

# Maintenance correction edition

Concept2-Maintenance-Reference.pdf | Issued 2026-10-04

**This correction supersedes the conflicting instructions in the archived original. It is not certification of every model in the brand list or permission to return equipment to service.**

## Concept2: chain oil amount and monitor scope

For applicable Concept2 RowErg chain-drive models, replace 'a few drops' with the official maintenance instruction: apply a teaspoon of the specified oil to a towel, rub along the chain, then wipe excess. Retain the documented maintenance intervals and SkiErg2 cord checks. Do not infer RowErg instructions for every rower or lubricate a drive/recoil belt. PM6 and a universal 200-hour battery life are not established by the checked maintenance sources and are withdrawn pending applicable monitor documentation.

Applicability: match model, production year/serial range, market and manual revision. An edition date is not an equipment production year. Where these are unknown, do not infer a numerical lubrication, adjustment, electrical or clinical specification. Restricted service instructions must be obtained through the owner before approval.

## Reviewed sources

S17: [Concept2 RowErg maintenance](#).

S27: [Concept2 SkiErg2 maintenance](#).

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## Withdraw unsupported failure predictions and diagnostic limits

The original percentages, 2-6-week failure forecasts, universal 12 A threshold and example 16.8/11.2/6.5/2.8 A values are not OEM acceptance limits. Do not use them to diagnose or certify a machine. Any retained measurement needs a named model/setup, speed, mechanical load, measurement location and instrument; loaded-versus-unloaded current alone does not isolate friction. Replace guaranteed failure or automatic warranty-loss claims with 'may cause damage' or 'may affect coverage.' Touch alone does not prove motor overload. Brushed-DC explanations do not cover AC motors, and not every elliptical uses an actuated brake motor. Withdraw unsourced 'most common failure' rankings as diagnostic authority. Stop use for abnormal behavior and follow the exact OEM diagnostic procedure.

Applicability: match model, production year/serial range, market and manual revision. An edition date is not an equipment production year. Where these are unknown, do not infer a numerical lubrication, adjustment, electrical or clinical specification. Restricted service instructions must be obtained through the owner before approval.

## Reviewed sources

S7: [NordicTrack Commercial 1750 NTL11219.3 manual](#), manufacturer CDN, Electrical Power and Maintenance/Troubleshooting.

S8: [ProForm Pro 2000 PFTL13113.6 original user manual](#), manufacturer-authored, retailer-hosted; printed pp. 18, 30–31.

S9: [Horizon treadmill running-belt lubrication procedure](#).

S10: [SOLE treadmill lubrication guidance](#).

S20: [Cybex 770T owner's manual](#).

S25: [Life Fitness 95T Engage specifications](#), AC motor and lubricant-infused belt.

## Archived original follows

The following pages preserve the supplied original for historical comparison. Conflicting instructions, numerical limits and example certifications are superseded by the correction pages above. They must not be used as current service instructions.

[Download the unchanged original PDF](#)



# HEARTBEAT FITNESS REPAIR

SERVICE • REPAIR • PREVENTIVE MAINTENANCE

Factory-trained service for residential and commercial fitness equipment

(727) 512-5120 • [service@theequipmentfixer.com](mailto:service@theequipmentfixer.com) • [TheEquipmentFixer.com](https://TheEquipmentFixer.com)

## MFG MAINTENANCE REFERENCE

REF: HFR-MFG-CONCEPT2-2026

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## CARING FOR YOUR CONCEPT2 EQUIPMENT

### An Independent Heartbeat Fitness Repair Maintenance Reference

*Independent maintenance reference prepared by Heartbeat Fitness Repair from publicly available Concept2 guidance • Not affiliated with, sponsored by, or endorsed by Concept2. All product and brand names are trademarks of their respective owners.*

### 1. EQUIPMENT WE SERVICE

Concept2 is a specialist brand — rowing, ski, and bike ergometers — common in home gyms, CrossFit-style boxes, and rehab settings. Concept2 publishes unusually detailed official maintenance procedures.

