



Technical Newsletter

02
15

By: Technogym After Sales Service

No. 126 – July 2015

Summary

AFTER SALES NEWS

- After Sales E-Learning

UNITY

- Flickering images using Netflix

ARTIS Line

- Loss of resistance on RENEW models with error "E8"
- New brake card model

RUN ARTIS

- Anti-slip solutions

Excite Line

- New brake card model

Top Excite

- Loosening of the exercise lever adjustment knob

Selection Line

- LEG PRESS: Mobile seat wheel noise

Element+ Line

- LEG PRESS: Mobile seat wheel noise

Purestrength Line

- LEG PRESS: change to the foot plate leverage system

Group Cycle

- Group Cycle: New VP pedals

MyRun Technogym

- Machine noise due to belt sliding
- Display pole assembly problems
- Installation of "Terminal" SW on a PC with Windows 8

Cross Personal

- Rear transmission squeaking

Introduction



Reading the Newsletters is easier!

To make it easier for you to read the Newsletters by immediately seeing the type of news they contain, new icons have been placed alongside the title.

The table below gives a key to the icons used.

A red target with a white bullseye and a red arrow hitting the center.	A yellow triangular warning sign with a black exclamation mark, surrounded by various tools like a wrench and a screwdriver.	A collection of technical tools including a wrench, a screwdriver, a ruler, and a pencil.
<u>Solution to a Problem</u> The news item contains information on the solution of known problems.	<u>Important Change</u> The change may have an impact on the safety of users or on possible damage to the equipment.	<u>Technical Change</u> The change may involve improvement, developments, or just changes to the appearance of the product.
A green lowercase letter 'i' inside a white circle, with horizontal lines below it.	A red Swiss Army knife with various tools extended.	A blue floppy disk icon with a white circle in the center, set against a yellow diamond background with radiating lines.
<u>Useful Information</u> The news item contains specific or more detailed product information.	<u>Useful Tools</u> The news item contains information regarding useful tools, equipment or products.	<u>SW Releases</u> The news item contains information regarding new versions of SW.

Summary

- After Sales E-Learning



After Sales E-Learning

To make it easier to participate in the e-learning courses and make the various videos more involving and more interesting (especially in cases when streaming is very slow, due to network problems), a couple of changes have been made, as described below:

- a) The latest courses that were released, such as "UNITY TRAINING", were made in DVD format, which can be downloaded and then watched off-line, before taking the final test.
- b) For all the previously released courses, it is no longer necessary to watch them in streaming and pass the last test before being able to download the file, as also in these cases the video can be downloaded and watched off line.

We hope that this can be useful and make it easier to keep yourself updated and study our new products.

Summary

- Flickering images using Netflix



Flickering images using Netflix

We have discovered a compatibility problem between UNITY and the Netflix platform. The result is a "flickering" image with greenish colours.

Unfortunately at the moment in order to solve this problem and use Netflix, it is necessary to reduce the playback quality from HIGH to MEDIUM, directly in your Netflix account settings.

This problem will be solved with the new UNITY HW, which will be released in the next few months.

Summary

- Loss of resistance on RENEW models with error "E8"
- New brake card model



Loss of resistance on RENEW models with error "E8"

If there is a loss of resistance on RENEW models that generates the error "E8 overvoltage" or "E6 overtemperature" on Synchro, the problem may involve the resistance connected to the brake card, which dissipates the extra power that is generated.

We recommend replacing this resistance even if, when measuring the resistance with a multimeter, the value is correct (27 Ohm).



New brake card model

A new brake card model has been released for the passive machines in the line. They are also produced by Laser but have an evolved hardware and SW.

