

Subject:	IA20200122a Integrity Treadmill Base SKU and Serial Number not programmed – E150 Error				
Product Brand: LF & Cybex	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 checked="" type="checkbox"/> 15 Min <input 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-566	Affected region:	Global
Doc. Number: IA20200122	Doc. Revision: a	Doc. Revision Date: 2020-01-21	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

Due to a programming error, the Treadmill Base SKU (Base Item Code) and Base Serial Number have not been programmed into the Treadmill Motor Controller for multiple units during the manufacturing process. This occurred for the Life Fitness Integrity Series as well as the Cybex R Series Treadmills.

The symptom for this issue is an E150 Error in the console at initially powering up the product. When this error occurs do NOT swap consoles but follow the below instructions!



SCOPE

There are roughly 3000 affected units where this error occurred, within various Base Item Codes. See the below table for all affected product Base Item Codes. Not all Serial Numbers within these codes are affected.

Alpha Code (Prefix)	Base SKU/Item Code	Description
CHS	CSTDE-DMLXX-XX02	TR BASE CLUB LO CSR
CHT	CSTD-DMLXX-XX02	TR BASE CLUB LO CSR
CHT	CSTD-INHXE-XX02	TR BASE CLUB HI CSR
ETS	INTSE-ALLHX-02	TR BASE INTY-S DISCOVER HI CML
ETS	INTSE-ALLLX-02	TR BASE INTY-S DISCOVER LO CML
ETW	INTSE-ALLHX-SW02	S Tread Base High VT Service Wheel
ETW	INTSE-ALLLX-SW02	S Tread Base Low VT Service Wheel
HHS	INTD-ALLHX-SW02	D Tread Base High VT Service Wheel
HHS	INTD-ALLLX-SW02	D Tread Base Low VT Service Wheel
HHS	INTS-ALLHX-SW02	S Tread Base High VT Service Wheel
HHS	INTS-ALLLX-SW02	S Tread Base Low VT Service Wheel
HHT	INTD-ALLHX-02	TR BASE INTY-D HI CML
HHT	INTD-ALLLX-02	TR BASE INTY-D LO CML
HHT	INTS-ALLHX-02	TR BASE INTY-S HI CML
HHT	INTS-ALLLX-02	TR BASE INTY-S LO CML

HTT	INTDE-ALLHX-02	TR BASE INTY-D DISCOVER HI CML
HTT	INTDE-ALLLX-02	TR BASE INTY-D DISCOVER LO CML
HTW	INTDE-ALLHX-SW02	D Tread Base High VT Service Wheel
HTW	INTDE-ALLLX-SW02	D Tread Base Low VT Service Wheel
OTF	INTOTF-ALLHX-01	Integrity OTF Tread Base High VT
OTF	INTOTF-ALLLX-01	Integrity OTF Tread Base Low VT
PHT	INTS-ALLLX-03PF	TR BASE INTY-S LO CML PF
TBM	CRTE-ALLLX-01	Cybex Tread Base Low VT
TBN	CRTE-ALLLX-SW01	CYBEX R Series Tread Base Low VT Service Wheel
TBS	CRT-ALLHX-SW01	CYBEX R Series Tread Base High VT Service Wheel
TBS	CRT-ALLLX-SW01	CYBEX R Series Tread Base Low VT Service Wheel
TBT	CRT-ALLHX-01	Cybex Tread Base High VT
TBT	CRT-ALLLX-01	Cybex Tread Base Low VT

For location information per Serial Number and possible other information, please contact your local or regional Life Fitness Installation Support representative.

SOLUTION

For Treadmill Bases with Integrity C consoles or 50L consoles:

Upload a specific file into the C console, including the Base SKU and Base Serial Number. This is described in detail in the already existing Service Bulletin [EC180109](#).

This Service Bulletin can be found on the [LF Tech Support website](#).



How to create this specific file can also be reviewed through [this video](#).

For Integrity Treadmill Bases with Integrity X consoles:

Manually type in the Base SKU into the console. This is described in detail in the already existing Service Bulletin [EC180109](#).



For Integrity Treadmill Bases with Discover and 70T consoles:

1. Go into the Console Diagnostics.
2. Triple tap the red colored number of the “Base Assembly Serial #”
3. Enter the correct Base Serial Number.



**When Error E150 is seen on a product, Do NOT swap consoles between good and bad ones!
This will cause duplications of Base Serial Numbers in multiple products!
This will in turn cause issues in the online Halo system!**