

Possible Display Issues

eSpinner Models 7140 and 7200

A. Touch Screen related issues

Symptom: The touch screen does not recognize a touch on the screen or the touch points are out of alignment.

Troubleshooting:

- I. Clean the surface of the screen with a damp cloth (do not use a cleaning agent that contains ammonium and do not spray directly onto the display) to get rid of any kind of settlement. Also pay attention if there is anything stuck between the plastic front cover and the actual touch screen.
- II. If you can access the service menu using the touch screen, select the button that says “recalibrate” while in the “Calibration and Setup” menu (Fig.1) to start the touch screen calibration process.

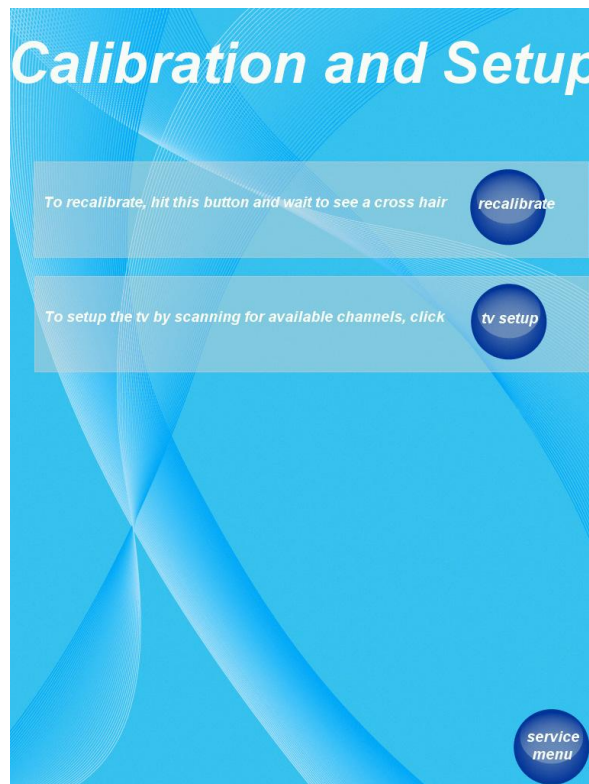


Fig. 1

- III. If you can NOT access the service menu using the touch screen follow the instructions in document number [637-1004](#) and try to recalibrate the touch screen this way. It might take some tries before this works. Be patient and use a stopwatch for this procedure. You have to be very precise.

B. Power related issues (black screen).

Symptom: The complete screen does not turn on and stays black (Fig. 2).

Troubleshooting:

- I. Remove the display and post and disconnect the power connector. Measure if you get 12V out of the red and black cable that routs through the neck.
- II. If you do not get 12V check the cabling for damage and see if the green light on the power supply (hidden in the base of the front section of the frame) is lit.
- III. Check the cable that routes into the display (black and red) and plugs into the mother board if there is any damage and check for continuity.
- IV. Verify that the connector inside the neck itself is making a solid connection. Bend the pins inside the connector if needed to ensure a solid connection and proper power flow. Perform a vibration test (snap your finger a couple of times onto the connector while the unit is turned on) to see if the connection is solid and won't fail later on when the unit is reassembled again.

Parts reference: [740-6971](#) Main Power Cable (red and black cable that connects to the mother board on one end and to the power cable that comes up from the power supply in the base of the unit).
[740-6985](#) Internal Power Supply (the red and black cable inside the neck that connects to the power cable coming out of the display is hard wired into the internal power supply).



Fig. 2

C. RPM related issues (Cadence)

Symptom: The unit goes over into the cool down mode after three minutes because it does not recognize any movement on the pedals. Also see document number [635-4149](#).

Troubleshooting:

- I. Align the sensor and check if it points in the right direction and/or bring it closer to the flywheel (Fig. 3).
- II. Check the continuity on the sensor and extension cable (opens and closes the circuit when the magnet comes by).
- III. Check if you get RPMs on the display (go into the video model/Instructor mode on the screen, disconnect the sensor connection inside the neck and quickly tap/shorten the two pins inside the connector a couple of times to simulate a signal).

Parts reference: [740-6987](#) RPM Sensor, [740-6986](#) RPM Extension Cable (connects to the RPM sensor on one end and to the RPM cable that comes out of the display), [740-6964](#) Display RPM cable (connects to the RPM extension cable on one end and to the display mother board).

