

SpeedCoach Red / Yellow or StrokeCoach Issues

1) Power issues

Diagnosis: Customers are complaining that their SpeedCoach/Strokecoach will not turn on or intermittently turns off, many times this is occurring after they have changed the batteries of the unit.

Symptoms: Unit will not turn on. Unit turns on but will intermittently turn off. Customer changed the batteries and now the unit will not power back on. Unit turns off for no reason.

Resolution: The first remedy of course is to replace with fresh batteries, assuming this does not fix the problem, the issue is then most likely a bent battery clip. When customers are replacing batteries, there is a tendency to push the battery clip back against the support post. This is a thin metal sheet that sits in front of the support post in the 11 o'clock position. This is either creating an intermittent connection to the battery or no connection at all. Customers should gently nudge the battery clip towards the center of the battery chamber to ensure that proper contact is being made with the battery. Please see the accompanying figures for more details.

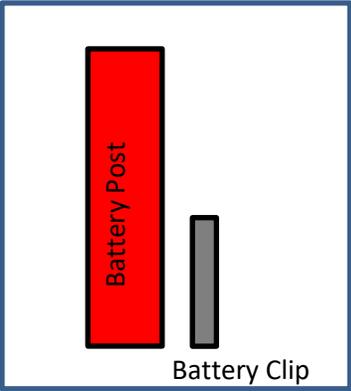


Location of Battery Clip

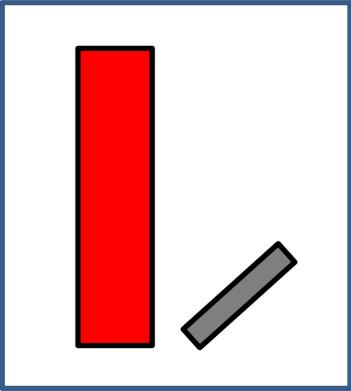


Battery Clip Position (Side View)

GOOD



BAD



BAD

