



## **PRODUCT SUPPORT BULLETIN**

### **Title: TR 3900/4500: Elevation System Adjustment**

<b>Date:</b> November 30, 2000	<b>Distribution to:</b> <input checked="" type="checkbox"/> Service Providers <input checked="" type="checkbox"/> Product Support <input type="checkbox"/> Star Trac Sales <input type="checkbox"/> Product Users <input checked="" type="checkbox"/> Distributor <input type="checkbox"/> Installer	<b>Written by:</b> Jason Buelna
<b>Bulletin No.</b> 635-0256		<b>Approval(s)</b> <u>Signature on file</u>
<b>Revision Letter:</b> A		<b>ECO Reference</b> N/A
<b>Date of Last Revision</b> N/A		<b>Model(s) Affected</b>

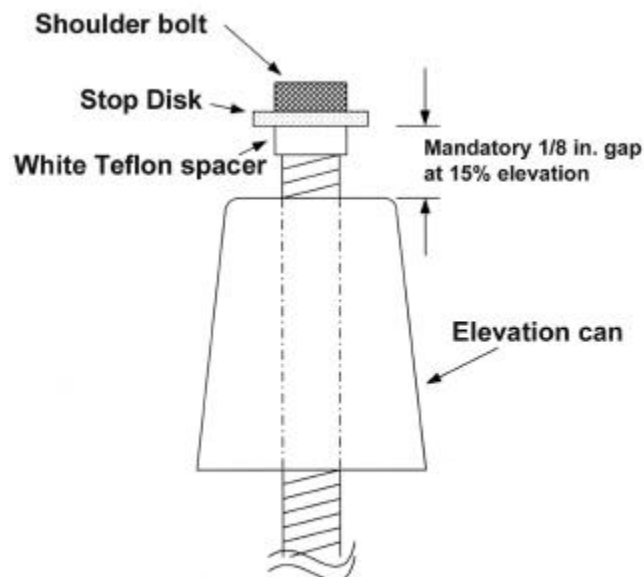
The TR 3900/4500 treadmills have different display codes that will appear when an elevation anomaly has been detected. Some of these codes can be corrected by making adjustments to the elevation system. This Product Support Bulletin will list the display code, cause and possible solution.

#### **EL1 (TR 3900) and EL STL (TR 4500)**

**Cause:** One cause for the EL1/EL STL is when the elevation motor can not reach its intended destination. This happens mostly while the machine is trying to reach 15% elevation.

#### **Solution (TR 3900 only):**

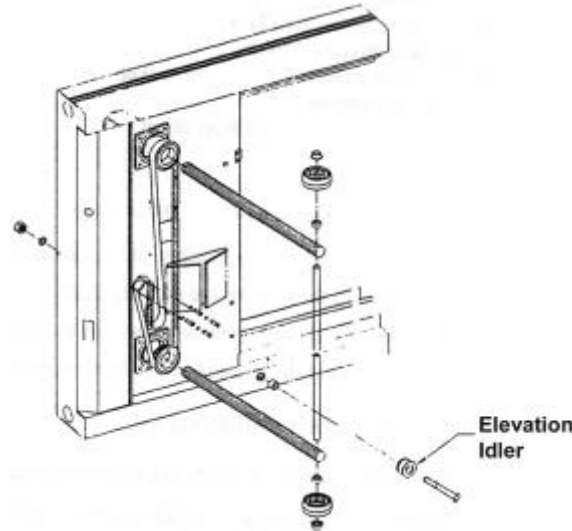
1. Elevate the machine to 15% or as close to it as possible if it was not already there. Note: You may get an EL1 while attempting this.
2. Loosen the U-bolts that hold the front handrail to the frame (this is under the motor shroud) and raise the front rail about 1 inch or until the elevation cap is visible.
3. If there is at least a 1/8-inch gap between the elevation cap and elevation can, no adjustment is needed. If there is not a gap, proceed to step 4.



Required clearance on finished treadmill at 15% incline

**Note:** drawing is not to scale

4. Relieve the tension on the elevation belt by loosening the elevation idler.



5. Turn the elevation can pulleys clock-wise to raise the machine until there is 1/8-inch gap between the cap and can.
6. Elevate the machine until the display registers 15% elevation (on the display window).
7. Reinstall the elevation belt and tension the elevation idler until there is 60 lbs (+/- 5 lbs).
8. Test the elevation to verify operation. Bring the machine down to 0% to make sure it does not go too low, then elevate the machine back up to 15% to ensure it does not hit the elevation cap.
9. Tighten the U-bolts to secure the front handrail to the frame. Note: If you hear a rattling noise in the handrail, you may have over tightened the U-bolts. Loosen the U-bolts and the rattling should go away.

**Solution (TR 4500 only):**

1. Elevate the machine to 15% or as close to it as possible if it was not already there. Note: You may get an EL STL while attempting this.
2. Loosen the U-bolts that hold the front handrail to the frame (this is under the motor shroud) and raise the front rail about 1 inch or until the elevation cap is visible.
3. If there is at least a 1/8-inch gap between the elevation cap and elevation can, no adjustment is needed. If there is not a gap, proceed to step 4.
4. Engage the Motor Test Mode.
5. Note the elevation incline number (the number on the left side of the information window), exit the Motor Test Mode and enter the Maintenance mode.
6. Change the EL MAX number to the number noted in the Motor Test Mode. Make sure to press the START key to save the change.
7. Exit the Maintenance mode and test the elevation by lowering it to 0%, then back up to 15%. The elevation cap should not hit the can and the ELSTL display code should not appear on the display. If the ELSTL continues to appear, repeat the above steps once more.

8. Tighten the U-bolts to secure the front handrail to the frame. Note: If you hear a rattling noise in the handrail, you may have over tightened the U-bolts. Loosen the U-bolts and the rattling should go away.