echelon™

STRIDE-9s PRO



INSTRUCTION MANUAL

WELCOME

I am Lou Lentine, Founder of Echelon, and I would like to welcome you to the Echelon community. You've made a great decision for yourself and your family. The Echelon Experience is an innovative combination of fitness products integrated with our state-of-the-art Echelon Fit® app. This brand-new, fitness lifestyle connects your family, friends, the Echelon community, and Echelon instructors together to help you with your fitness goals. With thousands of live and on-demand classes, no matter your schedule or experience, there is always a new and exciting class for you to join.

We embrace your decision to join our Echelon family in the pursuit of living a healthier lifestyle. We are committed to continue engineering cutting edge, world-class fitness products to improve quality of life through workout experiences that make an active lifestyle more accessible and sustainable.

Thank you again for choosing Echelon and I look forward to seeing you in the next live class!

Best personal regards,

Lou Lentine
Founder of Echelon Fitness Multimedia, LLC



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FEDERAL COMMUNICATION COMMISSION (FCC) STATEMENT

15.21
You are cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

15.105(B)
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

FCC RF RADIATION EXPOSURE STATEMENT:
1. This Transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
2. This equipment complies with RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.

THIS DEVICE COMPLIES WITH PART 15 OF THE FCC RULES.
OPERATION IS SUBJECT TO THE FOLLOWING TWO CONDITIONS:
1. This device may not cause harmful interference and
2. This device must accept any interference received, including interference that may cause undesired operation.

INNOVATION, SCIENCE AND ECONOMIC DEVELOPMENT CANADA (ISED)
INNOVATION, SCIENCE ET DÉVELOPPEMENT ÉCONOMIQUE CANADA (ISED)

THIS CLASS B DIGITAL APPARATUS COMPLIES WITH CANADIAN ICES-003.

CET APPAREIL NUMÉRIQUE DE CLASSE B EST CONFORME À LA NORME NMB-003.

CANADIAN NOTICE
This device complies with ISED license-exempt RSS standard(s). Operation is subject to the following two conditions:
1. This device may not cause interference, and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

AVIS CANADIEN
Le présent appareil est conforme aux CNR d'ISED applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1. L'appareil ne doit pas produire de brouillage, et
2. L'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

CAUTION: EXPOSURE TO RADIO FREQUENCY RADIATION
1. To comply with the Canadian RF exposure compliance requirements, this device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.
2. To comply with RSS 102 RF exposure compliance requirements, a separation distance of at least 20 cm must be maintained between the antenna of this device and all persons.

ATTENTION: EXPOSITION AU RAYONNEMENT RADIOFRÉQUENCE
1. Pour se conformer aux exigences de conformité RF canadienne l'exposition, cet appareil et son antenne ne doivent pas être co-localisés ou fonctionnant en conjonction avec une autre antenne ou transmetteur.
2. Pour se conformer aux exigences de conformité CNR 102 RF exposition, une distance de séparation d'au moins 20 cm doit être maintenue entre l'antenne de cet appareil et toutes les personnes.

WARNING LABELS





IMPORTANT SAFETY INSTRUCTIONS

Care should be taken in mounting or dismounting the treadmill.
Before mounting or dismounting, bring the machine to a complete stop.

The manufacturer recommends placing the Echelon® Stride-9s Pro treadmill in a space where you have the following minimum clearance dimensions for safe mounting and dismounting of the treadmill:

- The minimum clearance area behind the treadmill is 2.0 m (78.7 in) × the treadmill width. This area must be free of any and all obstructions.
- The minimum clearance area on each side of the treadmill is: 500 mm (19.7 in).

While cleaning your Echelon® Stride-9s Pro treadmill, please use a soft rag with mild detergent or water to wipe down the machine. Do not use corrosive chemical liquids which may damage the cover.

When using an electrical appliance, basic precautions should always be followed, including the following:

Read all instructions before using the Echelon® Stride-9s Pro treadmill.

SAVE THESE INSTRUCTIONS.

DANGER – TO REDUCE THE RISK OF ELECTRIC SHOCK:

Always unplug this appliance from the electrical outlet immediately after using and before cleaning.

WARNING – TO REDUCE THE RISK OF BURNS, FIRE, ELECTRIC SHOCK, OR INJURY TO PERSONS:

1. An appliance should never be left unattended when plugged in. Unplug from outlet when not in use, and before putting on or taking off parts.
2. Do not operate under blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.
3. This appliance is not intended for use by persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. **Keep children under the age of 13 away from this machine.**
4. Use this appliance only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
5. Connect this appliance to a properly grounded outlet only. See Grounding Instructions for important information on page 7.
6. Never operate this appliance if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Return the appliance to a service center for examination and repair.
7. Do not carry this appliance by supply cord or use cord as a handle.
8. Keep the cord away from heated surfaces.
9. Never operate the appliance with the air openings blocked. Keep the air openings free of lint, hair, and the like.
10. Never drop or insert any object into any opening.
11. Do not use outdoors.
12. Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
13. To disconnect, turn all controls to the off position, then remove plug from outlet.

BEFORE starting any fitness or strength program, consult with your physician or health official. This will ensure that you engage in the proper strength or fitness program for your age and physical condition.

