

## Calibration & Setup: Incline Calibration

### E-TRe & E-TRxe

The following procedure will guide you through the Incline calibration of the E Series E-TRe and E-TRxe treadmills.

#### Step 1

Start on the default screen (Fig. 1)

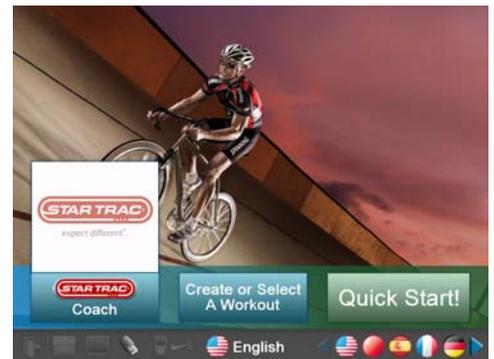


Fig. 1

#### Step 2

Press and hold the VOL '+' key and the CH '+' key and the number '3' key on the keyboard at the same time to enter the Service Menu (Fig. 2).



Fig. 2

#### Step 3

Press the number '5' key on the keyboard or touch "Calibration Setup".



### Step 4

Enter the Password "2 1 8" and press 'OK'.



Fig. 3

### Step 5

Press the number '2' key on the keyboard or touch "Incline Calibration".



**Do not stand on the treadmill during incline calibration.**



Fig. 4

### Step 6

Once in Incline Calibration Mode gently touch the 'Start' button to begin the calibration.

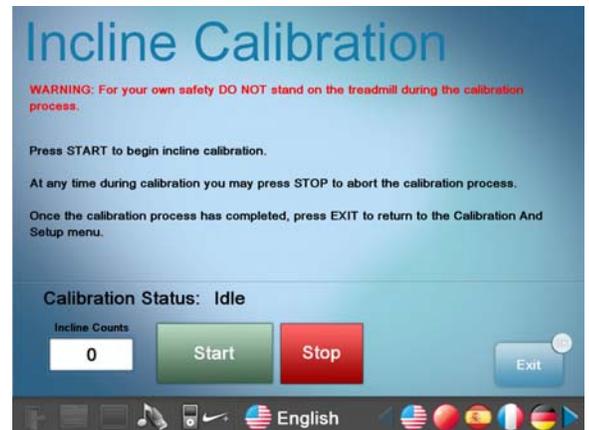


Fig. 5

**WARNING**  
**For your own safety DO NOT stand on the treadmill during the calibration process**

## Step 7

During the calibration, the display will read: **“Calibration Status: Calibrating”** (Fig. 6).

On the lower part of the screen you can follow the status during the process.

*Note: The incline count must not be above 1024 when it first starts. If it is, follow instructions on the document for Error Code 38 (637-1329).*

This calibration process may take a few minutes.

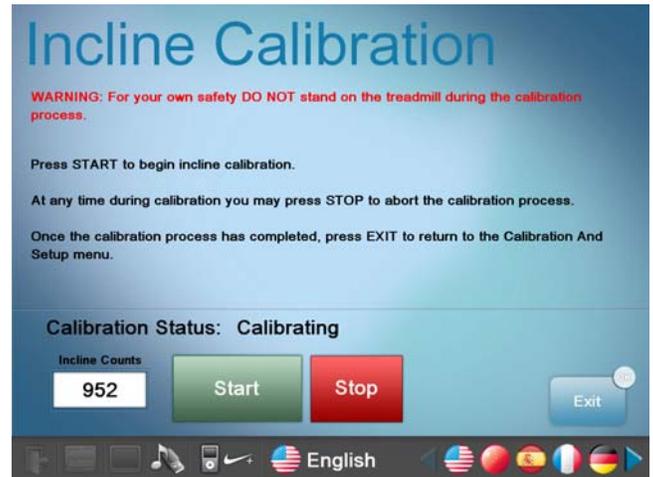


Fig. 6

## Step 8

Once the incline system has finished the calibration process the screen will display: **“Calibration Status: Calibration Complete”** as shown in Fig. 7.

*Note: If the incline count is less than 25, do not exit Incline Calibration, follow instructions on the document for Error Code 38 (637-1329).*

Choose “Exit” on the lower right hand site to exit the Service Menu and return to the Start default screen.