The new cards, which have kernel version **312** in comparison to the current 310-311, can be fully interchanged with those used up until now, but require a specific firmware version that is indicated in the summary document "**ARTIS & Excite smart table**" and can be downloaded in "**Eq. SW Loader**" (for Excite LED and WTV) or in **PC SYNCH** (for ARTIS and EXCITE with VISIOWEB and UNITY)

Summary

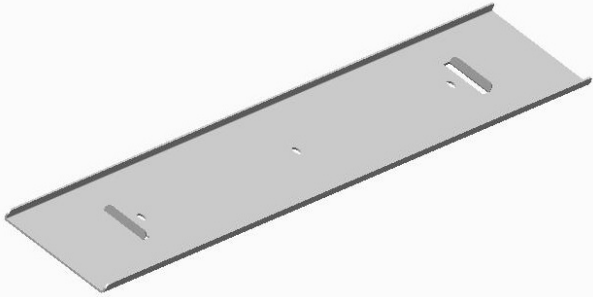
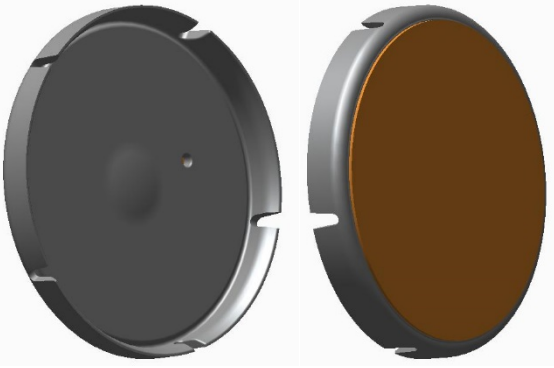
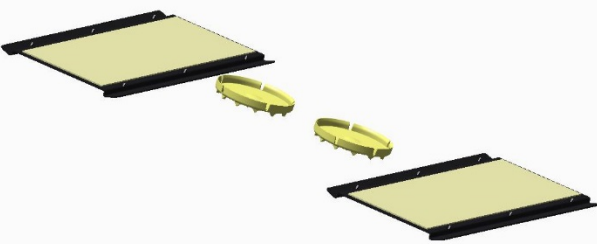
- Anti-slip solutions



Anti-slip solutions

In the previous newsletter (TN 2015/01), we communicated the code of the new plate **A0000799** to be placed below the rear feet of the machine, so it does not move when training, when used on parquet.

For complete information, the summary table below contains all the solutions that can be used to avoid this problem.

PARQUET FLOORS		
A0000799		To be placed below the rear feet.
Or		
T0000994AA		To be placed below the rear feet.
CARPET FLOORS		
A0000783		The 2 plates must be placed below the front wheels. The caps are to be placed below the rear feet.

Summary

- New brake card model



New brake card model

A new brake card model has been released for the passive machines in the line. They are also produced by Laser but have an evolved hardware and SW.

The new cards, which have kernel version **312** in comparison to the current 310-311, can be fully interchanged with those used up until now, but require a specific firmware version that is indicated in the summary document "**ARTIS & Excite smart table**" and can be downloaded in "**Eq. SW Loader**" (for Excite LED and WTV) or in **PC SYNCH** (for ARTIS and EXCITE with VISIOWEB and UNITY)