Before using the Echelon® Stride-9s Pro treadmill, answer these questions:

- Have you been sick recently?
- Have you had prolonged dizziness recently?
- Have you been out of breath for no reason recently?
- Have you had chest pain recently?
- Do you currently have any injuries preventing you from exercise?
- Are you pregnant?
- Do you have any conditions or reasons you should NOT exercise?
- Are you over 35 years old and physically inactive?
- Have you been told by a doctor that you should NOT exercise?

If you answer "yes" to any of the above questions, you should seek further advice from your doctor prior to using the Echelon® Stride-9s Pro treadmill.

Read the user manual fully and follow all instructions. This ensures your safety.

- NEVER exceed the weight limit for this treadmill. The weight limit for this treadmill is 395 lbs / 180 kg. Do not use the Echelon® Stride-9s Pro if your body weight is in excess of 395 lbs / 180 kg.
- ALWAYS use the Echelon® Stride-9s Pro on solid, level ground and in a well-lit and ventilated area. Do not place the treadmill on thick carpet as it may interfere with ventilation.
- ALWAYS check the treadmill for wear or loose components before use.
- NEVER use the treadmill if it is not properly / completely assembled or is damaged in any way.
- NEVER allow children or pets to play on or around the treadmill during operation. This helps protect them from injury from moving parts.
- ALWAYS set the treadmill up properly for your specific body type.
- NEVER use the Echelon® Stride-9s Pro when sick or fatigued.
- ALWAYS warm up / stretch before starting exercise.
- ALWAYS ensure that you have a water bottle filled with at least 12 oz. of water and a towel close by to absorb sweat from your body and the handrails.
- NEVER start the treadmill while you are standing on the running belt. After turning the power on and adjusting the speed control, there may be a pause before the running belt begins to move. Always stand on the side rails of the frame until the belt begins to move.
- ALWAYS hold the handrails when initially walking or running on the treadmill until you are familiar with the use of the treadmill.
- NEVER stand or climb on the handrails.
- ALWAYS wear proper attire and footwear that fully covers your feet. Do not wear loose or dangling clothing while using the treadmill. Long hair should be tied back or tucked away. Ensure that shoelaces are tucked into your shoes.
- ALWAYS keep hands away from moving parts and ensure that hands are safely placed on handlebars during use.
- NEVER hang from the handlebars, doing so could damage the unit and injure the user.

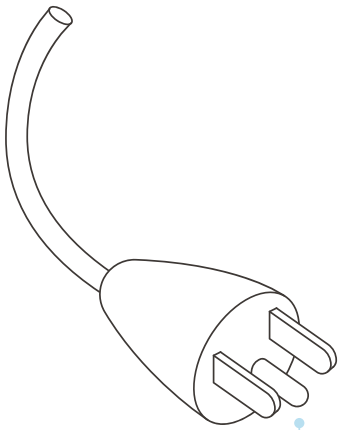
GROUNDING INSTRUCTIONS

This product must be grounded. If it should malfunction or break down, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

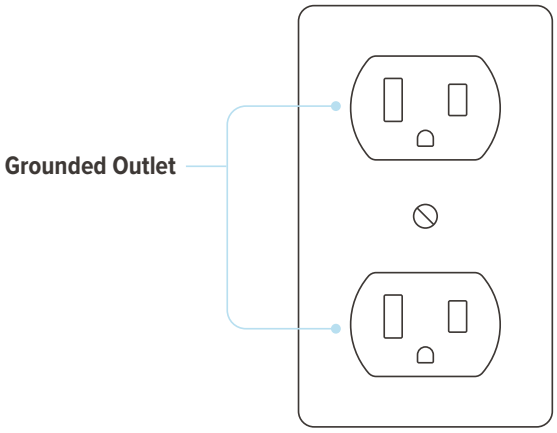
Two common types of outlets presently in homes are: GFCI (Ground Fault Circuit Interrupter) and AFCI (Arc Fault Circuit Interrupter). Should hazardous wiring occur, either outlets are programmed to trip. Due to this, treadmills and other equipment have poor interactions with the GFCI or AFCI outlets.

Oftentimes, GFCI outlets are installed in either bathrooms or kitchens. These can be identified with either a red or white reset switch that is located on the front of the outlet. Should an excessive amount of power go through the group port, the GFCI outlet will flip their breaker. Due to treadmills and other equipment using the ground prong to help disperse static electricity, it is not ideal to use a GFCI outlet to power your machine. It is recommended that equipment be plugged into a different type of outlet that will prevent the machine from continually shutting down. Please note that GFCI outlets can be connected to other outlets (even if they're not that specific type of outlet) and it is recommended moving the equipment to a space that is not electrically tied together. Do not plug your equipment into surge protectors or other types of units, it is recommended that the equipment is plugged into a dedicated circuit.

Electrical arcs are detected by AFCI outlets and are designed to disrupt and cancel the flow of electricity. Due to this, treadmills and other equipment would likely have issues of shutting down if plugged into AFCI outlets. Newer building codes now require AFCI outlets, however, if you're having persistent issues, here are some recommended solutions: consult an electrician or switch to a different type of outlet.



Note: 120V 20 amp dedicated circuit is highly recommended.



