 Customer Services Bulletin

Display Not Powering Up at Install

E Series E-CT, Bikes, and Steppers

After an E-Series CT, Bike or Stepper has been fully assembled it is required to "initialize" the display electronics in order to ensure the LED's will illuminate or "wake up" every time.
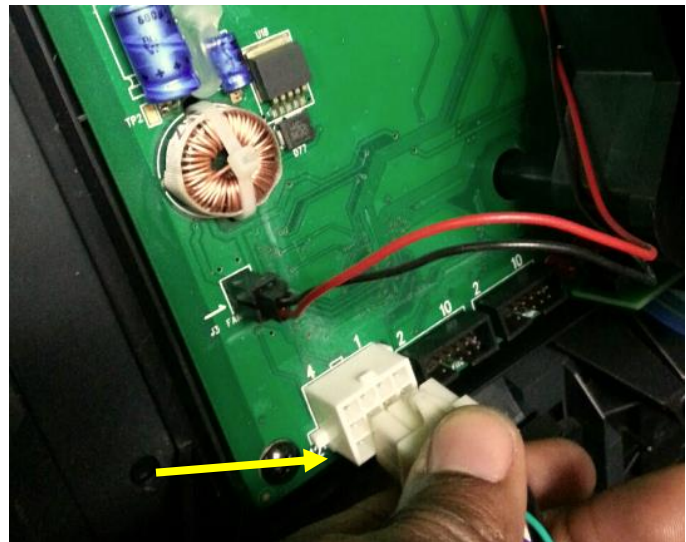
Tools Required:
- Philips Screwdriver

Getting The Unit to Wake Up:
The unit must be self powered to start this process. If the unit has PVS, make sure the power adapter is unplugged.

Start pedaling (Bike) striding (CT) or Stepping (Stepper) on the unit for 5 seconds to see if the unit powers up. If unit does not power up stop pedaling, striding, or stepping for a minimum of 45 seconds and repeat this step.

If the unit does not wake up the second time, use a Philips screwdriver to open the display of electronics. Unplug the data cable from the display found in the lower left corner for 5 seconds, then reseat the connector.
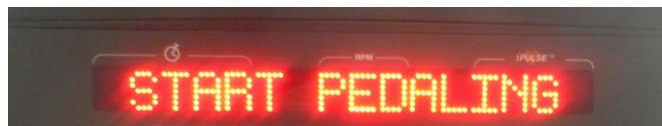

Start pedaling (Bike) striding (CT) or Stepping on the unit for 5 seconds to see if the unit powers up. If unit does not power up repeat the previous step. Once the display does wake up proceed to the next step.
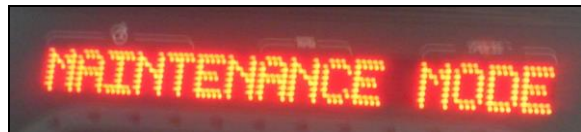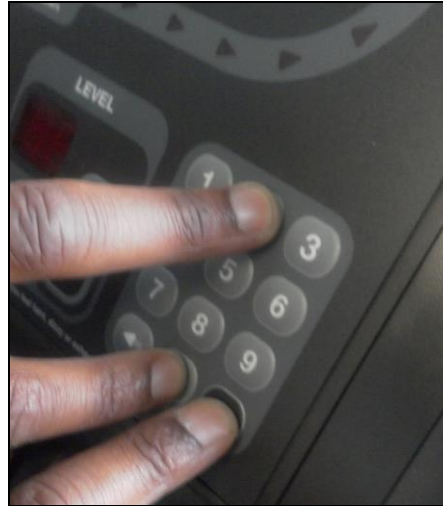
Initialize the Display:

For video instructions on the following steps, please click http://www.youtube.com/watch?v=5VkjXDzI5hc&feature=youtu.be or follow the diagram steps.

Once the unit is awake, press the number "0", "2", and "Start" at the same time to get into the maintenance mode.

Right when "Maintenance Mode" comes up, press the numbers "1", 4" and 7" at the same time. "Init Variables" will appear.

Note: very important to do it within 3 seconds of seeing the "maintenance mode"

"Please Wait" will then appear.
Let the unit power down.

Start pedaling.
Return to the "Maintenance Mode". Using the "SCROLL" key. If it is plugged in the wall, make sure the "Wall Power" is on.

To change the values from "On" to "Off", press the + or – button.

Serial number should be 00000. Then press "SCROLL"

Change weight to 155

Change time to 99

Change model to Bike

Make sure CSAFE is off.

Press "OK" to save all setting.