

	Troubleshooting Guide: Static Shocks	
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DESCRIPTION

Use this guide for help troubleshooting static shocks from a treadmill or elliptical.

For every support case, **always** ask the following:

- Which part (heart rate grips, console, etc.) of the machine is giving a static shock?
- Is every user getting shocked?
- Confirm the power source, location, and lubrication history

Use the table below to troubleshoot:

Possible Cause	Test Procedure	Repair
The wall outlet is not grounded.	Test the outlet with a digital voltmeter (such as Amprobe Socket Tester) to verify that the earth ground is properly wired.	Contact a professional electrician to ground the outlet.
The machine is on carpet.		Place a rubber mat under the machine to reduce the static carried from the carpet. ¹
Nylon clothing.		Wear cotton clothing or spray static guard on clothing.
The user's shoes.	Ask the customer to check their shoes. Some brands have metal in the soles which can cause more static charge. Old shoes can cause static if the rubber is worn.	Wear a different/new pair of shoes.
Dry air in home.		Use a humidifier. Important: Place the humidifier in the room, but NOT next to the machine.
Treadmills only: Inadequate lubrication on the deck and running belt.	Confirm the last time the belt was lubricated. For most models, the belt should be lubricated every 3-6 months or 150 miles.	Verify if the model requires wax or silicone oil, then lubricate accordingly. Note: Some models are maintenance-free. ²

¹ Mats can be found at most sporting goods or athletic specialty stores.

² Important: Some models use a maintenance-free (pre-waxed) running belt that should NOT be lubricated.

Confirm the appropriate type of lubrication in the model's Owner's Manual or the Treadmill Guide on the product page in Online Remedy.

Possible Cause	Test Procedure	Repair
Improper grounding of heart rate receiver. ³	Inspect the heart rate receiver to ensure that the grounding wire is attached.	Reattach the grounding wire or, if the model does not have a built-in grounding wire, send a grounding kit. ⁴
Defective grounding fibers in the running belt.	Feel the underside of the running belt. It should feel like denim.	If the running belt is rough or worn in texture, or cotton residue comes off, replace it.

³ Additional symptoms of an improperly grounded treadmill include: heart rate pulse sensor has sporadic or no reading, numbers in windows flicker, console resets, unit bogs down, belt increases speed when someone gets on.

⁴ Models produced from 2000 to 2001 do not have built-in grounding wires. The grounding kit includes one grounding strap to attach to the base frame, two replacement bolts, a T-wrench, a diagram, and instructions.