

AlterG Customer Support Guide

How to get technical support:

- The fastest way to get technical support is to fill out our [AlterG Service and Support Form](#). The Serial Number is a required field and can be found on a white sticker, typically on the bottom left-hand corner of the base of the AlterG machine. You can also reach our trained customer service specialists by calling our main line, **510-270-5900**, between 6am PST and 5pm PST Monday-Friday. Please be prepared with the unit Serial Number prior to calling the main line.
- If your unit is under warranty, AlterG will provide parts and labor to fix any product defects, at AlterG's expense during your warranty. For questions on warranty coverage, please call **510-270-5900** or email our customer success team at AlterG@golifeward.com for more information on AlterG extended warranty.
- For out-of-warranty units, AlterG will provide billable technical support, and our technician assigned to your case will provide a price quote for repairs.

Most common technical issues with quick resolution:

- **Failure during Calibration** - This is most often caused by worn shorts. Please try a newer, non-worn pair and re-attempt calibration again. AlterG Shorts are designed to last ~ 6 months with regular use and should be inspected regularly for normal wear and tear. Replacements should be ordered if holes, tears, rips, and/or severe unstitching are found. Please review our [Shorts Care Guide](#) for additional information, and to order more shorts please call **510-270-5900**. You can find additional information on our [FAQ page](#).
- **"E" or "E-stop" error code** – This occurs when the e-magnet has been pulled or moved slightly. Remove the magnet completely and re-position it back in the correct spot, then check unit for functionality.
- **Deck Weight Error** – This is typically resolved by resetting deck weight. Please call **510-270-5900** for instructions to reset deck weight.

Weekly checklist to keep your AlterG in optimal condition:

- Inspect shorts and order new shorts when needed – see details above.
- Full power cycle (turn unit completely off at the end of each day) daily.
- When not in use, lock the machine at one of the top 3 height levels. This prevents tears in the bag.
- Wipe inside and outside of the window portion of the bag with Windex or Imar strata glass cleaner.
- Apply Slipcoat under the treadmill belt to keep the treadmill moving smoothly. For questions on how to apply this, please call **510-270-5900**. Please note this does not apply to the Pro model.
- Wipe down the touchscreen (when turned off) with a standard electronic-approved screen cleaner (for example: Iklear cleaning solution).
- Vacuum the base around the treadmill to remove debris.
- Wipe down handrails with a soft cotton cloth and mildly soapy water. Wipe down the bag (non-window portion) with a non-bleach and low alcohol content surface cleaner.

AlterG also offers a comprehensive preventative maintenance service, which we recommend annually. With a purchase of this service, a certified AlterG technician will perform a thorough cleaning and tune up of your AlterG machine. Each component of the unit is inspected, cleaned, and rebuilt to AlterG specifications to help prolong the longevity of your AlterG machine. Please contact AlterG at **510-270-5900** for more information and pricing on the preventative maintenance service.