

**Life Fitness Models 9100, 9500HR, 9700HR, and 9700HR w/Decline Treadmills**  
**TROUBLESHOOTING GUIDE**

<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).  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 20amp 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>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.