

Error Code: 42 - Basic Troubleshooting

E-TRe and E-TRxe

An Error Code (EC) 42 is an “Elevation Stall” meaning the elevation has been commanded to move but there is no sensed movement. This typically happens when the elevation system has not been calibrated or after the translator board has been flashed (software update).

To resolve this, the “Elevation Calibration” program must be performed.

1. Reboot the machine to clear the EC 42. Once the first splash screen is shown (Fig.1), press the following three keys: channel ‘+’, volume ‘+’ and ‘3’.

Note: There is 4 second window to enter the “Service Menu” once the first splash screen has been displayed before it displays EC 42 again.

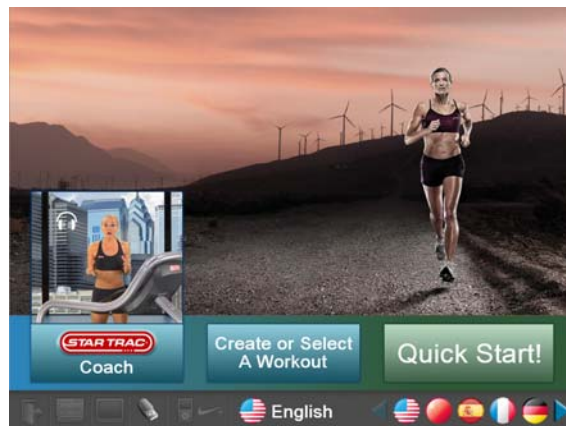


Fig. 1

2. Once in the “Service Menu” press the ‘Calibration and Setup’ (Fig.2). The display will ask for a code which is ‘2 1 8’, then press ‘OK’ on the screen (Fig. 3). Once in “Calibration and Setup”, press ‘Incline Calibration’ (Fig. 4)



Fig. 2



Fig. 3



Fig. 4

2. Press the 'Start' button to run the elevation calibration program (Fig. 5). Numbers will show on the "Incline Counts". The numbers will decrease while the unit elevates. When done, the Elevation Status will read "Calibration Completed" (Fig. 6).

DO NOT STAND ON THE TREADMILL DURING THE CALIBRATION PROCESS

Note: If the unit stops at the max elevation but "Calibration Completed" does not show, press 'Stop' and then restart the calibration. When the calibration is done, the elevation will not come down until you exit the "Service Menu".

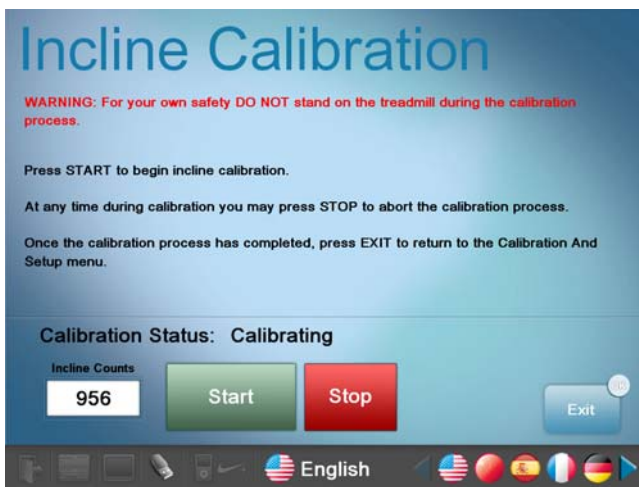


Fig. 5

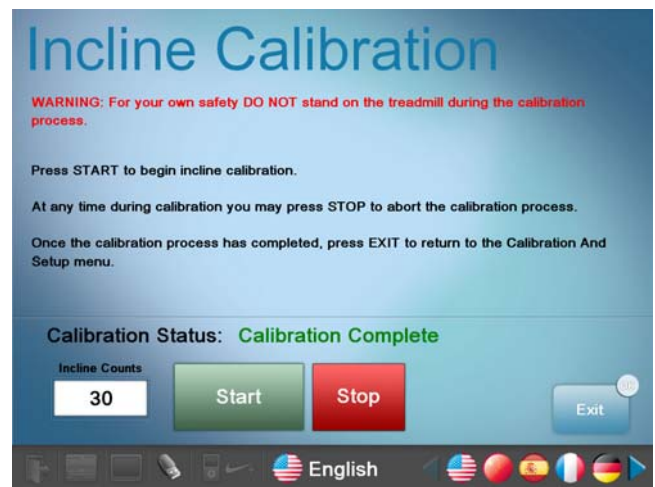


Fig. 6

3. Once the calibration has completed, exit to the main screen and test the unit. Verify that the unit elevates to the max position and comes back down to 0%