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For every support case, ask the questions below to verify the power and routine maintenance conditions – or power, lubrication, and location (PLL) – of the unit.

**Important** – Failure to meet the requirements listed below can result in void of parts and/or labor warranties.

1. Is the treadmill kept in a temperature-controlled environment?

*If not, condensation can quickly form on electrical components, causing performance issues and potential risk for injury. For this reason, ensure that the unit is located in a temperature-controlled environment at all times.*

2. Is the unit plugged directly in a wall, or is it on a surge protector or extension cord?

*Units should not be kept on surge protectors. If use of an extension cord is necessary, the cord should be commercial-grade and 6 ft. or less in length.*

3. What other electronics are shared on the same circuit breaker as the unit?

Tip: To test this, turn on all electronics in the area and then flip the circuit breaker. Any item which loses power at the same time as the treadmill shares the same circuit. When testing this, make note of the amp of the circuit (15, 20, 30, etc.). If any items share the circuit, please move them accordingly to allocate the necessary amps to meet the model's power requirements.

*Most units require 15+ dedicated amps, with the exception of the Matrix T70, Vision TF40, Vision T40, and Vision T80, all of which require 20+ dedicated amps.*

4. Have the running belt and deck ever been lubricated? If so:

a. Date of last lubrication:

b. Substance used for lubrication (silicone oil, paraffin wax, etc):

c. Amount used for lubrication:

*Review the product's Owner's Manual and/or Treadmill Guide to confirm the required lubrication type and schedule.*

5. Have you ever removed the motor cover to vacuum dust/debris buildup near the motor components?

*Accumulated dust and debris can shorten the life of key electrical components. For this reason, ensure that this maintenance step is performed monthly. See the maintenance schedule section in the product's Owner's Manual and/or Treadmill Guide for complete instructions.*

6. What is the average use of the unit?\*

a. Number of users:

b. Approximate weight of heaviest user:

c. Average number of workouts completed per week or month:

d. Does frequency of use change depending on the season?:

e. Average speed:

f. Average incline:

g. Average duration of workout:

h. Average miles/kilometers per workout:

*\*If more than one user, please record the answers to questions c-h for each user (i.e., average number of workouts of User 1 \_\_\_\_, average for User 2 \_\_\_\_, etc.)*