The treadmill will return to 0% incline and will be ready for normal use.

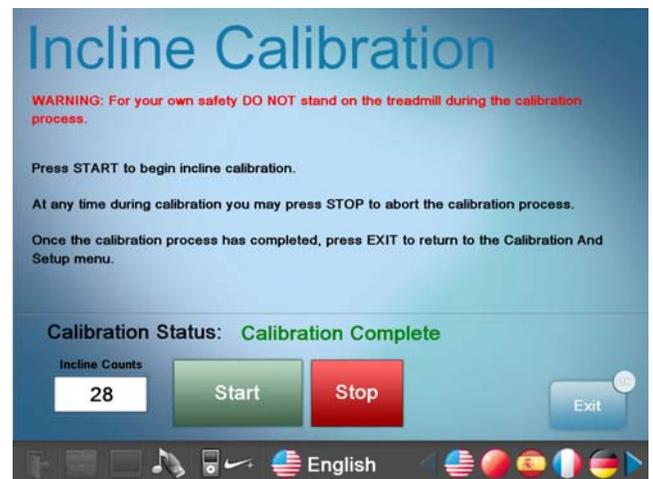


Fig. 7

## Step 9

Test unit for proper function.

# Troubleshooting

This document contains the follow troubleshooting instructions:

- Error Code 38

## Error Code 38

### E-TRe and E-TRxe

An Error Code 38 is an elevation range error. If the incline number, during elevation calibration, goes above 1024 at 0% or below 25 at max incline, an EC 38 will be displayed. When the treadmill is rebooted, it will boot right into EC 38 and the Service Menu cannot be accessed. Below are instructions for resolving this issue.

**Tools Required:**

- Phillips screwdriver
- Multi-meter
- FISP Uploader (with appropriate version of Translator Board software)

1. Turn off the treadmill and remove the motor shroud so the elevation motor is visible (Fig. 1)



Fig. 1

2. Remove the screw (Fig. 2) holding the cap to the motor and remove the cap to expose the elevation potentiometer (pot) (Fig. 3).



Fig. 2

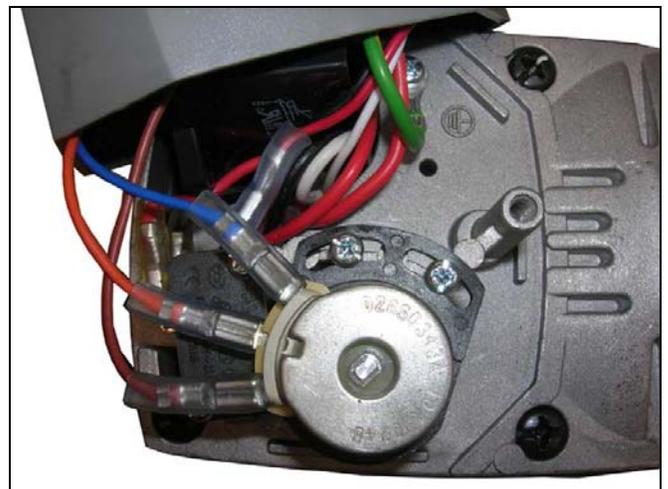


Fig. 3

3. Unplug the elevation motor from the Motor Control Board (MCB). Set the multi-meter to measure ohms. Insert the multi-meter leads: one in the orange wire, one in the blue wire (Fig. 4).

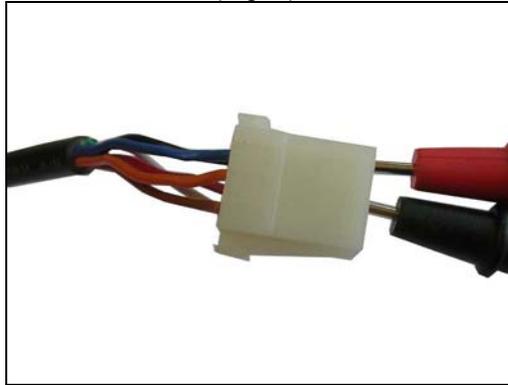


Fig. 4

4. Loosen the two screws holding the elevation pot.

- If the unit is at max elevation, turn the pot counter-clockwise until the screws are completely to the right side of the pot slots (Fig. 5). Tighten the screws.
- If the unit is stuck at 0% elevation, turn the pot clockwise until the screw are completely to the left side of the pot slots (Fig. 6). Tighten the screws.