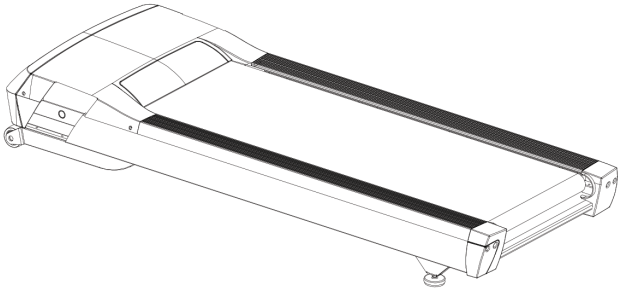
DANGER:

Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or serviceman if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product.

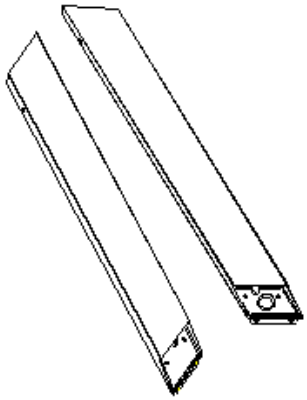
If it will not fit the outlet, have a proper outlet installed by a qualified electrician. This product is for use on a nominal 120-V circuit and has a grounding plug that looks like the plug illustrated above. Make sure that the product is connected to an outlet having the same configuration as the plug. No adapter should be used with this product

PARTS LIST

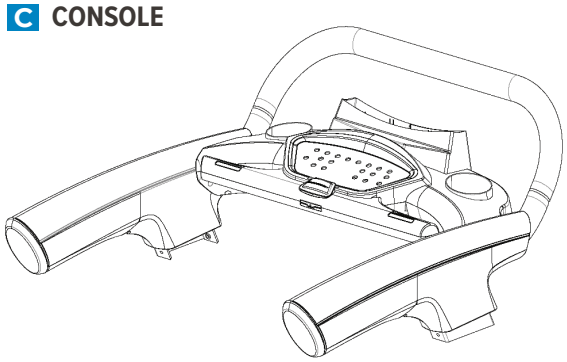
A BASE



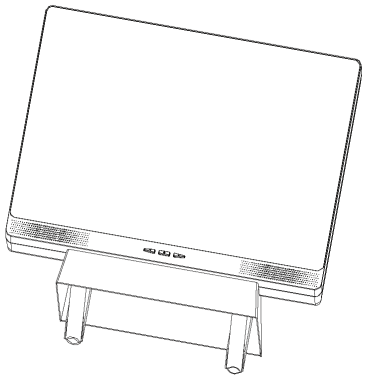
B UPRIGHTS



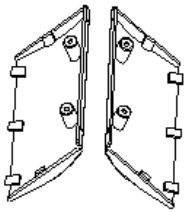
C CONSOLE



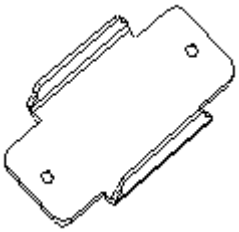
D DISPLAY



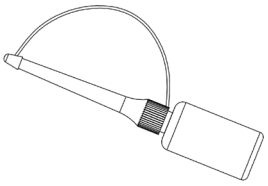
E UPRIGHT COVERS



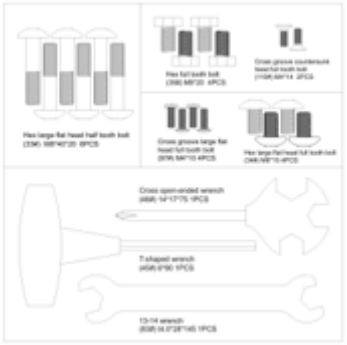
F METAL PLATE



G SILICONE OIL



H HARDWARE PACK

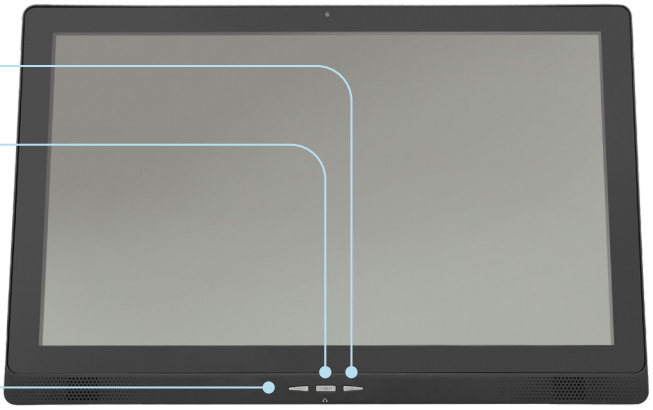


TREADMILL SPECIFICATIONS

TECHNICAL INFORMATION:
Max. User Weight: 395lbs
Assembly Dimension: 6.9' x 2.9' x 5.2'
Running Area: 22" x 61"
Speed: 0.5-15mph // Incline: 0-15 Levels



SCREEN SPECIFICATIONS



Volume Up

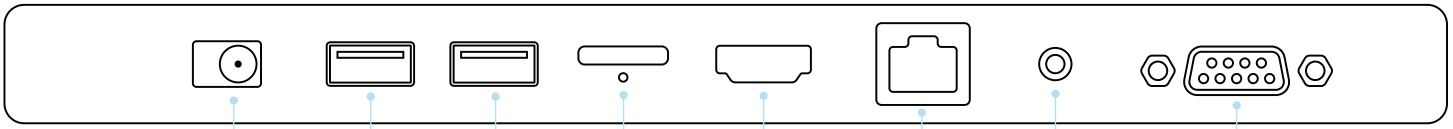
Tablet Power / Sleep

Push button once to put tablet in sleep mode.
Push button again to wake from sleep mode.

