![StairMaster logo] **StairMaster®**

Customer Services Bulletin

Slow Steps

SM5

Occasionally upon install, the steps on the SM5 move slower than normal.

Cause
Software model setting not recognized completely.

Solution

Switch the model setting away from Stepmill (to Stepper) then back to Stepmill.

1. Go into 'Maintenance' screen (Fig. 1) from the home screen by pressing:
   a. Top left corner
   b. Top right corner
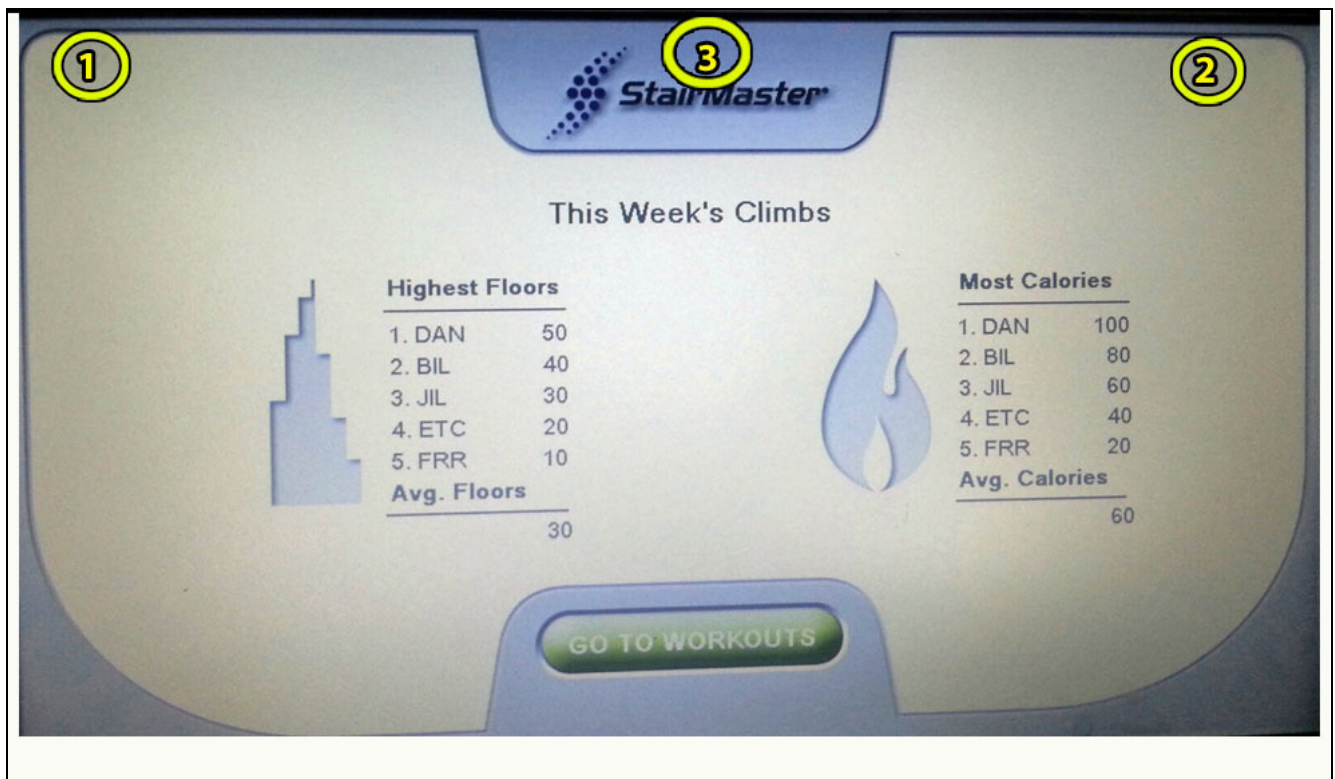   c. StairMaster sign/logo

