



Trouble Shooting Guide for Common Maintenance issues

Help us
Help you



**COMMUNICATION IS
KEY
TO EFFICIENCY.**



**A RESPONSE TO EMAILS IS
EXPECTED WITHIN A 3 HOUR
PERIOD.**



**DETAILS ARE VITAL TO EXPEDITED
SERVICE.**



**DETAILS INCLUDING SERIAL &
MODEL NUMBERS, AND PICTURES
WILL EXPEDITE REPAIRS**



Common maintenance items



Prior to entering a WO for service, Is this something that can be repaired by the team??

Common items that are the responsibility of Management:

- Changing low hanging light bulb changes and emergency lights
- Battery changes to objects such as: thermostats, security panels, urinals, and sink faucets
- Tightening bolts, screws, nuts on machines
- Changing burnt out tanning bulbs (complete bulb changes will be completed by maintenance)
- General maintenance to hydro beds- updating software weekly by rebooting the hydro bed
- Hydro bed minor mechanical issues
- Changing equipment padding
- Touch up painting
- Replacing shower heads/shower rods/shower curtains

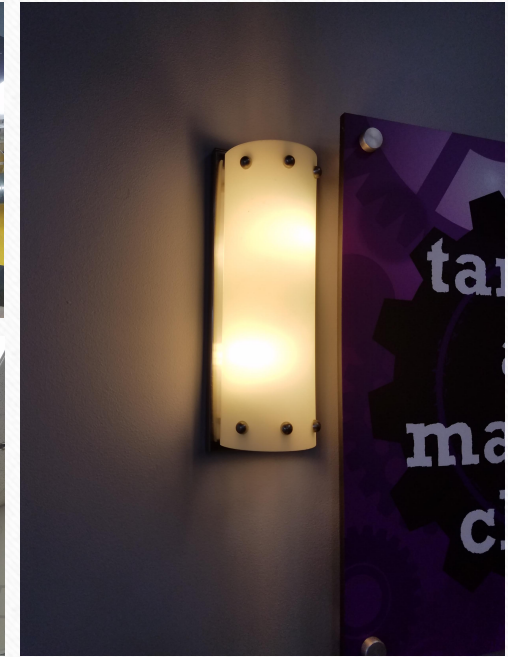
Ladder Safety

- DO NOT climb above 4 Feet
- Always have a “helper” hold the ladder in place
- Position the ladder on a level surface and lock the spreaders in place
- Never climb on the top 2 steps
- Maintain 3-point contact with the ladder while climbing (Such as 1 hand and 2 feet)
- Always face the ladder treads while using the ladder
- Never carry anything heavy, bulky, or other objects while climbing the ladder



Changing bulbs

Low hanging light fixtures such as sconces, recessed lighting, and display lighting can be easily changed with a small ladder.



TV FIXES

Daily TV Checks are the key to avoid any issues

Make sure:

- *Your equipment (TV and cable) is properly connected.*
- *The coaxial cable is connected to the outlet wall. Make sure it is tightened*
- *Your TV is on the correct source or input (i.e. Video 1, HDMI).*
- *Be sure your TV or additional equipment is set to the same channel (3 or 4).*



DIRECTV



DIRECTV

DIRECT TV FIX

There are times channels on the Direct TV box change due to contract renewals with the TV provider and the TV Show (ESPN sometimes swapped with YES)

Refer to the channel guide to make sure you have the correct TV channel to adjust any channel if needed. <https://www.directv.com/guide>

Many times the Receivers need to be refreshed if channels are not showing up:

1. Unplug the receiver for 15 seconds then plug back in.



Cinema Projector

The Projector bulb usually lasts about 6-12 months depending on the clubs that are 24 hours or not.

Warning will appear
Place order on Supply Drive
Notify Lushon/Ed
Change Bulb with gloves

Click on Video To watch how to replace
<https://www.youtube.com/watch?v=zV9766yi1Jo>

Hydromassage General Maintenance

NOTE: Try this before calling Hydro Massage Tech Support, these steps will resolve most minor issues. If not, please call Hydromassage at **800-699-1008**

Restart the Electronics

Rebooting the touchscreen and mainboard controller every week is easy and it ensures that the various software components are always perfectly synced.

