**contact**

h/p/cosmos sports & medical gmbh

technical support

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|  |  |
| --- | --- |
| **customer contact** |  |
| customer no.: |       |
| company / institute: |       |
|  |       |
| contact person: |       |
| department / room no: |       |
| street: |       |
| ZIP / place: |       |
| phone: |       |
| mobile: |       |
| e-mail: |       |
| fax: |       |
| reachable days / time: |       |

 **product data treadmill and model**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  |  | 20200703_cos30004-01_hpcosmos_pulsar_MCU5_treadmill_handrail_long_iso | C:\Users\christian.melcher\AppData\Local\Microsoft\Windows\INetCache\Content.Word\20201002_cos30005-01-cos30011-01_hpcosmos_venus_saturn_treadmill_iso_Groesse_S.png |  |
| pluto® [ ]  | mercury® [ ]  | quasar® [ ]  | pulsar® [ ]  | venus® / saturn® [ ]  |  airwalk® ap[ ]  unweighting system |



|  |  |
| --- | --- |
| OEM model: |       |
| serial number / UDI-PI: |       |
| location dept./room: |       |
| delivery date: |       |
| dealer: |       |



serial number treadmill

 **Display indication please fill:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **speed** |  | **time** |  | **index** |
|       |  |       |  |       |
|  |  |  |  |  |
| **distance** |  | **elevation** |  | **heart rate (P)** |
|       |  |       |  |       |

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

|  |
| --- |
|       |

**Device doesn´t turn on:**

|  |  |  |
| --- | --- | --- |
|  | **passed** | **failed** |
| 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.* |       |       |
| 1. 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.* |       |       |
| 1. 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.* |       |       |
| 1. 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".* |       |       |

**Device doesn´t start:**

|  |  |  |
| --- | --- | --- |
|  | **passed** | **failed** |
| 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.**
 |       |       |
| 1. Check the acoustic feedback (beeping) when entering a command via the membrane keypad or the commands via interfaces/remote control.

(e.g: [para control](https://www.hpcosmos.com/de/produkte/software-messtechnik/hpcosmos-para-control-410)®). |       |       |
| 1. 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.
 |       |       |
| 1. 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](https://www.hpcosmos.com/de/produkte/software-messtechnik/hpcosmos-para-control-410)®).
 |       |       |

**Further procedure**

|  |  |
| --- | --- |
| [ ]  Assign service technician\* | [ ]  Sending of a non-binding offer |
| [ ]  Malfunction message was corrected independently | [ ]  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. |

|  |
| --- |
| **C:\Users\christian.melcher\AppData\Local\Microsoft\Windows\INetCache\Content.Word\1_1_02_W001_allgemeines-Warnzeichen.pngIf 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. Only h/p/cosmos trained and authorized technicians must perform installation, commissioning, instruction, maintenance and repairs.****If the user repaired a malfunction within the scope of the permitted activities, 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.** |