

Frequently Asked Questions

Your frequently asked questions answered

1. How do I contact manufacture?

If you encounter any issues, such as missing parts, defective or damaged by shipping, manufacture failures, error codes, noise, belt shift, or you need a replacement/return etc.

Please can contact Seller by ↓

- After-sales Tel: **888-483-8088** (Mon.-Fri. , 9am-5pm, Pacific Time)
- Service E-Mail: **cursorcare@outlook.com**
- Online: Amazon message

2. What is the warranty policy?

CURSOR FITNESS Treadmill Provides a 5 year warranty.

Warranty Description:

1 Year Parts.

5 Year Frame.

3. What is the motor horse power of C70?

CURSOR FITNESS improved **brush-less** motor with **max 2.5 HP** provides efficient, reliable, and low-maintenance operation, while providing speeds of 7.5 MPH and emitting only 40-65 dB of noise.

4. What is the product measurements?

C70 Treadmill with Pulse Sensor, 2.5 HP Quiet Brushless, 7.5 MPH, 265

LBS Capacity

- Product Dimensions: 7.48"D x 25.2"W x 51.9"H
- Expand Size: 24.1" x 41.1"x 52.4"
- Deck Length & Width: 40.2" x 15.4"

5. Does the product need to be assembled?

No, only a few bolts and screws need to tighten before use. You can refer to the installation video in product page.

6. What is the weight limit and the speed range?

265 LBS

0.6-7.5 MPH

7. Is the distance gauge measured in miles per hour or kilometers?

Miles only.

8. How long is the power cord?

Approximately 2.0 meters.

9. Does the treadmill come with Incline adjustment?

No, it does not come along with the incline feature.

10. How often do I need to put the oil for maintenance?

The treadmill was pre-oiled for instant use and the oil provided is 30ml. Under normal circumstances, it can be used for about one year. If your usage time is around 4-7 hours per week, and the maintenance time is one month, then the approximate amount of oil used each time is 2.5ml.

Please turn off the machine first and lift the belt, you can add the oil under the belt. After starting machine, please change to highest speed, the oil will be spread from the middle between the running belt and board.

11. How to connect the Bluetooth & App?

Please download Spax or Zwift App first, then turn on the treadmill, you can search the treadmill then match it.

12. Return & replacement policy

Please contact seller for help before return and replacement.

13. How to adjust the belt?

You can find the adjustment method in user's manual or there is tutorial video in product page. Below method is for your reference.

1) When running belt lean to the left, adjusting screw on the left 1-2 turns along the clockwise. Then, test running; if it still lean to the left, repeat the above steps until back to the center.

2) When running belt lean to the right, adjusting screw on the right 1-2 turns along the clockwise. Then, test running; if it still lean to the right, repeat the above steps until back to the center.

3)When the running belt too tight, it will cause stronger resistance. Please adjust both sides screws 1-2 turns along the counterclockwise, loosen the belt until stopping skidding or pausing; When the running belt too loose, please adjust both sides screws 1-2 turns along the clockwise.

14. Is the battery included in the remote control?

(For C20 walking pad)

Yes, if battery replacement is required, the type is a CR2032 which can be found at your nearby supermarket or on Amazon.