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# PRODUCT OWNERSHIP GUIDE **CARDIO**

# PRODUCT OWNERSHIP GUIDE

Fitness equipment requires adjustments and maintenance that are part of owning or leasing equipment. These adjustments and maintenance are not part of your equipment’s warranty, nor are they defects in the equipment. The following will provide information on how to perform these adjustments and maintenance when needed.

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# **CARDIO EQUIPMENT**

# LEVELING EQUIPMENT: TREADMILLS

## 7 & 5 SERIES TREADMILLS

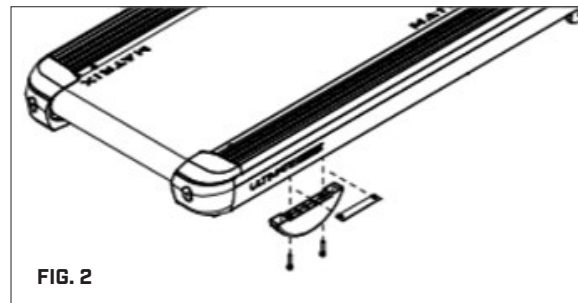
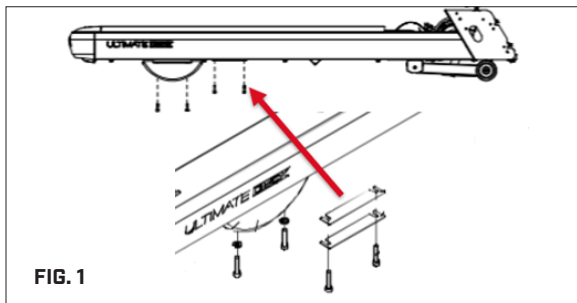
### TOOLS NEEDED

- 6 mm Allen socket and ratcheting wrench



### INSTRUCTIONS

1. On the right side of the treadmill, just in front of the rear foot, you will find two leveling shims. Remove one or both (Fig. 1).
2. Turn the treadmill on its side. Loosen the two bolts holding the rear foot to the frame. Slide one or both shims between the frame and the top of the foot (Fig. 2).



## ALL OTHER TREADMILLS

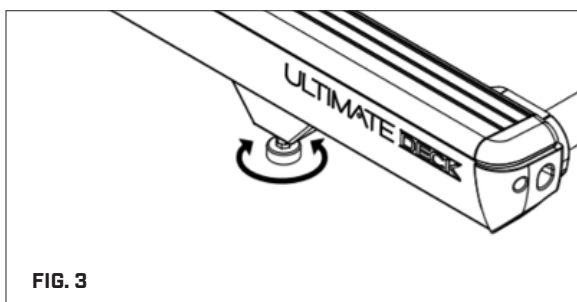
### TOOLS NEEDED

- Medium-size adjustable wrench



### INSTRUCTIONS

Start with the leveling feet all the way up (turn clockwise). If the treadmill is not level, once placed, adjust the leveling feet by turning counterclockwise (Fig.3). Tighten the jam nut on the leveling feet with an adjustable wrench.



# LEVELING EQUIPMENT: CLIMBMILLS

## PERFORMANCE, ENDURANCE & 7, 5, 3 SERIES CLIMBMILLS

### TOOLS NEEDED

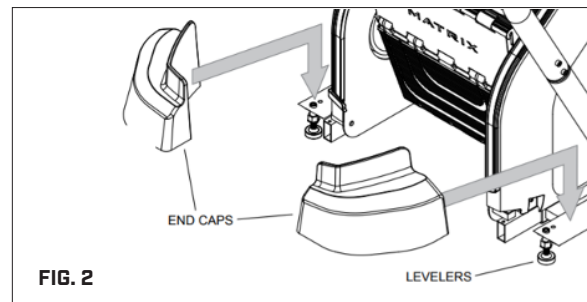
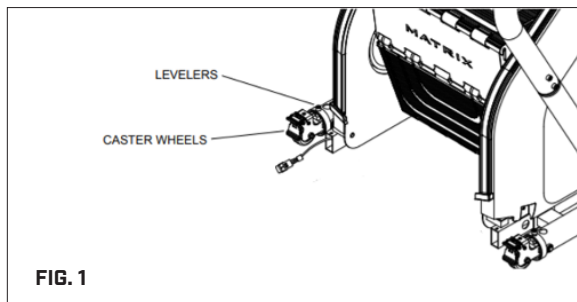
- 6 mm Allen socket and ratcheting wrench



### INSTRUCTIONS

Start with the leveling feet all the way up (turn clockwise). Once the Climbmill is placed, the frame should be resting on the floor. If the Climbmill is not level, adjust the levelers as needed using a 6 mm Allen socket.

