

## Service Bulletin

### Key Down Troubleshooting Flowcharts

*Applies to: Startrac Cardio & Stairmaster 8G Gauntlet*



A “KEY DOWN” code will show on the display when the console is powered on and a key is sending a constant signal for more than 20 seconds. When the “KEY DOWN” error is showing on the display, the product will not function.



*(Example on an Open Hub Console)*

There are multiple components that can cause the “KEY DOWN” code, different product types and product series have different combinations of components:

- |  |                        |
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| • <a href="#">Open Hub Bikes, Crosstrainers, Steppers, and Stepmills</a> | <a href="#">Page 5</a> |
| • <a href="#">E-Series Treadmills &amp; Treadclimbers</a>                | <a href="#">Page 6</a> |
| • <a href="#">E-Series BCS</a>   | <a href="#">Page 7</a> |
| • <a href="#">S-Series Cardio</a>  | <a href="#">Page 8</a> |

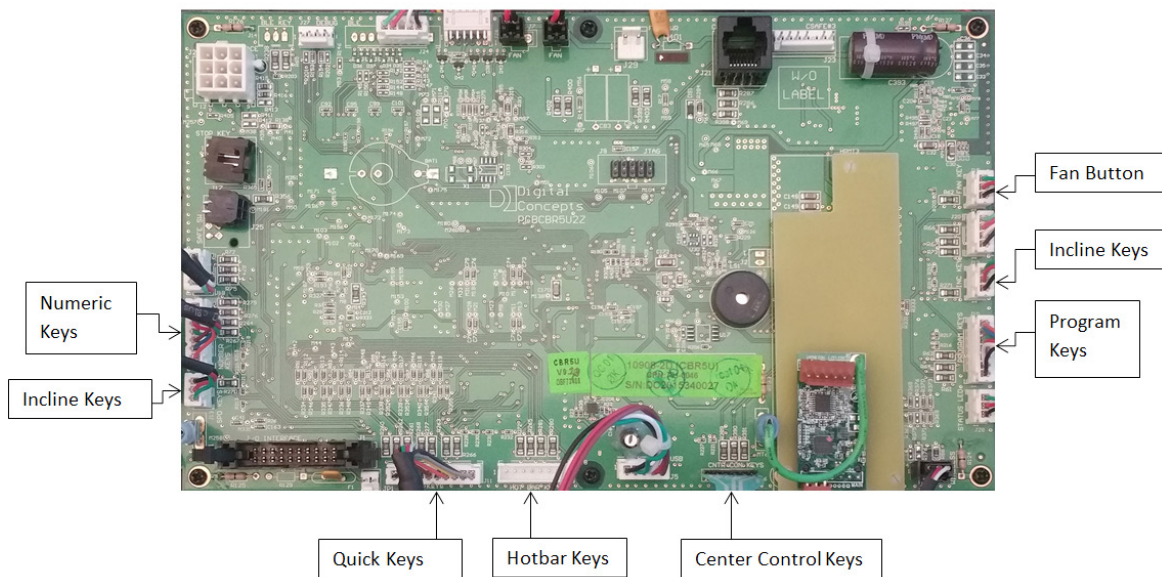
If a user holds a key longer than 20 seconds, the “KEY DOWN” appears and the error code counter in the “Maintenance Mode” will add one to the count. When the user lets go, the code will go away after 20 seconds and the product will be operational.

Note: Multiple “KEY DOWN” codes in the Maintenance Mode do not necessarily mean the keypads are faulty and need to be replaced. Follow the troubleshooting procedure below to determine which component is the cause.

