

# BODYCRAFT

## EXP SERIES

### Console Operation Treadmills



16" SmartTouch (16TS)



10" SmartTouch (10TS)



9" LCD (9LCD)

### Owners Manual

Ver. 1.7 FULL



WWW.BODYCRAFT.COM



800-990-5556



SERVICE@BODYCRAFT.COM

***Congratulations and Welcome to the BODYCRAFT Family***

***Thank you for selecting a BODYCRAFT Treadmill. Your choice reflects a wise investment in you and your facility. We hope you use it for many healthy years!***

BODYCRAFT offers a complete array of high-quality fitness equipment. Please refer to our website at [www.bodycraft.com](http://www.bodycraft.com) to view more ways to enhance your lifestyle.

Your BODYCRAFT machine has all the quality and design elements to make your workout extremely efficient and comfortable. Your new Treadmill is a serious cardio machine that will keep you motivated, challenged and within reach of your fitness goals. Strength & cardiovascular training is vital for all ages which will provide an effective workout, producing results that will encourage you to reach your fitness goals and maintain the body you have always wanted. ***Spending 15 to 30 minutes a day, three times a week, is all you need to start seeing the benefits of a regular exercise program.***

As a premium exercise equipment manufacturer, we are committed to your complete satisfaction. If you have questions, suggestions or find missing or damaged parts, we guarantee your complete satisfaction through our authorized dealer network or by contacting us directly. Please call your local dealer or BODYCRAFT.

BODYCRAFT (a division of Recreation Supply, Inc.)  
7699 Green Meadows Dr.  
Lewis Center, OH 43035

**Phone:** 800-990-5556 9 am - 5 pm EST      **Email:** [service@bodycraft.com](mailto:service@bodycraft.com)

Proof of purchase must be supplied to validate warranty and the product must have been registered with BODYCRAFT via online at [www.bodycraft.com](http://www.bodycraft.com) or by calling 800-990-5556 or 740-965-2442 M-F 9 a.m. - 5 p.m. EST.

**Purchaser's Reference Information:**

IT IS IMPERATIVE THAT YOU FILL IN THE FOLLOWING INFORMATION AND REFER TO IT SHOULD THE NEED FOR SERVICE ARISE.

Product Name: TXXXXX Console  
Serial Number: T \_\_\_\_\_

SERIAL NUMBER	
	
10T50001180915	
MODEL :	BODYCRAFT 10TFT SCREEN
RECREATION SUPPLY, INC.	(740)965-2442
LEWIS CENTER, OH. U.S.A.	MADE IN TAIWAN

Proof of purchase must be supplied to validate warranty and the product must have been registered with BODYCRAFT via online at [www.bodycraft.com](http://www.bodycraft.com) or by calling 800-990-5556 or 740-965-2442 M-F 9 a.m. - 5 p.m. EST.

**Console Operation Instructions**

- 16" Smart Touch Console Operation Instructions ..... 4 - 19
- 10" Smart Touch Console Operation Instructions ..... 4 - 19
- 9" LCD Console Operation Instructions ..... 20 - 24
- Heart Rate Monitoring Device & Exercise Tips ..... 25 - 26

**Error Codes**

- T1000 (T1K2) ..... 27 - 29
- T800 (T802) & T400 (T402) ..... 30 - 31

**Product Warranty**

- Product Warranty ..... 32
- Warranty Registration ..... 33
- Contact Us Information ..... 34



**Energy Saving function:** These treadmill consoles are equipped with power saving function. This means after 10 minutes of inactivity; the treadmill will automatically power off. Press any key on the dash board to wake up the console from power save mode.

**We at BODYCRAFT believe in the continued improvement processes and reserve the right to make changes at any time without notice that may or may not affect color, parts and materials.**

# CONSOLE OPERATION INSTRUCTIONS

Please read the console operation instructions thoroughly and get familiar with the console layout. Practice using this console before you start to get a better understanding of the functions. Below are the console layout and detailed operation instructions.

**At Installation:** The console needs to be paired with the treadmill product model correctly to ensure smooth operation. When the console is powered on the first time, it needs to be calibrated. Please follow the message window prompts to calibrate before use.

To power up the treadmill, locate the power cord attached to the front of the treadmill and plug it into a **Dedicated** 120V/15A home use (Commercial use upgrade to 120V/20A) grounded wall outlet. Turn on the power switch to wake up the treadmill and go into the idle mode.

**Always turn off the treadmill after hours when not in use.**



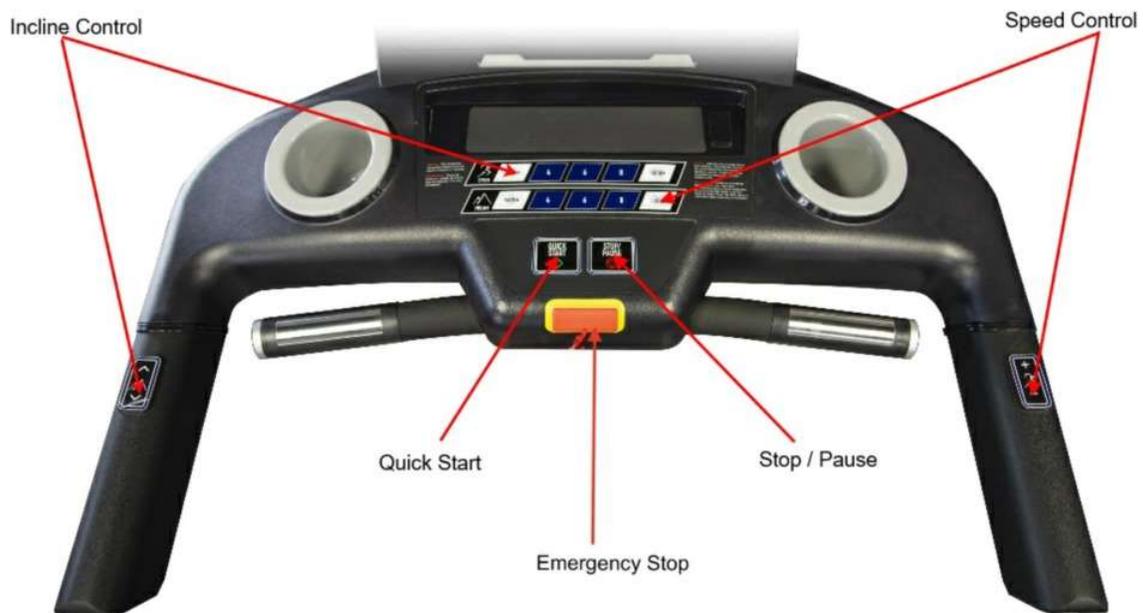
16" SmartTouch (16TS)



10" SmartTouch (10TS)



9" LCD (9LCD)



## 16" & 10" SmartTouch Screen Layout:



## Device Ports

### Touchscreen Display

The display is equipped with a capacitive touchscreen technology, and it is more responsive than a resistive screen. Because of this, the capacitive screen can be controlled with very light touches of a finger. Capacitive touchscreens can only be touched with a finger and will not respond to touches with a regular stylus, gloves or most other objects.

### USB port:

Charge your device up to 1amp or update console software. (Device not included.) It also be used for media (music & video) playing.

### CSAFE port x 2:

One for charging 3<sup>rd</sup> party compatible devices (not included). One for communicating with 3<sup>rd</sup> party compatible devices such as transmitting workout data.

### Headphone Jack:

Standard 3.5mm audio jack used to connect headphones to the console during media playback.

### HDMI Input & Ethernet port & WIFI:

Video, internet connections.

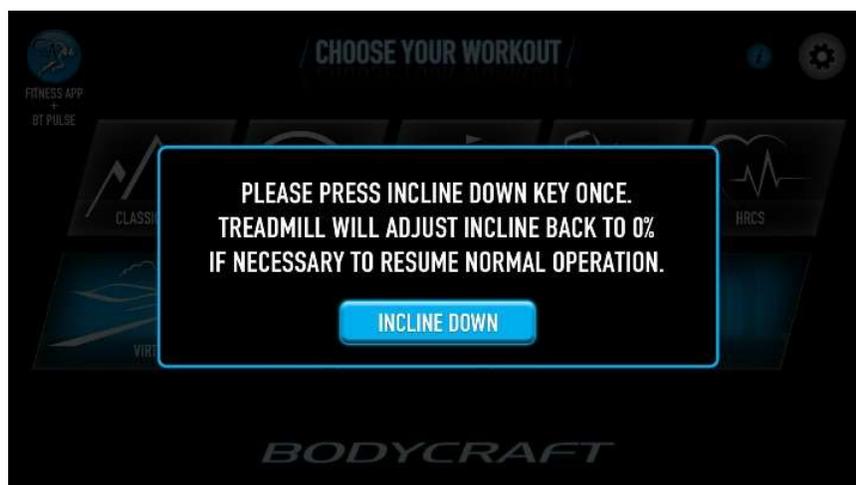
### Bluetooth & ANT+ connectivity:

Connect with Bluetooth & ANT+ heart rate straps as well as Bluetooth headphone & speaker audio devices.

*(Note: Your media device compatibility with the USB & CSAFE charging will depend on the brand and model.)*

## Physical Keys

- **Quick Start key:** Pressing this physical key or on-screen Quick Start key during idle mode before you select a program will activate the Quick Start program immediately with default user values. Or pressing this key during the program set-up after a program is selected will start the selected program.
- **Stop/Pause key:** Press this physical key or on-screen Stop key during exercise to pause the treadmill. Press this key or on-screen Stop key during Cool Down mode to end cool-down and enter workout summary mode.
- **Speed & Incline keys:** There are 2 sets of +, - keys (on screen & handrails) for each Speed & Incline. Use these keys to adjust the Speed & Incline settings during exercise.
- **Speed & Incline quick keys:** Press these quick keys to rapidly change the Speed or Incline settings during exercise. For your convenience, you may press and hold the “Custom” key to save the current speed/incline setting into the key as a new custom quick key.
- **Safety key:** This key is designed for the emergency stop during exercise. Re-attach this key and press “INCLINE DOWN” key on the screen to adjust the incline setting back to 0% to resume treadmill operation.



