

Frequently Asked Questions

How Do I Activate My Console?

Instructions for activating a customers console

Content

Your new bluetooth enabled piece of equipment may say "HELLO" or "iFIT". When you press any of the buttons, you may get a rapid beeping sound. This is normal. Make sure your safety key (if applicable) is engaged. Having a bluetooth enabled machine gives you a great opportunity to sign up and use our iFIT product. iFIT is an all around fitness program. From being able to create your own workouts to having coach led workouts to meal plans for your fitness goals; iFIT is the only app you will ever need.



How do I use the Reset Button on my Display?

Help for customers with a reset button on their console

Content

If your console or display has a small hole near the USB port, your display can be reset. The reset will take the software, loaded within the display, back to factory defaults. All information stored in the display will be erased. If your display is not showing the correct information, it won't respond or seems to just not be working, using the reset button may be able to fix the problem without having to contact customer service. You can find instructions on how to use the reset button in your owner's manual. If you can't find your owner's manual, follow the link below. You will need to know the model number or model name. Those can be found on the silver decal located on your machine.

How do you keep your product in top working condition?

Suggestions for day to day maintenance

Content

You have made a pretty big investment. To keep that investment in top running condition, it becomes necessary to perform some simple maintenance tasks. Here are a few suggestions that will help:

- Cleaning -- You would be surprised how much can accumulate on a piece of equipment. Sweat, hair, pet dander, and just plain dirt and dust. Sweat can be a real destructive element. It can eventually cause rust and discolor plastics. The best way to combat this is to clean your machine with a soft cloth with a small amount of non-abrasive cleaner. Don't spray directly onto your machine, but rather on the cloth first.
- Electrical: -- When your machine is not in use, unplug it from its power source. It is a good habit to get into. When unexpected surges come through the power outlet, it can damage even the most robust electronics. Unplugging the unit from the wall will help avoid those issues. If plugged into a surge protector, turn the protector off after each use.
- Hardware -- Over time every piece of hardware can work its way loose. Vibrations from usage can cause hardware to become loose. If you hear a rattle, a squeak, or some other noise, the first thing to do is tighten every piece of hardware you can see--every screw, nut and bolt. Be cautious in tightening things. Power tools can cause over tightening.
- Storage -- Sometimes we need extra space and want to store the equipment for a time. Make sure the unit is not plugged in or has active batteries. Don't store it outside or even in the garage. Avoid locations that have large fluctuations in temperature and/or humidity. If you store you equipment in a cold place, make sure you let it sit and return to the average temperature of your home before turning it on.

Does the belt you walk on slow down?

Instructions on how to tension a walking belt

Content

If your walking belt is slipping when you walk, you will want to tension it properly. Here is a link below to our youtube channel, Fitness Equipment Help. We have a great video showing how to tension it properly. There are also instructions located in your owner's manual. If you can't find your owner's manual, follow the link below. You will need to know the model number or model name. Those can be found on the silver decal located on your machine.