

# CompuTrainer

## RacerMate Return Authorization Procedure

Please read the following instructions **BEFORE** sending in your components for repair. Failure to follow these instructions may cause damage to your unit and/or incur greater expense or delay.

**Return Authorization** - In order to return item(s) for service/repair, you'll need to obtain a return authorization (FRA) number first. To do this (via e-mail or phone), RacerMate will need the following information:

- Name
- Shipping Address
- Phone
- E-mail address
- Serial number of the Load Generator and/or Handlebar Controller
- For items outside the one-year warranty period, we require a credit card number and exp. date.  
**Please DO NOT include your credit card information in the body of an e-mail. You should call this number in.**
- **For all warranty repairs**, RacerMate will ship back your components via UPS 3 Day no charge. Customers can pay the difference if they wish to use a faster shipping method.  
**For all non-warranty repairs**, the customer will be responsible for return shipping charges. We will return your components via UPS Ground unless otherwise specified. **You must indicate if you want anything faster than ground shipping.**
- A brief description of the problem
- Our normal turnaround time is 4-7 business days from December to March and 3-5 business days April - November. Most of the company is closed on Fridays so we don't accept any deliveries that day.

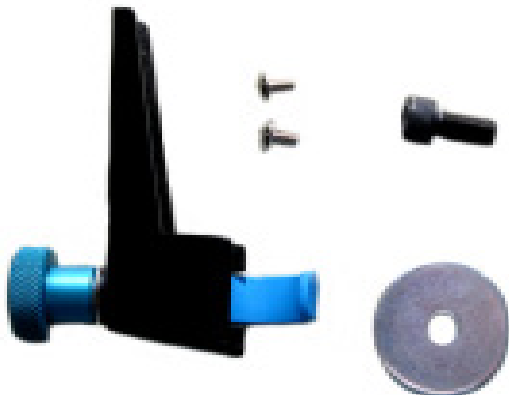
### What to Send

You should send **ONLY** the specific components we request you to send. In most cases we require you to send your Load Generator, Handlebar Controller, Power Supply and DIN Cable in order for our technicians to properly diagnose the cause of the problem and to minimize the potential of increased downtime.

**Please Note:** Unless specifically told to do so, **DO NOT** send in your Training Stand, Handlebar Controller mounting bracket or Load Generator mounting screw. Remove the Handlebar Controller from the bracket and remove the Load Generator from the Training Stand by removing the single 6MM Allen screw securing it to the Training Stand Adjusting Hinge. If you send in any of the mounting hardware, there is a chance it may not be returned with your components as our technician does not normally check to make sure these items are in the box.



**Please DO NOT send in these parts.**



### Tracking

It's **VERY IMPORTANT** that you write your return authorization (FRA) number on the outside of the box so our receiving department can promptly process your return. If there are any special instruction requests, please include them along with the CompuTrainer components you're sending 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 components are both heavy and expensive. As such, RacerMate will not be responsible for any damage incurred during inbound shipping. Care should be given to pack these items with enough material to prevent movement within the box and to withstand the forces of being dropped.

When shipping a Load Generator, it is recommended to first wrap the Load Generator in approximately 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 similar amounts of shipping popcorn, but if doing so, wrap the Load Generator in a plastic grocery bag (or similar bag) to eliminate the need to pick shipping popcorn out of the unit. Next, place the Load Generator box within a second box and place other components within this second box. **Failure to do so can cause undue damage to either the Load Generator or the other components.** Make sure you insure the package to cover the cost of the components. Handlebar Controllers are \$375 and Load Generators are \$575 & \$625 for a Lab version. Also make sure you choose a shipping method which includes a tracking number. If you are yet unsure how to package 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 return authorization number here]

**3016 N.E. Blakeley St.**

**Seattle, WA 98105**

## Standard Repair Rates

In an effort to better assure our customers receive a product that will provide greater service life, RacerMate has instituted the following repair/replacement policy:

**We have a minimum charge of \$25 to test a load generator and \$15 to test a handlebar controller, plus return shipping, for any item(s) sent in for repair. At a minimum each handlebar controller will be fully tested, inspected for corrosion and updated to the latest firmware version. Each load generator will be fully inspected and also tested on the dyno to ensure it's still accurate. If nothing is found wrong with any components, then you will only be charged the minimum fee for a maximum of \$40. If any problems are found, then the minimum charge would be waived and you'll be charged as indicated below.**

#### **Pro/Lab Load Generators (1500 watt) - Ser.# 11577 and above:**

Pro or Lab Load Generators with serial numbers above 11577LG, (manufactured after January 17, 2000), contain all current design specifications. If a problem should occur with one of these load generators, it will need to be sent in for repair. The repair charge (for out-of-warranty units) will be **\$195** for standard repairs. If the load generator cannot be repaired for **\$195**, we will replace it at **\$395** for a Pro LG and **\$445** for a Lab LG\*.

#### **Pro/Lab Load Generators (1500 watt) - Ser.# 11577 and below:**

Pro or Lab Load Generators with serial numbers below 11577LG, (manufactured before January 17, 2000), will no longer be repaired. These load generators will be replaced with a new load generator at **\$395** for a Pro and **\$445** for a Lab version (Note: New Pro load generators regularly retail for \$575 & Lab units for \$625).

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

Standard Load Generators are becoming increasingly more difficult to repair due to 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 Pro CompuTrainer System at the current upgrade prices listed at:  
[http://www.computrainer.com/html/Upgrade\\_Prices.htm](http://www.computrainer.com/html/Upgrade_Prices.htm)

#### **Standard or Pro Handlebar Controllers Models 8000, 8001 or 8002**

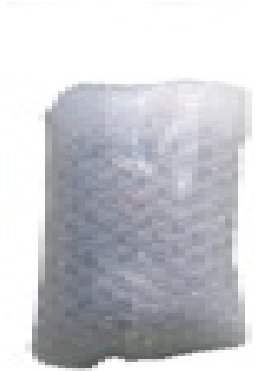
All handlebar controllers are repaired at a flat rate of **\$95**. If a handlebar controller is unreparable, it will be replaced for **\$295**.

\* We rarely see this, but any handlebar controller or load generator that is damaged beyond repair due to neglect, abuse or improper care, it will be replaced at our normal prices.

## Serial number locations



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



Handlebar Controller



DIN Cable



Power Supply



Load Generator

**Box used for the load generator with 3-4 inches of bubble wrap all around the load generator.**



**Load Generator box placed in the second box. The other 3 components are placed on the sides and covered with 3-4 inches of bubble wrap.**

# CompuTrainer Care Tips

## Powering-Up Tips

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

1. Hook up all cables with the power switch turned OFF on Load Generator and the Power Supply unplugged from the wall.
2. 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](http://www.computrainer.com/html/Tech_hardware_info.htm)

Other valuable information can be found at [www.racermateinc.com](http://www.racermateinc.com)