Hold button for menu to power off tablet, restart tablet, or take a screenshot.

Volume Down

Ports On Reverse Side



DC IN
For Powering the Screen from the Treadmill

USB-A
For Charging Devices

USB OTG

TF Card
Tablet Reset

HDMI
For Displaying on an External Screen

Ethernet

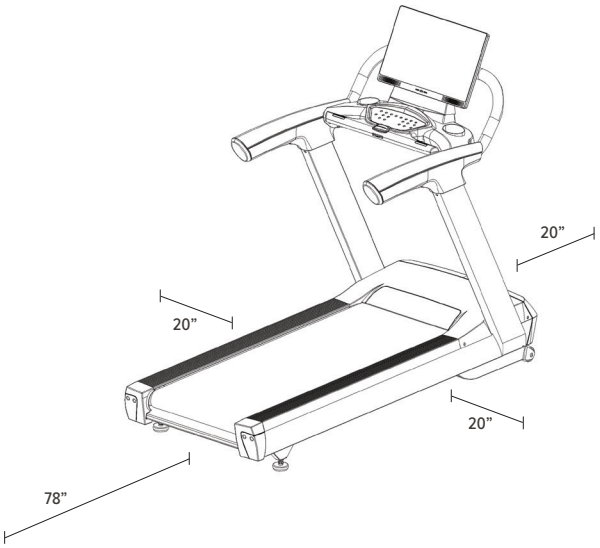
Audio Output
Transfers volume from tablet speakers to wired headphones or earbuds.

RS232/UART

SPACE REQUIREMENTS

For optimal performance and safety, Echelon strongly advises users to allocate a minimum clearance of 20 inches on each side of the equipment. Additionally, a generous 78-inch safety zone is recommended at the rear of the equipment to ensure proper ventilation and accessibility for maintenance purposes.

This clearance is essential to prevent any potential interference with the equipment's operation and to facilitate ease of movement around the unit. Adhering to these recommended clearances not only enhances the overall functionality of the product but also prioritizes user safety, allowing for efficient and secure usage in various environments.

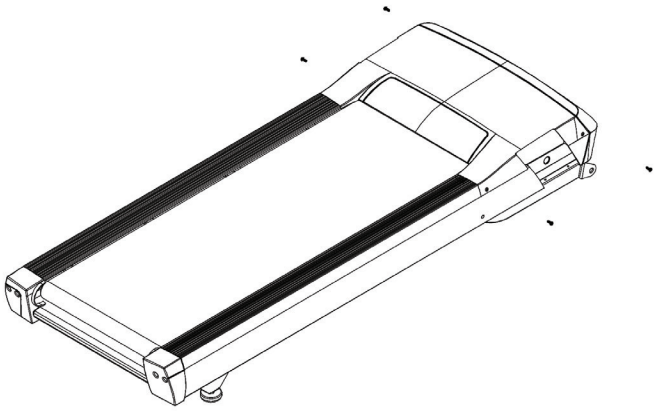


TREADMILL ASSEMBLY

STEP 1

Assembly is strongly recommended with two people. It should take place on a soft surface, such as a carpet or rug, or with the cardboard box opened to protect the floor.

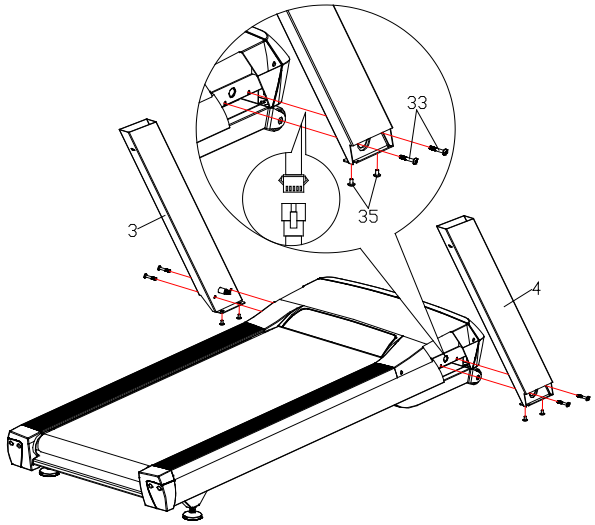
Remove base from box and place in desired assembly location.



STEP 2

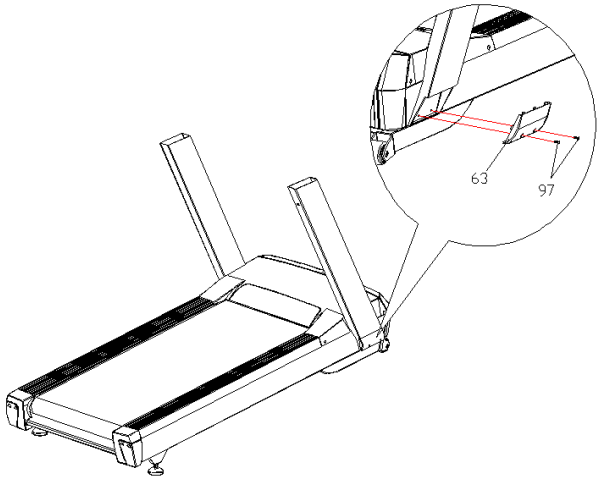
Connect the communication wires between right upright and the main frame. Attach the right upright bottom shaft into the main frame side tube hole by 2pcs hex large flat head half tooth bolt M8x40x20 , while the right upright bottom by 2pcs hex full tooth bolt M8 x 20.

