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 Stair Climber

OWNER CARE GUIDE | STEPS, HANDRAILS & DRIVE SYSTEM

Rotating-stair machines and pedal-style steppers have different drive and safety systems. Sweat, dust, wear, and loose parts can affect both. This guide covers external care, not internal adjustment. Keep covers in place, follow the exact model's maintenance schedule, and stop use when movement, stability, or safety functions change.

WHAT YOU'LL NEED

A Clean Cloth

Soft microfiber for the frame, steps, handrails, and console.

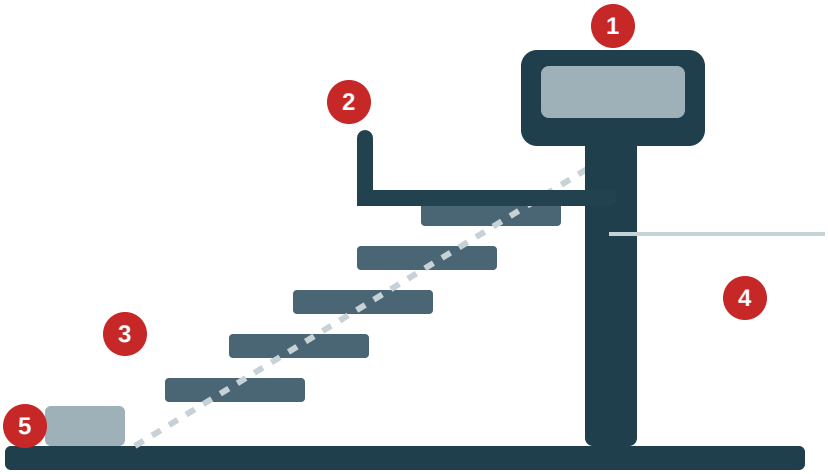
Mild Cleaner

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

About Ten Minutes

No tools needed for routine care. Nothing needs to come apart.

KEY SERVICE POINTS



Side view of a typical stair climber (shapes vary by model)

1. Console and emergency stop: clean as directed; use the model's safety key, clip, or stop system.
2. **Handrails and handles** — check they are tight and not loose or cracked.
3. **Steps or pedals** — look for cracks, worn tread, and debris; check they move evenly.
4. **Side covers and drive area** — keep clear of dust and debris; do not remove the covers.
5. **Base and leveling feet** — the machine should sit level and not rock.

ROUTINE CARE

HOW OFTEN	WHAT TO DO
After every use	Wipe sweat from the handrails, console, and steps. Sweat left on a frame corrodes metal and wears the step surface.
Weekly	Vacuum around and under the machine. Check that the handrails and covers are tight, the steps move smoothly, and the machine does not rock.
Monthly	Wipe down the whole frame. Look at the steps for cracks and worn tread, listen for any new squeaking, clicking, or grinding, and check the power cord and plug.
Maker's interval	Have a technician inspect the applicable drive, steps, pedals, bearings, and safety systems at the exact maker's interval. Lubricate only specified points with the specified product.

PLEASE AVOID

- × Spraying cleaner or water directly on the machine, console, or into the steps.
- × Spraying WD-40 or household oil — use only what your manual calls for.
- × Using a machine with a cracked or broken step.
- × Removing the side covers or touching the drive chain or belt.
- × Loose clothing or laces, or bypassing the model's safety system.
- × Leaving the machine unlevel — it loads the steps and drive unevenly.

STOP USING IT IF YOU NOTICE

Stop use for skipping, sticking, grinding, cracked steps, loose handrails, burning smells, or a hot cord or plug. Keep others away. Switch off and unplug only if safe; do not touch hot, wet, or sparking electrical parts. Request service.

HOW OFTEN WE RECOMMEND PROFESSIONAL SERVICE

Set the service interval using the manufacturer's requirements, usage, and condition. Rotating-stair and pedal-stepper procedures differ. We confirm the applicable drive, step or pedal, wiring, lubrication, and safety checks for your model.

Not sure, or would rather we handle it?

Preventive maintenance on stair climbers includes a full drive-system inspection, step and roller check, lubrication to manufacturer specification, and a complete test of the machine.

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General guidance for common stair climber designs. Lubrication points and procedures vary by manufacturer and model — your owner's manual always takes priority.