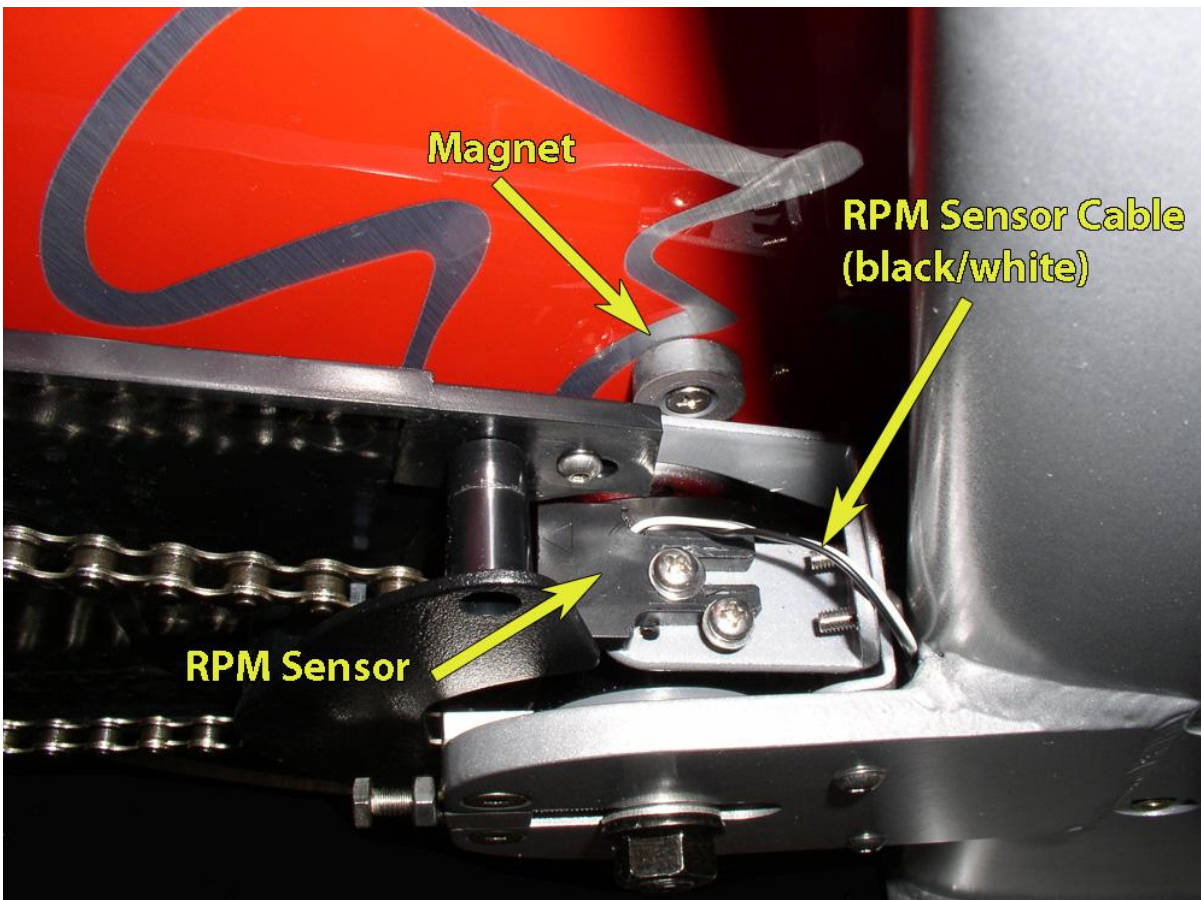


Fig. 3

D. Video related issues (Instructor Mode / Spinning Videos)

Symptom: BLACK screen when in “Instructor Mode” (Fig. 4).

Troubleshooting:

- I. Turn the unit off and carefully re-seat the SD card. See also document number [620-7895](#) for further information for this procedure.
- II. Recycle the power.
- III. Use a new/different SD card, probably taken out of a working unit.
- IV. Check if the audio settings are correct. See document number [637-1328](#) for further information for the correct audio settings.

Symptom: GREEN screen when in “Instructor Mode” (Fig. 5).

Troubleshooting:

- I. Turn the unit off and carefully re-seat the SD card. See also document number [620-7895](#) for further information for this procedure.
- II. Recycle the power.
- III. Use a new/different SD card, probably taken out of a working unit.
- IV. Check if the audio settings are correct. See document number [637-1328](#) for further information for the correct audio settings.



Fig. 4



Fig. 5

E. Audio related issues

Symptom: The user plugs in the headphones but there is no audio/sound.

Troubleshooting:

- I. Try at least one different set of headphones to verify the issue is not caused by the headphones.
- II. Check the audio settings. See document [637-1328](#) for further information.
- III. Try a different Pigtail Headphone cable (Fig. 6) or swap with a unit close by.
- IV. Check if the connection of the INTERNAL headphone cable into the mother board and to the pigtail headphone cable is solid. Unplug and plug back in again. Also check for cable damage. Swap/replace cables if needed.

Parts reference: [740-7523](#) Pigtail Headphone Cable (this is the cable/connector where the user plugs in the headphones), [740-6972](#) Internal Headphone Cable (plugs into the mother board and connects to the actual Pigtail Headphone Cable on the other end).



