

**SECTION I**  
**TROUBLESHOOTING GUIDE**

**Life Fitness Models 9000HR, 8500, and T9i Treadmills**  
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<b>Malfunction</b>	<b>Probable Cause</b>	<b>Corrective Action</b>
<b>Striding Belt slips during footfall.</b>	Striding belt slips on front roller during stall test.	Check striding belt & re-tension as necessary. See How...To Adjust Belt Tension.
<b>Maximum speed is reduced.</b>	User is pushing striding belt.	Instruct users not to push striding belt in either direction.
	Wax system malfunction.	Inspect spray pattern between 8" (200mm) and 16" (400mm). Refer to Diagnostics.  If not, verify wax nozzle is clean, hoses are not kinked, wax bag is not empty, or wax is contaminated.
	Striding belt/deck malfunction. The deck laminate worn through or the underside of striding belt glazed over (hard, glossy).	Replace belt and deck. See How To...Replace Striding Belt.
	Insufficient power source.	Plug treadmill into a dedicated circuit. Refer to the Operations Manual.
<b>Knocking sound at rear of machine.</b>	Faulty rear roller bearings.	Replace rear roller assembly.
	Wax build up on rear roller.	Run unit for 10 hours to break-in the treadmill.
<b>Knocking sound coming from deck.</b>	Life Springs not positioned correctly and/or loose mounting hardware.	Reposition or tighten life springs.
<b>Striding belt folds.</b>	Out of wax.	Check wax bag.
	Wax Pump failure.	Replace pump.
	Worn belt or deck.	Replace as necessary.

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<b>The Striding Belt is traveling beyond the tracking limits.</b>	Striding belt needs to be re-tensioned or tracking needs adjustment.	Refer to belt tensioning or tracking adjustment procedure in operation or service manual.
	Worn striding belt or user pushing belt.	Center striding belt according to belt centering technique. See How To...Adjust And Tension The Striding Belt.
	Striding belt folded over.	Verify wax in bag. Replace if necessary. See How To...Replace Wax Bag.
		Verify the wax is not contaminated (flakes). Replace wax bag and wax if contaminated. See How To...Replace Wax Bag.
		Verify the wax nozzle is not clogged. Clean nozzle if clogged. See How To...Replace Wax Nozzle.
		Refer to "Wax Manual" in the diagnostics section of this manual to verify if the wax pump is functioning properly. Replace if necessary. See How To...Replace Wax Pump.
		Replace the belt and deck. See How To... Replace Striding Belt. Perform belt and deck test for wear.
<b>Striding belt not centered.</b>	Striding belt tension or tracking needs to be adjusted.	Adjust striding belt . See How To...Adjust And Tension The Striding Belt.
<b>Striding belt mis-alignment, but properly tensioned.</b>	Improper walking/running.	Verify unit is level. Notify Club Manager.

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<b>Rubbing sound from underneath machine.</b>	Foreign objects may be stuck underneath the machine.	Inspect underneath striding belt and machine. Remove any debris or objects that may cause interference with the treadmill.
	Tinsel is installed incorrectly.	Reposition tinsel on the outside of the striding belt.
	Wax bracket loose or missing.	Inspect wax bracket underneath deck and verify wax bracket is secure. See How To...
<b>Squeaking noise.</b>	Drive pulley making contact with frame.	Inspect setscrew. If loose, apply 242 Loctite and retighten.
	Drive motor belt may be worn or damaged.	Replace faulty drive motor belt. See How To...
<b>Loud groaning sound heard from front of machine while elevating.</b>	Lift mechanism pivot points are dry.	Lubricate pivot points.
	Lift screw dirty or gummy.	Clean and lubricate threaded screw.
	Faulty lift motor or lift screw nut stripped.	Replace the lift motor. See How To...Replace Lift Motor.
<b>Loud groaning on footfall.</b>	High friction between deck and striding belt.	Refer to belt and deck test in diagnostics.

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<b>Display does not illuminate when machine is powered on.</b>	Insufficient power source.	Plug treadmill into a dedicated amp circuit. Refer To The Operations Manual.
	Loose 10 pin connection at display console or DC control board.	Check all electrical connections for proper attachment. Refer to wiring block diagram in section 5.
	Damaged main harness wire connection.	Replace wire harness. See How To...Replace Main Wire Harness.
	Faulty display console.	Verify if 8VDC is present at P1 pin, 3-4 and 12VDC at P1 pin 9.  If yes, replace Display Console. See How To... Replace Display Console PCB.  If no, replace the Control Board. See How To... in section 3.
	Damaged main cable.	Perform continuity test from pin connector to pin connector, and then from connector pins to frame.

