

Star Trac recommends that you refer your questions about your **STAR TRAC PRO S / PRO / ELITE TREADMILL** operation and suspected malfunctions to Star Trac's Service Hotline at (800) 503-1221, or USA 1-714-669-1660. However, you may wish to investigate error messages that appear in the Information Window. You may do so by reviewing the information in this section.

KEY DOWN: This error generally occurs when a key is held pressed while the **ON/OFF** switch is moved to **ON**. It may also happen if a key becomes stuck. When you see **KEY DOWN:**

- Set the **ON/OFF** switch to **OFF**; wait 2 seconds.
- Set the **ON/OFF** switch to **ON**. The treadmill should be operational again. Notify Star Trac if additional assistance is needed.

NO STOP: This error generally occurs when the Stop Switch is not connected tightly to the circuit board of the Display Control Panel. It may also happen if the circuitry associated with the switch develops a fault. When you see **NO STOP:**

- Set the **ON/OFF** switch to **OFF**; wait 2 seconds.
- Set the **ON/OFF** switch to **ON**. Notify Star Trac if additional assistance is needed.

CHECK SPEED SYS and SPEED CHANGE: These errors generally occur when the running belt speed sensor is disconnected, faulty, or misaligned relative to the revolutions-per-minute (RPM) sensor of the motor. They may also occur if the speed sensor cable is damaged, or if the Motor Control Board (MCB) is misadjusted or faulty. When you see **CHECK SPEED SYS** or **SPEED CHANGE:**

- Set the **ON/OFF** switch to **OFF**; wait 2 seconds.
- Set the **ON/OFF** switch to **ON**. Notify Star Trac if additional assistance is needed.

ELEV STALL, ELEV RANGE and ELEV LOST: These errors generally occur when the elevation (incline) potentiometer is faulty or out of limits, or the elevation motor is disconnected or receiving low power. They may also occur if the Motor Control Board (MCB) is faulty or the motor gears are stripped. They are usually accompanied by failure of the treadmill to rise from an elevation other than maximum (or descend from an elevation other than minimum), with attendant beep indication.