



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-SOLE-2026

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CARING FOR YOUR SOLE FITNESS EQUIPMENT

An Independent Heartbeat Fitness Repair Maintenance Reference

Independent maintenance reference prepared by Heartbeat Fitness Repair from publicly available Sole Fitness guidance • Not affiliated with, sponsored by, or endorsed by Sole Fitness. All product and brand names are trademarks of their respective owners.

1. EQUIPMENT WE SERVICE

Sole is a popular home and light-commercial cardio brand across Tampa Bay condos and apartment fitness centers.

TREADMILLS

F63, F65, F80, F85, TT8 (light-commercial)

ELLIPTICALS

E25, E35, E55, E95/E95S

BIKES

SB700, SB900, R92/LCB recumbent

2. STEP-BY-STEP: THE SOLE BELT TRACKING & LUBE CYCLE

STEP 1: RUN THE TRACKING TEST

Walk the belt at a moderate pace and watch for drift to either side.

STEP 2: ADJUST TRACKING

Correct via the rear roller bolts in quarter-turn increments toward the drift side.

STEP 3: LUBRICATE ON SCHEDULE

Apply Sole's 100% silicone lubricant every 90 days or 90 hours, whichever comes first.

STEP 4: VACUUM THE MOTOR HOOD

Clear dust from the motor hood and underside every other month.

3. MANUFACTURER-RECOMMENDED MAINTENANCE

COMPONENT	SOLE GUIDANCE	INTERVAL
Belt Lubrication	Proprietary 100% silicone lubricant only — WD-40, petroleum-based, spray, and foam lubricants are explicitly warned against for breaking down belt material.	Every 90 days or 90 hours, whichever comes first
Belt Tracking	Run at a moderate walking pace and watch for drift; correct via rear roller bolts in quarter-turn increments on the side the belt drifts toward.	Monthly
Cleaning	Wipe belt/deck after each use to prevent sweat corrosion; vacuum the motor hood/underside to clear dust.	After each use; vacuum every other month
Elliptical Pivot Lubrication	Lubricate pedal-arm and moving joints; periodic bolt/frame tightening and leveling checks.	Every 3–6 months depending on use

PRO TIP: LUBRICATION IS TIED TO YOUR WARRANTY

• Sole explicitly ties proper lubrication and cleaning to preserving the frame/motor warranty — skipping service isn't just a performance risk, it can affect a warranty claim.



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4. COMMON SOLE FAILURE POINTS

OBSERVED SYMPTOM	LIKELY CAUSE	RISK IF IGNORED	RECOMMENDED ACTION
Motor Failure Signs	Belt stops unexpectedly, unresponsive to speed/incline commands, self-driven belt movement, or a burning smell.	Sole's own guidance treats this as non-DIY — fire/safety risk if ignored.	Stop use immediately and schedule certified service.
Belt Slippage / Tracking Drift	The most frequent home-use complaint — low lubrication or loose tension.	Accelerated belt and deck wear.	Resolve with the standard tension and lubrication procedure before assuming a bigger fault.
Console Error Codes (E1, incline, speed)	Loose cable connections, outdated firmware, or power issues.	Unit unusable until cleared.	Check connections and firmware before ordering replacement parts.
Elliptical Noise	Loose hardware, an unlevel base, dried-out pivot lubrication, or worn pedal-arm bushings/bearings — a known Sole-specific wear point.	Progressive mechanical wear.	Re-lubricate pivot points and check leveling before replacing bearings.

5. WHAT OUR TECHNICIANS CHECK ON EVERY SOLE VISIT

BELT LUBRICATION & TRACKING

90-day/90-hour service cycle per Sole's own schedule

MOTOR DIAGNOSTICS

Amp draw and safety inspection before any DIY troubleshooting

ELLIPTICAL PIVOT POINTS

Bushing and bearing wear inspection on E-series units

OWN ONE OF THESE MACHINES? WE SERVICE THEM RIGHT.

Heartbeat Fitness Repair's technicians are factory-trained across major fitness equipment brands, including Sole Fitness, and carry the diagnostic tools and OEM-spec parts knowledge to service it correctly the first time.

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