Set up the left upright by the same method.



STEP 3

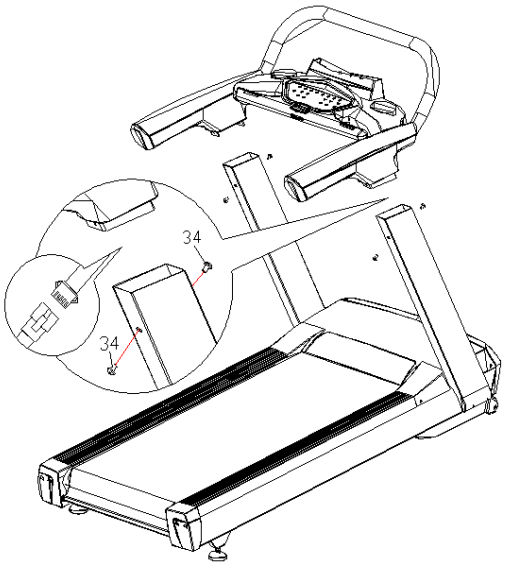
Attach the right upright cover to the upright bottom by cross groove large flat head full tooth bolt M4x10 and tighten it. Set up the left upright cover by the same method.



STEP 4

Tablet must be screwed to the base/ support first. Ensure all screws are properly tightened.

Connect communication wires of right console frame and right upright, attach the console frame into both upright by 4 pcs hex large flat head full tooth bolt M8x15.

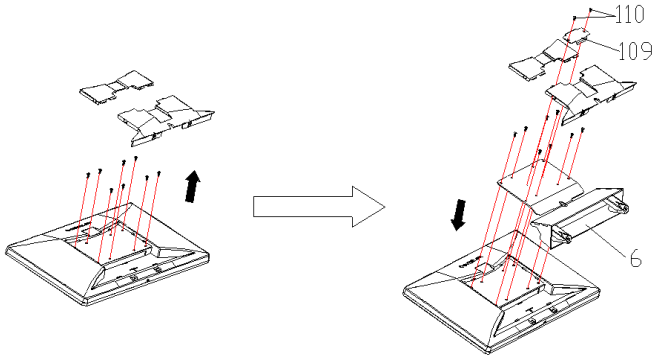


STEP 5

Take out the 21.5” tablet from tablet box, and place it on a flat surface. Remove the rear cover, and then the 8 bolts at the back.

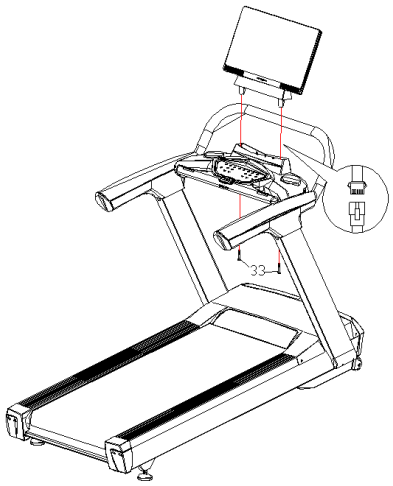
Attach the tablet frame at the back by the removed 8 bolts, then install the rear cover again. Attach the metal plate into the middle hole by 2pcs cross groove countersunk head full tooth bolt M4x14.

Ensure that the bolt head is flush with the trim metal plate.



STEP 6

Connect the communication wire between tablet and console, then attach the tablet frame into the console frame by another 2pcs hex large flat head half tooth bolt M8x40x20.



PRODUCT USE

Membership Activation ***Required*** to Unlock the Echelon Stride-9s Pro Treadmill Experience

Connecting to the Commercial Echelon Fit® App

IMPORTANT***If commercially activating more than one unit. Power up one unit, activate it , power down. Repeat on subsequent units having only the unit that you are currently activating powered up.

1. Connect to the internet.

2. The tablet will prompt for an update. Please accept the update.

3. Once the update is complete, please follow all of the steps on the tablet.

a. Language, timezone, etc.

4. The screen will ask to connect to the serial number. Please select the correct serial number (the serial number can be found on the base of the unit on a sticker).

5. A firmware update will become available. Please accept the update.

a. If an error appears stating the update cannot continue on a hardwired connection, please unplug the USB cable plugged into the ECHL port on the back of the screen and tap “ok” on the error message.

