



HEARTBEAT FITNESS REPAIR

SERVICE • REPAIR • PREVENTIVE MAINTENANCE

Factory-trained service for residential and commercial fitness equipment

(727) 512-5120 • service@theequipmentfixer.com • 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.

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