Fig. 1

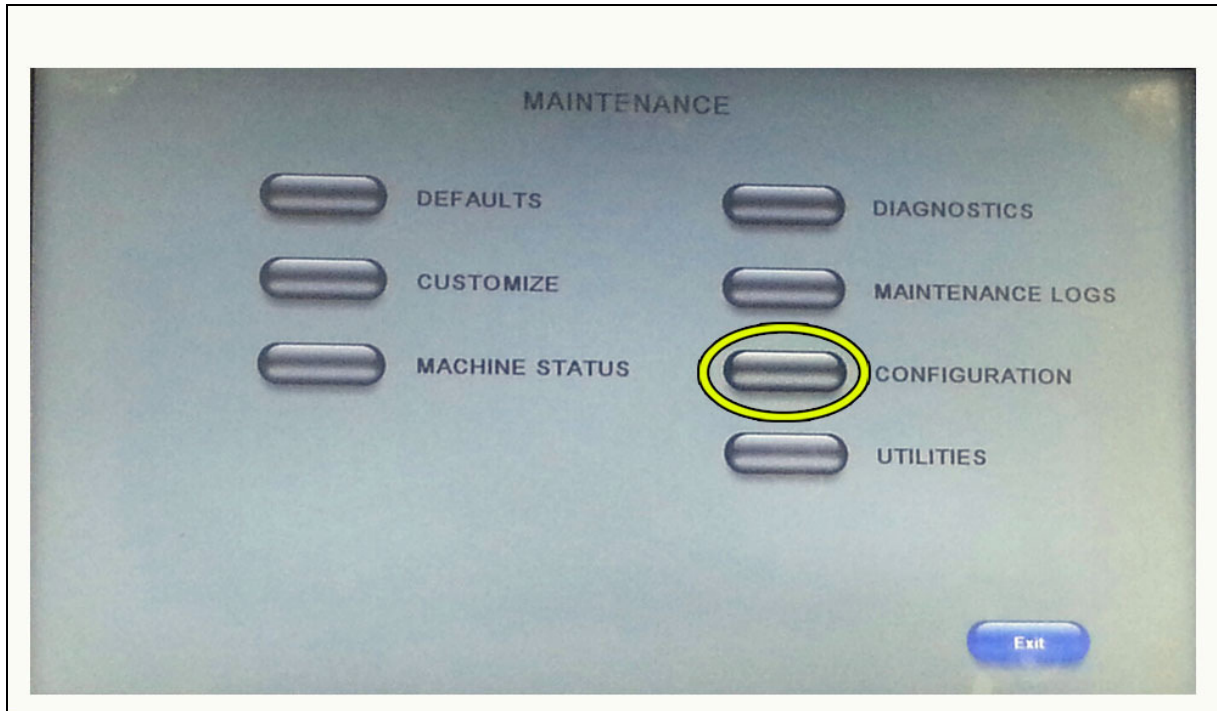2. The 'Maintenance' screen will appear. Press 'configuration' (Fig. 2).

Fig. 2

3. On the 'Equipment Type' option, it will show 'StepMill'. Press the up arrow (Fig. 3) to toggle to 'Stepper'. Press 'Save".
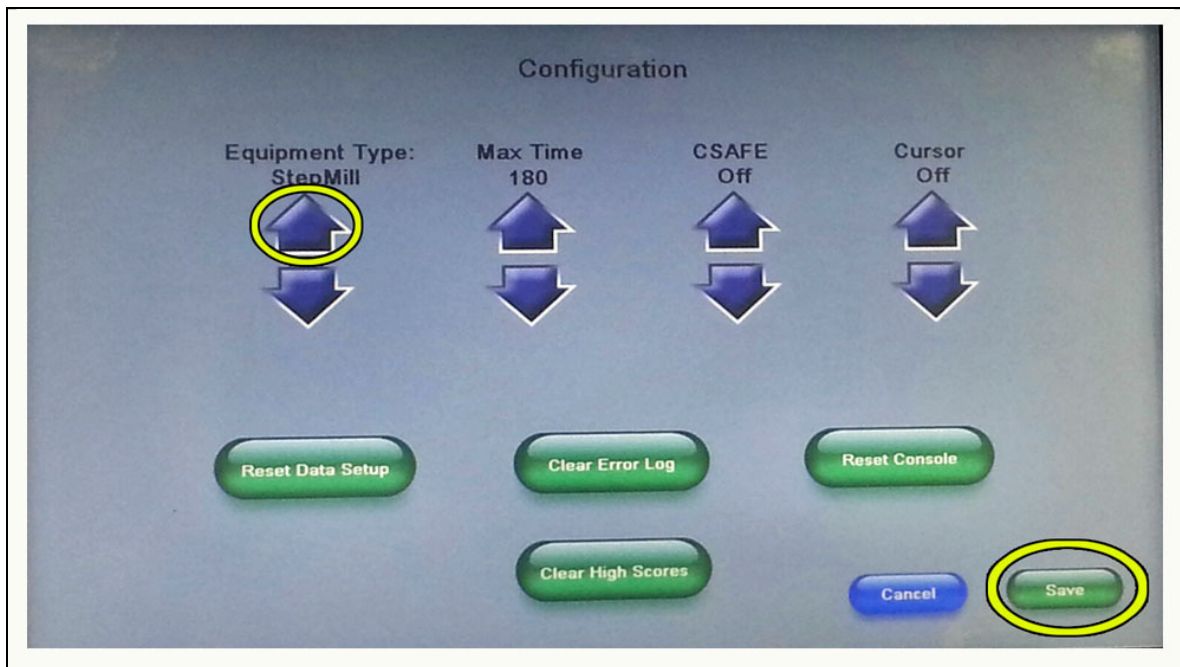