1. For Performance & 7, 5 Series frames, remove the dust tray and control zone (Fig. 1).
2. For Endurance & 3 Series frames, remove the end caps to access the levelers (Fig. 2).



# LEVELING EQUIPMENT: ASCENT TRAINERS & SUSPENSION ELLIPTICALS

## PERFORMANCE, ENDURANCE & 7, 5, 3, 1 SERIES

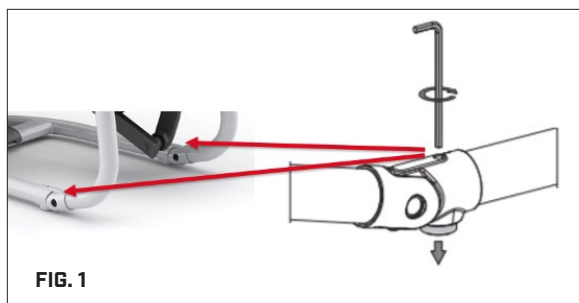
### TOOLS NEEDED

- 6 mm Allen socket and ratcheting wrench



### INSTRUCTIONS

Start with the leveling feet all the way up (turn counterclockwise), so the frame is resting on the floor. If the unit is not level, adjust the leveling feet as needed using a 6 mm Allen socket and wrench (Fig. 1).



# LEVELING EQUIPMENT: UPRIGHT, HYBRID & RECUMBENT CYCLES

## PERFORMANCE, ENDURANCE & 7, 5, 3 SERIES

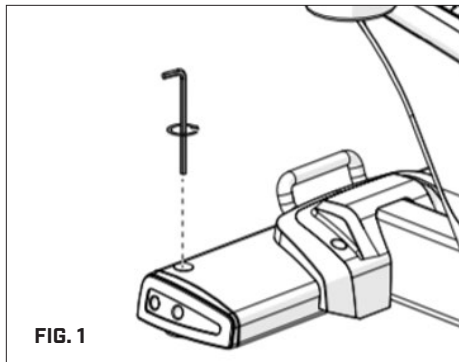
### TOOLS NEEDED

- 6mm Allen socket and ratcheting wrench



### INSTRUCTIONS

Start with the leveling feet all the way up (turn counterclockwise), so the frame is resting on the floor. If the unit is not level at that point, adjust the leveling feet as needed using a 6 mm Allen socket and wrench (Fig. 1).



# TREADMILL BELT ADJUSTMENTS

## TOOLS NEEDED:

- 8 mm Allen socket and ratcheting wrench
- 8 mm Allen T-handle wrench



After the treadmill is placed, the belt must be checked for proper tension and alignment (centering). It's recommended to check the belt tension and alignment after the first week of use. Temperature and humidity can cause the belt to stretch at different rates. If the belt starts to slip or is drifting to one side of the running deck, follow the steps below to make the adjustment needed.

**Note that we provide specific directions for belts with and without tension markers.**

## TREADMILL BELT TENSIONING

**Find the logo on the belt. Are there tension markers? If YES, follow the steps below to tension.**

The tension markers of a new belt should line up with the horizontal edges of the running deck. The two 8 mm hex bolts in the end caps adjust the rear roller position. To move the roller out (closer to you), turn both clockwise. This will add tension to the running belt. In turn, adjusting the two bolts counterclockwise will move the roller in, removing tension from the running belt. Adjust each bolt the same amount of turns to keep the belt centered on the running deck. Walk on the running belt anytime you make adjustments to make sure it does not slip.

