

TRM 800.v2 Motor Controller Software Update

Applies to

TRM 800.v2 Treadmills

Issue/Symptoms

The lift motor on a new Experience Series (TRM800.v2) treadmill stops operating accompanied by an Error Code 40 message "No Lift Motor Detected." Under certain lift motor operating conditions, the motor controller falsely identifies the lift motor as not moving, resulting in an Error Code 40 message. This is a software issue, not an issue with the lift motor.

Resolution

Install the motor controller software update.

Tools Required

- #3 Phillips screw driver
- 5/16" socket for 1/4" drive
- 1/4" drive ratchet with minimum 6" extension
- Laptop PC

Parts required

Parts required to complete this service bulletin:

QTY	Part Number	Description
1	PPP00000051113101	KIT, PROGRAMMER & CABLES,SW UPGRADE, ADT-IFT,TRMV2



Note: Kit 51113-101 (PPP00000051113101) is reusable for multiple MC device software update installations. Do not discard kit parts. Include them as part of your toolkit for future MC software updates.

Procedure

This service bulletin installs Kit 51113-101 (PPP00000051113101) which contains the parts, hardware, and instructions to complete the motor controller software update installation.

The motor controller software update requires a laptop PC with internet access. To complete the procedure, the software update files need to be saved on your laptop. We recommend you download the files prior to visiting the facility.



Note: All warranty claims related to this issue are to be processed through standard processes. Precor Customer Service will dispatch accordingly.