

CHAPTER 7: ADDITIONAL INFORMATION

TROUBLESHOOTING GUIDE (CONTINUED):

Heart rate is displaying erratically or not displaying	Transmitter belt contacts are not making good contact with the skin	Re-adjust the transmitter belt so that it is in full contact with the skin
	Contacts on the transmitter belt are not moist	Moisten the contacts on the transmitter belt
	Transmitter belt is not within 3 feet (1 meter) of the heart rate receiver	Adjust your position on the belt so that you are within 3 feet (1 meter) of the console
	The battery inside the transmitter belt is depleted	replace the transmitter belt with a compatible transmitter belt
	Another user wearing a compatible transmitter strap is within 3 foot (1 meter) of the unit	Move the units so that there is more space in-between units
	Environmental interference from high voltage power lines	Move the unit to another position within the room or move the cause of the interference until heart rate reading are stable. If the probable source of interference is plugged into the same outlet move the suspect source to another outlet.
	Environmental interference from computers	
	Environmental interference from motor driven appliances	
	Environmental interference from cell or cordless phone	
Environmental interference from Wi-Fi router		

Fault Code	Category	Description	Cause	Corrective Action
Fault CN00: Corrupted Console Configuration	Console	Corrupted brainboard configuration - fails integrity check	Corrupt software	Power cycle Re-configure console
			Firmware and software versions are not compatible	Re-install software/firmware Contact dealer or TRUE service
			Console Configure incorrectly	Power cycle Re-configure console
Fault CN01: Internal Fault	Console	Math error - software	Corrupt Software	Re-install software/firmware Contact dealer or TRUE service
			Console Configure incorrectly	Power cycle Re-configure console
Fault CN02: Invalid Console Configuration	Console	The product configuration data has failed validation checks (incline ranges make no sense, etc.)	Console Configure incorrectly	Power cycle Re-configure console
			Incline Motor out of range	Contact dealer or TRUE service
			Loose Cable	

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TROUBLESHOOTING GUIDE (CONTINUED):

Fault CN03: Stuck Key	Console	Membrane Key stuck down/closed	Membrane key is damaged	Contact dealer or TRUE service
Fault CN04: Lower Board Comm Fault (Treadmill Only)	Console	Brainboard fails to receive timely communication responses from lower board - Fault after 3 retries	Loose Cable	Power cycle
				Check cable connections
			Smart Card	Contact dealer or TRUE service
			MCB	
Console				
Fault CN05: No Lower Control	Console	No lower board connected to console - detection wires not connected.	Loose Cable	Power cycle
				Check cable Connection
			Console Configure incorrectly	Re-configure console
Fault CN06: Config Mismatch	Console	Console is configured for a product different than that to which it is connected.	Console Configure incorrectly	Power cycle
				Re-configure console
			Loose Cable	Check cable connections
Fault CN07: Calibration Timeout	Console	Incline Calibration was not able to complete within allowed time.	Low AC Line Voltage	Retry calibration
				Verify AC Voltage at Outlet
Fault CN08: Calibration Failed - Lower Limit Not Reached	Console	During incline calibration, the incline stalled before reaching what should be the lower limit.	Console displays Fault Calibration not saved. Incline disabled.	Power cycle
				Check cable connections
				Run incline calibration
			Incline Potentiometer value out of range	Contact dealer or TRUE service
Fault CN09: Insert Safety Key	Console	Emergency Circuit opened	Safety Key not engaged	Re-insert safety key
			Loose Cable	Check cable connections
			Switch Damaged	Contact dealer or TRUE service
Fault CN10: E-Stop Fault	Console	A test of the emergency circuit has failed	Console Catch	Power cycle
			Safety Key not engaged	Reinsert safety key
			Loose Cable	Check cable connections
			Switch Damaged	Contact dealer or TRUE service
Fault CN24: BB Comm Fault	Console	SBC cannot communicate with Brainboard	Console	Power cycle
				Contact dealer or TRUE service
Fault CN25: Firmware Mismatch	Console	Firmware on brainboard not compatible with SBC software	Corrupt software	Power cycle
				Reconfigure Console
				Re-install software/firmware
			Firmware and software versions are not compatible	Contact dealer or TRUE service