## Touch Screen Navigation

### Home Screen

Home Screen is where you can log in to see your workout data or select from various program options to begin a workout or get into various engineering settings to make the console more user-friendly.



- **User Login:** To get into user setting, build a custom workout program and track a user Workout.
- **Quick Start:** To start a workout with a default setting right away.
- **Classics:** To get into 6 preset Classic programs: Goal, Random Incline, Hill, Walk, Run & Sprint.
- **Intervals:** There are 4 interval programs inside this category: Incline, Speed, HIIT & Custom Intervals.
- **Races:** There are 3 distance goal programs inside this category: 5K, 10K & Half Marathon.
- **Fitness Tests:** There are 9 popular fitness test protocols: Bruce, Gerkin, WFI, PEB, Army, Navy, Marine, Air Force & Coast Guard.
- **HRCs:** There are 4 heart rate control programs: Target HR, HR interval, Fat Burn & Cardio.
- **Virtual Scenes:** This category comes with 4 beautiful scenic landscape videos to make your exercise more interesting.
- **Setting:** Select the initial console setting such as System setting, Bluetooth, Wireless & Language setting to make this console function properly.
- **“Fitness App + BT pulse” button:** Press this button on the home screen to sync with the compatible fitness Apps and/or connect with Bluetooth/ANT+ heart rate signal.
- **The “i” Information Button:** When this button is lit up, you may press this button to learn about this series of treadmill designs.

### Program Selection & Setting Desired Values

Touch the desired program category, it will open the program selection screen under each category. Then touch the desired program to open program setting screen. Fill in the necessary values to finish the program settings and press START button to start the program. For example, to start a goal program:



## Exercise Screen

Some programs will start with a 3-minute Warm Up. The time will count down and speed & incline default at a lower rate & grade. You may adjust them during this period.

After Warm Up or as soon as the SKIP button is pressed to begin a program, the exercise screen will start in some programs.



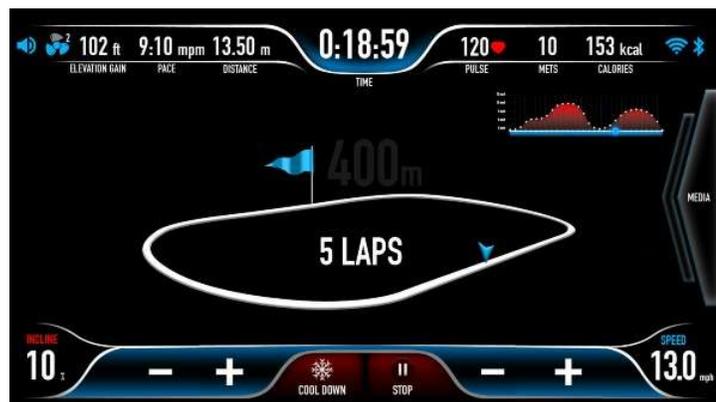
- **Data displays:** Time, Pulse, Mets, Calories, Distance, Pace, Elevation Gain on the top and Incline %, as well as Speed mph/kph on the bottom.

- **STOP button:** To pause the exercise.

- **Speed & Incline +/- keys:** To adjust speed & incline settings.



- **Profile display:** There are 3 different profile displays available: Speed (Blue profile), Incline (red profile) & 400m/0.25mile lap display with a lap counter. Speed & Incline profiles will be displayed according to program default as well as speed/incline adjustment during exercise. Touch the desired profile on the screen to switch.

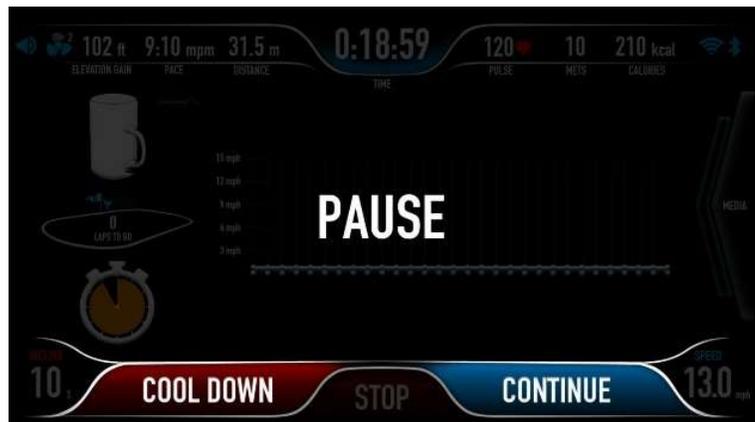


- **Media:** Swipe the media tab to open the media selection.



### Pause Screen

During exercise, you may press the STOP key to pause the treadmill for up to 10 minutes. The treadmill speed will stop, and incline will stay, and data will stop accumulating. You may press Continue to resume back to previous activity or Cool Down to end the program and enter Cool Down. If no key is pressed within 10 minutes, the console will reset and go back to idle mode.



**For safety reasons, if you step off the treadmill for 20 seconds, the treadmill will automatically pause as well.**

### Cool Down Screen

After program time is achieved a three minute Cool Down mode will begin. As with Warm Up mode, the speed and incline will default to a lower rate and grade. You may adjust these values as desired.



## Workout Summary Screen

When Cool Down period ends, or when the Skip button is pressed during Cool Down, the program will end and enter a summary review screen. There are 4 pages of summary for you to review. Swipe the screen to see the next page.

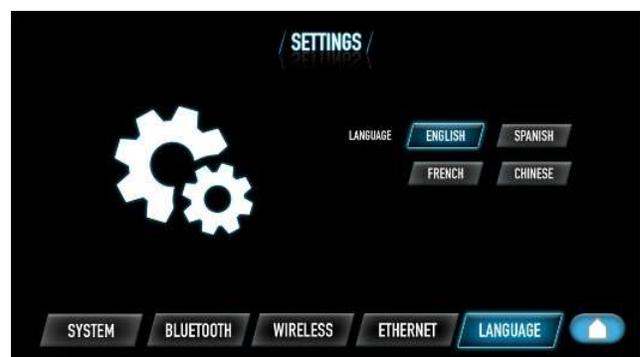
If the “Save As Favorite” option is available, you may save this program into your favorite programs by pressing the “Save As Favorite” button and follow on-screen instruction to save it.

NOTE: During fitness test programs, the Test result will be displayed instead of Flights Climbed.



## Initial Setup

To ensure this product runs smoothly and accurately, please initiate the product setting before using the treadmill. Touch the “SETTINGS” icon at the top right corner of the Home screen . There are selections listed on the bottom of the screen. Select the setting to your liking. Also, pair a Bluetooth device and/or WIFI setting if you would like. Check SYSTEM & APPS for latest software to install. Lastly,select your language if you prefer a certain one.

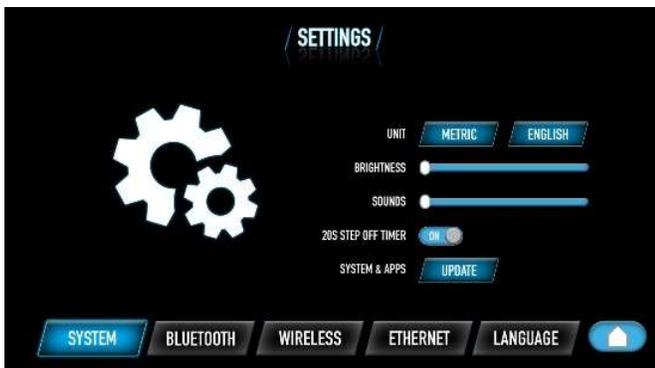


## System Software Update

Before start using this product, it is recommended to check and install latest system software. To do so, you may check the Custom Support on BODYCRAFT website for the latest software available. Download it to a USB drive to install. Or if available, the new software can be updated via Cloud with a message showing on the home screen to notify you.



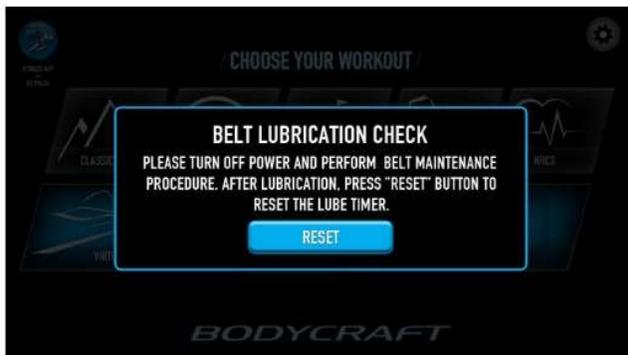
Finally, to install latest Media Apps' software, go to "SYSTEM & APPS" under "SETTINGS" for the update.



## Lube Icon (Indicator) lighting up:

This console is equipped with a smart tread belt/deck lubrication reminder. When the lube icon comes on, means the treadmill is due for lubrication maintenance. Please follow the Treadmill Owner's Manual lubrication procedure to lubricate the belt/deck area. This ensures the longevity and warranty of your treadmill. AFTER the lubrication procedure is complete, follow the Reset prompts on the console.

\*\* Contact your service provider or BodyCraft Customer Support for any questions regarding this task and additional 100% Silicone Lube Bottles.

