



STAIR CLIMBER SPORT SERVICE MANUAL



Version 1.0 (1/2/24)

TROUBLESHOOTING

*Please make sure to refer to the user manual if you are in need of basic troubleshooting.

For the beginning of this manual we will be going over some basic, and not so basic troubleshooting for the Stair Climber Sport.

All issues large and small should be carefully examined and broken down to determine a root cause.

These scenarios are often subject to physical, auditory, and relative digital problems, when an issue occurs. So some issues are never as black and white as they seem.

PEDAL TRACK

The roller track is where the roller wheel that pushes the pedal back and forth resides.

Note: Always try to lubricate the track and the wheels first if any slight noise is detected during use.

- To lubricate the track start from the top with silicone oil and work the oil into the track by pushing the pedals back and forth

- To lubricate the wheels make sure to lubricate the inner part of the wheel located inside the track that is suspected to be the root of the noise.



PROBLEM

1. Customer is feeling a strong vibration from the pedals when using the machine
2. Customer is hearing a metal on metal sound when they move the pedals
3. Customer cannot move the pedals or only slightly.

POTENTIAL SOLUTION

1. **(a)** A customer can quickly and easily take a rag with high cling and wipe down the inside of the rail well. Debris can get caught on the wheel and create these subtle persistent noises.
1. **(b)** Customer can visually check the wheels on the pedals to see if they are damaged or misaligned. Then determine if a replacement may be needed (see pg.xx)
2. **(a)** A visual check of the roller, then a further examination of the track is required. Check the space between the track and the roller to ensure the roller is not contacting the sidewall of the track. (see pg.xx)
3. A visual check of the roller is required, to check if damaged, or misaligned. A singular damaged roller could cause both pedals to seize up.

TROUBLESHOOTING

*Please make sure to refer to the user manual if you are in need of basic troubleshooting.

All issues large and small should be carefully examined and broken down to determine a root cause.

These scenarios are often subject to physical, auditory, and relative digital problems, so make sure to ask questions, and push for clarity.



FLYWHEEL, BELT, AND RESISTANCE MECHANISMS

Located underneath, these three components are the heart of the equipments operation, and comprise most of the moving parts on the Stair Climber Sport.

The movement is controlled by a weighted steel flywheel, and a group of magnets that are physically moved closer and further away from this flywheel to control the resistance against the pedals.



PROBLEM

1. Customer is hearing a loud metal on metal noise throughout entire pedal movement.
2. Customer feels pedals slipping when pushing pedal down
3. Customer is changing the resistance but not noticing any change.

POTENTIAL SOLUTION

1. A flywheel calibration may be required in this instance. Customer can open the two back covers of the Stair Climber Sport to reveal the flywheel and the resistance linkage. Loosening the center nut and tightening & loosening the bolt will adjust the flywheel back and forth. To calibrate the flywheel adjust the resistance knob to the max setting THEN adjust the flywheel bolt till the flywheel has an even gap on both sides of the magnet linkage. Tighten down the securing nut and re-attach the back covers. *(requires phillips head screwdriver & 5mm Allen Wrench)* *(details also in user manual)*
2. Customer should check belt tightness by tightening the bolts underneath the back part of the frame located in-between the transport wheels. These bolts need to be tightened evenly 1/4 turn at a time, in more than 5 full rotations. *(requires 6mm Allen Wrench)*
3. **(a)** Since the magnets are very close to the flywheel loosening the magnets requires a little more effort. Make sure customer understands this.
(b) Check the magnet fixing screw underneath the frame. If this has fallen out, or is too tight it will need to be re-inserted and lightly tightened to make sure it can move with the magnet linkage.
(c) Ensure the adjustment brake cable is not loose, or has fallen out of alignment.

TROUBLESHOOTING

*Please make sure to refer to the user manual if you are in need of basic troubleshooting.

All issues large and small should be carefully examined and broken down to determine a root cause.

These scenarios are often subject to physical, auditory, and relative digital problems, so make sure to ask questions, and push for clarity.

FRAME

The frame comprises the physical supports of the device that interact with the moving components or support the user on the device.



PROBLEM

1. Customer cannot adjust or tighten handlebars, handlebars are loose.
2. Customer cannot adjust incline
3. Customer hears plastic scraping noise

POTENTIAL SOLUTION

1. **(a)** To adjust the handlebars the customer must fully loosen both knobs and lift up on both sides and adjust to the next set of holes
1. **(b)** If the customer states the handlebar feels loose. A visual check to make sure the adjustment pin is lined up with the set hole is required
2. Refer to user manual for proper adjustment instructions, You can adjust the incline by lifting up with the transport handle while simultaneously pushing down on the folding foot.
3. If the customer is hearing a plastic scraping noise when using the Stair Climber Sport. The customer can trouble shoot by adjusting the securing screws that secure the plastic underneath. (*Phillips Head Screwdriver required*)
4. Refer to user manual for proper adjustment instructions, You can adjust the incline by lifting up with the transport handle while simultaneously pushing down on the folding foot.

TROUBLESHOOTING

*Please make sure to refer to the user manual if you are in need of basic troubleshooting.

All issues large and small should be carefully examined and broken down to determine a root cause.

These scenarios are often subject to physical, auditory, and relative digital problems, so make sure to ask questions, and push for clarity.

CONSOLE & ELECTRONICS

These components feedback information to the machine and the user. Questions about metrics and calucations should be referred back to the user manual.



PROBLEM

1. My display is not showing anything.
2. The console is not tracking my steps per minute

POTENTIAL SOLUTION

1. (a) Check the batteries for low power.
1. (b) Check if any of the button controls are stuck in the console or visibly damaged. (need replacement)
1. (c) Lightly loosen some of the screws securing the console.
2. (a) Ensure the wire connectors are all secured to each other properly and check for any damage to the cable.
2. (b) Remove the back covers surrounding the flywheel and adjust the position of the step sensor, THEN re-check the console.