HEARTBEAT FITNESS REPAIR

SERVICE • REPAIR • PREVENTIVE MAINTENANCE

Factory-trained service for residential and commercial fitness equipment

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

How to Care for Your Peloton Bike, Tread, or Row

OWNER CARE GUIDE | CLEANING, SCREENS, PEDALS, CORDS & WHEN TO CALL

> Connected equipment like Peloton adds a touchscreen and software to the usual moving parts — so care means protecting the screen, the electronics, and the mechanical parts. Most problems start with sweat, harsh cleaners, a loose pedal, or a damaged cord.
>
> This is general owner-care guidance, not an official Peloton procedure. Check the instructions for your exact model and surface before cleaning, adjusting, or servicing it.

WHAT YOU'LL NEED

Soft Cloths
One slightly damp, one dry, plus a microfiber cloth for the touchscreen.

Mild, Ammonia-Free Cleaner
A mild, non-abrasive cleaner. Not bleach and not ammonia.

About Ten Minutes
Wipe after every use; a deeper clean once a month.

CLEANING — THE RIGHT WAY

PART	HOW TO CARE FOR IT
Bike and Bike+: seat, frame, handlebars	Switch off and unplug before cleaning as the model manual directs. Apply an approved cleaner to a soft cloth, not the machine; wipe sweat and dry surfaces. Avoid moisture around electronics, seams, screws, and openings.
Tread: belt and frame	Switch off and unplug first. Remove accessible debris and clean only as directed for the exact Tread or Tread+ model and surface. Do not spray or pour liquid onto belts, slats, openings, or electronics. Allow surfaces to dry before use.
Row: rail and frame	Unplug first. Clean accessible rail and frame surfaces using the exact Row model's approved cloth and cleaner. Keep the rail installed for routine cleaning. Do not add lubricant unless that model's current instructions explicitly require it.
Touchscreen (all models)	Power off as the model manual directs. Use a clean microfiber cloth and only a screen-approved product. Apply it to the cloth, not the screen; avoid excess moisture and harsh cleaners.

MECHANICAL CHECKS

- Bike and Bike+ pedals and cleats. Check for looseness, cracks, or wear before use. Follow the exact model's inspection, replacement, and torque instructions; do not apply a universal annual replacement rule. Stop riding if a pedal or crank is loose.
- **Seat and handlebar adjustments.** Confirm the seat post and handlebar post are secure and the adjustment knobs lock firmly before every ride.
- **Tread belt and deck.** Check belt centering and look for fraying or curling at the belt edges. Do not lubricate the belt or deck unless the instructions for your specific Tread say to.
- **Cords and plugs.** Keep power cords away from heat, sharp edges, and moisture and out of the walking path. Never move the equipment by pulling the cord.

SOFTWARE AND CONNECTIVITY

- Keep the equipment connected to Wi-Fi and let software updates install — many “problems” are resolved by an update.
- If the screen freezes, follow the model's restart instructions once; do not interrupt an update.
- Take a photo of any error message before restarting — it helps with diagnosis.

× Bleach, ammonia, abrasive cleaners, or Clorox-type wipes on the screen or Tread and Row surfaces.

× Adding lubricant without your exact model's instructions.

× Riding with a loose pedal, seat post, or handlebar.

× Spraying cleaner directly on the equipment or touchscreen.

× Moving the equipment by the power cord.

× Using the equipment with a damaged cord or plug.

WARRANTY FIRST

If warranty coverage may apply, contact Peloton Support before authorizing work and check the applicable terms. Third-party service does not automatically void an entire warranty. We can discuss out-of-warranty diagnosis and available service options.

STOP USING IT IF YOU NOTICE

Stop use for smoke, burning smells, sparks, shocks, damaged cords, loose load-bearing parts, or a frayed or rubbing belt. Keep others away. Switch off and unplug only if safe; do not touch wet, hot, or sparking electrical parts. Request service.

Need a hand with your Peloton?

We service connected bikes, treadmills, and rowers: mechanical wear, power and cord issues, and calibration. Tell us what it is doing and we will help you work out the next step.

PHONE
(727) 512-5120

EMAIL
service@theequipmentfixer.com

WEB
theequipmentfixer.com

General owner-care guidance, not an official Peloton instruction sheet. Follow the current manual for the exact model. Heartbeat Fitness Repair is independent and is not affiliated with, sponsored by, or endorsed by Peloton. Peloton is a trademark of its owner.