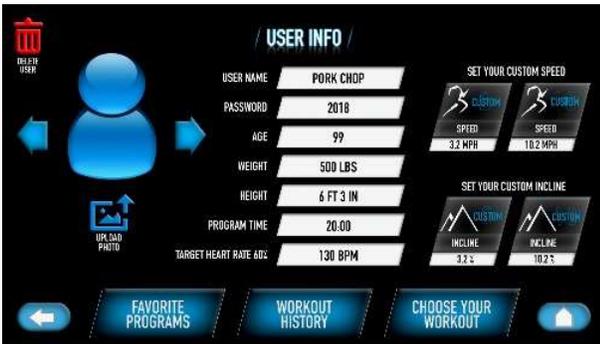
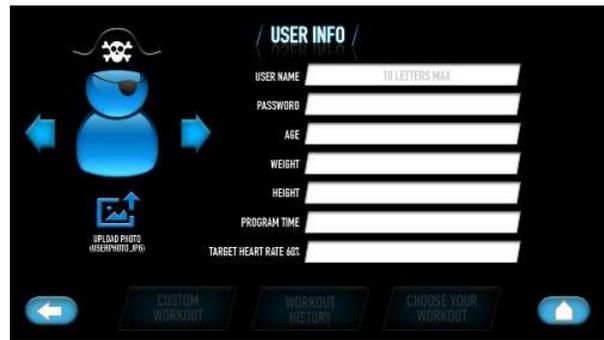


## Basic Operation

### User Login

User section is designed with you in mind. You can store your user profile, build a custom workout, as well as review your workout history. If you are the owner of this product, you will want to set up your user profile to utilize the utmost this console has to offer. There are 6 user profiles that can be stored in this console. Each person has up to 10 favorite program spaces. If you start each program with the user login, all your workout data will be tracked and stored here for your future review. You can also synchronize with Wahoo App for further fitness management.





For the first time user, you must build your user profile first.

**Select the User Login button → Select a Username/number → User Info → Set up all your user information → Choose an Avatar or upload a picture via USB disk.**

*(If you are uploading a picture via USB, for the console to recognize the picture, you must first store the picture with a file name “userphoto.jpg”, then insert the USB disk. Otherwise, it will not work properly.)*

For security purposes, the password will be activated once you enter a password here. You will be required to enter the correct password the next time you log in.

***(If your password is forgotten, contact BODYCRAFT customer service for assistance. If you don't want a password, just leave the password box blank.)***

Once your information is filled in, you may now go to your favorite programs or review your workout history if you have done a workout under this user before. For your convenience, you can set your own custom speed and incline with custom quick keys.



After user profile has been built, the best way to begin using this product is as follows:

**Select User Login on the home screen → Pick your user profile → Select a favorite program/ Choose your workout.**



## Program Basics

There are two ways to select and start any program: select a program directly on the home screen or go through User Login to select a program. The difference is the your information. If you select a program directly from home screen, the program setting will start with default values and you can change it for data calculation accuracy, but the workout data will not be stored and tracked on your user profile.

### Quick Start

The Quick Start program allows you to start exercising immediately without any product setting steps. Just press Quick Start on the home screen or the physical Quick Start button to start the treadmill right away. It will start with default values of age & weight for calories calculation. You may go through **User Login → Choose Your Workout → Quick Start to begin this program**. The console will then use your user data for calculation.

- The program will start with 0.5mph speed and 0% incline.
- The program time will count up from 0.
- You may adjust speed & incline any time during the program.
- Press the Stop button to pause the program; press the Quit button to end the program and review summary.

### Classic Programs

There are 7 programs inside the Classic program category. These are easy-to-use simple preset incline or speed programs. Follow the on-screen instructions to enter user information and start exercising right away. At any time during your exercise, the user may adjust the incline or speed by pressing associated +/- keys.



- Goal Program:** You may preset one, two, or all three available goals here. The three options are total Time, Distance, and/or Calories burned. You must touch the desired goal(s) and set desired values(s). During your exercise the treadmill will then count down each goal and let you know when you have achieved each goal.



- Custom Program:** Build your own workout program by drawing the program profile with your finger.

- Hill Program:** This is another preset incline profile program. The speed defaults at a constant speed.



- Walk, Run & Sprint Programs:** These three programs are similar. They all are speed profile programs with a constant incline setting. You may set your max Speed for these programs.

- Climb Landmarks Program:** This is an elevation goal program and you must start with an incline to achieve the goal. There are 8 famous landmarks with different elevation goals to select from.

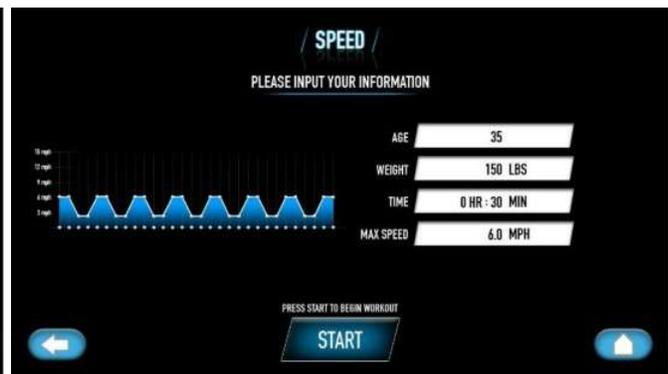


### Interval Programs

There are four interval programs inside this category for the purpose of cardio condition training. Each program comes with a set of work intervals and a set of rest intervals. It is designed to train your cardio condition during work intervals and then rest & recover during rest intervals. The work intervals are connected, so when you adjust the work interval setting, it will apply to all the remaining work intervals; same as rest intervals. These programs will start with 3-minute Warm Up period.



- **Incline & Speed Intervals:** Implied by the names, one is with preset incline intervals and the other one is with preset speed intervals. You may set max incline or max speed respectively.



- **Custom HIIT (High-Intensity Interval Training):** This program is designed to run at a very high speed in a very short period. There are 4 interval work vs. rest time ratios from which to choose. For example, 10:30 meaning 10 seconds of work and 30 seconds of rest. You will then repeat this interval with your preset repetition times.



- **Custom Interval:** You design your own work & rest interval time, speed, incline & repetition up to 100 times.



## Race Programs

These are popular long-distance run programs: 5K, 10K & Half marathon (21K). Each program comes with a track map matching the distance selected. You set your time goal and the calculated pace indicator (arrow) will light up to guide you or race you (avatar indicator).



## Fitness Tests

There are 9 fitness assessment protocols built into this fitness test category. These protocols are used commonly for the US military, firefighters, as well as law enforcement agencies.

- **Bruce, Gerkin & WFI programs are tested based on the heart rate condition:** Heart rate signal must be valid throughout the test to calculate the score. The console will adjust speed & incline automatically according to the protocol to raise your heart rate. Depending on how soon your heart rate reaches 85% max, the computer will calculate & present a test score. If there is no valid heart rate signal or Stop key is pressed before the test is completed, the test will fail.



- **PEB, Army, Navy, Marine, Air Force & Coast Guard:** These programs are tested with a preset distance goal, such as 2.0 mile for Army or 3.0 mile for Marine. You adjust the speed and run as fast he/she can, to reach the distance. The incline is not adjustable. The test result pass or not depends on the time you finish the set distance taking considerations of age & gender.

## HRC Programs

The Heart Rate programs are designed to keep you training at the chosen heart rate level. **These programs will only work when there is a valid heart rate signal.** It is recommended to use a wireless heart rate chest strap rather than hand grip pulse sensors for these programs. There are Target, HR interval, Fat Burn and Cardio programs. Follow the on-screen messages to select your HR program as well as program settings. Please note that Fat Burn & Cardio programs default with 65% & 80% target heart rate respectively and therefore their target heart rates setting cannot be changed.



These programs start with a warm-up period in which the user will be able to adjust the speed & incline until the HR reached 80% of the target HR setting. After the warm-up, the heart rate program begins. The console will take control and adjust the speed automatically to ensure your target heart rate is achieved and maintained during the entire program. You may still adjust the target HR during the exercise and adjust the Incline setting during the exercise by pressing the Incline “+/-“ key.

## Virtual Scenes

There are 4 scenic landscape videos to virtually bring your run to an outdoor experience: Tropical, Beaches, Forests & Mountains. You may select to sync your speed with the video playing speed or just view a video along the way during your run. Every part of the program works the same way as other programs as you can adjust incline or speed anytime during the exercise; however, the profile display will be replaced with scenic video.



**Please note:** The video speed will not increase significantly due to the natural of the scenic video when you sync the speed.

**Please note:** Each video is 60 minutes long with normal playing speed. If you synchronize the video speed with your run speed or you are running more than 60 minutes, the video will be repeated.

**Please note:** The Media function will be disabled during Visual Scenes program.



## Media Selection

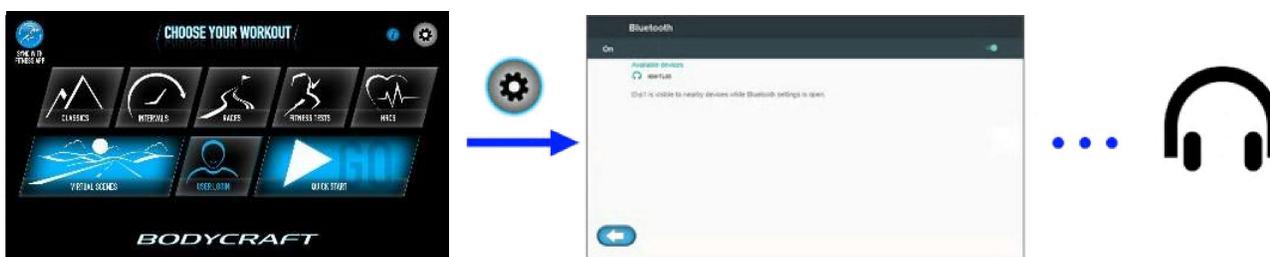


### 5.4KHz Polar compatible, Bluetooth & ANT+ heart rate monitoring:

This console is equipped with 5.4KHz Polar compatible, Bluetooth as well as ANT+ heart rate monitoring. The console will automatically scan and connect.