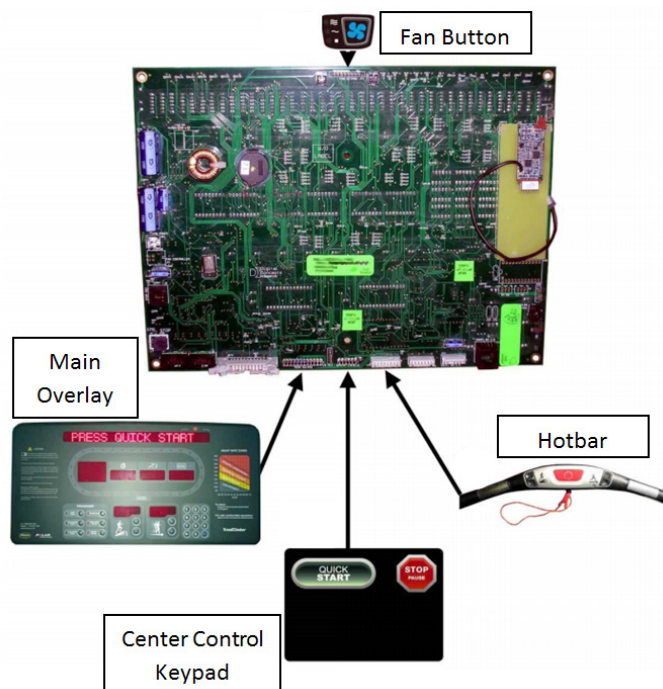
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## Keypad Visual Reference

### 1. Open Hub Console Connections

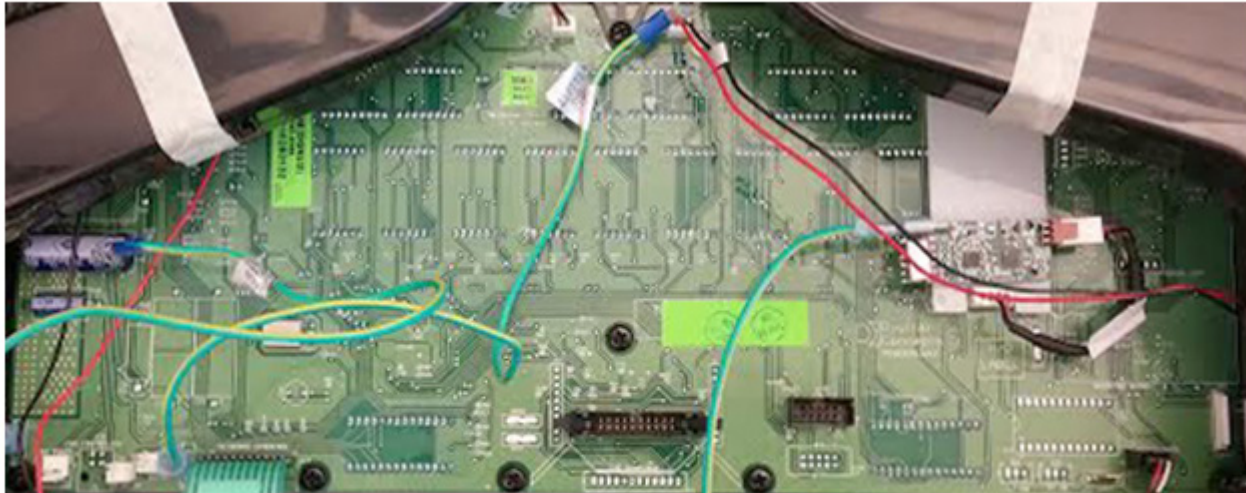


### 2. E-Series Console Connections



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## 3. S-Series Console Connections

