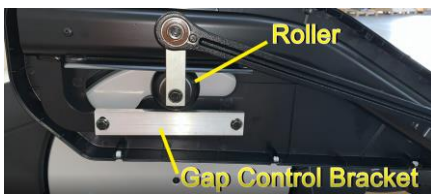


Subject:	IA20200713a Integrity Crosstrainer - gap between Pedal Roller and Gap Control Bracket				
Product Brand: Life Fitness	Product Market Segment: <input checked="" type="checkbox"/> Commercial <input checked="" type="checkbox"/> Consumer		Organizational Distribution: <input checked="" type="checkbox"/> LF Subs <input checked="" type="checkbox"/> ISO's/IIO's <input checked="" type="checkbox"/> Distributors <input checked="" type="checkbox"/> Dealers <input type="checkbox"/> Customers		
Time Required:	<input type="checkbox"/> No Time <input type="checkbox"/> 5 Min <input type="checkbox"/> 10 Min <input type="checkbox"/> 15 Min <input checked="" type="checkbox"/> 30 Min <input type="checkbox"/> 45 Min <input type="checkbox"/> 1hr <input type="checkbox"/> 1,5hr <input type="checkbox"/> 2hr <input type="checkbox"/> 2hr+				
Problem Code:	-	Internal Reference:	FIELD00BC-746	Affected region:	Global
Doc. Number: IA20200713	Doc. Revision: a	Doc. Revision Date: 2020-07-13	Pages: 1	Author: Fran Keijmes	Departmental Distribution: <input checked="" type="checkbox"/> Installation <input checked="" type="checkbox"/> Service <input type="checkbox"/> Sales
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DESCRIPTION

Some reports have been received about noises coming from the back of the Life Fitness Integrity Crosstrainers shortly after installation, whereby it was discovered that the Pedal Roller was touching the Gap Control Bracket.



The typical noise of this happening can be heard in this video:
<https://youtu.be/pviviVFteBo8>

The below video will explain how to easily and quickly inspect the left and right pedal assembly in the Crosstrainer for this issue, without removing any shrouding.

The second video will explain how to correct this issue.

SCOPE

Currently there is no scope defined.

It is advised to follow the inspection procedure during installation in the coming 2 months and report back any Serial Numbers whereby the inspection fails. (Which means there is NO gap found between the Roller and the Gap Control Bracket)

SOLUTION

Inspection Procedure (1 minute)

Please watch the "How to INSPECT the gap between the Roller and the Gap Control Bracket" video on how to inspect the unit for proper functionality.

<https://youtu.be/H5z1JjUYuKo>



Corrective Procedure (15-30 minutes)

Whenever a product does not pass the inspection, please review the following video "How to CORRECT the gap between the Roller and Gap Control Bracket" and correct the issue accordingly.

<https://youtu.be/qOqvFiCBQwc>

