

Treadmill Leveling Feet Noise Fix

Applies to:

Models: TRM. 600/700/800 treadmills

Serial Codes: A633; AC75; AC76; AD56; ADJG; AGNB; AJXH; ANGL; ATZX; AXLA; AXMX; AZCA; AZDX

Issue/Symptoms

During treadmill lift (raising/lowering) operation, a knocking or popping noise emanating from the leveling feet can occur. The noise is caused by friction in the leveling foot pad ball socket as the treadmill raises or lowers.

Resolution

Apply a thin coat of grease to the leveling foot pad ball socket.

Tools/Parts required

- Scissor jack (3"-12" height)
- Two 8"-12" jack stands (or support blocks)
- Bubble level
- Grease: NLGI class 2 PTFE(Teflon)-containing synthetic grease (Super Lube brake grease or equivalent)
- 3/4" wrenches (2x)

Warranty Labor Payment (US and Canada Only)

For US and Canada the standard labor payment rates do not apply. Please contact Precor for an adjusted flat or hourly rate authorization dependent on number of units serviced.

Procedure

Review entire procedure before starting.

Adding grease to the foot shaft ball socket joint



Tip: It is recommended that two technicians are utilized for facilities with multiple machine repairs.

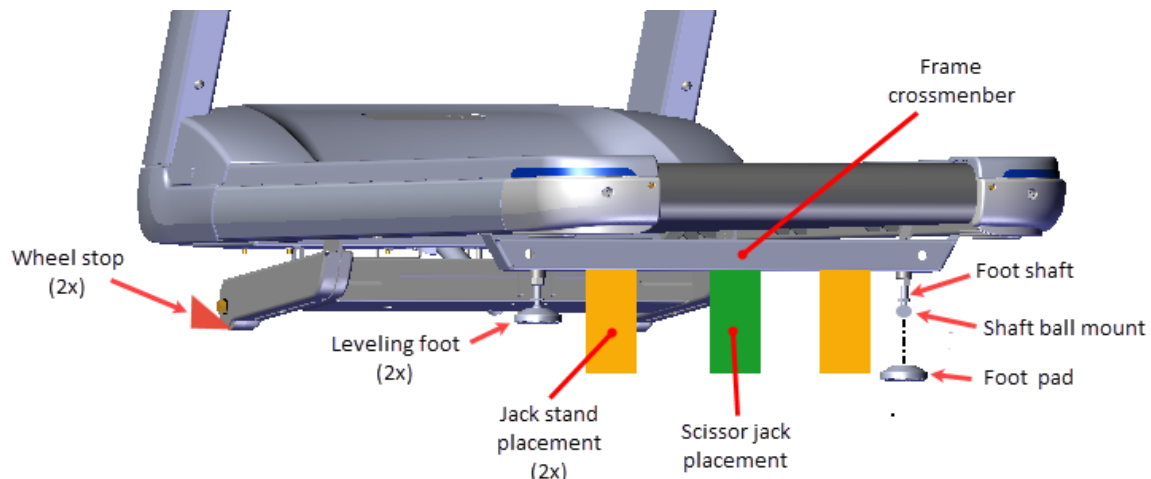



Figure 1

- 1 Switch the power OFF and unplug the power cord.
- 2 Place wheel stops in front of the treadmill front wheels to prevent forward movement (fig. 1).
- 3 Place a scissor jack underneath the center of the rear frame crossmember (fig. 1). Then raise the rear of the treadmill enough to allow removal of the plastic foot pad (approx. 4"-6" above the bottom of the foot pad).

- 4 Insert two jack stands (or support blocks approx. 8"-10" tall) underneath the left and right side of the rear frame crossmember next to the left and right leveling feet (fig. 1). Then carefully lower and set the frame crossmember onto the jack stands (or support blocks). Lightly push the frame back and forth to make sure that the frame is securely setting on the jack stands (or support blocks).



Warning: Make sure the treadmill is secure and setting stable on the jack stands (or support blocks) before continuing this procedure. Personal injury could occur if the treadmill slips off the support blocks.

- 5 Apply grease to the left and right plastic foot pad ball socket:
 - a Grasp and rotate the plastic foot pad while pulling downward to unsnap and remove from the shaft ball mount (fig. 1). It is not necessary to remove the leveling foot shaft.
 - b Apply a thin coat of Mobil 1, NLGI 2 Teflon Synthetic Grease to the inside of the plastic foot pad ball socket
-  **Important:** Only apply a thin coat of grease to the foot pad ball socket. An excess amount of grease will not allow the foot shaft ball mount to properly seat into the plastic pad ball socket.
- c Reinstall the plastic foot pad onto the shaft ball mount. Push upward and slightly wiggle the plastic pad until it snaps onto the foot shaft ball mount. If you cannot snap the plastic foot pad onto the shaft ball using this method, then refer to the alternative installation procedure below.
- 6 Break-in the newly greased foot shaft ball socket joint by rotating the plastic foot pad around the shaft ball mount.
- 7 Use scissor jack to raise the frame and remove the jack stands (or support blocks). Lower the treadmill onto the floor and remove the scissor jack.
- 8 Place a bubble level onto the running belt/deck and make sure the treadmill is setting level and stable, adjust leveling feet if needed.
- 9 Start a manual workout and operate the incline level through the full range of motion and verify that the popping/knocking noise has ceased.
 - a If the knocking/popping noise has ceased, verify machine operation and return to service.
 - b If the knocking/popping noise persists, continue troubleshooting the cause. If the noise emanates from the front, troubleshoot the lift system as a possible cause.

Alternative plastic foot pad installation procedure

This method uses the weight of the treadmill to snap the foot shaft ball mount into the plastic foot pad socket. This procedure assumes the foot pads are removed and grease has been applied to the inside of the plastic foot pad socket.

1. Place the left and/or right plastic foot pad(s) directly underneath the foot shaft ball mount.
2. Use the scissor jack to raise the frame and remove the left and right jack stands (or support blocks).
3. Then slowly lower and rest the treadmill onto the plastic foot pads. Make sure the plastic foot pad ball socket is aligned to the center of the shaft ball mount.
4. If the foot pad did not snap into the shaft ball mount, then step onto the treadmill deck and lightly jump to snap the shaft ball mount into the plastic foot pad ball socket.
5. Use the scissor jack to raise the leveling feet off the ground.
6. Break-in the newly greased foot pad ball joint by rotating the plastic foot pad around the shaft ball mount.
7. Lower the treadmill onto the floor and remove the scissor jack.
8. Place a bubble level onto the running belt/deck and make sure the treadmill is setting level and stable, adjust leveling feet if needed.
9. Start a manual workout and operate the incline level through the full range of motion and verify that the popping/knocking noise has ceased.
 - a. If the knocking/popping noise has ceased, verify machine operation and return to service.
 - b. If the knocking/popping noise persists, continue troubleshooting the cause. If the noise emanates from the front, troubleshoot the lift system as a possible cause.