6. Once the update is complete, the screen will ask to restart the tablet. Please tap “Restart”.

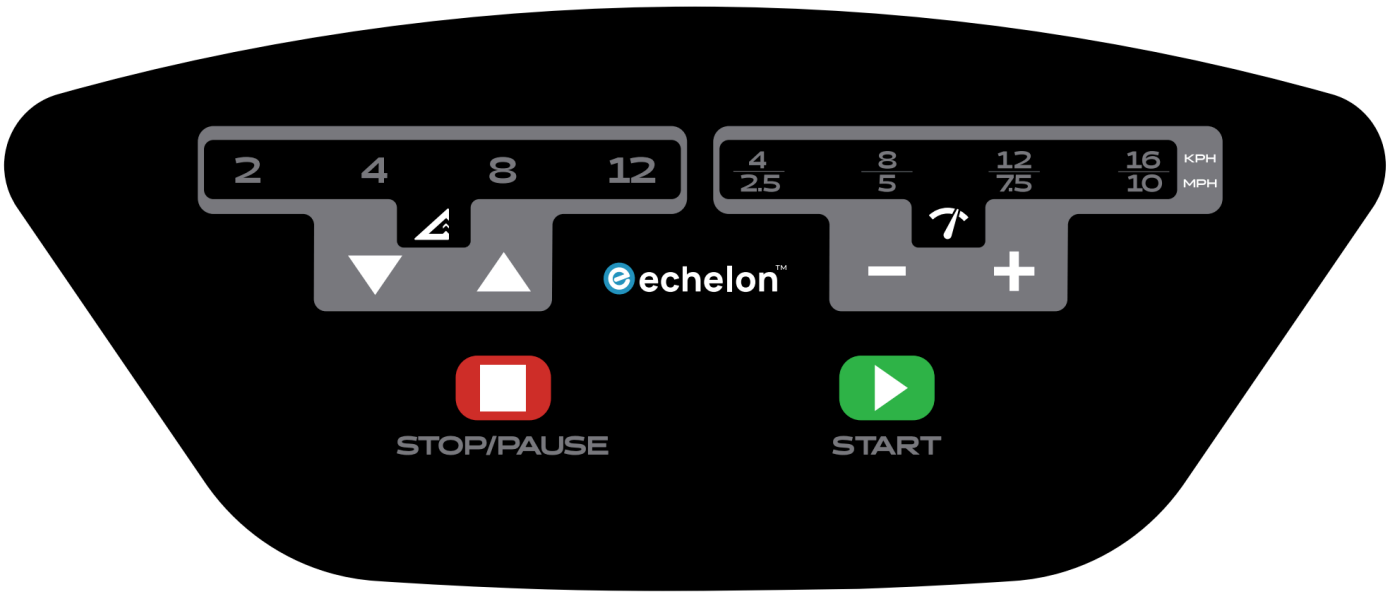
a. If the UART Cable was unplugged from the back of the screen in order to continue with the firmware update, please plug the UART cord back into the RS232/UART port.

7. A residential Login screen will appear. “Go to Commercial Activation” will sit at the bottom of the screen. Please tap “Go to Commercial Activation”.

8. Please enter the activation code that was provided to you by your sales rep.

Console Display





1. **Keypress Button Instruction:** STOP/PAUSE, START, SPEED+/-, fast speed key (imperial: 2.5/5/7.5/10 mph ; metric: 4/8/12/16 kmh), INCLINE+/-, fast incline key 2, 4, 8, 12.

Power on treadmill and log-in to Echelon Fit® App. Select your desired class and select “Play”. The treadmill will start automatically. When the class ends, the treadmill will stop automatically.

2. **Safety Key:** When the safety key is pulled out, the treadmill will stop and the Echelon class will pause. When the safety key is inserted, click the blue key on the app screen to restart the treadmill.

To start/pause/stop the treadmill, follow the manual settings below:

2.1: **START**: When the treadmill is paused/stopped, press the START key to turn on the treadmill.

2.2: **STOP/PAUSE**: When the treadmill is running, press STOP/PAUSE key for key (1) time. (the treadmill and class will pause, but will keep the workout data.) Press (2) times, the treadmill will stop and workout data will be cleared on console. (the treadmill will stop and workout data in App will be erased.)

2.3: **+**: increase the speed when running.

2.4: **−** : decrease the speed when running.

2.5: **FAST SPEED**: (imperial: 2.5/5/7.5/10mph, metric: 4/8/12/16kmh), when the treadmill is running, speed up by directly pressing the quick speed key.

2.6: ▼: Decrease the incline by pressing this key.

2.7: ▲: Increase the incline by pressing this key.

2.8: **FAST INCLINE KEY**: Increase the incline by directly pressing the quick incline key.

LEVELING THE TREADMILL

Once the machine has been moved to its designated location:

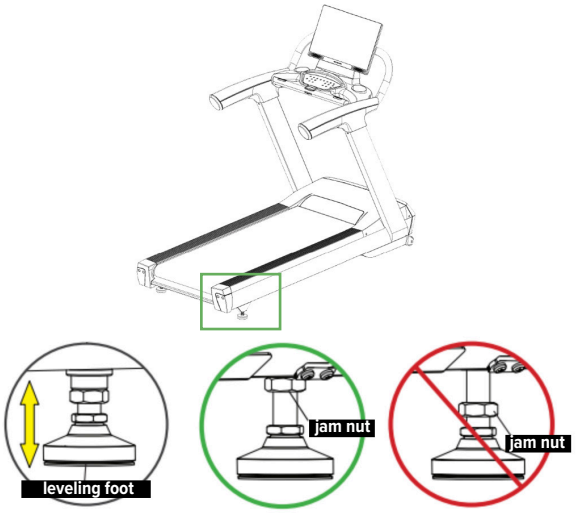
1. Verify that the treadmill is resting on the floor and not on any packaging materials.

