

		Troubleshooting Guide: Console Upper Board	
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DESCRIPTION

Use the following table to troubleshoot an issue with a treadmill console or upper board.

Note: Some models do not have a backlit power switch. For these models, troubleshoot all possible causes for symptoms 1 and 2.

	Symptom	Possible Cause	Test Procedure	Repair
1	There is no display on the console and the power switch is dark.	Tripped circuit breaker in home.	Check for dedicated circuit (20 amps is ideal) and check the wall outlet voltage (AC 120 V).	Reset breaker.
		The power switch is defective.	Make sure the power switch is turned on.	Replace the power switch.
		The power cord is defective.	Test the voltage on the power cord.	Replace the power cord.
2	There is no display on the console and power switch on machine is lit.	The breaker on the machine has tripped or failed.	Reset the breaker.	Replace the breaker.
		Improper wiring or the AC wires are defective.	Check all wiring coming in from the power switch to the motor control board and to the upper board.	Connect wires correctly or replace as needed.
		The console cable is defective.	Check the console cable voltages at B7 and B8.	Replace the console cable.
		The upper board is defective.	Check voltage and continuity of the console cable.	Replace the upper board.
		The motor control board (MCB) is defective.	Check the voltage and continuity of the console cable. Verify the power LED is lit on the MCB.	Replace the motor control board.

	Symptom	Possible Cause	Test Procedure	Repair
3	Running belt stops and console resets during workout.	The safety key or reed switch is positioned incorrectly or the safety key is damaged.	Verify that the safety key is in position and secure. Slot style safety key only: Manually adjust the position of the reed switch trigger and/or the plastic tab on the console shell.	Replace the safety key. Slot style safety key only: If the plastic tab is broken, replace the console shell.
		Inadequate power.	Check for dedicated circuit (20 amps is ideal) and check the wall outlet voltage (AC 120 V). Make sure the machine is not on an extension cord or surge protector.	If the AC voltage is missing or incorrect, check the AC service or consult an electrician.
		The wiring is damaged.	Verify there are no pinches or cuts in the power cord, power wires, motor wires, or console cable. Verify the connections for each wire and cord.	Replace wires as needed.
		Inadequate lubrication on deck and running belt.	Place a hand underneath the running belt and feel for adequate silicone application.	Apply silicone.
		A keypad membrane is defective.	Unplug keypad membrane from the UCB.	Replace keypad membrane.
4	"No iPod" scrolls on the console screen.	The iPod button is stuck.	Unplug the iPod-related keypad membrane from the UCB and then turn the unit on to see if the message clears.	Replace the keypad membrane and overlay.
		The iPod dock is defective.	Unplug the dock and then turn the unit on to see if the message clears.	Replace the dock.
		The UCB is defective.	--	Replace the UCB.
5	Console display is constantly scrolling	Stuck button	Apply warm air via hairdryer to the keypad for 1 minute while massaging the buttons in little circles.	Replace console.
		Failed toggle grips	Disconnect the toggle grips and confirm the scrolling stops.	Replace both toggles.