Summary

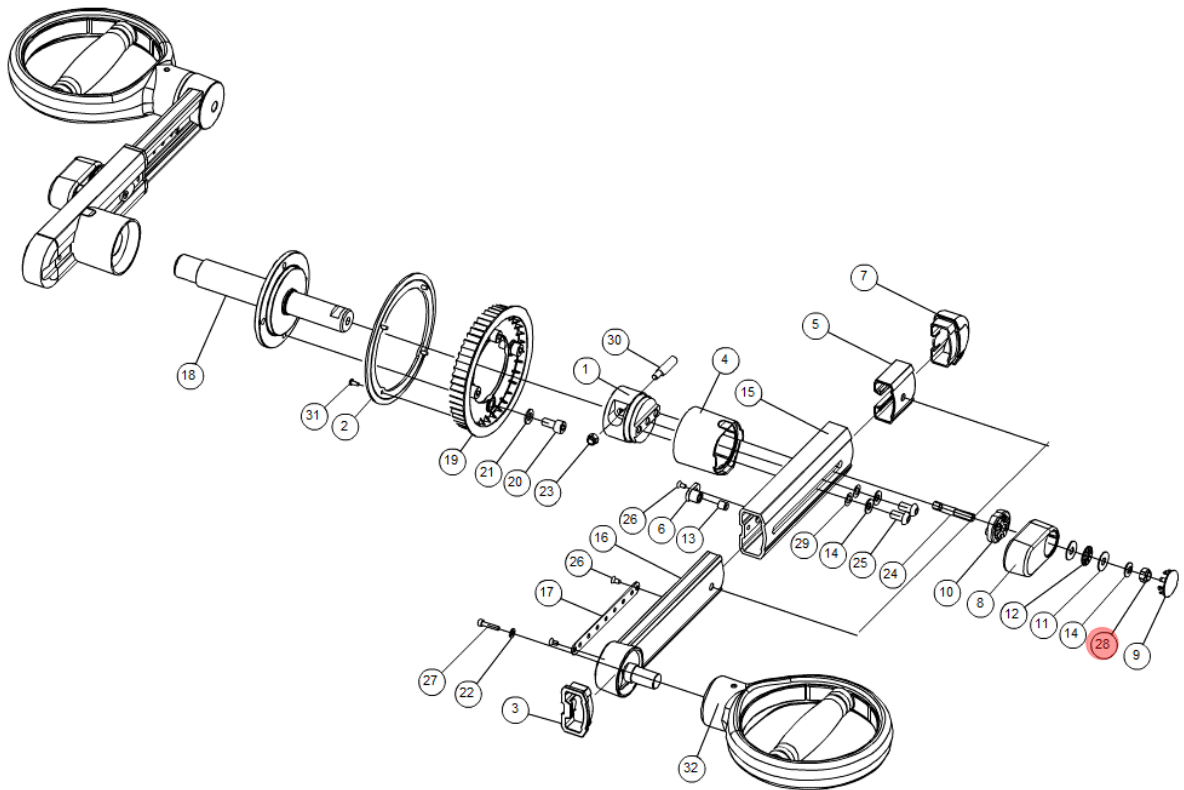
- Loosening of the exercise lever adjustment knob



Loosening of the exercise lever adjustment knob

If the knob for blocking the exercise lever loosens it will no longer function properly. The cause is most likely a loose nut **ref.28**.

To keep this situation from repeating itself, apply a drop of Loctite 331 when tightening it.



The first machines produced with the use of Loctite on the nut have SN:

DA773L15000108

DA773V15000230

DA774L15000176

Summary

- LEG PRESS: Mobile seat wheel noise



LEG PRESS: Mobile seat wheel noise

If noise is coming from the wheels of the mobile seat, a solution has been found that involves new wheels, which are more resistant to deformation and deterioration. The new wheels are fully interchangeable with the previous ones.

The code of the new wheels to use is **W0000372AB** for each wheel. If changing wheels, we strongly recommend changing all 6 wheels.

The first machine produced with the new components has SN **M95115100190**.

Summary

- LEG PRESS: Mobile seat wheel noise



LEG PRESS: Mobile seat wheel noise

If noise is coming from the wheels of the mobile seat, a solution has been found that involves new wheels, which are more resistant to deformation and deterioration. The new wheels are fully interchangeable with the previous ones.

The code of the new wheels to use is **OU000259AC** for each wheel. If changing wheels, we strongly recommend changing all 6 wheels.

