

JOYWAY Electric Treadmill - TROUBLESHOOTING & SOLUTIONS

This troubleshooting is suitable for **most models of JOYWAY Treadmill**.

However, please well noted that it is **for reference ONLY**. Various models may differ in details.

Please refer to the user manual of each product.

If you have any questions, please consult our after-sales service team, we are always here to support.

Thanks for your understanding!

ERROR CODE	ERROR	SOLUTIONS
E01	Cable connection problem between display and console	<ol style="list-style-type: none">1.Check the cable connection of console, e.g. loosen joint, damaged wire, whole set is fully equipped or not.2.Console may be defected, check and replace it.3.Electronic control IC may not be plugged well, check and plug it tightly;4.Transformer may be damaged or the terminal loose, check and replace it.5.Display board may be damaged, test and replace it if it is broken.
E02	Abnormal load change	<ol style="list-style-type: none">1.Check if the positive and negative wires of motor are loosely connected or fall off from console or not.2.Check if console IGBT is damaged or not. Replace the IGBT or console.3.Console CPU may be damaged. Replace the console or CPU.4.Motor may be damaged, motor short circuit or motor carbon brush is sticked.
E03	Speed signal can't be detected by console	<ol style="list-style-type: none">1.Power motor doesn't work: check if the positive and negative wires of motor are loosely connected, or fall off from console, or overload, or if power motor is stuck or not.2.Whether the speed sensor is aligned well with the wheel hole;3.Check if the speed sensor wire and wiring harness are damaged or not;4.Check if the wiring harness terminals of speed sensor or console are connected securely or not.5.Check if any wear or debris on the speed sensor;6.Check if any damage or deformation on the motor wheel.
E04	Lift motor is not learning or learning unsuccessfully	<ol style="list-style-type: none">1.Note: lift motor needs to learn to know the elevation height of the lift motor. Methods: Connect all wires – remove the safety lock after power on - press and hold the touch switch on the console and release it after the lifting motor moves – wait until lift motor finish its lifting – all done2.The variable reluctance (VR) detecting wire of lift motor may be loose.3.The lift motor is stuck while it is learning, remove the lift motor after learning then manually rotate the lift motor to the origin.

E05	The current is too large when the motor is running, exceeding the rated current.	<p>1.Loud current sound from motor – running belt lacks lubrication oil, add some on it.</p> <p>2.Check whether the motor is damaged, magnetic losses or short circuit, motor replacement test.</p> <p>3, Check whether the belt is stuck; Overload.</p> <p>3.Check whether the belt is stuck; Overload.</p> <p>4.The current setting of console protection may be too low, protection delay may be too short. Solution is to replace the console.</p> <p>5.Protection current standard: 1KM/H overload protection current = motor rated current of 10A±2A Highest speed overload protection current = motor rated current : 6A±1A</p>
E06	The voltage is too low	<p>1.IGBT short circuit. Motor short circuit .</p> <p>2.Voltage can't be detected caused by console damage.</p> <p>3.Voltage is less than 10% of the rated voltage.</p>
E07、 ——	The signal of safety lock is not detected	<p>1.Check whether the magnetron is damaged, whether its position is correct, and whether the magnet is placed properly or not;</p> <p>2.Safety lock may be not placed properly, check and install it well;</p> <p>3.Safety lock may be defected, check and replace it</p>
E08	Memory error	Console storage IC failure.
E09	Lifting failure	Lifting is abnormal, replace the lift motor, or VR wire is not connected well.
No display on console	/	<p>1.Check whether the power cord is plugged in, whether the switch is turned on, and whether the fuse is blown;</p> <p>2.Check the wires between display and console are properly connected or not.</p> <p>3.Check whether the console and transformer are connected or not.</p> <p>4.Transformer burned, or console damaged.</p>
Unstable display	The display flashes	<p>1.Voltage may be less than 10% of the rated voltage.</p> <p>2.Too small transformer power.</p> <p>3.Console damaged.</p>
Abnormal speed	The speed does not match the standard	<p>1.Wrong model console.</p> <p>2.Wrong model motor, sensor damaged.</p>