



HEARTBEAT FITNESS REPAIR

SERVICE • REPAIR • PREVENTIVE MAINTENANCE

Factory-trained service for residential and commercial fitness equipment

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How to Care for Your Stepper

OWNER CARE GUIDE | STEP ARMS, DRIVE SYSTEM & HANDRAILS

Steppers and stair climbers take more concentrated load than almost anything else in a fitness room. Your entire body weight drives down through two step arms and their pivot points, thousands of repetitions per workout. That load is why hardware works loose on steppers faster than on other cardio equipment, and why a small amount of routine attention pays off so well. The care itself is simple: keep it clean, keep it level, keep it tight, and pay attention to how the steps feel underfoot.

WHAT YOU'LL NEED

A Clean Cloth

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

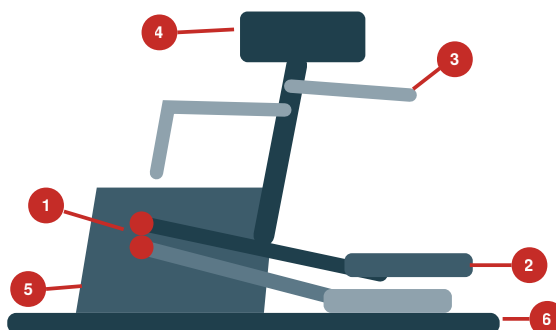
Mild Cleaner

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 stepper showing the points that need routine owner attention.

- | | |
|-----------------------------|-----------------------------------|
| 1 Step arm pivot points | 2 Step pedals and pedal hardware |
| 3 Handrails and grips | 4 Console and battery compartment |
| 5 Drive housing and shrouds | 6 Leveling feet and base |

STEP-BY-STEP OWNER CARE

1 Wipe down after every use

Clean the handrails, grips, step pedals, console, and frame. Steppers put you standing directly over the drive housing, so sweat runs straight down into the shroud seams and hardware. Dry everything off when you are finished.

2 Check the step pedals and hardware weekly

Push down on each step pedal individually and try to rock it side to side. The steps should feel solid, with no lateral play and no clunking at the top or bottom of travel. Because of the load steppers carry, pedal and step arm hardware is the most likely thing to work loose — check that visible bolts are snug, without overtightening.

3 Pay attention to how the steps feel

Both steps should offer the same resistance and travel the same distance. If one side has gone soft, sinks faster than the other, or bottoms out, the drive on that side needs to be looked at. On hydraulic units this usually means a cylinder is failing; on chain or belt driven units it points to tension or a worn component. Either way, do not keep using a stepper with uneven steps — it puts the user off balance.

4 Inspect the handrails

Grip each handrail and pull. They should be completely solid. Handrails are what a user grabs when they lose their footing, so any looseness needs to be corrected right away. Check that grips are not torn or sliding on the tube.

5 Keep the shrouds and drive area clean

Wipe dust off the shrouds and around the base. Dust and sweat combine into a paste that works into the drive area and accelerates wear on chains, belts, and bearings. Do not remove the shrouds yourself — internal cleaning is part of a service visit.

6 Level the unit

A stepper takes a large, repeated, off-center load, so a machine that is not sitting flat will rock and loosen hardware quickly. Adjust the leveling feet until the base sits solidly on the floor with no movement when you push on the mast.

RECOMMENDED SCHEDULE

HOW OFTEN	WHAT TO DO
After each use	Wipe down handrails, grips, step pedals, console, and frame.
Weekly	Check step pedals and handrails for play; confirm both steps feel equal.
Monthly	Check visible hardware and leveling; clean dust from shrouds and base.
Every 3–6 months	Confirm resistance responds across the full range and travel is even.
Annually	Schedule a professional preventive maintenance service.

PLEASE AVOID

- ✗ Continuing to use the machine when one step feels softer or faster than the other.
- ✗ Spraying lubricant into the step arm pivots.
- ✗ Using the stepper with a loose handrail.
- ✗ Removing shrouds to clean or lubricate the drive yourself.
- ✗ Spraying cleaner directly onto the console.
- ✗ Bleach, ammonia, or alcohol cleaners on grips and overlays.

WHEN TO CALL US

STOP USING THE EQUIPMENT AND SCHEDULE SERVICE IF YOU NOTICE

- ▶ One step sinks faster, feels softer, or bottoms out
- ▶ A handrail is loose or moves when pulled
- ▶ Resistance does not change between levels
- ▶ Knocking, grinding, or clicking from the drive housing
- ▶ Play or rocking in a step pedal
- ▶ The console is blank, frozen, or losing readings

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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