



Please read the following instructions **BEFORE** sending components in for repair.
Failure to do so may increase risk of damage to your unit and/or incur greater expense or delay.

Return Authorization Required - You will need to obtain a return authorization (FRA#) before returning your items. To do so, you can request it using our web form at: < www.racermateinc.com/fra-form/ > We will need the following information:

- First/Last Name and Business Name (if applicable)
- Shipping Address
- Daytime Phone
- E-mail address
- Serial number of the Load Generator, Handlebar Controller, and/or Cadence Puck
- Your best description of the problem

Responsibilities

For warranty repairs: The customer is responsible for inbound shipping only. RacerMate will repair and then ship back your components UPS 3 Day no charge to the customer. Customers may request beforehand and pay for a faster shipping method by paying the difference.

For non-warranty repairs: The customer will be responsible for the repair and shipping charges both ways. We will return your components via UPS Ground unless a faster shipping method is requested beforehand. We will contact you via phone and/or email when the repair is complete to arrange payment and return preference

How long will the repair take?

Our average turnaround time is 4-7 business days November through March and 3-5 business days April - October.

What to Send

Send **ONLY** the components we request. If the failure is not known we may require these items:
1) Load Generator, 2) Handlebar Controller, 3) Power Supply and 4) DIN Cable.

These four items are generally needed to properly diagnose most problems, which will also minimize the potential of increased downtime. If the failure is PC communication related, we will need and request the Stereo Communication Cable and the USB adapter to test for this.

What NOT to Send

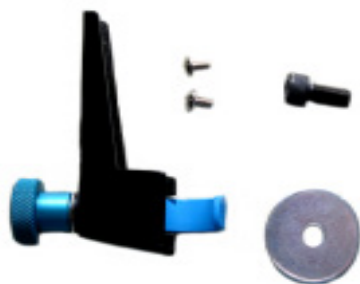
Send **ONLY** the components requested. DO NOT send the Training Stand, Handlebar Controller mounting bracket or Load Generator mounting screw unless these need repair or replacement.

Every item sent to us in your package will be inspected and may possibly be repaired/replaced, at the costs noted below, **at your expense**.

Mounting hardware, if sent, may not be returned with your other components. **KEEP IT!**



Unless broken, please DO NOT send in these parts.



Tracking Your Repair

It's **VERY IMPORTANT** to write your return authorization number (FRA#) on the outside of the box. This number provides our repair and sales staff with the repair information. If calling to check status on a repair we will need this number to process your request.

Packaging Your Components

RacerMate will not be responsible for inbound shipping damage. Pack your items with sufficient packing material (see images below) to prevent all movement of the parts within the box and to survive being dropped. This is **CRITICAL** when shipping CompuTrainer and Velotron Load Generators. Most damage is from parts smashing other parts inside the box.

Wrap everything in bubble shipping wrap. Place it into a box with an additional 3-4 inches of bubble wrap on all sides. If using shipping popcorn wrap the Load Generator in a plastic bag (grocery bag) to eliminate the need to pick shipping popcorn out of every crevice within the unit. If possible, ship the Load Generator in its own box placed inside a second, outer box. Place any other components inside the second box. This method will minimize damage to either the Load Generator or the other components. If you need help packaging your items, take everything to a shipping service, with these instructions, to be packaged professionally.

- Insurance should be purchased to cover these replacement costs; Handlebar Controllers @ \$375 and Load Generators @ \$625.
- Choose a shipping service which includes a tracking number.
- Include any last-minute special requests, if any, in written form and place this inside the box along with the components being sent.

Ship to:

RacerMate Service Dept.
Attention: [your FRA#]
3016 N.E. Blakeley St.
Seattle, WA 98105

NOTE: Shipping and Receiving are closed on Friday. Packages that arrive into Seattle on Friday are held until the following Monday. Please choose your shipping method accordingly.

Flat-rate Repair Charges

Minimum Service Charge

There is a minimum service charge of \$25 (plus return shipping costs) to test your system. This includes, but is not limited to: checking cables and adapters, dyno testing a load generator; testing a handlebar controller; replacing a Power Supply fuse. If no problem is found with a major component (those listed below) you will only be charged this minimum fee, plus shipping. If problems are found in the Load Generator or Handlebar Controllers, the service 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*. Load Generators will be fully inspected, repaired, and calibrated on the dyno to ensure accuracy. You will be given the choice, before the repair when requesting the return authorization, of replacing these Load Generators for \$349* (normal \$625 retail cost) or repairing yours for \$195*. Load Generator return is still required to partake in this \$349 replacement. Velotron Load Generator repairs are \$195* and replacement Velotron Load Generators, if unrepairable **ONLY** are \$800*.

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

Due to significant changes these earlier Load Generators can only be repaired for mechanical issues (i.e., a damaged friction roller, bearings, eddy disc) at \$195*. Electronic failures on these earlier units require replacement with a new Load Generator at our service replacement fee of \$349* (normal \$625 retail cost). Return of the Load Generator is still required to partake in this \$349 replacement.

Critical Training Replacement - If you are in a critical training period and have a known Load Generator failure, you can request to purchase a new Load Generator at our \$625 retail cost. Upon receipt of your faulty Load Generator you will be credited the difference \$625 minus \$349 = \$276 refund. You **MUST** request a return authorization **prior to** purchasing the replacement.

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 cannot be repaired for any reason, you will be given the option will be to upgrade to a newer CompuTrainer system at current pricing. Our sales staff will assist you with this upgrade if the need arises.

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

All handlebar controllers (CT or VT) are repaired at a flat rate of \$95. Handlebar Controllers will be fully tested, inspected for corrosion, and updated to the latest firmware version. If a Handlebar Controller is unrepairable, it will be replaced for \$295*, if available. Some older Controller's are no longer available and you will be given the option to upgrade to a newer CompuTrainer system at current pricing. Our sales staff will assist you in this upgrade if the need arises. Velotron Handlebar Controllers, if unrepairable, are \$150.

Other Repairs

Power Supplies and all cables and HR sensors are fully tested and will be replaced, if needed, at normal retail costs. Cadence Pucks, if out of warranty, are repaired at \$30 flat-rate. We cannot test Polar chest straps other than battery voltage.

* 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



Packing Illustrations

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



Handlebar Controller



DIN Cable



Power Supply



Load Generator

Packing Illustrations - cont'd

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 Load Generator contains a built-in mechanical cooling fan that turns at the same speed as the roller and flywheel. The faster you pedal, 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 should not be ridden on a CompuTrainer.

If training is done in the garage or basement, 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 in a can to blow out any dust buildup.

Trainer Stand Care

The only care needed for the CompuTrainer Stand is periodic lubrication of the threaded adjusting rods and threaded Load Generator hinge adjustment screw. It is typical for sweat or humidity to eventually rust these 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, WD40, Boeshield, or any available 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 purchasing or building a separate stand for the handlebar controller. We included plans for a race platform with every CompuTrainer which included a handlebar controller stand plan. These plans are also available here:

<http://www.racermateinc.com/wp-content/uploads/2014/08/RacePlatform2014.pdf>

There is a stand you can purchase as well, it is found here:

<http://www.racermateinc.com/product/handlebar-controller-stand/>

Other valuable information can be found on our web site at www.racermateinc.com



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