

In-house Repair Tracking

It's **VERY IMPORTANT** to write your return authorization (FRA) number on the outside of the box so our receiving department can promptly process and follow your return in-house. You can include special requests in written form along with the components being sent in for service. **Be advised that most of the company is closed on Fridays so no deliveries will be made on Fridays. Please choose your shipping method accordingly.**

Packaging Your Components

CompuTrainer and Velotron components are heavy and expensive. RacerMate will not be responsible for any damage incurred during inbound shipping. Care must be given to pack items with enough packing material to prevent movement within the box and to withstand the forces of being dropped. If you are sending in a Velotron component, these instructions apply the same to you.

When shipping a Load Generator wrap it in 2-3" of plastic bubble wrap, followed by placing it into a box with an additional 3-4 inches of bubble wrap on all sides. You may use shipping popcorn, but if you do so, wrap the Load Generator in a plastic bag (grocery bag) to eliminate the need to pick shipping popcorn out of the unit. Ideally you should ship the Load Generator in its own box placed inside a second box and place other components within this second box. **This will eliminate undue damage to either the Load Generator or the other components.** Insure the package to cover the replacement cost of the components; Handlebar Controllers @ \$375 and Load Generators @ \$625. Choose a shipping method which includes a tracking number. If you need help packaging your items, take them to a mailing/shipping company with these instructions where they can be packaged professionally.

Ship to:

RacerMate Service Dept.

Attention: [your assigned FRA return authorization number here]

3016 N.E. Blakeley St.

Seattle, WA 98105

Flat Repair Rates

There is a minimum charge of \$25 to dyno test a load generator; \$15 to test a handlebar controller; \$25 for Power Supply fuse replacement (plus return shipping). Handlebar Controllers will be fully tested, inspected for corrosion, and updated to the latest firmware version. Load Generators will be fully inspected and also tested on the dyno to ensure accuracy. Power Supplies and cables are fully tested. If no problem is found with a major component you will only be charged the minimum fee for a maximum of \$40 plus shipping. If problems are found the minimum charge will be waived and you will be charged as indicated below.

Pro/Lab Load Generators (1500 watt) - SN 32001 and above - and ALL Velotron Load Generators:

Out-of-warranty repairs are **\$195***. If a CompuTrainer load generator cannot be repaired, the unit will be replaced at a cost of **\$349*** (normal \$650 retail cost).

Velotron repairs are **\$195*** and replacement Velotron Load Generators are **\$800***.

Pro/Lab Load Generators (1500 watt) - SN 32000 and below:

These load generators can only be repaired for mechanical issues (damaged friction roller, bearings, eddy disc) at **\$195***. Due to significant internal changes above SN 32000 all electronic failures on these earlier units require these to be replaced with a new Load Generator at our service replacement fee of **\$349*** (normal \$650 retail cost). If you have a confirmed electronic problem with this age Load Generators, you may elect to send it in for repair or choose the replacement option.

Standard Load Generators Models Cat 6000 or 8000 (750 watt):

Standard Load Generators are becoming increasingly more difficult to repair due to a lack of parts. If parts are available the cost to refurbish one of these units will be **\$395**. If the unit can not be repaired for any reason, the only option will be to upgrade to a newer CompuTrainer system at the current upgrade prices.

Standard or Pro Handlebar Controllers Models 8000, 8001 or 8002 - Velotron Handlebar Controllers

All handlebar controllers are repaired at a flat rate of **\$95**. If a handlebar controller is unreparable, it will be replaced for **\$295***. Velotron Handlebar Controllers, if unreparable, are **\$150**.

* Any Handlebar Controller or Load Generator damaged beyond repair due to neglect, abuse, improper care, or improper packaging during return will be replaced at our **normal retail** replacement costs.

Serial number locations



The four components wrapped in 2-3" of bubble wrap.



Handlebar Controller



DIN Cable



Power Supply



Load Generator

Inner box to be used for the Load Generator. Use 2-3 inches of bubble wrap to surround the Load Generator.



Load Generator box placed inside a second box. The other components are placed on the sides and covered with dense layers of bubble wrap.

CompuTrainer Care Tips

Powering-Up Tips

To reduce the chance of blowing the fuse in the power supply:

1. Connect all cables with the power switch turned OFF on Load Generator and the Power Supply unplugged from the wall.
2. Now plug Power Supply into A/C wall outlet.
3. Power up Load Generator

Load Generator Care

The worst enemy of any electronic device is heat. The Load Generator contains a built-in mechanical cooling fan that turns at the same speed as the roller/fly wheel. In other words, the faster you go the more air cools the unit. If you are riding LONG uphill grades at low speeds for extended periods of time, the load generator is creating high heat loads with minimum cooling from the built-in fan. With this in mind, we recommend not riding any sustained climbs longer than 2 miles without a level or downhill section to properly cool the load generator. Courses such as Alpe d'Huez or Mont Ventoux are not recommended for use on a CompuTrainer. You may also want to periodically check to make sure you don't have any dust buildup inside the load generator which can lead to overheating. Any type of compressed air can be used to blow out any dust buildup.

Trainer Stand Care

The only care that needs to be given to the CompuTrainer Stand is periodic lubrication of the threaded adjusting rods. It is not unusual for sweat or humidity to eventually rust the threads over time. In high humidity climates we recommend you lube the threaded rods at least once a week with any lubricant such as 3-in-1 house hold lubricating oil or any chain lube.

Handle Bar Controller Care

If the handlebar unit is mounted in the "sweat path", it is recommended to cover it with plastic, or mount it in a place where perspiration isn't dripping on it. The unit is sweat-resistant, but it is not sweat proof. We highly recommend building a separate stand for the handlebar controller. We included plans for a race platform with every CompuTrainer which included a handlebar controller stand. You can make just the stand and place it in a coffee can with sand or mount it to something stable. The plans are also available online here:

www.computrainer.com/html/Tech_hardware_info.htm

Other valuable information can be found at www.racermateinc.com



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