

error report h/p/cosmos device

customer number

customer no.: _____

company / institute: _____

contact person: _____

department: _____

street: _____

ZIP / place: _____

phone: _____

mobile: _____

e-mail: _____

fax: _____

reachable days / time: _____

contact

h/p/cosmos sports & medical gmbh
technical support
Am Sportplatz 8
83365 Nussdorf – Traunstein
Deutschland

phone: +49 8669 8642 0

e-mail: service@hpcosmos.com

fax: +49 8669 8642 49

web: www.hpcosmos.com

product data treadmill and model



pluto®



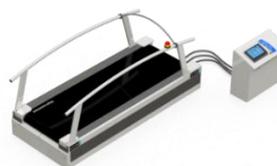
mercury®



quasar®



pulsar®



venus® / saturn®



airwalk ap®
unweighting system

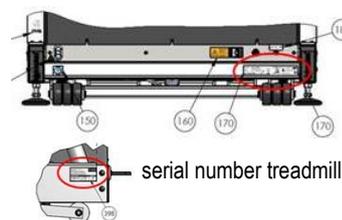
OEM model: _____

serial number: _____

location dept./room: _____

delivery date: _____

distributor: _____



Display indication please fill:

speed

time

index

distance

elevation

heart rate (P)

troubleshooting hints

Error description, if possible with photos and video links, if necessary as attachment:

Device doesn't turn on:

1. Check the power supply to the socket, e.g. by connecting another electrical device to it.
If another electrical appliance on the same outlet does not work either, check your house fuse or use another separately fused outlet.
2. Do not use distribution sockets and/or extension cords. Plug the device directly into a separately fused wall socket without any other consumers.
Distribution sockets and extension cords may affect the performance and function of the device.
3. Check all emergency stop devices for damage and operation.
An activated emergency stop prevents the treadmill from being switched on. Depending on the emergency stop device, it can be released by turning or pulling.
4. Check the switch position of the device fuse / main switch on the device.
Depending on the fuse / switch type, it must be in the "I" position or the control window must be set to "red".

passed	failed

Device doesn't start:

1. Restart the device. **Wait at least one minute after switching off (see switch-on delay according to the instruction of use) before switching on the device again.**
2. Check the acoustic feedback (beeping) when entering a command via the membrane keypad or the commands via interfaces/remote control.
(e.g: [para control](#)).
3. Check the treadmill for error messages in the display and note them as accurately as possible on page 1 "Display indication". In addition, the treadmill emits an acoustic beep in the event of a fault message. Note the beeping (long / short / pause) also for treadmills without display.
4. Check your external periphery for interference, compatibility, use of the correct interface connection cable and the correct interface connection protocol of the external controller
(e.g: [para control](#)).

passed	failed

Further procedure

- | | |
|--|--|
| <input type="checkbox"/> Assign service technician* | <input type="checkbox"/> Sending of a non-binding offer |
| <input type="checkbox"/> Malfunction message was corrected independently | <input type="checkbox"/> Malfunction message did not occur again |

* Outside of the liability for material defects/warranty/guarantee, the average duration of a service call is approx. 3 hours for fault detection and repair, if necessary. Deviations reserved. The price per working hour is 115.00 EUR or 135.00 EUR (specialist for large conveyor belts and/or software) plus travel expenses and accruing spare parts. The calculation takes place after actually resulted expenditure or alternatively over offered repair lump sum. The technician hereby receives from the customer the release for the installation of spare parts up to a spare part commodity value of 250.00 EUR. From a spare part commodity value of 250.00 EUR the installation takes place only after consultation with the customer. All prices net, plus VAT.

troubleshooting hints

If you suspect a technical defect, the device must no longer be put into operation for safety reasons and must be secured against accidental start-up.

h/p/cosmos trained and authorized technicians must only perform installation, commissioning, instruction, maintenance and repairs.

If you repair a malfunction within the scope of the permitted activities by the user himself, report the malfunction to h/p/cosmos anyway, so that the error can be registered in the master file of the device.

Before any intervention in the device, the mains plug must be disconnected for safety reasons.

After each intervention, a safety check (STK) with electrical measurements must be performed according to the test protocol cos11690en-03e.