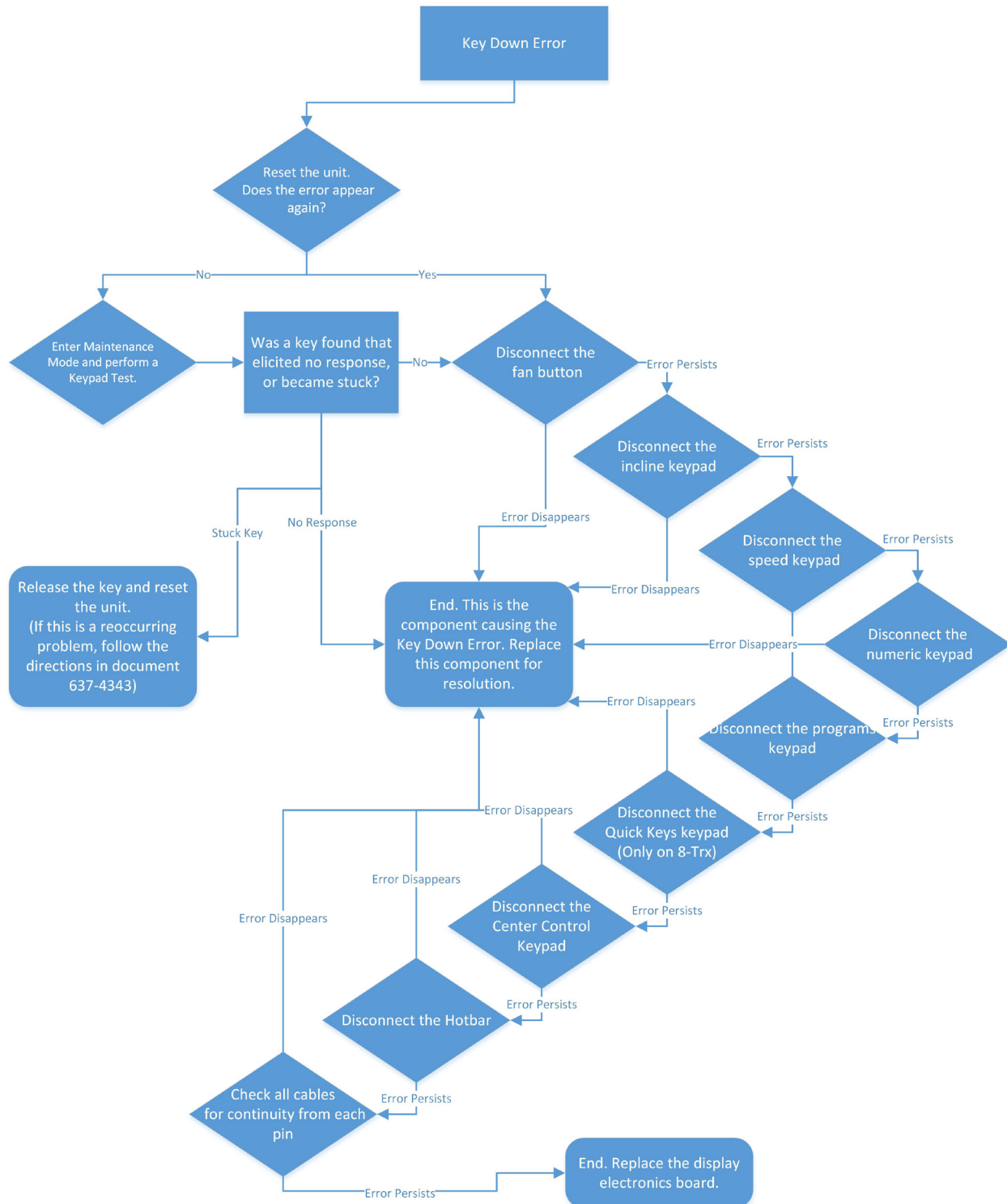


Main Overlay

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## Open Hub Treadmills and Treadclimbers