Summary

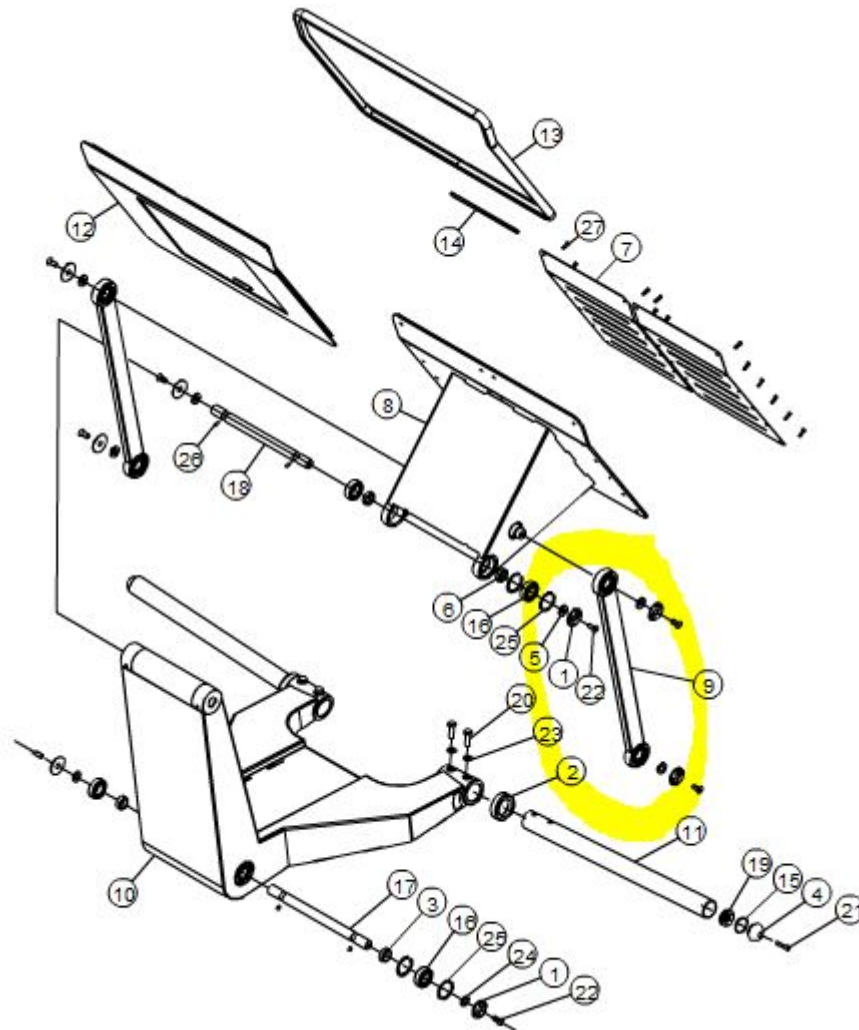
- LEG PRESS: change to the foot plate leverage system



LEG PRESS: change to the foot plate leverage system

The mechanics for the foot plate have been changed, adding an additional symmetric lever to what is shown below, which is already present.

This solution makes the system stronger and movements more fluid.



As shown in the figure, the new lever on the right side of the machine is the same as the one already present, and is fastened in the same way.

The first machine produced with this solution has SN **MG500015100248**.

It is not possible to install a second lever on previously produced machines, as the mounting holes are located both on the plate as well as on the frame.

Summary

- Group Cycle: New VP pedals



Group Cycle: New VP pedals

A new model of pedals manufactured by VP are available as spare parts and can be used on production machines. They replace the current Shimano pedals, as tests have shown they are more reliable on our equipment.

The new pedals are available can be ordered using code **T0000810AA-NR**.

The first machines produced with the new pedals are:

D91PCNE014004555

D91PBNE014004627

NOTE: Please remember to carefully follow the procedure described in the relative Technical Support manual for assembly.

