



Date: 7 August 2023
Bulletin Number: BTB202308

Important Notice: **Technical Bulletin: TMX428 Treadmill Owner's Manual Revision and Important Operational Updates**

Dear Valued Customer,

We would like to inform you of the release of a new revision for the TMX428 treadmill owner's manual. This updated manual supersedes all previous versions for treadmills manufactured after May 27, 2022, starting with Serial Number FVDC-7585. It is crucial to replace any outdated manuals with this new version for accurate and up-to-date information on the operation, safe use, and maintenance of your TMX428 and TMX428CP treadmill.

The revised English Language version of the manual, along with a list of translated versions, is available on our website at the following link: https://www.trackmastertreadmills.com/tmx428_eifu_rev8/. For those who prefer a hard copy, you can request one through our service department.

Important Changes to Note: Proper Operation and Safety

To ensure the proper operation and safety of the TMX428 treadmill, please take note of the following important changes:

1. Proper Mounting and Dismounting Methods:

- Wait until the treadmill belt is moving before stepping onto the belt.
- Demonstrate the proper mounting and dismounting methods.

Mounting methods:

- Step 1: Instruct patient to straddle the belt and hold on to the handrails during initialization of the treadmill before starting the test
- Step 2: Send start/run command to the treadmill with patient still straddling the belt, wait a few seconds to ensure there is no uncommanded motion
- Step 3: Instruct patient to carefully step on the belt while holding on to the handrails, begin walking and continue with the test

Dismounting methods:

- Step 1: Slow the running belt to its minimum speed, then stop the belt
- Step 2: Instruct patient to carefully step off the belt while holding on to the handrails

2. Update of European Authorized Representative Address:

Emergo Europe
Westervoortsedijk 60
6827 AT Arnhem
The Netherlands

3. Treadmill Power Up Sequence Mode:

The treadmill now enters the "Power Up Sequence" mode while recovering from certain Stop scenarios. During this mode, the treadmill performs an internal check while returning to its parking position (zero-elevation point). Please ensure not to press the "Start" button until the treadmill completes its Power Up Sequence. An audible click may be heard once the sequence is completed.



4. Loss of Communication with the Host System:

The treadmill is equipped with an RS232 or USB port for communication with the Stress Host system. Communication may be lost due to various factors. If communication is lost while the treadmill is running, it will gradually decelerate at 0.5 mph/sec until stopped. The elevation is maintained, and the belt remains locked for 3 minutes. To resolve this issue, perform a check on the communication cable, restore the cable connection if damaged or loose, and press the "Start" button on the Host system to resume the exercise test cycle.

5. Loss of Communication due to Timeout:

A "Communication timeout" may occur if communication is lost for 2.5 seconds (4 seconds optional) between the Host system and the treadmill. If this occurs while the treadmill is running, it will decelerate gradually until stopped, and the belt remains locked for 3 minutes. The Host system may display "No Communication" momentarily and then reestablish communication. Press the "Start" button on the Host system to resume the exercise test cycle.

If the above steps do not restart the test cycle, you may need to end the test and start a new exercise test. The elevation will return to the parking position, and the exercise test cycle will begin at the speed and elevation commanded by the Host system.

Please take note of these updates and changes to ensure the safe and proper operation of your TMX428 treadmill. If you have any questions or require further assistance, please contact our customer support.

Thank you for choosing Trackmaster.

Sincerely,

Brian Hayes
Medical Device Business Manager