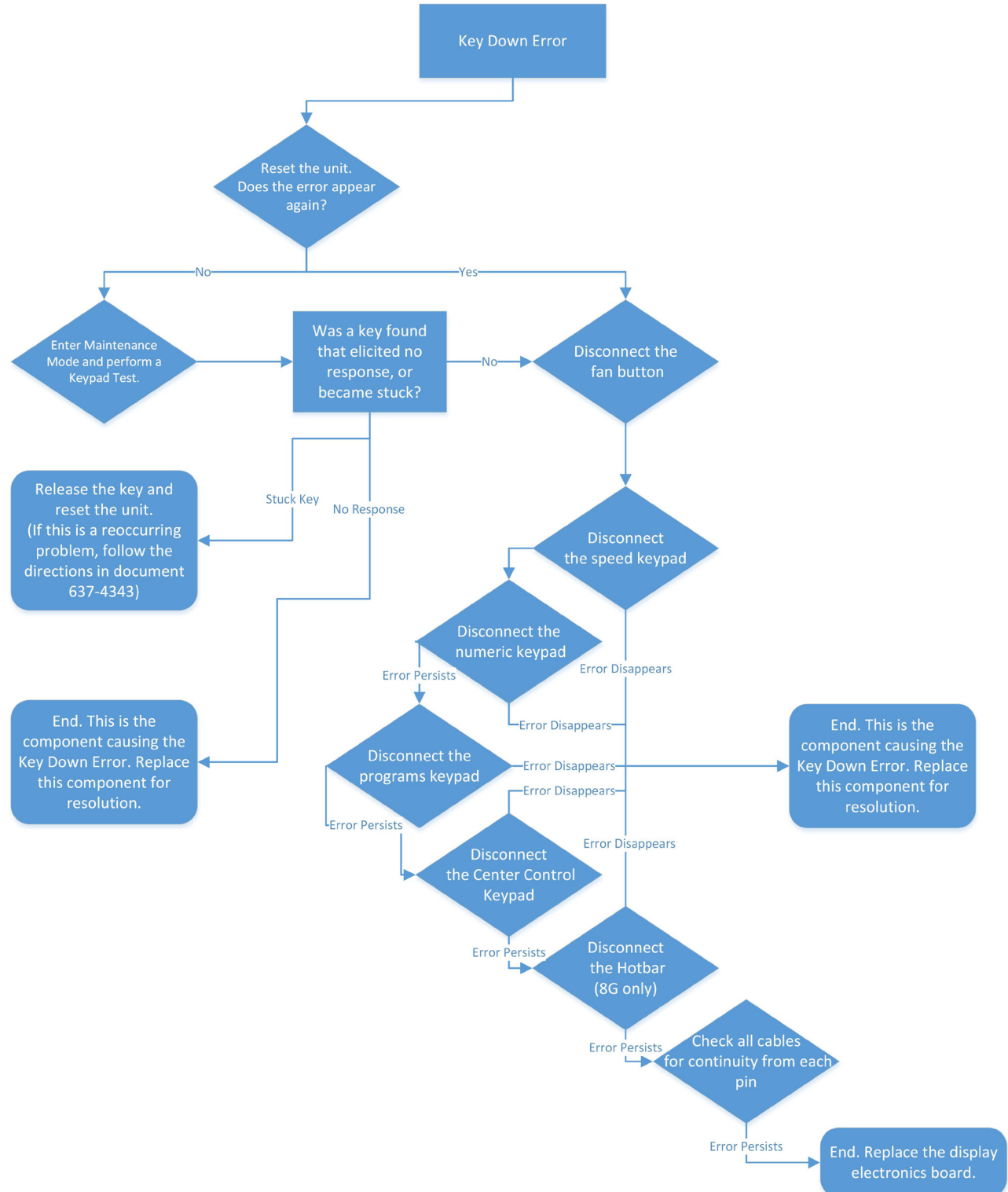
- Note: For reoccurring “stuck” key problems, please follow the directions in document [634-4343](#).