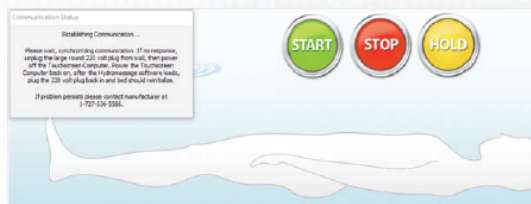
With the HydroMassage Lounge at a completed cycle stop (not running a massage) unplug the 220v power cord.



Hold the power button on the back of the touchscreen just until the screen blanks and then release the button.

With a brief tap of the power button, reboot the touchscreen.

Watch for the dialog box to pop up titled Establishing Communication. While the dialog box is showing, plug in the 220v power cord.



1. Shut down / turn off the Touchscreen monitor by pressing the blue power button
2. Unplug the Hydro Massage 220V electrical cord from wall outlet
3. Re-boot the Touchscreen by pressing the blue power button again, and wait for the Hydro Massage software to automatically load on the Touchscreen monitor
4. Once you see the Hydro Massage software reboot on the Touchscreen, plug the Hydro Massage 220V electrical cord back into wall outlet (only after you see a “Communication Error” box on the screen)
5. Wait approx. 45 seconds for the system to initialize If your Hydro Massage bed does not have a Touchscreen control, simply unplug the 220V electrical cord from the wall outlet, wait approx. 60 seconds, and plug the cord back in to re-initialize the system.

Hydromassage Weekly Maintenance

Bed Maintenance Schedule



REBOOT

1. **Shut down/turn off** the touchscreen monitor by holding the power button.
2. **Unplug** main power from the outlet.
3. **Reboot** the touchscreen by briefly pressing the power button again, and wait for the HydroMassage software to automatically load on the touchscreen monitor.
4. **Plug** the main power cord back into outlet *only after* the HydroMassage software loads on the touchscreen, and only after you see an “Establishing Communication” box pop-up.
5. **Wait** approximately 45 seconds to finish initializing. Then run the bed normally.

WIPE DOWN

- **Clean** cover sheet with antibacterial wipe or spray. If necessary, you can machine wash the cover sheet on gentle but **do not machine dry**. Never attempt to machine wash the comfort pad.

WEEKLY

Hydromassage Quarterly Maintenance

WATER

- Add two tsp of Defoamacide (Shake Well) with three gallons of distilled water using the filler tube attached to the bed. **IMPORTANT:** Only use HydroMassage Defoamacide. (The filler tube, Defoamacide, and hex key wrench for the touchscreen are supplied in a parts bag attached to frame on the foot of the bed.)



TOUCHSCREEN

- Check the touchscreen pivot screw. Tighten with 5/32 hex key wrench if loose. Do not over tighten to the point where the motion of the touchscreen is restricted. Grease the touchscreen post.



AIR FILTER

- Vacuum dust from cooling system intake; either the filter at the head end of the bed (if equipped with a radiator), or the fins on the External Temperature Control Unit.

EVERY 3 MONTHS

Sauna Troubleshooting

TROUBLESHOOTING GUIDE

ISSUE	SOLUTION
An electrical component is not working after assembling	Check all connections - A newly assembled unit with a non-functioning electrical component (control panel, heater panels, lights, speakers) will most likely have a missed or loose connection.
Sauna has no power	There could be a tripped breaker due to a power surge or not being plugged into a dedicated outlet. Flip the breaker switch (a black reset button located to the left of the power box on the roof.) If there is still no power, check the power cord connections on the roof and make sure they are secure. Also verify the outlet power.
Slow warmup time	Ensure each wall panel is heating and that you have the CORRECT electrical specs on a DEDICATED CIRCUIT

For other troubleshooting questions, please contact customer care at 913.754.0831 x7.

The logo for MATRIX, featuring the word in a bold, black, sans-serif font. The letter 'A' is stylized with a red dot above it.

Common Fixes on Cardio Equipment

MANAGER MODE

- 1) To enter Manager Mode, press "ENTER 1001 ENTER" on the number keypad and **Manager Mode** will appear on the display.
- 2) Manager Mode is divided into 6 tabs, located on the left side of the screen. They are About, Time, Speed, Defaults, TV, and Language. 3) Choose a tab by touching the screen over the desired tab.
- 4) Each of the tabs have options that will appear once you have chosen that particular tab.
- 5) Press the **"HOME"** button or the **EMERGENCY STOP** to exit Manager Mode..