Fig. 6

F. Heart Rate related issues

Symptom: No or erratic HR reading and/or BPM value too high (coded Polar heart rate strap only).

Troubleshooting:

- I. Check current software and update it if the version is not 1.08 or higher. See document number [637-1315](#) for uploading instructions.
- II. Verify if the unit is equipped with the updated HR board. See document number [620-7900](#) for further information.
- III. Verify if the routing of the HR board cable is correct (Fig. 7) and it was installed in the right position as seen in Fig. 8.

Parts reference: [740-7008](#) Heart Rate Board (see document number [620-7900](#) for installation instructions).



Fig. 7

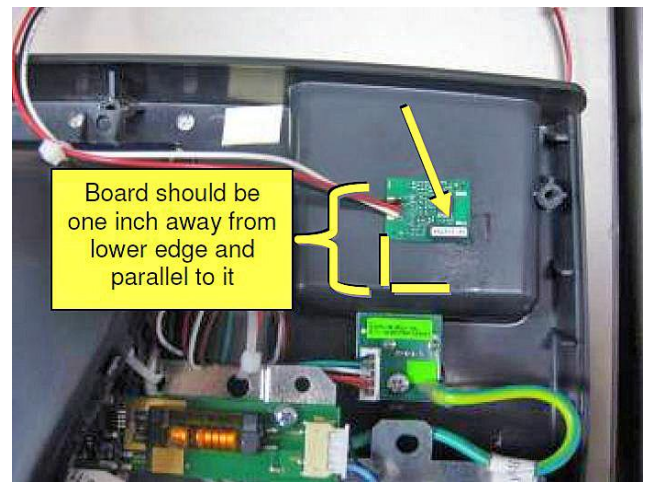


Fig. 8

G. TV related issues

1) **Symptom:** No TV icon when in TV mode (Fig. 9).

Troubleshooting:

- I. Verify that the TV blocking feature is set to “enable blocking”. Also see document number [637-1335](#) for further information.

