig B

4.3 Troubleshooting – No Resistance or Incorrect Resistance

Symptom: 1. The resistance is not adjustable during an exercise.

2. The resistance is reverse or much too heavy.

Reason:

- 1. The speed sensor wire is defective.
- 2. The console cable or ECB motor is defective.
- 3. The steel rope of the magnet system is not routed correctly.
- 4. The inside magnet is defective.

- 1. Check if the console shows RPM value. If it does not, refer to troubleshooting for NO RPM DISPLAYED in Section 4.2.
- 2. Remove the front shrouds. Turn on the console, and check the ECB motor. At resistance level 1, the head of the steel rope should point towards the top right side (around 45 degrees Fig A). If the head of the steel rope points toward the bottom or left side, the resistance will be reversed, adjust the head of the steel rope to the correct position.



Fig A

- 3. Press the LEVEL UP key to adjust the resistance.
 - a. If the ECB motor does not move, the resistance will not be changed. The ECB motor or console cable is defective. Check the console cable connection at the ECB motor (Fig B). Use a multi-meter to measure the voltage through the console cable. It should be 12VDC.
 - b. If there is no voltage present, the console cable is defective. Replace the console cable.
 - c. If the voltage is 12VDC, the ECB motor is defective. Replace ECB motor.



Fig B

4.3 Troubleshooting - No Resistance or Incorrect Resistance - Continued

d. If the ECB motor does move, the resistance can be adjusted. If the resistance is still too heavy, check the gap between the orange block and the bottom of the ECB track (Fig C). It should be within 1-2 mm of the bottom of the ECB track. If the gap is bigger than 1-2 mm, the resistance will be heavier than normal. Adjust the cable to the correct gap range (Fig D).



Fig C Fig D

4. If all above conditions are ok, and the resistance is still too heavy, the inside magnet is defective. Replace the ECB as the last step.

4.4 Troubleshooting - System Will Not Boot

Symptom: The LCD has a back light, but the system does not boot up (does not display the Vision logo).

Reason:

1. The system software has crashed.

Solution:

1. The system crashed, replace the UCB.

4.5 Troubleshooting - No Console Response

Symptom: The power is on, the console lights up, and a program can be started, but there is no control over the program.

Reason:

- 1. The Machine Type is set incorrectly.
- 2. There is a MCB error present.
- 3. The console does not have the correct software.
- 4. The console is defective.

- 1. Enter into Engineering Mode and make sure that the Machine Type is set correctly (see Section 2.2 or 2.4.2).
- 2. Refer to the MCB error code chart below to troubleshoot.

LED Blinks	Status	Description	Possible Components Damaged
1	Works normally	Works normally	Damaged
2	Optical Encoder without feedback	The optical encoder is without feedback for 3 seconds during start procedure or 1 second during workout.	Poor contact or damage to the optical encoder
3	Overload	The motor current is over rated for more than 4 seconds.	Motor
4	Rampage	The motor power components damaged or speed up too fast.	Motor
5	The safety key fell off	The safety key fell off.	Safety Key
6	The incline motor is stuck or has lost efficiency	There is no signal to the MCB when the incline motor is energized.	Incline Motor
7	Communication abnormal	No or abnormal communication between the console and MCB.	Console Cable, UCB, or MCB
8	Bad connection between the incline motor and the MCB	The incline motor cannot go back to absolute "0" degrees.	Incline Motor or MCB

- 3. If the MCB is operating normally, update the console software (see Section 5.1), and retest.
- 4. If the issue is still not resolved, replace the console.

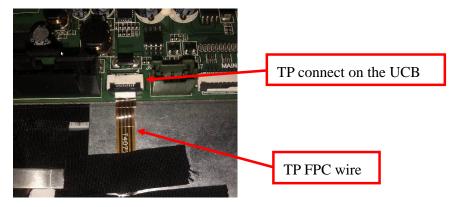
4.6 Troubleshooting - Touch Panel Issues

Symptom: The touch screen is not accurate or invalid.

Reason:

- 1. The screen needs to be calibrated.
- 2. The touch screen is damaged.
- 3. The FPC wire does not have a good connection to the UCB.

- 1. If the touch screen is not accurate or has a deviation, press the ENTER and STOP keys together for 3-5 seconds to enter the screen calibration mode. Follow the prompts to calibrate the touch screen.
- 2. Check the touch screen for visible damage, indentation, or deformation. If any damage is found, replace the entire display.
- 3. Check the connection of the FPC wire at the UCB. Even if well connected, disconnect and reconnect and re-calibrate (see Step 1). If calibration still fails, replace the entire display.



4.7 Troubleshooting - Heart Rate Issues

Symptom: The console does not display heart rate or it is consistently inaccurate.

Reason:

- 1. The heart rate grips are not connected correctly.
- The heart rate wiring is damaged.
- 3. The heart rate board or console is defective.

- 1. Remove the 2 screws holding the 2 halves of the heart rate grip together and check to make sure it is well-connected, with no breaks.
- 2. Check continuity of the HR grip wiring.
 - a. Place one terminal of a multi-meter set for resistance on the HR grip wiring at the HR grip, and the other terminal on the HR grip wiring at the console. An ohm reading of around 1 should be expected, if the reading is higher than 1, replace the HR grip wiring.
- 3. If the HR grip and wiring is confirmed to be good, replace the console.

