Common Electrical and Electronic Problems

The following tables provide possible causes and solutions to the most common types of electrical and electronic problems. While the information in these tables may not resolve all problems, they should help you isolate the area affected by the problem.

Table 3–1. Electrical Issues

Problem	Possible Causes	Remedy
There is no display.	Circuit breaker on the treadmill hood is off.	• Set the treadmill circuit breaker to **ON**.
	Treadmill power cord is not plugged in.	• Plug in the power cord, then set the treadmill circuit breaker to **ON**.
	There is no power at the wall outlet.	• Check the building circuit breaker.
	There is an internal electrical problem.	• Refer to the wiring schematics located in this section of the manual.
	There is a blown fuse	• Replace F1, F3, or F4.
Circuit breaker trips during normal operation.	There is a power fault.	• Inspect walk belt for wear.
	There is an insufficient power source.	• Make sure the outlet voltage is 115VAC (USA) or 230VAC (International)
	The treadmill is not on its own dedicated circuit.	• Plug the treadmill into its own 20-amp dedicated electrical outlet.
Treadmill will not change grade.	Fuse is blown.	• Replace blown fuse F2.
	There is an internal problem.	• Cycle the circuit breaker switch on the treadmill. • Replace the grade actuator motor.
Grade actuator motor runs, but grade never changes.	Grade actuator motor is bad.	• Replace the grade actuator motor.

Table 3–2. Electronic Issues

Problem	Possible Causes	Remedy
TM COM ERROR appears on the display at power-up.	Main cable is possibly crimped.	• Replace the main cable.
	Upper display board is bad.	• Replace the console.
Treadmill will not change grade.	VSD board is bad.	• Replace the VSD.
	Old firmware is installed.	• Upgrade the firmware.
Treadmill will not reach maximum speed.	Speed limit control may be activated	• Refer to Part 2 for adjusting treadmill maximum speed.
Treadmill will not reach maximum time.	Time limit control may be activated.	• Refer to Part 2 for adjusting treadmill maximum time.

Table 3–2. Electronic Issues

Problem	Possible Causes	Remedy
Walking belt stops, and no error message appears.	User hit the Ergo stop button.	• Press **START** to resume workout.
	Ergo PCB is not grounded.	• Ground the Ergo PCB.
CHR does not work.	Contact plates have excessive moisture under them.	• Replace the contact plates if cleaning them first does not resolve the problem. • Replace the CHR PCB.

Error Reporting

The current lists of errors are for the firmware version LED 1.0 and LCD 5.0. The system reports various problems to the user via the display. The format includes the text line reporting the error.

Definitions

Warning—A message that appears on the console display that informs you of a condition that requires attention but does not stop treadmill operation.

Error—A message that appears on the console display that informs you of a condition that halts the operation of the treadmill and which requires immediate attention.

Table 3–3. Error List

Label	Type	Response	Description
NO ERROR	N/A	Displayed in the Error Log if no events.	Placeholder label.
PROGRAM ERROR	Error	Start-up—Stops operation.	ALL—Microprocessor fails self-test program memory check sum error. Display will be blank and the console will beep twice.
STATIC RAM ERROR	Error	Start-up—Stops operation.	ALL—Microprocessor fails self-test RAM check sum error. Display will be blank, and the console will beep. It will beep three times for an Internal RAM error. It will beep four times for an external RAM error.
EEPROM ERROR	Error	Start-up—Stops operation.	ALL—Microprocessor fails self-test EEPROM chksum error. All of the EPROM values will be loaded with the defaults. No error message appears.
TM HW COM ERROR	Error	Anytime—Goes to idle. Treadmill slowly stops.	Treadmill UART hardware link failure.
TM COM ERROR	Error	Anytime—Goes to idle. Treadmill slowly stops.	Treadmill E204 drive communication failure low.
DRIVE ERROR	Error	Program operation—Goes to idle. Treadmill stops quickly.	Treadmill E209 output switching fault low.