About:

Time: Max time adjust/ default time/ pause time

Speed: Max speed adjust/ start speed

TV: Default channel, default volume/ setup (autoscan)

Manual:

http://productload.johnsonfit.com/inc/uploaded_media/6c08bb7e034f9c5b9415564751e66c87/service_guide/0e01fdaa7f781135cf611c393db67d32.pdf

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Common Fixes on Cardio Equipment

Engineering Mode

- 1) To enter Engineering Mode, press "ENTER 2001 ENTER" on the number keypad and **Engineering Mode** will appear on the display.
- 2) Engineering Mode is divided into 5 tabs, located on the left side of the screen. They are Calibration, Statistics, Errors, Clubs, and Club ID. 3) Choose a tab by touching the screen over the desired tab.
- 4) Each of the tabs have options that will appear once you have chosen that particular tab.
- 5) Press the **"HOME"** button or the **EMERGENCY STOP** to exit Engineering Mode..

Calibration/ Stats/ Errors

Manual:

http://productload.johnsonfit.com/inc/uploaded_media/6c08bb7e034f9c5b9415564751e66c87/service_guide/0e01fdaa7f781135cf611c393db67d32.pdf

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Common Fixes on Cardio Equipment

Service Mode

- 1) To enter Service Mode, press "ENTER 3001 ENTER" on the number keypad and **Service Mode** will appear on the display.
- 2) Service Mode is divided into 4 tabs, located on the left side of the screen. They are Setup, Test, Log, and Date & Time.
- 3) Choose a tab by touching the screen over the desired tab.
- 4) Each of the tabs have options that will appear once you have chosen that particular tab.
- 5) Press the **"HOME" button or the EMERGENCY STOP** to exit Service Mode..

Setup: Type of machine/ serial Number/

Test: Keypad fix/ Touch screen Calibration

Manual:

http://productload.johnsonfit.com/inc/uploaded_media/6c08bb7e034f9c5b9415564751e66c87/service_guide/0e01fdaa7f781135cf611c393db67d32.pdf

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Troubleshooting

1. MY DEVICE DOES NOT POWER UP.

- Check that the Treadmill has power and is turned on.
- Make sure the RJ45 connector is plugged into the entertainment unit and the ENTERTAINMENT port on the back of the console.
- Some third party entertainment systems require headphones to be plugged in for it to power up.

2. I CAN NOT CHANGE CHANNELS OR VOLUME WITH THE CONSOLE ON THE T5.

- A. Check with the entertainment unit's manufacture to be sure the user have a CSAFE compatible device.



Common Fixes on Cardio Equipment

Weekly Maintenance

1. Unplug the power cord. Inspect and properly tighten all external parts of the treadmill.
2. Apply a mild multi-purpose cleaner to a 100% cotton cloth and remove any dust and grime from the handrails, uprights, foot rails, frame, and motor hood.

In addition, wipe the walking platform along the sides of the walk-ing belt. Do not wipe under the walking belt. Apply a small amount of mild multi-purpose cleaner to a 100% cotton cloth and wipe the console and the screens. Do not spray cleaner directly onto the treadmill or use ammonia or acid-based cleaners.



Troubleshooting

1. SYMPTOM: THE POWER DOES NOT TURN ON

- a. Make sure that the power cord is plugged into a properly grounded outlet.
- b. Make sure that the key is inserted into the console.
- c. Check the on/off circuit breaker located on the treadmill near the power cord. Make sure that the on/off circuit breaker is switched to the on position

2. SYMPTOM: THE POWER TURNS OFF DURING USE

- a. Check the on/off circuit breaker located on the treadmill near the power cord. (See drawing 1. c. above.) Make sure that the on/off circuit breaker is switched to the "on" position.
- b. Make sure that the power cord is plugged in.
- c. Remove the key from the console. Reinsert the key into the console.
- d. Check the walking belt and the walking platform for excessive wear. Replace the walking belt or the walking platform if necessary.
- e. CONTACT CUSTOMER CARE .



Troubleshooting

3. SYMPTOM: THE INCLINE SYSTEM DOES NOT FUNCTION PROPERLY OR THE INCLINE SYSTEM DOES NOT APPEAR TO BE AT THE INCLINE LEVEL SHOWN IN THE MAIN DISPLAY

a. The incline system may need to be calibrated. To initiate the calibration routine, turn the power switch off, wait 5 seconds and then turn the power switch back on. During the calibration routine, the treadmill will automatically travel to the lowest incline level and then return to level.