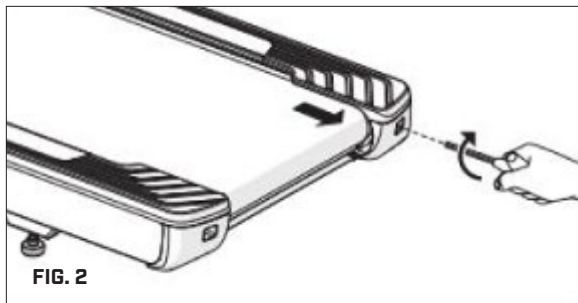
This belt should not stretch much over its life. If any adjustments are needed, it will most likely need  $\frac{1}{4}$  –  $\frac{1}{2}$  turn on each bolt. Check the tension monthly during the preventive maintenance tasks.

### TENSIONING BELT

1. Remove the motor cover using an 6 mm Allen key or socket.
2. Find the tension markers on the belt. Move the belt with your hand until you find them.
3. Line up the tension markers with the deck by the front roller.
4. Look at the tension markers near the rear roller. Are they lined up with the edge of the deck?
  - a. If yes, press Go on the treadmill and adjust speed to 3mph / 4.8kph, then go to step 6.
  - b. If no, adjust the roller bolts until they are lined up with the edge of the deck.
5. Press Go on the treadmill and adjust speed to 3mph / 4.8kph.
6. Walk on the treadmill belt. Once you are comfortable and balanced, stomp your foot on the belt to emulate a runner with a heavy foot. Does the belt stop?
  - a. If yes, tension needs to be added. Do this by turning both roller bolts clockwise  $\frac{1}{4}$  turn. Repeat step 6. The belt can be adjusted while it is moving if you are careful.
  - b. If no, the belt is properly tensioned.



# TREADMILL BELT ADJUSTMENTS



**TIGHTENS RIGHT SIDE OF ROLLER**



**TIGHTENS LEFT SIDE OF ROLLER**

**Find the logo on the belt. Are there tension markers? If NO, follow the steps below to tension.**

The two 8mm hex bolts in the end caps adjust the rear roller position. To move the roller out (closer to you), turn both clockwise. This will add tension to the running belt. In turn, adjusting the two bolts counterclockwise will move the roller in, removing tension from the running belt. Adjust each bolt the same amount of turns to keep the belt centered on the running deck. Make  $\frac{1}{4}$  to  $\frac{1}{2}$  turns at a time when adjusting.

This belt should stretch over its lifetime. Check tension after the first week of use, then monthly during preventive maintenance tasks.

## TENSIONING BELT

1. Press Go on the treadmill and adjust speed to 3mph / 4.8kph.
2. Walk on the treadmill belt. Once you are balanced, stomp your foot on the belt to emulate a runner with a heavy foot. Does the belt stop?
  - a. If yes, tension needs to be added. Do this by turning both roller bolts clockwise as described above, then repeat step 2. The belt can be adjusted while it is moving if you are careful.
  - b. If no, the belt is properly tensioned.

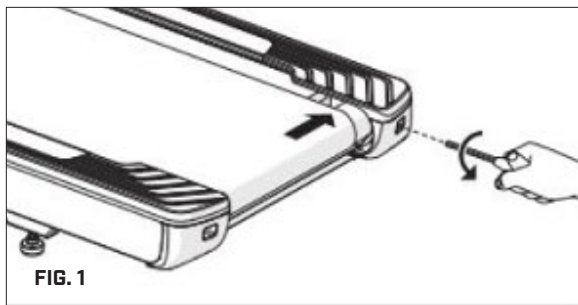
# TREADMILL BELT ADJUSTMENTS

## TREADMILL BELT ALIGNMENT

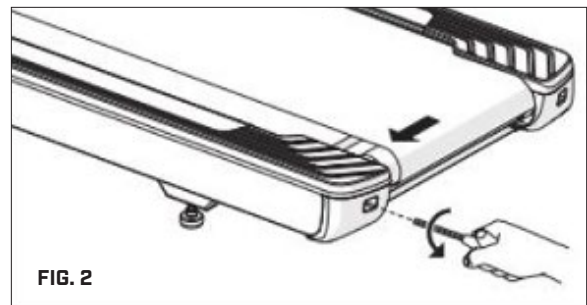
The two 8 mm bolts in the end caps adjust the rear roller position. To align the belt to the center of the running deck, turn the bolt on the side that the belt moved and turn clockwise. To move the belt to the right, turn the left bolt counterclockwise (see image below).  $\frac{1}{4}$  –  $\frac{1}{2}$  turns will move the belt quite a bit.

