



## HEARTBEAT FITNESS REPAIR

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Factory-trained service for residential and commercial fitness equipment

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# How to Care for Your Elliptical

## OWNER CARE GUIDE | PIVOTS, ROLLERS & DRIVE SYSTEM

An elliptical has more moving joints than any other cardio machine in a home gym. Every stride sends load through the pedal arm pivots, the link arm bearings, the handlebar pivots, and — on front-drive machines — a set of rollers riding along a ramp. Those joints are what make the motion feel smooth, and they are also the first thing to tell you something is wrong. An elliptical that has started to squeak, click, or feel notchy is asking for attention. Catching it early usually means a simple service instead of replacing bearings and arms.

### WHAT YOU'LL NEED

#### A Clean Cloth

Soft microfiber for wiping down frame, rails, and contact surfaces.

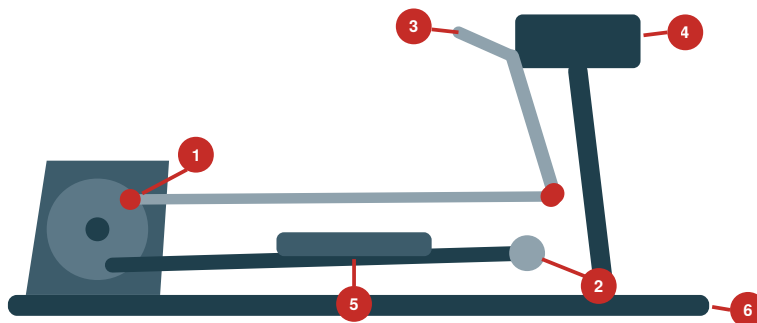
#### Mild Cleaner

Water with a small amount of mild soap, or a fitness-equipment-safe cleaner. Never bleach or ammonia.

#### About Ten Minutes

No tools required for routine care. Nothing needs to be taken apart.

### KEY SERVICE POINTS



*Side view of a typical elliptical. Pivot points and rollers carry the load every stride.*

- |                                      |                                     |
|--------------------------------------|-------------------------------------|
| ➊ Crank and link arm pivots          | ➋ Pedal arm rollers and ramp track  |
| ➌ Moving handlebar pivots            | ➍ Console and battery compartment   |
| ➎ Foot pedals and pedal arm hardware | ➏ Leveling feet and rear stabilizer |

# STEP-BY-STEP OWNER CARE

## 1 Wipe down after every use

Clean the handlebars, foot pedals, console, and frame with a lightly dampened cloth. Sweat runs down the mast and collects in the pivot joints, which is exactly where you do not want moisture sitting.

## 2 Clean the roller track or ramp

If your elliptical has rollers riding on a ramp or rail — most front-drive machines do — wipe that surface clean every month. Grit on the track is what flat-spots rollers and creates that thumping sensation underfoot. Wipe the rollers themselves at the same time and check that each one spins freely.

## 3 Listen to the machine

This is the most useful diagnostic you can perform. Ride the elliptical for a minute and listen. A new squeak, click, or knock almost always traces back to a pivot bearing, a loose pedal arm bolt, or a roller that is failing. Note where in the stride the noise happens and whether it changes with resistance — that information helps us pinpoint it quickly.

## 4 Check pedal and handlebar hardware

Stand next to the machine and try to move each foot pedal side to side, then do the same with the moving handlebars. A small amount of movement is normal on most units, but obvious play, rocking, or a clunk means hardware has loosened or a bearing is wearing. Check that visible pivot bolts are snug without overtightening them.

## 5 Level the unit

An elliptical carries your full body weight in motion, so an unlevel frame will rock, creak, and wear pivots unevenly. Adjust the leveling feet until the machine sits solidly on all points with no movement when you push on the mast.

## 6 Leave lubrication to a service visit

Elliptical pivots and bearings are mostly sealed or pre-greased, and the wrong lubricant in the wrong place attracts grit and accelerates wear. Do not spray penetrating oil or general purpose lubricant into a squeaking joint. If a pivot is noisy, it needs to be inspected, cleaned, and serviced properly — that is part of a preventive maintenance visit.

# RECOMMENDED SCHEDULE

| HOW OFTEN        | WHAT TO DO                                                                               |
|------------------|------------------------------------------------------------------------------------------|
| After each use   | Wipe down pedals, handlebars, console, and frame.                                        |
| Weekly           | Listen for new noise; check foot pedals and handlebars for play.                         |
| Monthly          | Clean the roller track or ramp and check that rollers spin freely; check leveling.       |
| Every 3–6 months | Check visible pivot hardware; confirm resistance and incline work across the full range. |
| Annually         | Schedule a professional preventive maintenance service.                                  |

## PLEASE AVOID

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- ✗ Spraying oil or penetrating lubricant into squeaking pivots.
- ✗ Spraying cleaner directly onto the console.
- ✗ Bleach, ammonia, or alcohol cleaners on grips and overlays.
- ✗ Ignoring a new squeak or knock — it is the earliest warning of bearing wear.
- ✗ Using the machine while a pedal arm has obvious play or rocking.
- ✗ Leaving grit on the roller track, which flat-spots the rollers.

## WHEN TO CALL US

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### STOP USING THE EQUIPMENT AND SCHEDULE SERVICE IF YOU NOTICE

- ▶ A squeak, click, or knock that has appeared or is getting louder
- ▶ Obvious play or rocking in a foot pedal or handlebar
- ▶ The console is blank, frozen, or losing readings
- ▶ The stride feels rough, notchy, or uneven underfoot
- ▶ Resistance or incline no longer responds, or is stuck at one level
- ▶ The frame rocks or creaks after the machine has been leveled

### Would you rather we handle it?

Owner care keeps your equipment running between visits, but it is not a substitute for professional service. A full preventive maintenance visit includes internal cleaning and inspection, drive system and wiring checks, hardware torqued to manufacturer specification, calibration, and full operational testing — so small issues are caught long before they turn into expensive repairs.

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