

## Error Code 21- Disconnect Battery

### Embedded Screen – Bikes, CrossTrainers and Steppers

Bikes, CrossTrainers and Steppers that have embedded touch screens go through a booting sequence when powered up. During this process, different components perform “handshakes” and checks before the product is ready for use.

If there is an issue with any of these handshakes (a component doesn’t respond), the display will show an Error Code 21.

When cycling the power on one of these products, you must wait at least one minute before plugging the machine back in. The reason for this is because all these machines have an internal battery that will keep the Load Control Board (LCB) on for approximately 45 seconds. The battery’s main purpose is to keep the system powered up when in pause mode. Note: The battery is only necessary on self-powered machines.

Should you plug the machine back in before the LCB has completely turned off, the LCB will not perform the boot up “handshake” and the display will show Error Code 21.

During investigations into Error Code 21, we have found some facilities have their machines in an area that is prone to accidental power cord disconnections. In most of those cases the units are plugged back in before the LCB has reset and they experience intermittent Error Code 21’s.

If you have machines experiencing intermittent Error Code 21, you can disconnect the battery from the system. Should the power get disconnected from the machine, the whole system will power off (including the LCB) and when the power is reconnected, the Error Code 21 will not appear.

When disconnecting the battery (Fig. 1), be sure to zip tie the batter cables out of the way (Fig. 2).

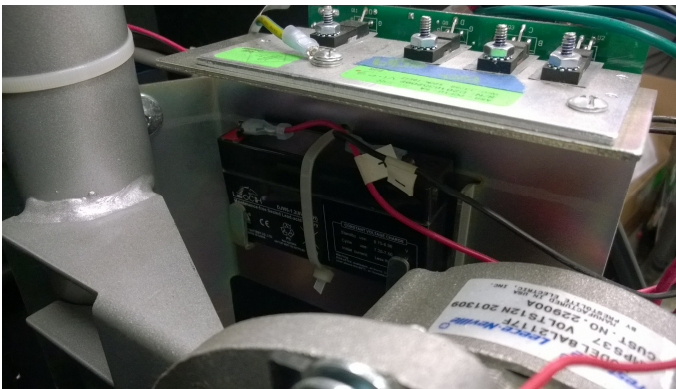


Fig. 1



Fig. 2