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## Open Hub Bikes, Crosstrainers, Steppers, and Stepmills

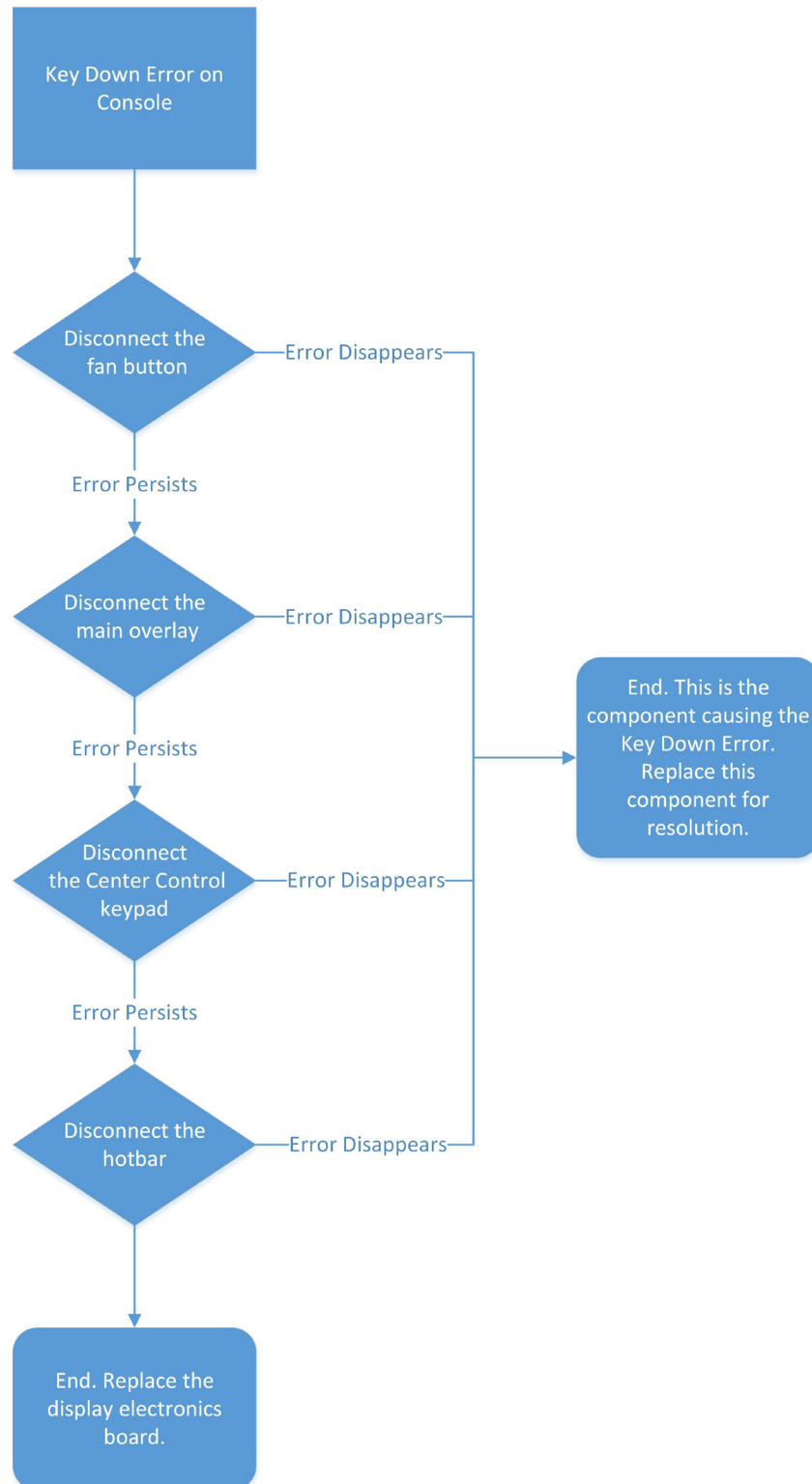
- Note: For reoccurring “stuck” key problems, please follow the directions in document [634-4343](#).