#### ROWERG

RowErg (current), legacy Model D & E, PM5/PM6 monitor

#### SKIERG

SkiErg2 (current), SkiErg1 (legacy)

#### BIKEERG

BikeErg (belt-drive, flywheel-based)

### 2. STEP-BY-STEP: THE CONCEPT2 CHAIN OILING PROCEDURE

#### STEP 1: OIL A CLOTH

Put a few drops of purified mineral oil, 3-IN-ONE oil, or 20W motor oil on a paper towel.

#### STEP 2: RUB THE FULL CHAIN

Run the cloth along the entire chain length, pulling it through by hand.

#### STEP 3: WIPE EXCESS

Remove excess oil so it doesn't attract dust and grit.

#### STEP 4: NEVER USE SOLVENTS

Do not clean the chain with solvents or degreasers — they strip the protective oil film.

### 3. MANUFACTURER-RECOMMENDED MAINTENANCE

| COMPONENT         | CONCEPT2 GUIDANCE                                                                                                                                               | INTERVAL                                       |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|
| RowErg Chain      | Purified mineral oil, 3-IN-ONE oil, or 20W motor oil applied via paper towel along the chain length, excess wiped off. Never clean with solvents or degreasers. | Every 50 hours; weekly for institutional use   |
| Monorail          | Wipe with a cloth or non-abrasive pad using soap/water or glass cleaner. Mineral acids, bleach, and coarse abrasives are prohibited.                            | Daily after use                                |
| Flywheel & Damper | Shine a light inside the flywheel housing to check for dust/lint and vacuum it out; full inspection of chain, hardware, shock cord, and monitor arm tension.    | Every 250 hours; monthly for institutional use |
| SkiErg Cords      | Inspect handle and bungee cords for "fuzzing" or exposed fiber; replace both together when worn. No cord lubrication specified.                                 | Every ~500,000 meters (roughly 50 hours)       |

#### PRO TIP: CHAIN RUST IS A STORAGE PROBLEM, NOT A DEFECT

- Concept2's own community reports trace most chain corrosion to humid garage/basement storage and sweat exposure combined with infrequent oiling — the fix is simply keeping to the 50-hour oiling regimen.



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### 4. COMMON CONCEPT2 FAILURE POINTS

| OBSERVED SYMPTOM                 | LIKELY CAUSE                                                                                                               | RISK IF IGNORED                              | RECOMMENDED ACTION                                                                            |
|----------------------------------|----------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|-----------------------------------------------------------------------------------------------|
| Chain Rust or Uneven Tension     | Humid storage environment and infrequent oiling.                                                                           | Accelerated chain wear, rougher stroke feel. | Clean and re-oil per the 50-hour schedule; replace only if wear persists after service.       |
| Rough Seat Roll / Monorail Grime | Dust/grime buildup, especially in unfiltered garage or basement placements.                                                | Progressively rougher stroke feel.           | Resolve with the daily monorail wipe-down — the top complaint on units in these environments. |
| PM5 Battery Drains Quickly       | Normal use is ~200 hours per set of D-cell alkalines; faster drain or drain while idle can indicate a circuit board fault. | Monitor becomes unusable mid-session.        | Replace batteries first; investigate the board only if drain persists.                        |
| Zero or Erratic Stroke Readings  | Generator/pickup cable issue — check cable seating and pickup wire for fraying first.                                      | Inaccurate or missing workout data.          | Inspect the pickup cable before replacing the monitor.                                        |

### 5. WHAT OUR TECHNICIANS CHECK ON EVERY CONCEPT2 VISIT

#### CHAIN & FLYWHEEL

50-hour oiling and 250-hour dust/hardware inspection per Concept2 spec

#### MONORAIL CONDITION

Grime buildup and seat-roll smoothness

#### PM5/PM6 MONITOR

Battery, pickup cable, and display diagnostics

### OWN ONE OF THESE MACHINES? WE SERVICE THEM RIGHT.

Heartbeat Fitness Repair's technicians are factory-trained across major fitness equipment brands, including Concept2, and carry the diagnostic tools and OEM-spec parts knowledge to service it correctly the first time.

#### PHONE

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