

Technician Instructions

Technicians: If treadmills are found without a bracket, please provide the customer with the customer letter, [linked here](#). Do not attempt to repair unless otherwise instructed by the Reworks team.

Purpose:

1. To inspect the power cord and power socket for thermal occurrences such as melting and/or discoloration caused by heat.
2. To install a power cord bracket to secure the power cord to the power inlet on the treadmill. We want to check to ensure a bracket is installed on the products below, and if not, install one.

Models Included

Product Code	Description	Material #	Notes
TM507	T1x Frame	MTM0088-01US	Frame Only
TM522	T-1X-04-F	MTM0310-01US	Frame + Console
TM523	T-3X-04-F	MTM0312-01US	Frame + Console
TM509	T3X/T3XE FRAME_0	MTM0094-01US	Frame Only
TM514	T1XLS/T1XELS FRAME	MTM0136-01US	Frame Only
TM526	T-3XH-F	MTM0423-01US	Frame + Console
TM722	T3XH-02	MTM0645-01US	Frame + Console
TM725	T3XM	MTM0915-01US	Frame + Console

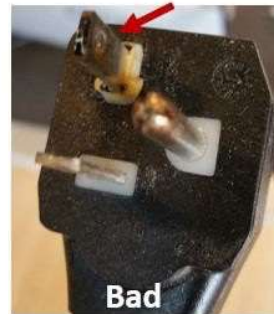
Inspection:

1. Power off the treadmill by switching the power switch off.
2. Disconnect the power cord from the wall/floor outlet and from the treadmill.
3. Inspect the power cord ends for thermal occurrences.
4. With the power cord disconnected from the treadmill, inspect the power cord socket on the treadmill for thermal occurrences.
5. Please follow the next steps based on your inspection.
 - a. If no signs of thermal occurrences are found go to the section labeled: [No Signs of Thermal Occurrences](#)
 - b. If thermal occurrences are found go to the section labeled: [Signs of Thermal Occurrences](#)

Notice melting



Notice burn marks



Notice melting



No Signs of Thermal Occurrences:

1. Reinstall the power cord.
2. Remove the screw from the power inlet plate to the [right of the power cord socket](#)
3. With the power cord completely plugged into the socket, attach the power cord bracket using the screw you removed in Step 7
4. Document your workorder/claim; "No thermal occurrences found. Installed power cord bracket."



Signs of Thermal Occurrences:

1. Place treadmill/s Out of Order and remove the power cord to be certain treadmill cannot be used.
2. Take pictures of the damaged parts.
3. Save the pictures to your computer and name them the FRAME serial number. If you have more than 1 picture per serial number, label them "serial number power cord", "serial number socket".
4. Draft an email:
 - a. To: reworks@johnsonfit.com
 - b. Subject: the Case # located on your work order
 - c. Attach saved images.
 - d. Send email.

A screenshot of an email draft interface. The 'To' field contains the email address 'reworks@johnsonfit.com'. The 'Subject' field contains the text 'CAS-123456'. The 'Attachments' section shows two files: 'FTM523140408124 -powercord.jpg' and 'TM5221504CA00347 Melted Inlet.jpg'. Both attachment names are highlighted with yellow boxes. The interface includes a 'Send' button and a 'Cc' field.

5. A new work order will be created, new parts ordered, and work order sent.
6. Once parts are received, technician will install new parts, install power cord bracket (see Steps 7-8).
7. Document the work order/claim of work performed.

Required Tools:

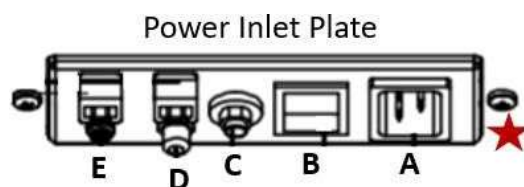
Phillips head screwdriver

Hardware Upgrade:

Part # 1000409667 – Power cord bracket



Part Numbers:



Reference	Description	Part #
A	Power socket	003371-C
B	Power switch	1000317845
C	Breaker	1000209313
D	Coaxial & Ethernet connection	n/a
E	External TV Aux connection	n/a
Not shown	Standard power cord (90-degree plug)	1000356655
Not shown	Optional power cord (180-degree plug)	ZMS4015647

Note: The ★ is the screw to use to connect the power cord bracket