Summary

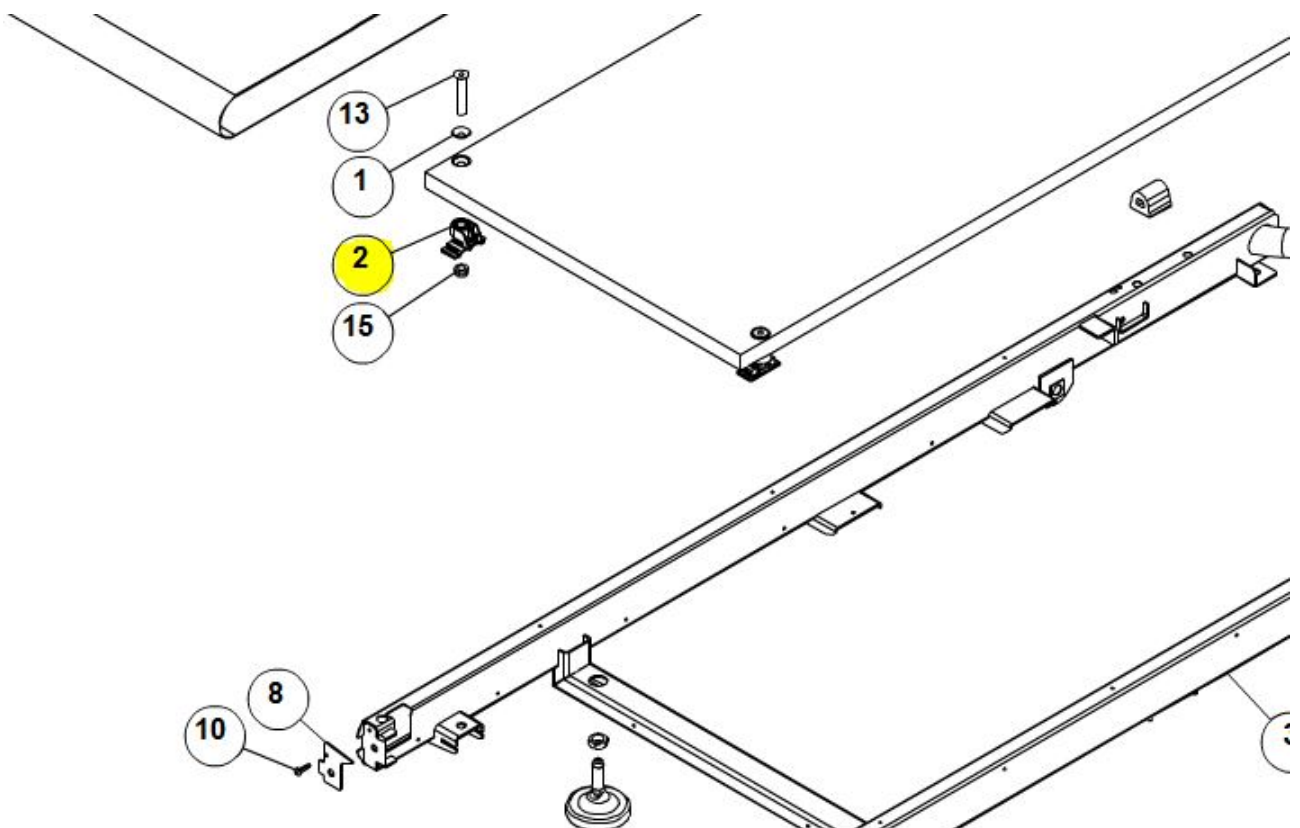
- Machine noise due to belt sliding
- Display pole assembly problems
- Installation of "Terminal" SW on a PC with Windows 8



Machine noise due to belt sliding

In the case of machine noise coming from the belt during operation, due to its sliding until it comes into contact with the support spacers on the running deck, we suggest proceeding as follows.

1. Replace the rear roller. A new roller with a slightly modified profile is available which further limits the sliding of the belt during operation.
The code for this new roller, which is fully interchangeable with the previous one, is **T0000582AC**.
2. Replace the belt. The new belt, which has more restrictive tolerances, also limits possible sliding while working out.
The code for this new belt, which is fully interchangeable with the previous one, is **OK001078AA**.
WARNING: this belt must be installed with a tension of 7‰ (7 per thousand)
3. Replace the support spacers from the deck. Smaller spacers (ref. 2 in the figure below) are available that increase the belt movement area by a few mm, in the case of sliding.
The code for these new spacers, which are completely interchangeable with the previous ones, is **OC004226AA-NR**.