### Bluetooth headphone/speaker feature:

To pair a device with the console, tab Setting on the **Home page** → **Bluetooth** → **pair with the device**.  
(Please note: there is only one audio device & a heart rate transmitter can be paired at one time.)



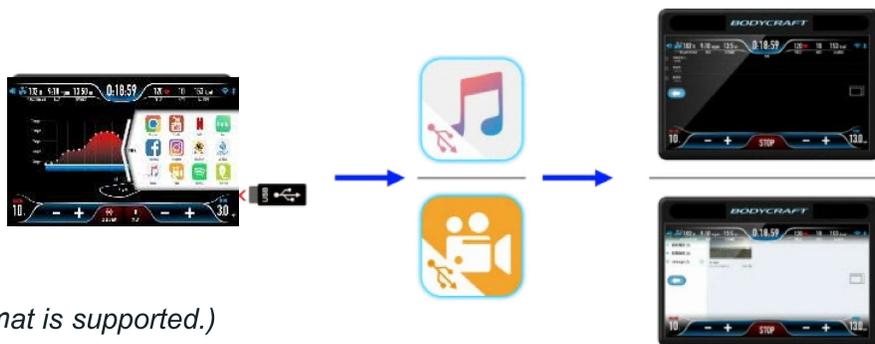
### HDMI device connection:

Plug the HDMI cable into the HDMI receptor on the back of the console → Slide the media option → select HDMI watch video.



## USB music & video features:

Plug the USB flash drive contains the music/video that you want to listen/see → Slide the media option and tab the music or video Button → Select the music or video from the playlist.



(Note: not every music or video format is supported.)

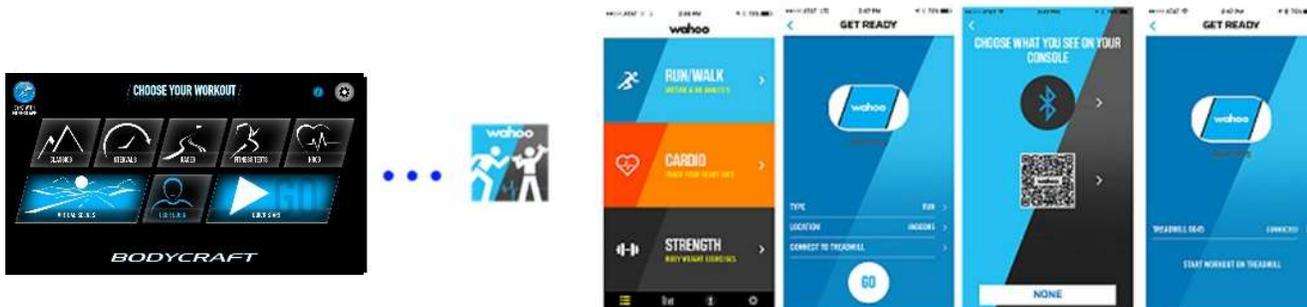
## CSAFE port feature:

This is reserved for 3<sup>rd</sup> party devices, such as personal TV which draws power from CSAFE port. Please contact BODYCRAFT service for more information.



## RUNFIT App syncing:

RUNFIT App is free of charge, you may download it from your mobile device. The benefit of using this App with the treadmill is that it will store your treadmill workout summary to the App. You can use this App to manage all your exercise activities.



To connect: Tab RUNFIT App icon on the home screen > open the App on your smart phone/tablet → Tab “RUN/WALK” from the phone/tablet → Select “INDOORS” → Select “CONNECT TO TREADMILL” → Pair with the treadmill → Start exercise.

(Please note: only one user can be synced with the treadmill at one time. This console is equipped with GEMConnect technology. Any App follows this protocol will be able to connect to the console directly, such as ZWIFT, VIRTUAL RUNNER, RUN SOCIAL....)

## **Disclaimer Notice: Use of Third-Party Software or Apps**

We may recommend use of 3<sup>rd</sup> party software, Apps, information, products, or web sites that are owned or operated by other companies. While we endeavor to direct you to helpful, trustworthy resources, We cannot endorse, approve, or guarantee software, information, Apps, products, or services provided by or at a third-party resource or track changes in the resource. Thus, we are not responsible for the content or accuracy of any third-party resource or for any loss or damage of any sort resulting from the use of, or for any failure of, products or services provided at or from a third party resource.



9" LCD Screen Layout:



- **Dot matrix profile window:**

Displays program profile during program setting and executing. The program profile will be different according to which program is selected.

There are 2 profile displays: Speed and Incline profiles. Each profile contains 10 columns of LED representing 20 segments of time; each segment time = total program time divided by 20 columns, except Quick Start program which represents 1 minute instead. During exercise, the 3rd column of LED will blink to indicate the time segment you are currently in and show your workout progress. The past segment will move to the left when the segment is finished.

- **Track profile display:** The track indicator will light up one at a time to indicate the progress. One complete track = ¼ mile or 400m. During 5K/10K programs, a complete track is 5KM/10KM respectively.
- **Lap counter:** This display is associated with Track profile display, which 1 complete track = 1 lap = ¼ mile/400M. During 5K/10K programs, the lap counter will be off.
- **Data display windows:** There are 7 data display windows displaying “INCLINE, SPEED, TIME, CALORIES, STEPS, PULSE, PACE & DISTANCE” during exercise.
- **Alphanumeric display window:** This display will prompt instruction messages to assist you in setting up the program and during exercising.
- **Lube icon:** This console is equipped with a smart tread belt/deck lubrication reminder. When the lube icon comes on, means the treadmill is due for lubrication maintenance. Please follow the Treadmill Owner’s Manual lubrication procedure to lubricate the belt/deck area. This ensures the longevity and warranty of your treadmill. AFTER lubrication has been applied, you may press & hold the “STOP” key for a few seconds to reset the lube reminder. (Contact your service provider or BodyCraft Customer Support for any questions regarding this task and additional 100% Silicone Lube Bottles.)

## Device Ports

### USB port –

Charge your device up to 1A. (Device not included.)

### CSAFE port –

Charge 3<sup>rd</sup> party compatible devices (not included).

*Note: Your media device compatibility with the USB & CSAFE charging will depend on the brand and model.*

## Keys

- **Quick Start key:** Pressing this key during idle mode before you select a program will activate the Quick Start program immediately with default user values. Pressing this key during the program set-up after a program is selected will start the selected program.
- **Stop/Pause key:** Press this key once during exercise to pause the treadmill. Press this key the second time to end the program and review summary. Press & hold this key for a few seconds to reset the console and go back to idle mode.
- **Speed & Incline keys:** There are 2 sets of +, - keys (console & handrails) for each Speed & Incline. Use these keys to adjust the user settings during a program as well as the Speed & Incline settings during exercise.
- **Enter key:** Used to confirm program and data entry.
- **Speed & Incline quick keys:** press these quick keys to rapidly change the Speed or Incline settings during exercise. For your convenience, you may press and hold the “Custom” key to save the current speed/incline setting into the key as a new custom quick key.
- **Fan key:** Press this key to adjust fan speed from 3 different settings.
- **Bluetooth key:** Press this key to sync the Fitness app and connect with Bluetooth or ANT+ heart rate transmitter signal.
- **Safety key:** This key is designed for the emergency stop during exercise. Pulling this key will stop the treadmill immediately. The incline will stay where it is. Re-attach this key and adjust the incline setting back to 0% to resume treadmill operation.

- **Pause a program:** Press Stop/Pause key to pause the treadmill. The motor will stop and the console will stop accumulating data. The pause time is 10 minutes. After that, the console will reset back to idle mode. Within pause mode, press START key to resume the program.

For safety reasons, when the user steps off the treadmill for more than 20 seconds, the treadmill will enter Pause mode as well.

- **Power save function:** This treadmill is equipped with power save function. This means after 10 minutes of inactivity; the treadmill will automatically power off. Press any key to wake up the console from power save mode.
- **Start a program:** To begin a workout program during idle mode, press the “Quick Start” key to quick start the program or any “Program” key to select a program and “Enter” key to confirm a program. Then follow the instructions on the alphanumeric window to set up the personal data. When finished entering data, press the “Start” key to begin the workout. (You may press the “Start” key anytime during setup to bypass and start the workout immediately.)
- **Default values:** Initially the console is coded with a set of defaults for an express quick start. If you did not adjust these values before the program started, they will be used for data calculations, such as calories. It is recommended that you adjust these values with your own personal data to get the most accurate workout feedbacks. The factory defaults are:
  - Age – 35; default will be replaced when there is a new value entered.
  - Weight – 150lbs or 70kg; default will be replaced when there is a new value entered.
  - Program time – 30 minutes
  - Program goal for manual program – Time
- **End a program and review summary:** When program time is reached, it will end the program and enter summary review mode. There are 60 seconds for you to review and record the workout summary before it resets and goes back to idle mode.
  - During the summary review, you may press & hold the USER 1 or 2 key for a few seconds to store this program as a USER program. Your user information will be stored as well for quick and easy access for future use.
- **Units switching:** The default units setting is English. To switch this to Metric system, press and hold “ENTER & SPEED +” keys at the same time in idle mode for 2 seconds to go to “Engineer mode”. The message window will prompt a couple of messages. When you see “UNITS: ENGLISH or METRIC” message, press “Speed +/-” key to switch and a “MILE” or “KM” indicator will show on the current setting. Afterward press the Enter key to confirm the setting. Press the “STOP” key for a few seconds to get back to idle mode.

## Workout Programs

Besides Quick Start function, there are built-in program options for your selection: Manual, Incline, 5K/10K, Interval, Speed, HRC, User 1 & 2.

**Quick Start:** Pressing the “Quick Start” key during idle mode will quickly start the console. The program will use factory defaults for calculation and display. The time will count up and each segment of the profile equals 1 minute. You may stop at any time by pressing “Stop/Pause” key to pause or end the program.