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TROUBLESHOOTING GUIDE (CONTINUED):

Fault SP01: Belt Under Speed	Speed	Tread motor rpm is below target rpm	High Belt Deck Friction	Lubricate treadbelt
				Contact dealer or TRUE service
			High belt tension	Check drive belt and walking belt Tension
			Low Line Voltage	Contact dealer or TRUE service
Dirty or misaligned speed sensor				
Fault SP02: Belt Over Speed	Speed	Tread motor rpm is higher than target rpm	High Belt Deck Friction	Lubricate treadbelt
				Contact dealer or TRUE service
			Line Voltage	Check AC line voltage
Fault SP03: Belt Over Accel	Speed	Tread belt speed increasing too quickly	Dirty or misaligned speed sensor	Contact dealer or TRUE service
			User is holding belt back	Do not try to stop belt
			High Belt Deck Friction	Lubricate treadbelt
Fault SP04: No Speed Signal	Speed	Speed sensor is not providing speed data	Dirty or misaligned speed sensor	Contact dealer or TRUE service
			High Belt Deck Friction	Lubricate treadbelt
			Low Line Voltage	Contact dealer or TRUE service
Fault IN01: Incline Stall	Incline	Incline not moving when commanded	Console displays Fault Calibration not saved. Incline disabled.	Power cycle
				Check cable connections
				Run incline calibration
			Incline Potentiometer value out of range	Contact dealer or TRUE service
Acme Nut Jammed motor bearings				
Fault IN02: Incline Out of Range	Incline	Incline value is out of the calibrated range - does not occur during calibration	Console displays Fault Calibration not saved. Incline disabled.	Power cycle
				Check cable connections
				Run incline calibration
Fault IN03: Incline Run Fault	Incline	Incline moving when not commanded	Incline Potentiometer value out of range	Contact dealer or TRUE service
			Console displays Fault Calibration not saved. Incline disabled.	Power cycle
				Check cable connections
				Run incline calibration
				Contact dealer or TRUE service

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TROUBLESHOOTING GUIDE (CONTINUED):

Fault IN04: Incline Max/Min	Incline	Incline value is out of expected operating range - may indicate that it is disconnected.	Console displays Fault Calibration not saved.	Power cycle
			Incline disabled.	Check cable connections
			Incline Potentiometer value out of range	Run incline calibration
Fault A101: Motor Controller Fault	AC MCB	2.5 VDC Ref Status	Motor Control Board	Power cycle
				Contact dealer or TRUE service
Fault A102: Motor Controller Fault	AC MCB	1.65 VDC Ref Status	Motor Control Board	Power cycle
				Contact dealer or TRUE service
Fault A103: Motor Controller Fault	AC MCB	Phase B Current Sensor	Loose Cable	Check cable connections
			Motor Control Board	Contact dealer or TRUE service
Fault A104: Motor Controller Fault	AC MCB	Phase A Current Sensor	Loose Cable	Check cable connections
			Motor Control Board	Contact dealer or TRUE service
Fault A105: Motor Controller Fault	AC MCB	Phase C Circuit Open	Loose Cable	Check cable connections
			Motor Control Board	Contact dealer or TRUE service
Fault A106: Motor Controller Fault	AC MCB	Phase B Circuit Open	Loose Cable	Check cable connections
			Motor Control Board	Contact dealer or TRUE service
Fault A107: Motor Controller Fault	AC MCB	Phase A Circuit Open	Loose Cable	Check cable connections
			Motor Control Board	Contact dealer or TRUE service
Fault A108: Motor Controller Fault	AC MCB	DCLink Bus Overvoltage (MAX_VDC1)	Loose Cable Connection	Power cycle
			Motor Control Board	Check cable connections
Fault A109: Motor Controller Fault	AC MCB	Critical DCLink Bus Overvoltage (MAX_VDC2)	Loose Cable Connection	Contact dealer or TRUE service
			Motor Control Board	Power cycle
Fault A110: Motor Controller Fault	AC MCB	DCLink Bus Under Voltage	Line Voltage	Check AC line voltage
			Motor Control Board	Contact dealer or TRUE service

