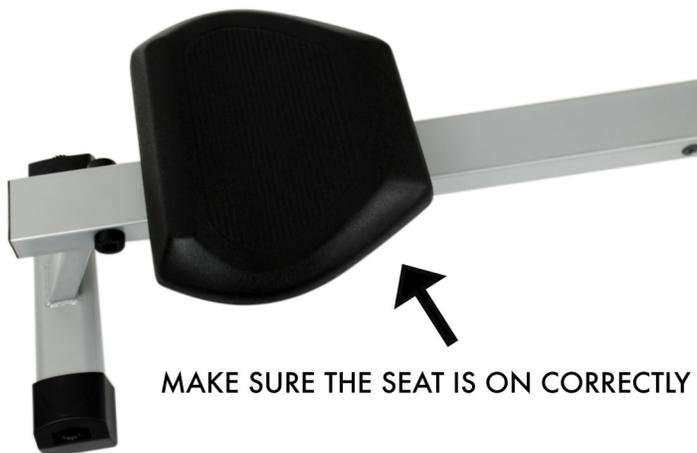


TROUBLESHOOTING THE SF-RW5515 Magnetic Rowing Machine

Sunny Health and Fitness is committed to making quality fitness products as well as providing a positive Customer Service experience. With that being said, we understand that things happen and should you run into a situation where the meter on your SF-RW5515 is not working; here are a few troubleshooting tips to help resolve the issue.

THE METER: Check the LCD display of your rower for cut off, flickering or faded numbers. You can also tell if the monitor is damaged if it resets or stops counting during workouts. If you see cut off numbers, try replacing the batteries; if the monitor still displays faded or cutoff numbers the meter may need to be replaced.



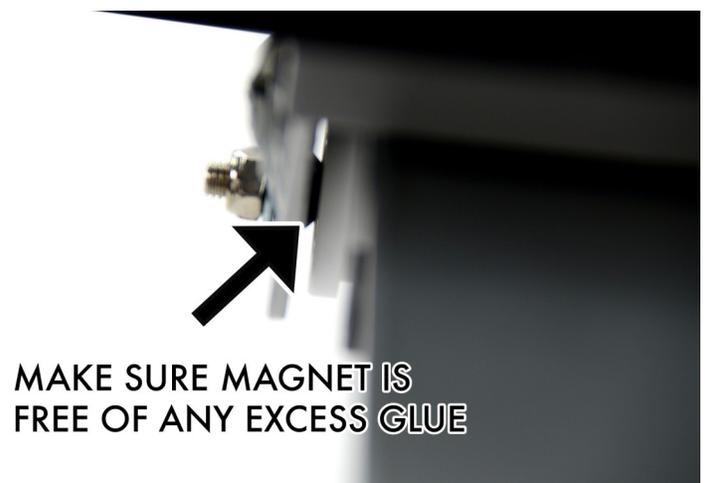
THE SEAT: We want to ensure your seat is installed correctly. If the picture illustrated on the manual is unclear, the picture on the right should help determine whether your seat is installed correctly. If the seat is not faced correctly, the magnets do not pass over the counting sensor which will result in your monitor not receiving a reading on your digital monitor.

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If you have checked Step 1 and Step 2 and still find that your Meter is not working properly, we encourage you to look at the Magnet and Sensor wire to help further isolate the root cause. If you have any further questions, email support@sunnyhealthfitness.com

MAGNET/ SENSOR MALFUNCTIONS: The magnet and sensor are essential components for the LCD screen to work properly. When the magnet passes over the sensor, data is sent to the meter. Customers can double-check if the meter is working properly by using a separate magnet (ex. Refrigerator magnet). Wave your magnet across the sensor and if the monitor begins counting you have isolated it to either the magnet or the sensor wire. You can further troubleshoot by moving onto the next step and checking the Magnet itself for any excess glue, however at this point we encourage you to reach out to our Customer Service Team at support@sunnyhealthfitness.com for confirmation and next steps.

EXCESS GLUE: Check the magnet for excess glue which can prevent the sensor from receiving a proper reading. If the magnet contains too much glue, the customer can cut some away and retest the meter. You will need to check **behind** that metal sensor piece. There will be glue on the outside and this is OKAY! However, that glue sometimes seeps behind the product and that is the glue you want to remove.



TROUBLESHOOTING THE SF-RW5515 MAGNETIC ROWING MACHINE

CUT/DAMAGED WIRES: If you think your machine is malfunctioning you can inspect the wires underneath the rower and behind the meter for any cuts or damage. Check these images for reference.



CUT/DAMAGED WIRES (continued): Make sure to check the wires under your rower. You can tape or zip tie them onto your device to avoid accidentally tearing them. If any of the wires appear to be cut or damaged, please email : support@sunnyhealthfitness.com to have them replaced.