Fig 5



Fig 6

5. Check the multi-meter.

- If the unit is at the max elevation, the value must be between 500-600 ohms.
- If the unit is at 0%, the value must be between 9.4 – 9.5 k ohms.

If the pot is turned all the way to the right or left and the ohm values are not within the necessary range, go to Step 6. If the values are within the range, go to Step 8.

6. Remove both screws holding the pot in place. Gently wiggle the pot to pull it out (Fig. 7). Once the pot is pulled out, gently turn the center shaft of the pot to get the desired ohm value (Fig. 8).



Fig. 7



Fig. 8

7. Put the pot back in the motor. Be careful to not twist it. Once the pot is in place, verify that the ohm value is still in the desired range. Install the two screws and tighten the pot in place (Fig. 9).

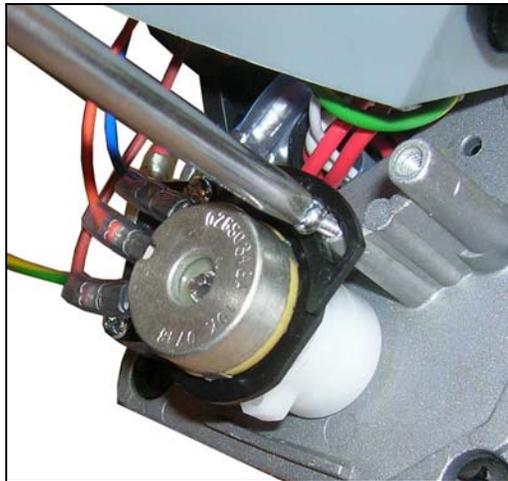


Fig. 9

8. Turn the treadmill on if the Error Code 38 does not appear, turn the treadmill on and go to step 9. If the Error Code 38 continues, use the FISP Uploader to reinstall the translator board software (Fig. 10)

**Note: Ensure you are installing the proper version of software for that model (see Service Bulletin: 637-1343). Installing the wrong version will cause the speed calculation to be incorrect.**

Once the translator board software has been uploaded, reboot the treadmill.

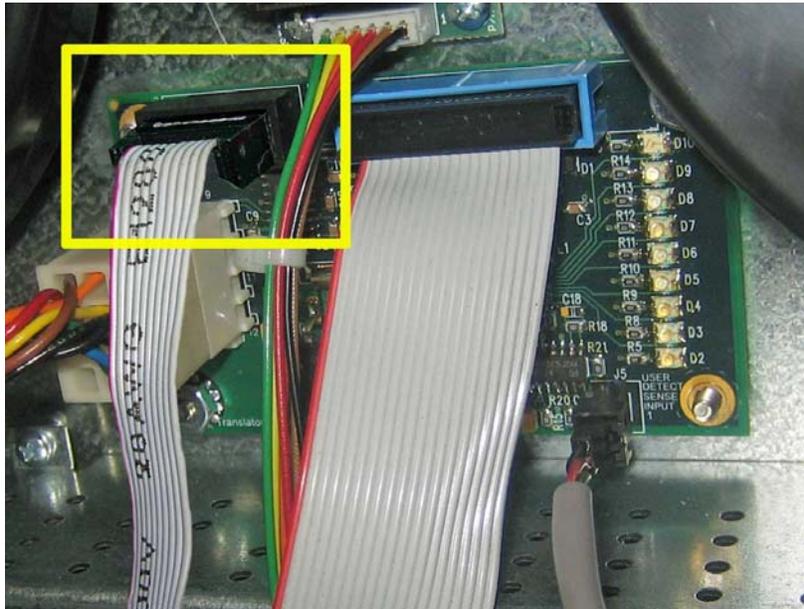


Fig. 10

9. Once the treadmill has booted up, enter the “Service Menu” to run the elevation calibration program. Once complete, reinstall the elevation motor cap and motor shroud. The unit is now operational.