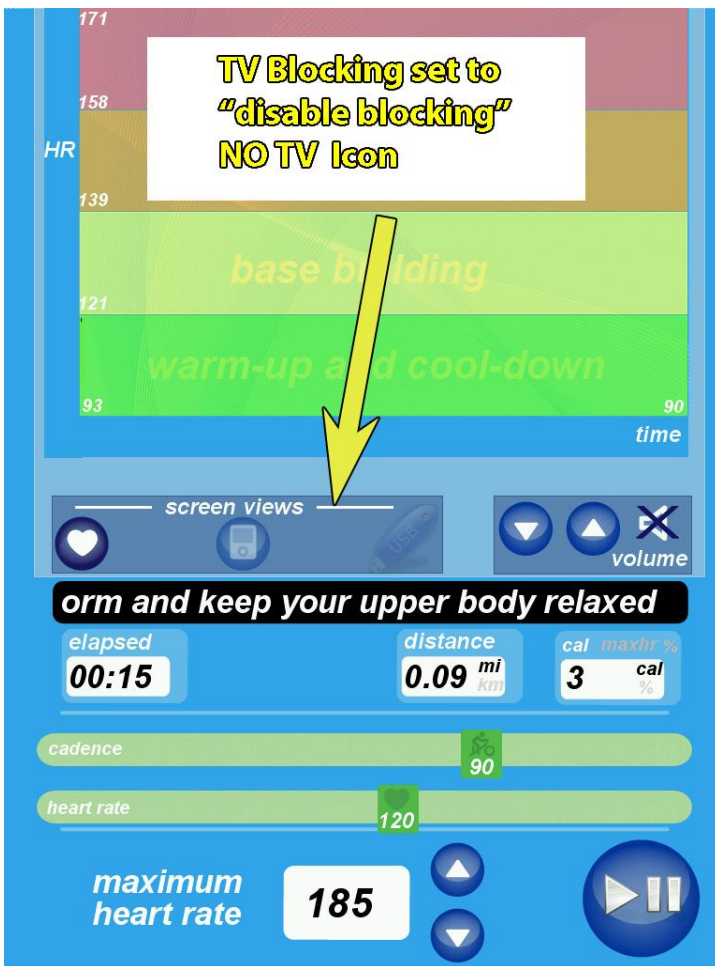


Fig. 9

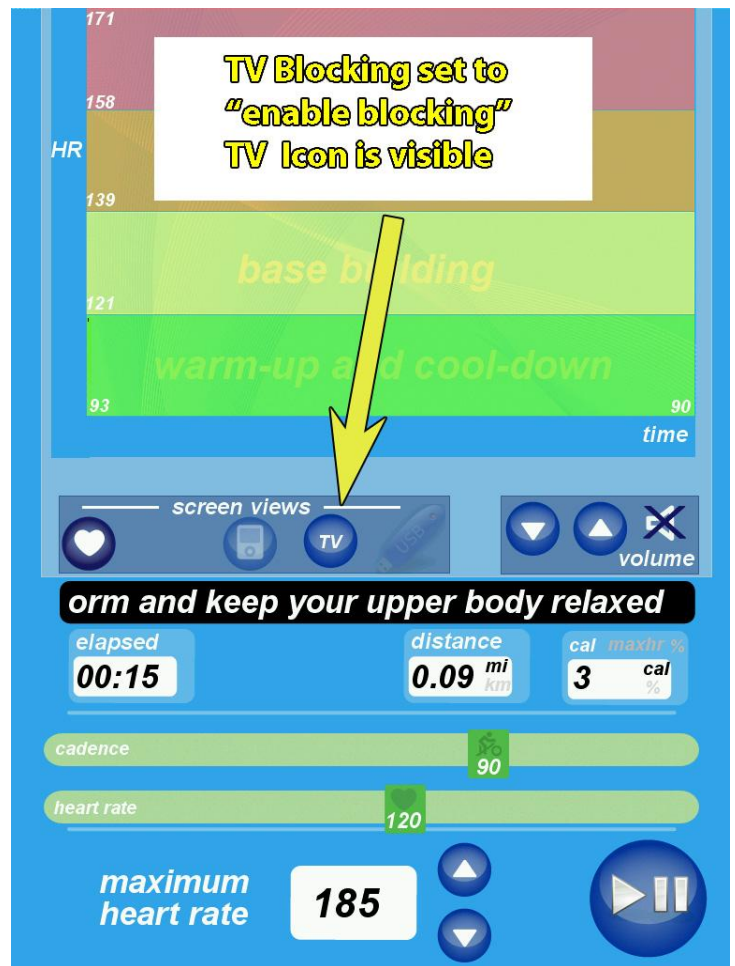


Fig. 10

2) **Symptom:** No or only bad TV picture.

Troubleshooting:

- I. Perform a channel scan and change parameter if you are not sure which specific setting applies to this site (e.g. digital, analog, air, cable...).
- II. Verify you have sufficient signal strength coming out of the coax cable (see document number [637-1415](#) for requirements). Swap cables with a close by unit if possible.
- III. Check all connections of the coax cable and bypass the coax cable that routs through the neck by plugging it directly into the head.

Parts reference: [740-6976](#) Display Coax Cable (this is the coax cable that connects internally to the tuner card and on the other end to the coax cable that comes up from the base of the unit inside the neck).

3) **Symptom:** No channel scan possible / no channel scan option (“Tuner Version Invalid”, Fig. 11).

Troubleshooting:

- I. Verify the tuner version by going into the settings (“calibration and setup”).
- II. If it says “Tuner Version Invalid” (Fig. 11) replace the tuner card. See document number [637-1349](#) for replacement instructions.

Parts reference: [740-6955](#) Tuner Card ATSC/NTSC

Note: *This issue is only known to happen in North America (ATSC/NTSC based countries). Therefore the PAL/SECAM tuner card is NOT a spare part we supply separately.*

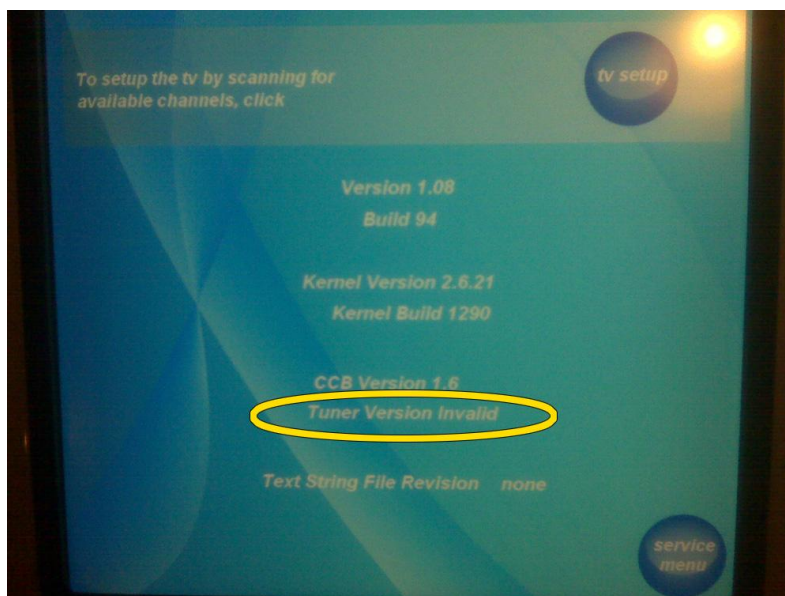


Fig. 11