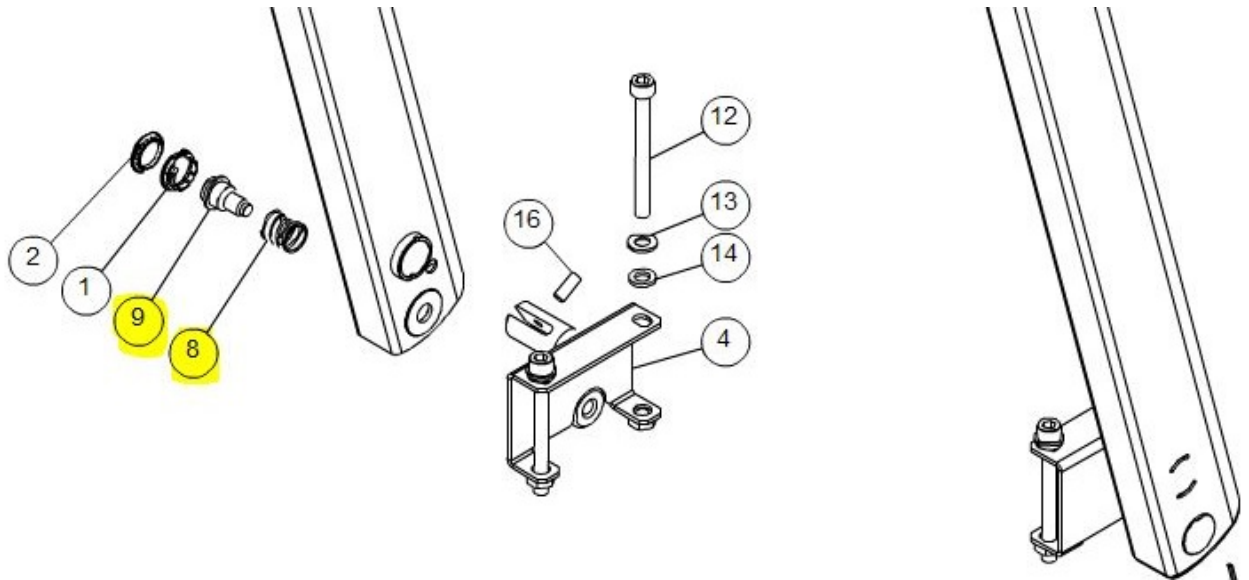




Display pole assembly problems

If it is difficult to assemble the display support poles, first remember that it is important to keep the pole aligned when tightening the first threaded pin.

If it is still not possible to screw the pin into the frame, the pin (ref.9) and the spring (ref.8) can be replaced with the new versions of the same components, which have been changed slightly to make assembly easier.



The new components are interchangeable, but both must be replaced. The codes for the 2 components are indicated below:

REF.	CODE	DESCRIPTION
8	OM000460AB	Spring
9	OP001920AD	Threaded pin



Installation of "Terminal" SW on a PC with Windows 8

If there are problems when installing the drivers needed for the operation of the "Terminal" SW, which is used for communication with MyRun from the PC, if Windows 8 is installed on the PC, the solution is to disable driver signature verification.

The detailed procedure for disabling the driver signature verification can be found in the archive file, which can be downloaded from TG Direct (*Product Release → Machine software → MyRun SW tools*), which also contains the drivers and the .exe file for the "Terminal" SW.

Summary

- Rear transmission squeaking



Rear transmission squeaking

In the case of noise, and in particular a squeaking noise coming from the rear transmission, check to see if it is being caused by one of the 2 transmission unit belts. The squeaking could be caused by the contact between the belt and the pulley, as shown below in the figure. To solve the problem, lubricate the edges of the pulley, using **OV000468AB** grease.