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<b>Display overlay keys are not responding when depressed.</b>	Loose ribbon connection(s).	Verify that the ribbon connections is attached to the display PCB.  Reseat the connection and verify the operation.
	Worn or defective overlay assembly.	Replace overlay assembly. See How To... Replace Overlay Decal.
<b>Unit resets randomly or pauses.</b>	Insufficient power source.	Plug treadmill into a dedicated amp circuit. Refer to the Operations Manual.
	Damaged ground prong on line cord.	Replace line cord. See How To... Replace Line Cord.
	Loose connections at display console.	Secure all connections at display console PCB.
	Line cord improperly seated in electrical outlet.	Inspect power connection at electrical outlet and at machine for proper contact.
	Emergency stop magnet not engaged.	Re-engage the emergency stop magnet.
	Magazine making contact with stop key on the overlay	Move all possible obstructions off the console and handlebar.

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<b>Unit resets randomly or pauses.</b>	Emergency stop switch magnet not making proper contact.	Re-seat the emergency stop switch magnet and verify the operation.
	Pinched main wire harness.	Replace the main wire harness. See How To...Replace Main Wire Harness.
	Open ground path.	Using voltmeter, check all points for continuity: console pan screws, console mounting screws, handlebar screws, and handrail mounting screws to frame with respect to ground. Ground must be a non-painted surface.
	Lift motor over-heating which causes unit to pause.	Inspect thread screw for dirt. Perform lift motor test. Refer to diagnostics.
<b>No Power.</b>	On/Off switch.	Turn the switch to the ON position.
	Insufficient power source.	Plug treadmill into a dedicated amp circuit. Refer to the Operations Manual.
		Using a voltmeter, verify power at outlet. If no power exists, reset circuit breaker at panel.
	Damaged line cord.	Replace line cord. See How To...Replace Line Cord.
	Line cord improperly seated in socket.	Inspect power connection at wall outlet and at machine for proper contact.
	No line filter.	Verify voltage at the line filter.
		Verify 120VAC at the control connector P1. Refer to Service Manual, Section 4 Electronics.

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<b>No Power.</b>	DC Controller	Turn the switch to the ON position.
		Verify at P3, 8VDC on Pins 3 and 4. Refer to Service Manual, Section 4 Electronics.
		Verify at P3, for 12VDC on Pin 9. Refer to Service Manual, Section 4 Electronics.
		Verify both LEDs 5 and 6 are lit. Refer to Service Manual, Section 4 Electronics.
<b>Wax Leak.</b>	Loose hose connections.	Inspect hose connections and secure as necessary, replace if necessary.
	Faulty connection at bag.	Replace wax bag and plastic coupling.
	Wax bag is torn.	Replace wax bag. See How To...Replace Wax Bag.
	Wax hose damaged.	Inspect for leaks and replace.
Wax hose in pump is damaged.	Inspect wax hose.	
Wax passes through pump and slowly drips from nozzle.	Replace wax motor. See How To...Replace Wax Motor.	

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<b>Malfunction</b>	<b>Probable Cause</b>	<b>Corrective Action</b>
<p><b>Lifepulse Heart Rate System does not respond or improper heart rate reading or "Reading Heart Rate" appears in the message center for more than 2 minutes without giving heart rate reading.</b></p>	<p>Dirty handlebar sensors.</p>	<p>Wipe sensors with a clean soft cloth.</p>
	<p>Inadequate contact with all four sensors.</p>	<p>Verify a firm grip of all four sensors (two on top, two on bottom of handlebar).</p>
	<p>User running over 4.5 mph (7.5kph).</p>	<p>For accurate heart rate reading, user must slow down to less than 4.5 mph (7.5kph).</p>
	<p>User may have an unusual heart condition.</p>	<p>Have different people grasp sensors to detect any variance.</p>
	<p>Loose connections at display console and handlebar.</p>	<p>Secure connections at display console and handlebar.</p>
	<p>Faulty heart rate sensors..</p>	<p>Replace handlebar sensors. See How To... Replace Heart Rate Kit.</p>
	<p>Faulty display console PCB.</p>	<p>Replace display console PCB. See How To... Replace Display Console PCB.</p>