**Preset programs:** This group includes Manual, Incline, Interval & Speed programs. These programs are preset speed or incline profile programs and behave similarly. There are a few programs stored inside each program key. Continuing to press the same program key will bring up a different program each time. When the desired program appears on the screen, press the Enter key to confirm. Then follow the instructions to set up the user data and start the program. You may adjust the Speed or Incline by pressing Speed “+/-” or Incline “+/-” key or quick key any time during the program. The dot matrix profile will update accordingly.

- **Manual program:** The default speed for Manual program is 0.5 mph and 0% incline. This program goal can also be adjusted from “Time” to “Distance or Calories” goal. Any goal is set during program setting (otherwise remains as “0”), the goals will be counting down from target during exercise. Once it reaches “0”, it will continue counting up until STOP button is pressed to end the program.
- **Incline programs:** There are Hill, Mountain and Random Hill programs inside this program key. Each of the programs has a preset incline profile and a constant speed setting. Follow the message prompts to enter program settings/max incline setting and start the program. The program profile will be modified according to the new max incline. However, you can still increase the incline in the individual segment during the program.
- **Speed programs:** There are Easy Jog and Sprint programs inside this program key. Each of the programs has a preset speed profile and a constant incline setting. Follow the message prompts to enter program settings/max speed setting and start the program. The program profile will be modified according to the new max speed. However, you can still increase the speed in individual segment during the program.
- **Interval programs:** There are Speed interval and HIIT programs inside this program key. These programs are behaving similarly as the speed profile program described above; however, the program is divided with work speed & rest speed intervals. Follow the message prompts to enter program settings/max speed setting and start the program. The program profile will be modified according to the new max speed.
  - **Speed Interval:** default work speed = 6mph (9km) and rest speed = 2.5mph (4km). You may adjust the speed during exercise.
  - **HIIT (High-Intensity Interval Training):** This program is designed with a fast-paced workout routine. There are 4 different (work: rest) time settings from which to choose: 1:3; 2:1; 2:2 & 2:3. Each number represents a multiplication of 10 seconds. Press the +/- key to toggle between these settings and ENTER to pick your desire one. Then follow the message prompts to finish the program setting and start the program. Always start slow and ramp up intensity level as your fitness improves.

**5K/10K programs:** These are distance goal programs with constant speed & incline settings. The faster you run, the faster you will reach the 5K/10K distance. The track profile indicates your progress to the goal during exercise.

**HR programs:** The Heart Rate programs are designed to keep you training at the chosen heart rate level. **These programs will only work when there is a valid heart rate signal.** It is recommended to use a wireless heart rate chest strap rather than hand grip pulse sensors for this program.

There are Target HR and HR interval programs. Follow the message prompts to set your target HR as well as Max speed setting during the program.

These programs will start with a warm-up period in which the user will be able to adjust the speed & incline until the HR reached 80% of the target HR setting. After the warm-up, the heart rate program begins. The console will take control and adjust the speed automatically to ensure your target heart rate is achieved and maintained during the entire program. You may still adjust the target HR setting by pressing Speed “+/-“ key during exercise and adjust the Incline setting during exercise by pressing Incline “+/-“ key.

This console is equipped with 5.4KHz Polar compatible, Bluetooth as well as ANT+ heartrate monitoring. The console will automatically scan and connect with the 5.4KHz heart rate transmitter. For Bluetooth or ANT+ transmitter, the Bluetooth feature must be turned on in order for the console to pick up the heart rate signal.

**User 1 & 2 programs:** These programs are the spaces for you to build your own workout profiles and store for future use. If you saved a program before, you may recall it and press the “Quick Start” key to begin immediately without the hassle of entering user information again because it has been stored along with the program profile you created.

To build your own profile, just follow the message prompts to set up your personal data. Once user data is set, you can then build the speed profile by adjusting the speed setting in the individual segment. Press “Enter” to confirm the setting each time. After a few segments, if you want, you can press & hold the “Enter” key for a few seconds to bypass the rest of the speed profile and enter Incline profile building. As expected, the Incline profile building is the same as Speed profile building. Once the profile is set, the user information & profile is stored for future use.

#### **Disclaimer Notice: Use of Third-Party Software or Apps**

We may recommend use of 3rd party software, Apps, information, products, or web sites that are owned or operated by other companies. While we endeavor to direct you to helpful, trustworthy resources, We cannot endorse, approve, or guarantee software, information, Apps, products, or services provided by or at a third-party resource or track changes in the resource. Thus, we are not responsible for the content or accuracy of any third-party resource or for any loss or damage of any sort resulting from the use of, or for any failure of, products or services provided at or from a third party resource.

***After your aerobic workout of about 24-32 minutes, spend 10 minutes gradually reducing your heart rate with a lower resistance level.***

***Remember to start slow with low intensity until you build endurance and strength. And always consult your physician before beginning any exercise program.***

## Heart Rate Monitoring Device & Exercise Tips

### Pulse Hand Grips

This product comes standard with stainless steel pulse handgrips. To activate, gently grasp both handgrips to obtain a heart rate reading. (Note: It is recommended to wear a chest strap for Heart Rate control program, as it is more accurate. If you wear a chest strap and use hand grips at the same time for heart rate monitoring purpose, please note the console will take the measurement of the chest strap.) For safety, it is not recommended to use the Heart Rate Sensors when exercising at high speeds. The Sensors may not always be accurate for any user at all speeds. Individual physiology is a factor that can determine accuracy, or even if the Sensors work for you at all. The Touch Heart Rate reading is not intended to be used for medical purposes.

**Pulse Grip Operating Tips:** If you are not getting a consistent reading while using the hand pulse option, we recommend the following suggestions:

- Make sure that the palms of the hands are touching the contact area of each hand pulse grip.
- Maintain an even pressure on the grips.
- Do not hold the hand pulse grips too tightly.
- Make sure your palms are warm and slightly moist.
- Excessive movement especially on an elliptical handrail is not optimum for hand grips or any High Intensive Exercise while on a machine.



### Built in Wireless Heart Rate Receiver

*Note: Chest strap transmitter does not come with this unit; contact BODYCRAFT, or your dealer for purchase.*

This product is equipped with a built-in receiver for your heart rate monitoring. Any heart rate telemetry strap that transmits at 5 KHz or Bluetooth is compatible. To get an accurate reading using these devices, you will need to be within three feet of the console, and a minimum of four feet from others using a heart rate monitoring device.

*(Note: The transmitter may fluctuate erratically if you are too close to other heart rate monitoring equipment or there is other electronics nearby, such as TV, Radio...)*

While using heart rate control modes, the computer monitors the exact measurement of your pulse. Heart rate frequency is displayed while the computer continually compares heart rate to the preprogrammed personal data. The computer adjusts the wattage to maintain heart rate at the preprogrammed level.

### **How to Wear Your Sensor/ Transmitter (Chest Strap)**



1. Buckle one end of the chest strap onto the transmitter.
2. Adjust the band length so that the fit is snug, but not too tight.
3. Buckle the other end of the chest strap onto the transmitter.
4. Center the transmitter on your chest below the pectoral muscle (breasts).
5. Stretch the transmitter away from your chest and moisten the conductive electrode strips located next to the buckles with water.

*(Note: The transmitter is on automatically when being worn. It is off when it is not connected to your body. However, as moisture may activate the transmitter, thoroughly dry the transmitter to prolong battery life.)*

### **Erratic Heart Rate Readings:**

Erratic readings on the receiver can be caused by electromagnetic disturbances. If the heart rate readings appear to be abnormal, check that your product is not within range of other strong electromagnetic signals. Common sources are televisions, computers, cars, cell phones, TV antennas and high voltage power lines (both above and below ground). Please note: Static electricity in clothing or a flapping shirt can cause electrical interference, so some items of clothing, i.e. man-made fibers, can also be the cause. Please try wetting the t-shirt in the area where the transmitter is.

If the battery of the transmitter is running low, the transmission range decreases and may cause errors similar to the ones listed above in this document.

### **Heart rate is an important key to your exercise**

Medical research has shown us that there is an amount of exercise, which is enough to condition the cardio respiratory system and the muscles of the body. This amount of exercise is between 60% and 85% of your maximum heart rate measured during a training session. This range allows enough exercise to achieve fitness, but not an excessive amount to cause injury. Your heart rate is an excellent indicator of the amount of stress placed on the cardiovascular system.

If exercise intensity is too low or too high, no gains will be made in fitness. If the intensity is too low, the stress levels are ineffective. If the intensity is too high, injury or fatigue may set your exercise program back as you try to recover. Your target heart rate, the intensity needed to improve cardiovascular fitness, depends primarily on your age and not your state of fitness. It is calculated as a percentage of your maximum heart rate, estimated as 220 minus your age. It is most effective to train at your target heart rate between 60% and 85% of your maximum heart rate.

### **Get a smart start on exercising.**

Anyone over the age of 35, as well as younger persons whom are overweight, should check with his/her physician before beginning any type of exercise program. People who have diabetes or high blood pressure, a family history of heart disease, high cholesterol or have lead a sedentary lifestyle should protect themselves with a medical check-up and a stress test, preferably administered during exercise by a healthcare professional.

- Always stretch before your workout to loosen muscles, and afterwards to cool down.
- The first few minutes of your workout should be devoted to warming up muscles before a vigorous workout and building your heart rate slowly.
- After your aerobic workout of about 24-32 minutes, spend 10 minutes gradually reducing your heart rate with a lower resistance level.