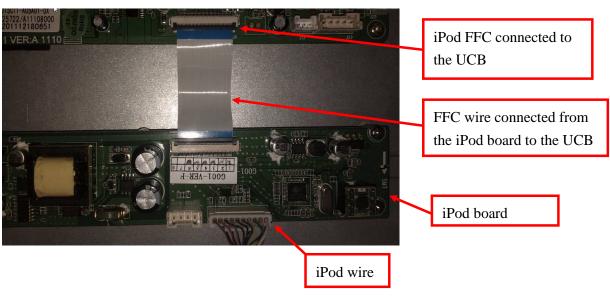
4.8 Troubleshooting - iPod Issues

Symptom: "Cannot Connect the iPod" is shown on the screen.

Reason:

- 1. The iPod cable is damaged or disconnected.
- 2. The FFC wire is damaged or disconnected.
- 3. The iPod board or console is defective.

- 1. Check the iPod cable for damage. Make sure it has a good connection.
- 2. Check the connection of the FFC wire at the iPod board and UCB.
- 3. If the FFC and iPod cables are well connected and not damaged, replace the console.



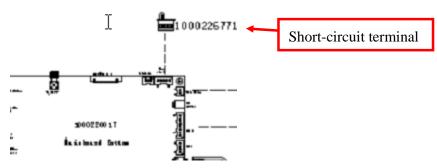
4.9 Troubleshooting - Speaker / Audio Issues

Symptom: The speaker or headphones have no sound output.

Reason:

- 1. The speaker wire is not well connected to the UCB.
- 2. The audio short circuit terminal is missing.
- 3. The software is obsolete.
- 4. The head phone wire or board is defective.

- 1. Confirm whether the speaker wire is well-connected with the UCB.
- 2. If well-connected, make sure that the audio output short-circuit terminal is present and tight.



- 3. Update the console software (see Section 5.1).
- 4. If the speakers have sound output, but headphones have no sound output, replace the headphone wire. If problems persist, replace the headphone board.

4.10 Troubleshooting - Radio Frequency Issues

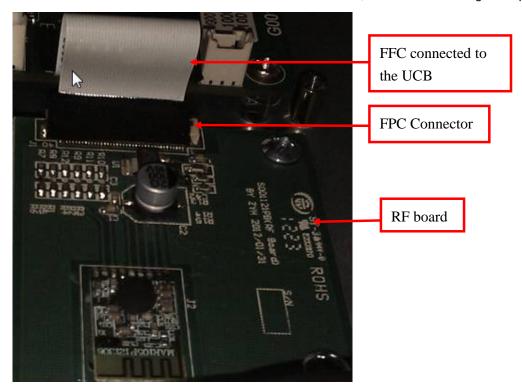
Symptom: The Radio Frequency Board (RF Board) cannot connect with Passport.

Reason:

- 1. The Passport keys are not functional.
- 2. The FFC wire is damaged or disconnected.
- 3. The console is defective.

Solution:

- 1. Make sure that the Passport keys are functional (see Section 2.4.3 or 2.6.5).
- 2. Confirm whether the FFC wire is well-connected, not broken or damaged. Replace if needed.2.



3. If above connections are all confirmed ok, replace the console.

<u>4.11 Troubleshooting – Virtual Active Issues</u>

Symptom: Cannot play Virtual Active files.

Reason:

- 1. The SD card is not fully seated in the UCB.
- 2. The software version is not correct on the console.
- 3. The console is defective.

Solution:

1. Confirm if the SD card is firmly seated on the UCB. If not, re-insert the SD card and use adhesive tape to fix it in place.





No Good OK

CHAPTER 5: SOFTWARE UPGRADE PROCEDURE

5.1 Software Upgrade Procedure

5.1.1 Update File Description

OS Update File: NK.rom:

Elegant Console Update Software File: DeluxeGUIDeploy.CAB;

Touch Console Update Software File: PremierGUIDeploy.CAB



^{*} Note: update the software after the OS is updated.

5.1.2 Updating OS and Software

- * Note: OS files need to distinguish between 7, 10, and 15 inch displays. The OS file names are the same.
- 1. Choose the correct OS nk.rom file according to the LCD size, and place the file on a USB flash drive.
- 2. Update the software version on the USB.
 - Elegant console choose "eluxeGUIDeploy.CAB".
 - Touch console choose "PremierGUIDeploy.CAB".
 - * Note: The two files cannot be placed together at the same time on the USB
- 3. Place the "updadte.config" file on the USB flash drive.
- 4. Start up the console, and insert the USB flash drive into the slot in the front of the console. The files will update automatically.

5.1.3 Updating IO

- 1. IO Update Files: BL_130.TXT, PATCH.TXT, and IO1.TXT.
- 2. Place the three files above on the USB flash drive.
- * The name of the update file for the Elegant and Touch consoles are the same, no need to distinguish.
- 3. Also place the "Update.config" file on the USB flash drive.
- 4. Start up the console, and insert the USB flash drive into the slot in the front of the console. The software will update automatically.