### ALIGNING BELT

1. Press Go on the treadmill and adjust speed to 3mph / 4.8kph.
2. Adjust the belt by turning the roller bolts clockwise or counterclockwise as described above.
3. Watch the belt move to the center of the deck. Increasing the speed allows the belt to adjust left or right more quickly.
4. Repeat until the belt is centered on the deck.



**FIG. 1**  
**BELT IS TOO FAR TO THE LEFT SIDE**



**FIG. 2**  
**BELT IS TOO FAR TO THE RIGHT SIDE**

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## **CARDIO PRODUCT: BASIC CLEANING AND MAINTENANCE CHECKLIST**

The checklists below are maintenance recommendations beyond the daily cleaning of the equipment.

**MATRIX TREADMILL (MODELS WITH RUNNING BELT)**

**MONTHLY**

Tasks	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Clean console with approved cleaner												
Wipe exposed sides of running deck and side rails with approved cleaner												
Wipe entire frame and shrouds with approved cleaner												
Inspect power cord & power cord bracket												
Test emergency brake & tether/clip												
Test running belt tension & alignment												
Test handlebar toggles & quick keys												
Test console functions												

Bumps on rear rollers will be an indication that more frequent cleaning must occur under the treadmill.

**QUARTERLY**

Tasks	Q1	Q2	Q3	Q4
Clean console with approved cleaner				
Wipe exposed sides of running deck and side rails with approved cleaner				
Wipe entire frame and shrouds with approved cleaner				
Inspect power cord & power cord bracket				
Test emergency brake & tether/clip				
Test running belt tension & alignment				
Test handlebar toggle & quick keys				
Test console functions				
Remove motor cover and vacuum entire area				
Test incline motor				
With incline motor at max incline, turn off power or press the emergency stop - clean and lubricate incline motor screw				
Elevate and/or move treadmill and clean under entire unit				
Grease the cam and plate interface on the lift caster assemblies if applicable (as needed)				

Bumps on rear rollers will be an indication that more frequent cleaning must occur under the treadmill.

## **MATRIX TREADMILL (MODELS WITH RUNNING BELT)**

### **QUARTERLY**

To clean under a treadmill:

- Press “Go” then press “Incline Up” until it has reached max incline
- Press the “e-stop” then unplug the treadmill from the floor/wall outlet and lay the cord over the motor cover onto the running belt (disconnect coax if present as well)
- With two people, lift the back of the treadmill and roll back as far as you are able
- Clean area where treadmill was placed
- With two people, lift the back of the treadmill and roll back into its original position
- Plug in power cord (and coax if present), then lift the e-stop to reset the incline

**CARDIO PRODUCT: BASIC CLEANING AND MAINTENANCE CHECKLIST**

The checklists below are maintenance recommendations beyond the daily cleaning of the equipment.

**MATRIX TREADMILL (PERFORMANCE PLUS - SLAT BELT)**

**MONTHLY**

Tasks	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Clean console with approved cleaner												
Wipe entire frame and shrouds with approved cleaner												
Inspect power cord & power cord bracket												
Test emergency brake & tether/clip												
Test handlebar toggles & quick keys												
Test console functions												

**QUARTERLY OR BI-ANNUALLY**

Tasks	Q1	Q2	Q3	Q4
Clean console with approved cleaner				
Wipe entire frame and shrouds with approved cleaner				
Inspect power cord & power cord bracket				
Test emergency brake & tether/clip				
Test handlebar toggle & quick keys				
Test console functions				
Remove motor cover and vacuum entire area				
Test incline motor by performing a calibration through the console				
With incline motor at max incline, turn off power or press the emergency stop – clean and grease incline motor screw				
Engage the rear caster wheels to move and vacuum the floor under the treadmill				
If rear casters are difficult to engage/disengage, grease the cam and plate interface on the lift caster assemblies (as needed)				