*Remember, to start slow, with intensity low, until you build endurance and strength. And always consult your physician before beginning any exercise program.*

Error Codes		EXP- Series Treadmills T1000(T1K2) AC Motor		BODYCRAFT	
Error Code	Description	Possible Root Cause	Inspection/Testing Procedure	Suggested Fix	
E1	Low AC input Voltage	Not a good wall outlet with proper voltage and grounding.	Check line voltage at 120vac with proper grounding per NEC code. Then confirm it is dedicated 15 amp (20 amp Commercial Application) per treadmill.	Use only one treadmill per Dedicated 120v/15 amp outlet/breaker (120/20 amp commercial application). Call electrician if needed for correct wiring to be installed.	
		Too many treadmills or other electrical products units using same breaker.	Check line voltage at 120vac with proper grounding per NEC code. Then confirm it is dedicated 15 amp (20 amp Commercial Application) per treadmill.	Use only one treadmill per Dedicated 120v/15 amp outlet/breaker (120/20 amp commercial application).	
		Bad wiring harness, wire connections, bad in-line filter, bad motor controller.	Inspect all wiring harness, wire connections for color and full tight connections. Then check in-line filter for input voltage to output voltage & heat of metal frame.	If loose connections, take pliers and squeeze the connector with little pressure to close the gap then reconnect wire harness. If connectors or wires are discolored or burnt, then replace wires & connectors. If in-line filter is defective, then proceed to replace with new. If all above is correct and unit is new, then proceed to replace the motor controller.	
E2	Inverter Temperature Anomaly	The Inverter has malfunctioned.	Turn power off to treadmill at power switch for 2 mins. Then turn power switch back on.	Replace Lower Board/Inverter	
E4	Over Current	Too many treadmills or other units using same breaker	Check line voltage. Need dedicated 15 amp (20 amp Commercial Application) per treadmill.	Use only one treadmill per Dedicated 120v/15 amp outlet/breaker (120/20 amp commercial application). Call electrician if needed for correct wiring to be installed.	
		Needs preventive maintenance under hood	Check electronics & drive motor for dirt build-up and cooling fan working properly	Clean front rollers, drive motor, electronics, & cooling fan area.	
		Belt/Deck high amp due to PM needed	Check belt/deck wear and amp draw at 2/4/8 mph under load.	Clean running belt/deck area and lube under running belt. Then perform amp tests at 2/4/8 mph under load.	
		Belt/Deck high amp draw due to wear.	Check belt/deck wear and amp draw	Run amp tests at 2/4/8 mph under load after PM performed. If still too high, replace running belt and flip deck.	
E6	Inverter over-voltage	AC Power going into the Lower Board/Inverter from house current is too high. This can be caused by using a generator to power the treadmill.	Turn power off to treadmill at power switch for 2 mins. Then turn power switch back on.	Call electrician if needed for correct wiring. If AC power checks out, then replace Lower Board/Inverter	
		The Inverter has malfunctioned.	Turn power off to treadmill at power switch for 2 mins. Then turn power switch back on.	Replace Lower Board/Inverter	
		THREE PHASE MOTOR CURRENT UNBALANCE	Trapped Cables	Turn power off to treadmill at power switch for 2 mins. Then turn power switch back on.	Replace Drive Motor / Replace Lower Board/Inverter
E9	Inverter over-heating	Belt/Deck high amp draw	Check belt/deck wear and amp draw	Clean belt/deck area, drive motor, electronics, cooling fan, and lube running belt. If amps still too high during 4mph-8mph test replace running belt and flip deck.	
E10	Drive Motor Overload	Too many treadmills or other units using same breaker	Check line voltage. Need dedicated 20amp per treadmill	Use only one treadmill per Dedicated 120v/20amp outlet/breaker. Call electrician if need to correct.	
		Needs Preventive Mantance under hood	Check electronics & drive motor for dirt build-up and cooling fan working properly	Clean motor, electronics, cooling fan, belt/deck area and lube running belt.	
		The Lower Board/Inverter is Over heating.	Turn power off to treadmill at power switch for 2 mins. Then turn power switch back on.	Replace Lower Board/Inverter	
E11	Inverter Overload	Belt/Deck high amp draw	Check belt/deck wear and amp draw	Clean belt/deck area, drive motor, electronics, cooling fan, and lube running belt. If amps still too high during 4mph-8mph test replace running belt and flip deck.	
		Too many treadmills or other units using same breaker	Check line voltage. Need dedicated 20amp per treadmill	Use only one treadmill per Dedicated 120v/20amp outlet/breaker. Call electrician if need to correct.	
		Bad Drive Motor	Turn power off to treadmill at power switch for 2 mins. Then turn power switch back on. If same error code, check Drive Motor Wires	If wires are ok and all other checks are complete including PM, then replace Drive Motor	

Error Codes		EXP- Series Treadmills T1000(T1K2) AC Motor		BODYCRAFT	
Error Code	Description	Possible Root Cause	Inspection/Testing Procedure	Suggested Fix	
		Too many treadmills or other units using same breaker	Check line voltage. Need dedicated 20amp per treadmill	Use only one treadmill per Dedicated 120v/20amp outlet/breaker. Call electrician if need not correct.	
		Needs Preventive Mantance under hood	Check electronics & drive motor for dirt build-up and cooling fan working properly	Clean motor, electronics, cooling fan, belt/deck area and lube running belt.	
		Bad Inverter	Turn power off to treadmill at power switch for 2 mins. Then turn power switch back on.	Replace Lower Board/Inverter	
E12	System Overload	Belt/Deck high amp draw	Check belt/deck wear and amp draw	Clean belt/deck area, drive motor, electronics, cooling fan, and lube running belt. If amps still too high during 4mph-8mph test replace running belt and flip deck.	
		Too many treadmills or other units using same breaker	Check line voltage. Need dedicated 20amp per treadmill	Use only one treadmill per Dedicated 120v/20amp outlet/breaker. Call electrician if need not correct.	
		Needs Preventive Mantance under hood	Check electronics & drive motor for dirt build-up and cooling fan working properly	Clean motor, electronics, cooling fan, belt/deck area and lube running belt.	
		Bad Inverter	Turn power off to treadmill at power switch for 2 mins. Then turn power switch back on.	Replace Lower Board/Inverter	
E22	No communication between breakout board and lower board/Inverter	Bad cable connection	Check cable connection and replace the cable if necessary to double check	Replace the cable to double check	
		The breakout board is damaged	Replace breakout board to check.	Replace breakout board.	
		The controller is damaged.	Replace the controller to check.	Replace Lower Board/ Inverter	
E23	No communication between console and breakout board	Failed communicate between breakout board and inverter.	Inspect the wire harness that runs from the console to the lower board. check for pinched/severed wires. Unplug each connector and inspect pins and them reconnect.	Replace bad section of wire harness/plug.	
E33	Bad Inverter Flash Program	Bad Inverter	Turn power off to treadmill at power switch for 2 mins. Then turn power switch back on.	Replace Lower Board/Inverter	
E34	Bad Inverter EEPROM	Bad Inverter	Turn power off to treadmill at power switch for 2 mins. Then turn power switch back on.	Replace Lower Board/Inverter	
E35	Low Voltage	Unstable Voltage input. Too many machines are on the same line	Turn off all machines that may share the line and retest. Try another outlet. Check for unapproved extension cords and power strips	Discontinue using any unapproved extension cords for power strips. Plug treadmill power cord directly into a dedicated 120v/20amp outlet/breaker. Call electrician if needed for correct wiring.	
E37	Emergency stop display	Bad Inverter	Turn power off to treadmill at power switch for 2 mins. Then turn power switch back on.	Replace Lower Board/Inverter	
E41	Over-heating warning	Belt/Deck high amp draw	Check belt/deck wear and amp draw	Clean belt/deck area, drive motor, electronics, cooling fan, and lube running belt. If amps still too high during 4mph-8mph test replace running belt and flip deck.	
		Too many treadmills or other units using same breaker	Check line voltage. Need dedicated 20amp per treadmill	Use only one treadmill per Dedicated 120v/20amp outlet/breaker. Call electrician if needed for correct wiring.	
		Needs Preventive Mantance under hood	Check electronics & drive motor for dirt build-up and cooling fan working properly	Clean motor, electronics, cooling fan, belt/deck area and lube running belt.	
		Bad Inverter	Turn power off to treadmill at power switch for 2 mins. Then turn power switch back on.	Replace Lower Board/Inverter	
E82	Incline Calibration Error	Abstruction in elevation lift assembly, elevation motor gears, elevation system bolts/nuts attachments.	Check for abstruction in elevation lift assembly, elevation motor gears, elevation system bolts/nuts attachments.	If found abstruction in elevation lift assembly, elevation motor gears, elevation system bolts/nuts attachments then take off or reassemble loose bolts/nuts. Retest if corrected or if now need new Incline Motor.	
		Bad Incline Motor/Bad incline motor wire harness.	Inspect Incline Motor and incline motor wire harness. Turn off machine and unplug and reconnect Incline motor. Turn back on and recheck	If wire harness is ok, then replace Incline Motor	