Fig. 3

4. After it saves, it will beep. Then press the up arrow to toggle back to 'StepMill' (Fig. 4).
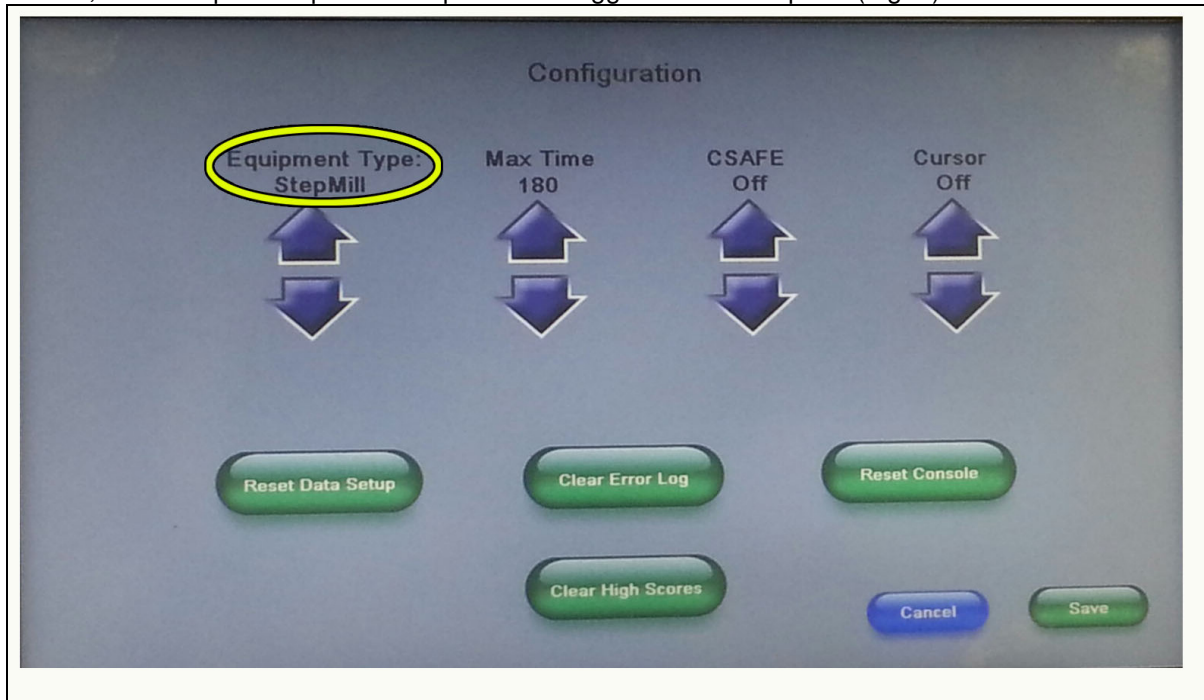