## MATRIX CLIMBMILL

### MONTHLY

Tasks	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Clean console with approved cleaner												
Empty & clean dust tray												
Clean the Control Zone IR windows; 7/5 & Performance Series												
Wipe entire frame and shrouds with approved cleaner												
Inspect power cord												
Test emergency stop functions												
Remove side service covers & inspect for debris												
Test handgrips for proper function												
Test console functions												
Test Control Zone and/or frame IR sensor												



## MATRIX CLIMBMILL

### QUARTERLY OR BI-ANNUALLY

Tasks	Q1	Q2	Q3	Q4
Clean console with approved cleaner				
Empty & clean dust tray				
Clean Control Zone IR windows; 7/5 and Performance Series				
Wipe entire frame and shrouds with approved cleaner				
Inspect power cord				
Test emergency stop functions				
Test handgrips for proper function				
Test console functions				
Test Control Zone and/or frame IR sensor				

\*Grease – clean then grease the chain with Mobil 1 synthetic grease





## MATRIX ASCENT TRAINER / ELLIPTICAL

### MONTHLY

Tasks	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Clean console with approved cleaner												
Wipe entire frame and shrouds with approved cleaner*												
Inspect power cord												
Test handgrips for proper function												
Test console functions												

\*When cleaning the frame, focus on the pedal arms and other non clear-coated surfaces.

**Note:** If units are not plugged in but being used self-powered, check the voltage of the battery on the frame. If less than half charged, plug in for 24 hours to recharge. Matrix offers a for purchase sweat tray that covers the bottom frame under a user. To purchase, please contact your local Matrix Customer Support.



## MATRIX ASCENT TRAINER / ELLIPTICAL

### QUARTERLY

Tasks	Q1	Q2	Q3	Q4
Clean console with approved cleaner				
Remove foot pedal pads and clean under them				
Wipe entire frame and shrouds with approved cleaner*				
Inspect power cord				
Test handgrips for proper function				
Test console functions				
Remove both side discs to inspect generator and drive belts, vacuum area				

\*When cleaning the frame, focus on the pedal arms and other non clear-coated surfaces.

**Note:** If units are not plugged in but being used self-powered, check the voltage of the battery on the frame. If less than half charged, plug in for 24 hours to recharge.



## MATRIX RECUMBENT, HYBRID & UPRIGHT CYCLE

### MONTHLY

Tasks	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Clean console with approved cleaner												
Recumbent only – clean seat track*												
Wipe entire frame and shrouds with approved cleaner												
Inspect power cord												
Inspect pedals & straps												
Test handgrips for proper function												
Test console functions												

\*Clean with approved cleaner, do not lubricate.

**Note:** If units are not plugged in but being used self-powered, check the voltage of the battery on the frame. If less than half charged, plug in for 24 hours to recharge.



## MATRIX RECUMBENT, HYBRID & UPRIGHT CYCLE

### QUARTERLY

Tasks	Q1	Q2	Q3	Q4
Clean console with approved cleaner				
Recumbent only – clean seat track*				
Wipe entire frame and shrouds with approved cleaner				
Inspect power cord				
Test handgrips for proper function				
Test console functions				
Remove both side discs to inspect belts, vacuum area				

\*Clean with approved cleaner, do not lubricate.

**Note:** If units are not plugged in but being used self-powered, check the voltage of the battery on the frame. If less than half charged, plug in for 24 hours to recharge.



## MATRIX VIRTUAL TRAINING CYCLE (CXV MODEL)

### MONTHLY

Task	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Wipe entire frame and shrouds with approved cleaner												
Clean seat and handlebar post												
Visually inspect pedals for tightness												
Test console for proper operation												
Clean and lubricate pedal shoe clips and spindle												
Ensure crank bolts are tightened to 55Nm												
Clean and grease seat slide												
Wipe entire frame and shrouds with approved cleaner												

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