2. Using an open-ended wrench, loosen the jam nut on the right rear foot (the only side adjustable).

3. Using a level or estimating by sight, turn the lower nut of the foot clockwise or counterclockwise, using an open-ended wrench to level the rear of the treadmill.

IMPORTANT! Do not adjust the leveling foot to such a height that it detaches or unscrews from the machine.

4. Using an open-ended wrench, tighten the jam nut until it is secure.

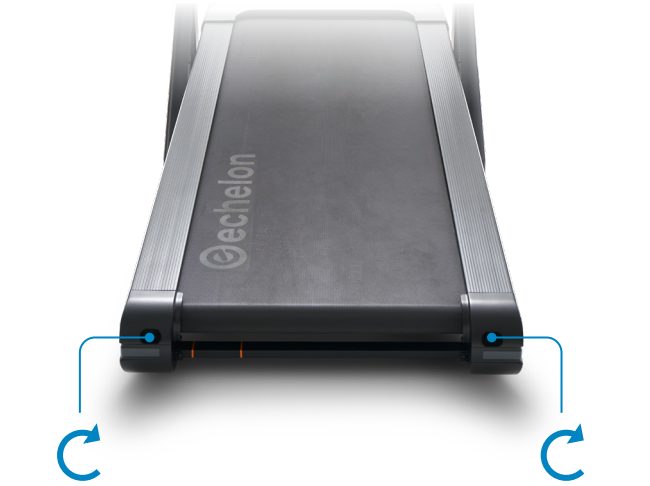


BELT ADJUSTMENT

1. **Tracking Right**
   - **a.** Remove the safety key and turn the power OFF.
   - **b.** Turn the right adjusting bolt 1/4 clockwise. Re-insert the safety key and turn the power ON.
   - **c.** Run the treadmill (3–4 mph/6–8 kph) and observe.
   - **d.** Repeat above steps **a–c** until belt is centered.

2. **Tracking Left**
   - **a.** Remove the safety key and turn the power OFF.
   - **b.** Turn the left adjusting bolt 1/4 clockwise. Re-insert the safety key and turn the power ON.
   - **c.** Run the treadmill (3–4 mph/6–8 kph) and observe.
   - **d.** Repeat above steps **a–c** until belt is centered.

3. **Tightening Belt**
   - **a.** Remove the safety key and turn the power OFF.
   - **b.** Turn the left/right adjusting bolts 1/4 turn clockwise. Re-insert the safety key and turn the power ON.
   - **c.** Run the treadmill (3–4 mph/6–8 kph) and stand on the belt to confirm the tightness.
   - **d.** Repeat above steps **a–c** until the belt is moderately tight.



BELT LUBRICATION

The Echelon Stride-9s Pro requires lubrication as a part of routine maintenance according to the recommended schedule below.

Light Usage	Medium Usage	Heavy Usage
Once Every 60 Days	Once Every 45 Days	Once Every 30 Days

- Keeping the deck lubricated at the recommended intervals above ensures the longest life possible for your treadmill.
- Failure to lubricate the deck at regular intervals may void the warranty.
- It is recommended every other month to reach between the belt and deck to verify there is lubrication present.

1. Power off the treadmill and unplug the power cord.
2. Using Allen Wrench, loosen rear adjusting bolts with 5–10 counter-clockwise turns or untill your hand can reach fully underneath the belt without too much tension. Loosen each rear belt adjusting bolt the same number of full counter clockwise turns.
3. Lift the running belt and apply silicone oil in a zigzag pattern across the entire running deck surface. Use 1/2 bottle of silicone oil. DO NOT apply the silicone oil on top of the running belt. Make sure to clean any excess oil that is pushed to the edge of the treadmill deck.
4. Lay the running belt flat and tighten the rear adjusting bolts clockwise the same number of times loosened from step 2.
5. After the lubricant is applied, plug in the power cord, insert the safety key, and turn power the treadmill on.
6. Stay off the treadmill and press START. Allow the belt to run at 3 MPH for 3 minutes to spread the silicone oil.
7. Walk on the treadmill at a comfortable speed for an additional 3 minutes to sufficiently spread the silicone oil and check the running belt for proper tightness and alignment.
8. Once the belt is centered and properly tightened, stop the belt. Wipe away any excess silicone oil with a damp microfiber cloth.







CARE & MAINTENANCE

Daily

1. Power off the treadmill and clean any high-use areas, like the handlebars and console, with a non-acidic cleaner (NO ammonia, chlorine, or alcohol) on a soft cloth. Do not spray cleaning solution directly on the treadmill as that could ruin any electrical components.
2. Inspect the power cord for damage. If damaged, replace immediately by contacting Customer Service (833-937-2453). **Note:** When the treadmill is not in use, unplug and store the power cord in a secure, dry area and away from children.
3. The safety key and power cord should be removed after each use so the treadmill is not accidentally powered on when not in use.
4. Inspect for any noises that could indicate potential issues. If a troubling noise is indicated please contact Customer Service (833-937-2453).