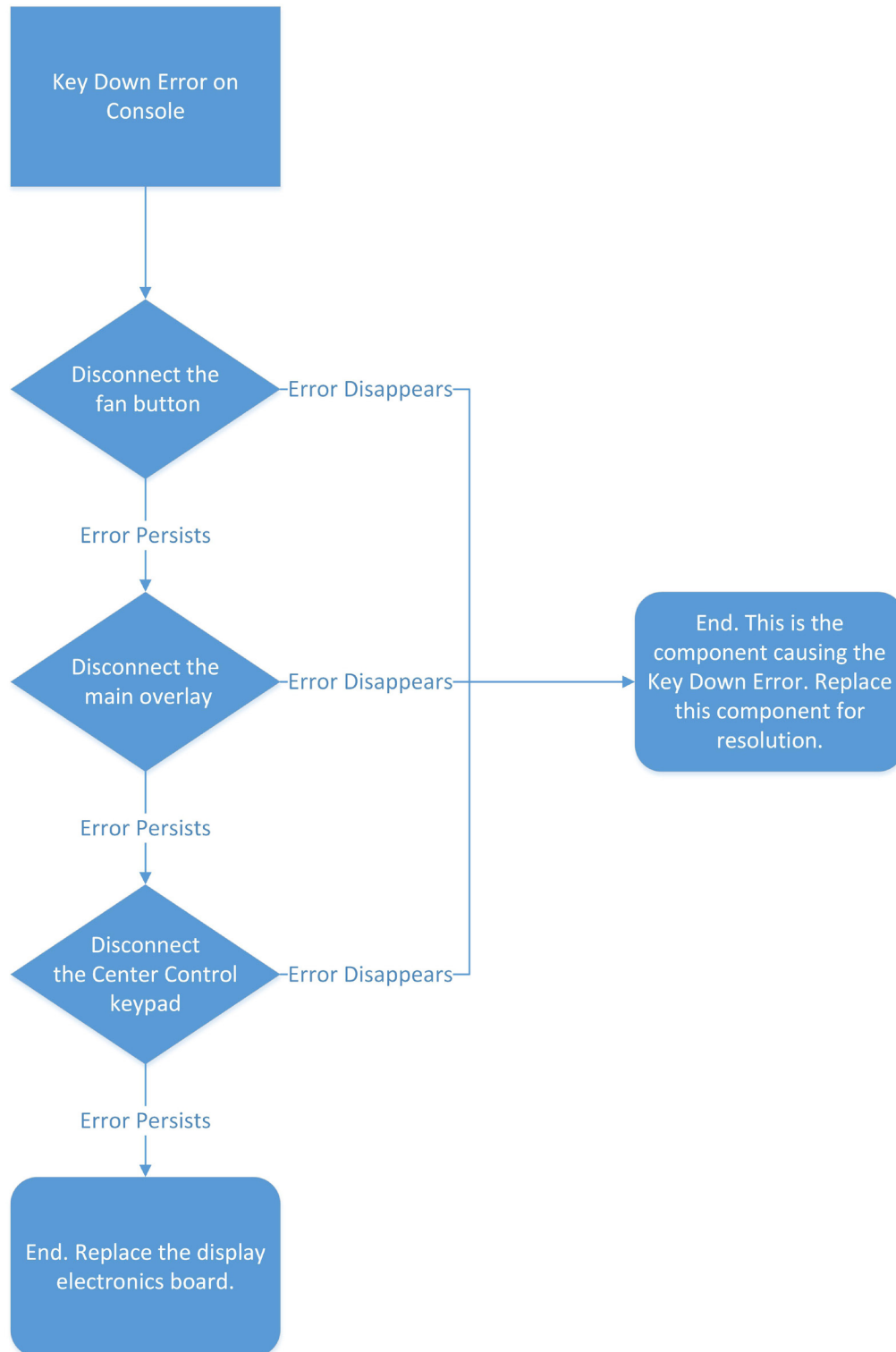
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## E-Series Treadmills & Treadclimbers



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## E-Series BCS



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### S-Series Cardio