# Error Codes - T800 (T802) & T400 (T402)

Error Codes		EXP- Series Treadmills T1000(T1K2) AC Motor		BODYCRAFT	
Error Code	Description	Possible Root Cause	Inspection/Testing Procedure	Suggested Fix	
E83	Incline Error	Abstruction in elevation lift assembly, elevation motor gears, elevation system bolts/nuts attachments.	Check for abstruction in elevation lift assembly, elevation motor gears, elevation system bolts/nuts attachments.	If found abstruction in elevation lift assembly, elevation motor gears, elevation system bolts/nuts attachments then take off or reassemble loose bolts/nuts. Retest if corrected or if now needs next check of new Incline Motor.	
		Bad connection, Defective Incline Motor/Bad incline motor or wire harness.	Inspect Incline Motor and Incline Motor Wire Harness. Turn off machine and unplug and reconnect Incline motor. Turn back on and recheck	Replace Incline Motor	
E88	Conosle EEPROM failure	Console display is damaged.	After the power is turned on, the error message is displayed after 5 seconds, and the error information is exited, and the parameters set by the user cannot be saved.	Replace console (Please be repaired by maintenance personnel)	
<p><b>Note on No Error Code:</b> There will be malfunctions that do not produce an Error Code. Refer to Troubleshooting Foundations 101 document for basic procedures. After reviewing, document all inspection &amp; testing process taken with Model # and Serial # of unit when at customers location, then contract BODYCRAFT Customer Support (800) 990-5556 for further actions to be taken.</p>					
<p><b>Note on preventive maintenance:</b> <b>JUST LIKE CHANGING THE OIL IN YOUR CAR, PREVENTIVE MAINTENANCE (PM) IS REQUIRED AND RESPONSIBILITY OF OWNER TO PERFORM.</b> A treadmill in home application needs PM once a year and commercial application every 5 months under normal use. Extensive use or dirty environments clean quarterly. This includes cleaning under treadmill, rollers area, motor area including drive motor, electronics, cooling fan and all touch areas. Clean with vacuum cleaner and surfaces only with mild soap/water and soft cloth. Proceed to clean under belt/deck area with dry soft cloth then lube with 100% pure silicone (Dow Chemical XIAMETER™ PMX-200 Silicone Fluid), 30ml (about 1oz) under center area under running belt. See Owners Manual and PM Checklist for further details.</p>					
<p><b>Note on panel breakers and wall outlets:</b> Treadmills in home application needs a 120 volt / 15 amp dedicated Non-GFCI outlet (per treadmill). In a commercial application, the T800 DC Drive treadmill needs a 120 volt / 20 amp dedicated Non-GFCI outlet (per treadmill). New Arc Fault breaker(s) (AFCI) or wall outlet(s) vary per manufacture and could possibly need additional surge protector at EMI / RFI Filtering 40-80 dB to not trip the same frequency of a treadmill motor. Recommend for Arc Fault breakers (AFCI) due to new 2017 NEC code: Isobar 2-Outlet Surge Protector # ISOBAR 2-6</p>					
<p>Typical AFCI Circuit Breaker Installation</p>				<p>Eaton Engineering Director Andy Foerster said arc fault detection is challenging, in part because so many common household devices — such as vacuum cleaners and power tools that use motors with brushes — create arcing. In information provided to ARRL Eaton engineer Lanson Relyea said that because AFCIs rely on HF emission detection to verify arcing, “any signal that conducts or radiates a signal within the detection band of the AFCI can cause interference and cause the device to trip without the presence of a true arcing condition.”</p> <p>Tripp Lite Isobar 2 Outlet Surge Protector Power Strip</p>	
<b>UPDATE SOFTWARE!!</b>		What is the first step when troubleshooting ANY failure?		<b>UPDATE SOFTWARE!!</b>	
<p>Need help from our Customer Support Team? Call us at (800) 990-5556. We're available Monday through Friday, 10:00 AM – 5:00 PM Eastern Time. Or email us anytime: support@bodycraft.com</p>					
		<p>Additional service videos, parts orders, software update files, and contact information scan this QR code.</p> <p>Or go to: <a href="https://www.bodycraft.com/customer-support.html">https://www.bodycraft.com/customer-support.html</a></p>			

Version 1.6

# Error Codes - T800 (T802) & T400 (T402)

Error Codes		EXP-Series Treadmills T400 (T402) & T800 (T802) DC Motors		BODYCRAFT	
Error Code	Description	Possible Root Cause	Inspection/Testing Procedure	Suggested Fix	
E1	Motor overcurrent	Too many treadmills or other units using same breaker	Check line voltage. Need dedicated 15 amp (20 amp Commercial Application) per treadmill.	Use only one treadmill per Dedicated 120v/15 amp outlet/breaker (120/20 amp commercial application). Call electrician if needed for correct wiring to be installed.	
		Needs preventive maintenance under hood	Check electronics & drive motor for dirt build-up and cooling fan working properly	Clean front rollers, drive motor, electronics, & cooling fan area.	
		Bad or dirty motor brushes & commutator.	Check drive motor commutator for cleanliness and condition of the motor brushes.	Clean commutator & brushes. If needed replace brushes. Confirm motor is functioning by testing with external 9vdc - 12vdc power source ie. drill battery.	
		Belt/Deck high amp due to PM needed	Check belt/deck wear and amp draw at 2/4/8 mph under load.	Clean running belt/deck area and lube under running belt. Then perform amp tests at 2/4/8 mph under load.	
		Belt/Deck high amp draw due to wear.	Check belt/deck wear and amp draw	Run amp tests at 2/4/8 mph under load after PM performed. If still too high, replace running belt and flip deck.	
	The motor is overloaded and the system enters a protective state.	ONLY after all the five (5) above items are confirmed then turn off main power for 2 minutes and switch back on.	If you turn the power back on and error code returns, then proceed to replace the motor controller.		
E2	No speed signal (During Calibration Mode ONLY)	The motor controller is not receiving the speed signal due to reading of magnet to sensor	The controller will only detect the speed when it is calibrating.	Check the placement and reading of magnet to the speed sensor. Use Ohm meter to confirm correct reading.	
		The motor controller is not receiving the speed signal due to defective speed sensor.	The controller will only detect the speed when it is calibrating.	Replace speed sensor wire.	
		The motor controller is not receiving the speed signal due to faulty motor controller.	The controller will only detect the speed when it is calibrating.	Replace motor controller.	
E3	FET circuit shorted	The motor controller has malfunctioned.	Turn power off to treadmill at power switch for 5 mins. Then turn power switch back on.	If turn the power back on and still can't clear the error code, proceed to replace the motor controller.	
E4	Detect motor misconnection	The drive motor is not connected to the controller.	Check the connection between the motor and the controller to see if it is good or not. If the connection is good, please replace the controller and the motor respectively to check.	Make sure the wire connection between the motor and controller is good. Confirm the connector and wire(s) are not burnt or discolored and securely tight on post. If not, install new wire connectors or proceed to replace motor.	
		Bad or dirty motor brushes & commutator.	Check motor commutator & brushes.	Clean motor commutator & brushes. If needed replace brushes.	
		The drive motor has malfunctioned.	Disconnect motor wires from motor controller. Apply 9vdc to 12vdc with battery, drill battery for external power supply. If motor moves then proceed to replace motor controller. If not, then replace defective motor	Replace motor if external voltage is applied to motor after commutator & brushes were inspected or replaced and still no movement.	
	The motor controller has malfunctioned.	If all the above has been confirmed connected and working, then replace the motor controller	Replace the motor controller.		
E5	Main power supply voltage too low	Not a good wall outlet with proper voltage and grounding.	Check line voltage at 120vac with proper grounding per NEC code. Then confirm it is dedicated 15 amp (20 amp Commercial Application) per treadmill.	Use only one treadmill per Dedicated 120v/15 amp outlet/breaker (120/20 amp commercial application). Call electrician if needed for correct wiring to be installed.	
		Too many treadmills or other electrical products units using same breaker.	Check line voltage at 120vac with proper grounding per NEC code. Then confirm it is dedicated 15 amp (20 amp Commercial Application) per treadmill.	Use only one treadmill per Dedicated 120v/15 amp outlet/breaker (120v/20 amp commercial application).	
		Bad wiring harness, wire connections, bad in-line filter, bad motor controller.	Inspect all wiring harness, wire connections for color and full tight connections. Then check in-line filter for input voltage to output voltage & heat of metal frame.	If loose connections, take pliers and squeeze the connector with little pressure to close the gap then reconnect wire harness. If connectors or wires are discolored or burnt, then replace wires & connectors. If in-line filter is defective, then proceed to replace with new. If all above is correct and unit is new, then proceed to replace the motor controller.	
E6	Main power supply voltage too high	The input voltage from the wall outlet is unstable.	Please check the stability of power supply in this area.	If confirmed that wall outlet power is correct with a dedicated 120v/15a and it is new equipment, proceed to replace the motor controller.	
E7	Main power supply is abnormal	The motor controller has malfunctioned.	Turn power off to treadmill at power switch for 2 mins. Then turn power switch back on.	If turn power switch back on and can not troubleshoot, proceed to replace motor controller.	
E8	MCU abnormal	The motor controller has malfunctioned.	Turn power off to treadmill at power switch for 2 mins. Then turn power switch back on.	If turn the power back on and still can't clear the error code, then proceed to replace motor controller.	
E9	FET drive abnormal	The motor controller has malfunctioned.	Turn power off to treadmill at power switch for 2 mins. Then turn power switch back on.	If turn the power back on and still can't clear the error code, then proceed to replace motor controller.	
E10	Incline error	The lift motor is blocked, or the wire connection is not good.	It requires re-calibration. If the calibration is normal, but the error code still persistent, please refer to the E11 processing method.	Please start calibration procedure to clear the code. If not cleared, then proceed to E11	
		Motor controller has malfunctioned.	It requires re-calibration. If the calibration is normal, but the error code still persistent, please refer to the E11 processing method.	Please start calibration procedure to clear the code. If not cleared, then proceed to E11	
E11	Incline calibration error	The lift motor is not functioning and the machine is stuck in elevation. Wire harness not connected.	First, check if the wire connection to the incline motor is good or not.	Confirm the elevation motor connectors on correctly wired and secure to motor controller.	
		The lift motor is defective and the machine is stuck in elevation. Faulty incline motor.	If the motor rotates normally and the error code is still persistent, then replace the incline motor.	Replace the incline motor.	
		The lift motor is not functioning and the machine is stuck in elevation. Faulty motor controller.	After incline motor replacement, the problem is still there, then replace the motor controller.	Replace the motor controller.	
E21	Controller EEPROM error	EEPROM is defective or physically damaged	Motor controller is not working.	Replace the motor controller.	

