

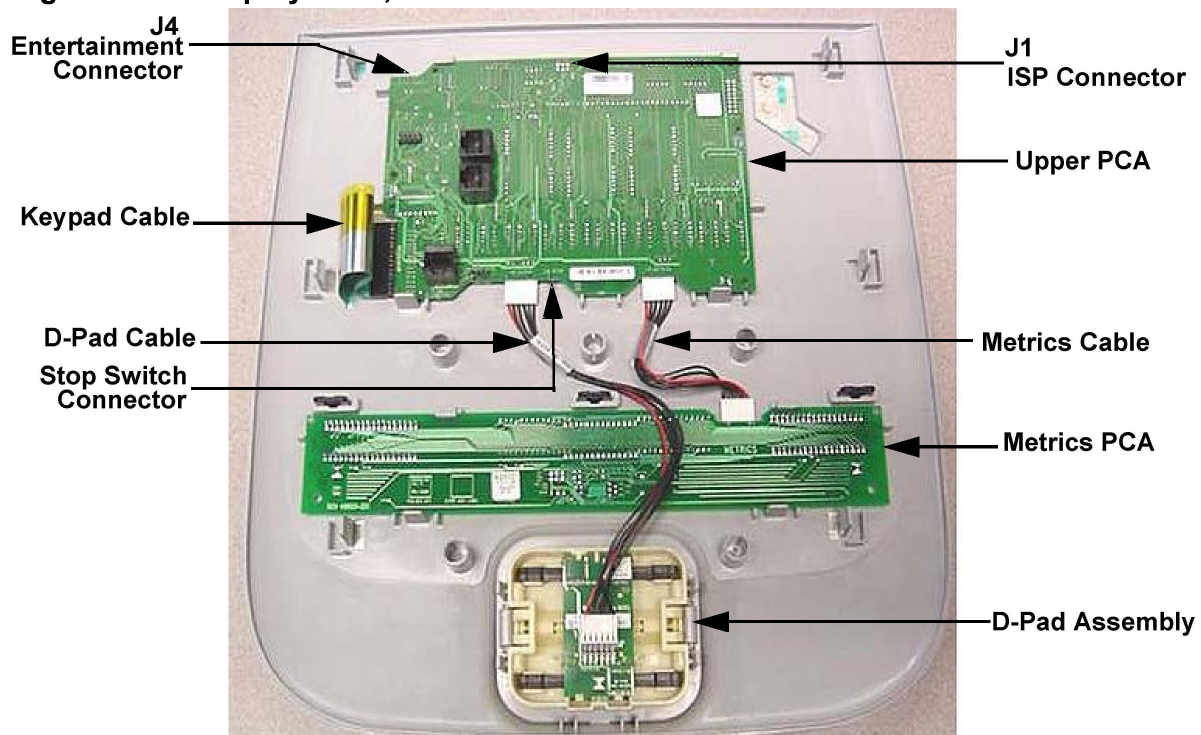
## Procedure 5.1 - Troubleshooting the Keypad and Upper PCA

### Procedure

**Note** The red wire on the cables shown in Diagram 5.1 denotes pin 1. When these cables are inserted into their connectors, the red wire must align with the pin 1 designation on the PCA.

1. Set the treadmill's on/off switch in the "off" position. Remove the display back plate and display face per Procedure XX
2. If the message **STUCK KEY** is displayed when the treadmill is turned on, skip to step 23.
3. If a key does not function, skip to step 18.
4. If the display does not illuminate, continue with step 5.

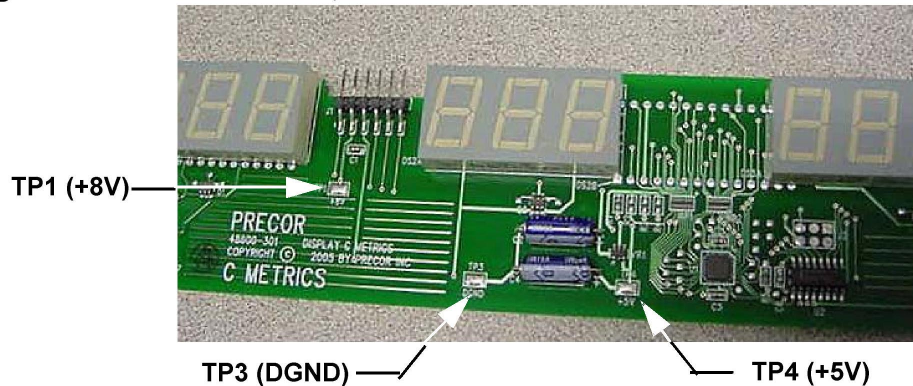
**Diagram 5.1 - Display Face, Rear View**



5. If the upper PCA is not illuminating, skip to step 12.
6. If the metrics PCA is not illuminating, continue with step 7.
7. Un-clip the metrics PCA from the display face and rotate it so that the front of the PCA is visible. Set the treadmill's on/off switch in the "on" position.

8. With a DC voltmeter, measure between TP1 (+8V) and TP3 (DGND) for 8 Vdc and between TP4 (+5V) and TP3 (DGND) for 5Vdc. See Diagram 5.2.

### Diagram 5.2 - Metrics PCA, Front View



9. If 5 Vdc is not present on TP4 and 8 Vdc is present on TP1, replace the metrics PCA.
10. If 8 Vdc is not present on TP1 and the upper PCA is illuminating normally, replace the cable between the upper PCA and the metrics PCA.
11. If you have performed steps 7 - 10 and the metrics PCA still does not illuminate, contact Precor customer support for assistance.
12. Set the treadmill's on/off switch in the "on" position.
13. With a DC voltmeter, measure between pins 2 and 6 of J1 (ISP) for 5 Vdc and between pins 4 and 5 of J4 (entertainment) for 8 Vdc.
14. If 5 Vdc is not present on J1 and 8 Vdc is present on J4, replace the upper PCA.
15. If 8 Vdc is not present on J4, temporarily replace the upper PCA to power control module with a known good cable.
16. If the upper PCA illuminates normally, replace the upper PCA to power control module cable permanently. If the upper PCA still does not illuminate, replace the power control module.
17. If you have performed steps 12 - 16 and the upper PCA still does not illuminate, contact Precor customer support for assistance.
18. Set the treadmill's on/off switch in the "on" position.
19. If none of the keys on the display are functioning, check the stop switch cable connection to the upper PCA. If the stop switch is not connected or the stop switch is not functioning, none of the display keys will operate. This feature insures that the treadmill has a functioning stop switch when it is in use.
20. If a particular key is not functioning, perform the keyboard test in Procedure 2.1. If the test verifies that the key is not functioning, replace the display face.

21. If the display face has been replaced and the same key is still not functioning, replace the upper PCA.
22. If you have performed steps 18 - 22 and the same key is still not functioning, contact Precor customer support for assistance.
23. Remove the keypad cable from the upper PCA. See Diagram 5.1.
24. Set the treadmill's on/off switch in the "on" position.
25. If the **STUCK KEY** message is no longer displayed, replace the display face.
26. If the **STUCK KEY** is still being displayed with the keyboard cable disconnected, replace the upper PCA.
27. If you have performed steps 23 - 26 and the **STUCK KEY** message is still being displayed, contact Precor customer support for assistance.