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TROUBLESHOOTING GUIDE (CONTINUED):

Fault A111: Motor Controller Fault	AC MCB	Illegal Speed Command	Dirty or misaligned speed sensor	Contact dealer or TRUE service
			High Belt Deck Friction	Lubricate treadbelt Contact dealer or TRUE service
			Low Line Voltage	Check AC line voltage
Fault A112: Motor Controller Fault	AC MCB	Phase over current(RMS)	Loose Cable Connection	Power cycle Check cable connections
			Motor Control Board	Contact dealer or TRUE service
Fault A113: Speed Sensor Fault	AC MCB	Faulty Speed Sensor	Dirty or misaligned speed sensor	Contact dealer or TRUE service
			High Belt Deck Friction	Lubricat treadbelt Contact dealer or TRUE service
			Low Line Voltage	Check AC line voltage
Fault A114: Motor Over Temp	AC MCB	Heat Sink Over Temperature	High Belt Deck Friction	Lubricat treadbelt Contact dealer or TRUE service
			Low Line Voltage	Check AC line voltage
Fault A115: Motor Over Temp	AC MCB	Over Temperature on Motor Drive	High Belt Deck Friction	Lubricat treadbelt Contact dealer or TRUE service
			Low Line Voltage	Check AC line voltage
Fault A116: Motor Controller Fault	AC MCB	Brake Gate Driver Fault	Loose Cable Connection	Check cable connections
			Drive Motor	Contact dealer or TRUE service
			MCB	
Fault A117: Motor Controller Fault	AC MCB	Phase A low Gate Driver Fault	Loose Cable Connection	Check cable connections
			Drive Motor	Contact dealer or TRUE service
			MCB	
Fault A118: Motor Controller Fault	AC MCB	Phase B Low Gate Driver Fault	Loose Cable Connection	Check cable connections
			Drive Motor	Contact dealer or TRUE service
			MCB	
Fault A119: Motor Controller Fault	AC MCB	Phase C Low Gate Driver Fault	Loose Cable Connection	Check cable connections
			Drive Motor	Contact dealer or TRUE service
			MCB	
Fault A120: Motor Controller Fault	AC MCB	Output Peak Over Current	Loose Cable Connection	Check cable connections
			Drive Motor	Contact dealer or TRUE service
			MCB	

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Fault A121: Motor Controller Fault	AC MCB	Phase A High Gate Driver Fault	Loose Cable Connection	Check cable connections
			Drive Motor	Contact dealer or TRUE service
			MCB	
Fault A122: Motor Controller Fault	AC MCB	Phase B High Gate Driver Fault	Loose Cable Connection	Check cable connections
			Drive Motor	Contact dealer or TRUE service
			MCB	
Fault A123: Motor Controller Fault	AC MCB	Phase C High Gate Driver Fault	Loose Cable Connection	Check cable connections
			Drive Motor	Contact dealer or TRUE service
			MCB	
Fault A124: Motor Controller Fault	AC MCB	DCLink Bus Overvoltage	Loose Cable Connection	Check cable connections
			Drive Motor	Contact dealer or TRUE service
			MCB	
Fault A125: Motor Controller Fault	AC MCB	Phase C Current Sensor	Loose Cable Connection	Check cable connections
			Drive Motor	Contact dealer or TRUE service
			MCB	
Fault A126: Motor Controller Fault	AC MCB	PFC Driver Fault	Loose Cable Connection	Check cable connections
			Drive Motor	Contact dealer or TRUE service
			MCB	
Fault A127: Motor Controller Fault	AC MCB	Elevation Peak Over Current	Console displays Fault Calibration not saved. Incline disabled.	Power cycle
				Check cable connections
				Run incline calibration
			Incline Potentiometer value out of range	Set incline motor 0% grade value
		Acme Nut Jammed	Contact dealer or TRUE service	
	motor bearings			
Fault A128: Motor Controller Fault	AC MCB	PFC Over Temperature	High Belt Deck Friction	Lubricate treadbelt
				Contact dealer or TRUE service
			Low Line Voltage	Check AC line voltage

a132 motor control fault communication issue. should be tied to component causing fault. look for additional.error codes