<b>Error Codes</b>		<i>EXP-Series Treadmills T400 (T402) &amp; T800 (T802) DC Motors</i>		<b>BODYCRAFT</b>	
<b>Error Code</b>	<b>Description</b>	<b>Possible Root Cause</b>	<b>Inspection/Testing Procedure</b>	<b>Suggested Fix</b>	
E22 / E23	No communication between breakout board and motor controller	Bad cable connection.	Check cable connection and replace the cable if necessary to double check.	Replace the cable to double check. If same error code, then replace the breakout board.	
		The breakout board is defective or physical damaged	Replace breakout board then check to confirm repaired error code and functioning.	Replace breakout board. If same error code, then replace the motor controller.	
		The motor controller is defective or physically damaged.	Replace motor controller then check to confirm repaired error code and functioning.	Replace the motor controller.	
E88	Console EEPROM malfunction	Console display has malfunctioned.	The error code appears after turning power switch back on, then disappears in 5 seconds. The user setting can't be saved.	Replace console.	
<p><b>Note on No Error Code:</b> There will be malfunctions that do not produce an Error Code. Refer to Troubleshooting Foundations 101 document for basic procedures. After reviewing, document all inspection &amp; testing process taken with Model # and Serial # of unit when at customers location, then contract BODYCRAFT Customer Support (800) 990-5556 for further actions to be taken.</p>					
<p><b>Note on preventive maintenance:</b> <b>JUST LIKE CHANGING THE OIL IN YOUR CAR, PREVENTIVE MAINTENANCE (PM) IS REQUIRED AND RESPONSIBILITY OF OWNER TO PERFORM.</b> A treadmill in home application needs PM once a year and commercial application every 6 months under normal use. Extensive use or dirty environments clean quarterly. This includes cleaning under treadmill, rollers area, motor area including drive motor, electronics, cooling fan and all touch areas. Clean with vacuum cleaner and surfaces only with mild soap/water and soft cloth. Proceed to clean under belt/deck area with dry soft cloth then lube with 100% pure silicone (Dow Chemical XIAMETER™ PMX-200 Silicone Fluid), 30ml (about 1oz) under center area under running belt. See Owners Manual and PM Checklist for further details.</p>					
<p><b>Note on panel breakers and wall outlets:</b> Treadmills in home application needs a 120 volt / 15 amp dedicated Non-GFCI outlet (per treadmill). In a commercial application, the T800 DC Drive treadmill needs a 120 volt / 20 amp dedicated Non-GFCI outlet (per treadmill). New Arc Fault breaker(s) (AFCI) or wall outlet(s) vary per manufacture and could possibly need additional surge protector at EMI / RFI Filtering 40-80 dB to not trip the same frequency of a treadmill motor. Recommend for Arc Fault breakers (AFCI) due to new 2017 NEC code: Isobar 2-Outlet Surge Protector # ISOBAR 2-6</p>					
<p>Typical AFCI Circuit Breaker Installation</p>				<p>Eaton Engineering Director Andy Foerster said arc fault detection is challenging, in part because so many common household devices — such as vacuum cleaners and power tools that use motors with brushes — create arcing. In information provided to ARRL Eaton engineer Lanson Relyea said that because AFCIs rely on HF emission detection to verify arcing, “any signal that conducts or radiates a signal within the detection band of the AFCI can cause interference and cause the device to trip without the presence of a true arcing condition.”</p>	<p>Tripp Lite Isobar 2 Outlet Surge Protector Power Strip</p>
<b>UPDATE SOFTWARE!!</b>		What is the first step when troubleshooting ANY failure?		<b>UPDATE SOFTWARE!!</b>	
<p>Need help from our Customer Support Team? Call us at (800) 990-5556. We're available Monday through Friday, 10:00 AM – 5:00 PM Eastern Time. Or email us anytime: support@bodycraft.com</p>					
		<p>Additional service videos, parts orders, software update files, and contact information scan this QR code. Or go to: <a href="https://www.bodycraft.com/customer-support.html">https://www.bodycraft.com/customer-support.html</a></p>			

Version 1.6

## PRODUCT WARRANTY

### VALID FOR USA AND CANADA ONLY

(Please consult with your local distributor for warranty info specific to your region).

BODYCRAFT warrants its products to be free of defects in materials and workmanship for the time stated below to the original purchaser.

**Register your product within 30 days of purchase at [www.bodycraft.com](http://www.bodycraft.com) or call 800-990-5556**

**This warranty is valid only in accordance with the following conditions:**

The warranty begins on the original purchase date at retail and ends when the original owner disposes of it, either through sale, gift, or otherwise. This warranty is not transferable and is only valid to the original purchaser.

This warranty is available only for purchases made within and the original purchaser currently residing in the USA and Canada. Please consult with your local distributor for warranty information specific to your region. The product must have been registered within 30 days of the original purchase date or supply proof of purchase to validate warranty (original sales invoice).

This warranty does not extend to any losses or damages due to accident, misuse, abuse, neglect, negligence, unauthorized modification or alteration, use beyond rated capacity, unsuitable power sources or environmental conditions, water, tampering, cosmetic damages, or improper installation, handling, repair, maintenance, or application, or lack of proper maintenance.

If the item exhibits such a defect, BODYCRAFT will, at its option, repair or replace it without cost for parts. Shipping and handling charges may apply. (BODYCRAFT may require return of the part(s) or photographic evidence of the damaged part(s) prior to replacement.) Serial number is required.

Parts repaired or replaced will be warranted for the remainder of the original warranty period only.

**Residential Warranty (T1000AC/T800DC/T400DC):**

**Frame: Lifetime, Parts: 10 years, Console: 3 years, Labor: 2 years  
Headphone Jack, HDMI, CSAFE, ETHERNET & USB Port: 90 days and Labor: None**

**Commercial Warranty (T1000AC & T800DC) :**

**Frame: 10 years, Parts: 5 years, Console: 3 years, and Labor: 1 year.  
Headphone Jack, HDMI, CSAFE, ETHERNET & USB Port: 90 days and Labor: None**

**This warranty excludes the following:**

1. The warranty does not cover normal maintenance or labor charges unless labor terms are listed above.
2. Normal cosmetic wear on parts such as paint, seat coverings, foot rails, labels and logos.
3. Consumables such as batteries and heart rate belts that do not have a replaceable battery.
4. Eprom/Software version upgrades unless determined as necessary.
5. Any accessories not included in the original packaging.

\* This warranty is in lieu of all warranties, expressed or implied, and/or all other obligations or liabilities on our part, and we neither assume nor authorize any person to assume for us any other obligation or liability in connection with the sale of your BODYCRAFT product. Under no circumstances shall we be liable by virtue of this warranty or otherwise for damage to any person or property whatsoever for any special, indirect, incidental, secondary or consequential damage of any nature whatsoever arising out of the use or inability to use the BODYCRAFT product.

**Register your product's warranty at [www.bodycraft.com/product-registration.html](http://www.bodycraft.com/product-registration.html)**

# WARRANTY REGISTRATION

Thank you for purchasing a BODYCRAFT product. To validate the product warranty the fast and easy way, please go on-line now to <https://www.bodycraft.com/product-registration.html> and register your product. The information you provide will never be distributed to any other individuals or agencies for any purpose. If you prefer to mail your warranty card, have the owner of the product complete the information below and return it to BODYCRAFT within 30 days from the date of equipment installation.

*Please Note: Failure to register this product will result in no servicing or authorization of parts to be shipped.*

To mail your warranty information, please fill in the information below and mail to: Service Dept., BODYCRAFT, 7699 Green Meadows Dr., Lewis Center, Ohio 43035 (or save postage and register online at <https://www.bodycraft.com/product-registration.html>)

## Warranty Registration

PLEASE PROVIDE BOTH SERIAL NUMBERS BELOW.  
REQUIRED FOR WARRANTY REGISTRATION:

BASE UNIT SERIAL NUMBER:

CONSOLE SERIAL NUMBER:

Model Type: \_\_\_\_\_

Date of Purchase \_\_\_\_\_

Your Company Name \_\_\_\_\_

Contact First Name \_\_\_\_\_

Contact Last Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Email Address \_\_\_\_\_ Website \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

1. Where did you first learn about BODYCRAFT?

- a. Dealer
- b. Website
- c. Advertisement
- d. Referral
- e. Current Customer
- f. Other \_\_\_\_\_

2. Why did you purchase a BODYCRAFT product?

- a. Design/Appearance
- b. Dealer Suggestion
- c. Price/Value
- d. Quality Construction
- e. Performance
- f. BODYCRAFT Reputation
- g. Other: \_\_\_\_\_

3. Please indicate your type of facility:

- a. Apartment/Condo
- b. Corporate Fitness Center
- c. Municipality
- d. Health Club/Gym/Spa
- e. Hotel/Resort
- f. Military Base
- g. Student Rec Center
- h. Home

4. What other types of equipment does your company or home currently own?

- a. Treadmill Brand \_\_\_\_\_
- b. Elliptical Brand \_\_\_\_\_
- c. Bike/Indoor Cycle Brand \_\_\_\_\_
- d. Free Weights/Gym Brand \_\_\_\_\_

5. How many people use your facility on a daily basis?

- a. <25
- b. 25-75
- c. 76-150
- d. 150+

6. Do you plan to purchase more fitness equipment in the next 6-12 months?

- Yes  No

7. If you answered "yes" to question 6, what type do you plan to purchase?

- a. Treadmill
- b. Elliptical
- c. Bike/Indoor Cycle
- d. Free Weights
- e. Gym
- f. Other \_\_\_\_\_

8. Would you recommend BODYCRAFT to other club or home owners?

- Yes  No

9. You are a valued BODYCRAFT customer and your suggestions allow us to continually improve your experience. Is there anything else you would like us to know? Please explain:



800.990.5556  
SERVICE@BODYCRAFT.COM  
WWW.BODYCRAFT.COM



BODYCRAFT  
7699 GREEN MEADOWS DR.  
LEWIS CENTER, OHIO 43035