Fig. 4

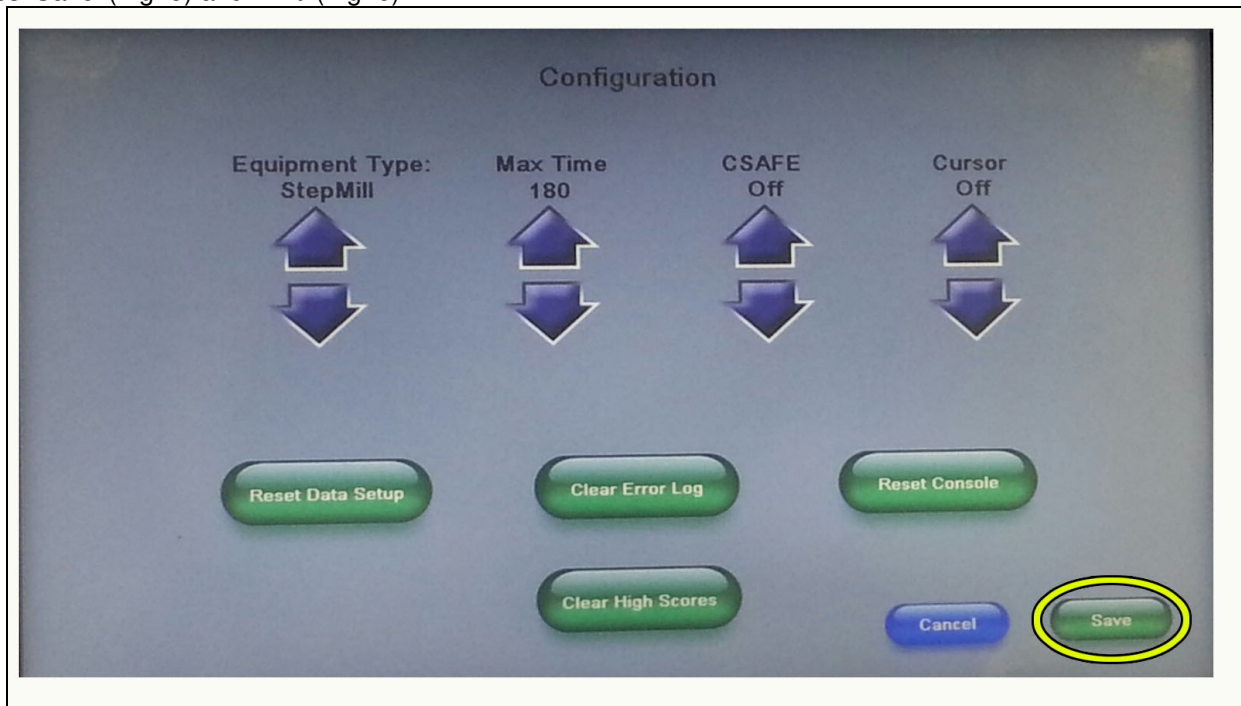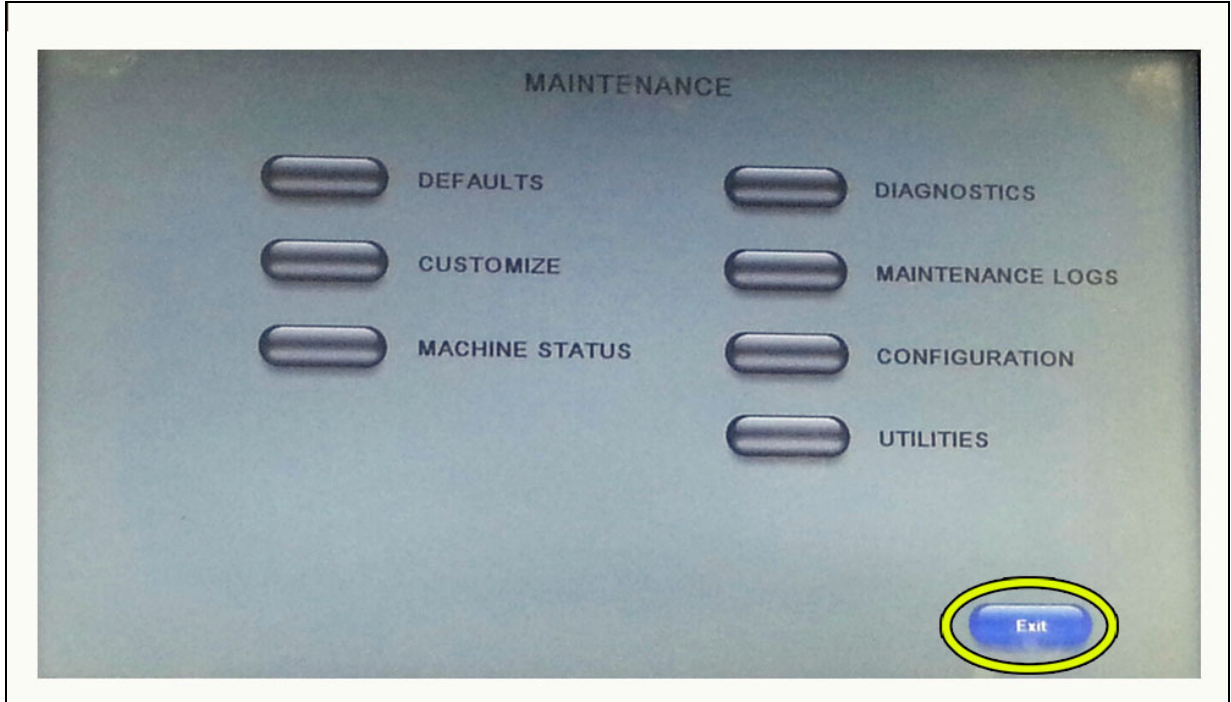5. Press 'Save' (Fig. 5) and 'Exit' (Fig. 6).

Fig. 5

Fig. 6

6. After exiting back to the main menu, test the unit for proper function.