Weekly | 2-a

Weekly

1. Clean the running belt, console, uprights, and motor cover with non-acidic cleaners and a soft cloth. Cleaners should be applied to the cloth and never sprayed onto the equipment directly.
2. Inspect all the assembled and pre-assembled hardware and tighten or re-secure as-needed. This includes but is not limited to the following:
   a. Handlebars & uprights, tablet, running belt, siderails, incline wheels, leveling feet, belt tensioning bolts and safety key lanyards.
3. Dust and vacuum the treadmill and the surrounding area. To clean underneath the treadmill, turn off the power, fold, and roll the treadmill to an alternate location. Return the treadmill to its original location after cleaning.
4. Ensure your app and equipment firmware are up-to-date with the latest versions.
5. Check the belt for any looseness, this will cause the treadmill to receive improper info when calculating metrics if it is not properly tightened. When tightening make sure to adjust both sides of the rear roller evenly with the provided Allen Wrench, turning clockwise to tighten.

Monthly

Check the alignment on the treadmill running belt by ensuring it is centered and glides smoothly over the running deck. Utilize the instructions located in your user manual for "re-centering" the belt to troubleshoot and fix. Refer to page 14 for belt adjustment instructions.

1. Start the treadmill at a low speed and test for any slippage of the belt to ensure the motor is applying the proper torque.
2. Stop using the treadmill and contact Customer Service (833-937-2453) if you hear rubbing noises or if the belt is off-center and can't be recentered using the instructions..
3. Lubricate the running deck every 1-2 months depending on usage or 500 miles/km (whichever comes first) per the provided steps.

NOTE: Contact customer service (833-937-2453) if your running deck is damaged or if you are experiencing any issues.

TROUBLESHOOTING

Troubleshooting

Ensure RS232 cable is fully inserted and secured to the tablet.

1. Ensure safety key is fully inserted.
2. Ensure the AC power cord that runs from the wall outlet to the front of the treadmill motor cover is plugged in on both sides.
3. If screen does not turn on, make sure the DC power plug that comes from the tablet is properly plugged into the DC IN port.
4. Retry pairing. If treadmill will not pair, please contact Customer Service (833-937-2453) for further assistance.



Incline Calibration

From time to time it is necessary to perform an incline calibration, on the treadmill if for any reason the incline motor automatically sets itself to a certain level or refuses to reset to the zero position.

To do this follow these instructions:

- Make sure you are off the treadmill.
- Remove the safety key from the inserted position.
- Hold the start/stop button for 10 seconds. The treadmill will reprogram the incline motor to its default setting.
- Once the treadmill has gone through the incline and decline process, re-insert the safety key and resume using.



Safety Magnet (Removed)

The treadmill stops automatically when the safety magnet is pulled from the slot.

a. Running belt comes to a complete stop.
b. Incline level remains in current position and will not automatically return to level 0.
c. Any class that is currently in-progress will pause with an on-screen prompt until the safety magnet is re-inserted into the slot.
d. **"SAFETY KEY IS PULLED. Insert the safety magnet to resume your workout."**



Safety Magnet (Inserted)

The treadmill will not automatically start when the safety magnet is inserted.

a. The on-screen prompt will update and allow the current class to resume: **"SAFETY KEY IS PLUGGED IN. Pressing resume will start treadmill and class playback."**

ERROR CODES

ERROR CODE	MEANING	SOLUTION
E01	Fail to connect Lower Control Board with console	1. Check whether a connector is loose, or whether the wire is damaged or matched. 2. The lower control board may be defective. Check and replace the lower control board. 3. If the console is damaged, test whether it is damaged before replacement.
E02	Frequency converter overcurrent	1. Wait 20 seconds after power off, then turn on electricity. 2. Check whether the roller bearing is in fault, and whether the running deck and running belt are under lubricated. 3. Replace the lower control board.
E03	Converter overheating	1. Wait 20 seconds after power off, then turn on electricity. 2. Check whether the motor compartment components are dusty and whether the fan is faulty. 3. Replace the frequency converter.
E04	Incline Motor Error	1. E4 error is automatically cleared after the incline calibration is performed 2. Check whether inclination is inserted properly and whether it is in fault. 3. Replace the lower control board.
E05	Converter bus voltage less than 220V (2 mins)	1. Wait 20 seconds after power off, then turn on electricity. 2. Check whether the power supply voltage is low. 3. Replace the lower control board.
E06	Converter output short circuit	1. Check whether the converter output connection is correct. 2. Check the motor for damage. 3. Replace the frequency converter.
E07	Converter bus voltage is over 390V (0.1 second)	1. Wait 20 seconds after power off, then turn on electricity. 2. Check whether the power supply voltage is high. 3. Replace the lower control board.
E08	Converter bus voltage is over 380V (10 seconds)	1. Wait 20 seconds after power off, then turn on electricity. 2. Check whether the power supply voltage is high. 3. Replace the lower control board.

Questions or Concerns

Our customers are our priority! If you require assistance or have concerns, please contact our customer service team.

Residential:
(855) 4-GETFIT
cs@echelonfit.com

Commercial:
(906) 208-8862
commercialsupport@echelonfit.com

Submit a Request:

Warranty Information

Your Stride 9S PRO comes with a minimum 1-year parts and labor warranty. Should the need arise, all you need is a proof of purchase and our customer service team will be happy to assist. Additional warranty options and extensions are available by speaking with our renewal team.

Residential:
(855) 4-GETFIT
cs@echelonfit.com

Commercial:
(833) 586-1216
commercialrenewal@echelonfit.com



MODEL: ECH-STRIDE-9s-22

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