

SpeedCoach[®]
Gold

SpeedCoach[®]
Red

SpeedCoach[®]XL

Troubleshooting/FAQs - all SpeedCoach[®] units

The most effective way to troubleshoot the SpeedCoach unit is to narrow the variables and determine which component is at fault. In order to do this, you will need to trade units with a fellow rower. You should use his or her unit (with the same stroke-mode setting and calibration number as your unit) on your dock station. The fellow rower should use your SpeedCoach (with the same settings) on his or her docking station. This will allow you to determine if the control unit or the docking station is at fault.

Need Help?

Our NK Knowledge Center is available 24-7, and has answers to many common questions, along with tips and tricks for using NK products. please visit www.nkrowing.com.au

For email assistance with the installation or operation of your NK product, write info@nk.com.au

Or call 02 6553 2473 Monday to Friday, 9 to 4.

PROBLEM	POSSIBLE REASON	POSSIBLE SOLUTION
stroke rate is doubled (for Rowing)	unit is in 1-STROKE mode	reset mode to "2-STR"
no stroke rate or speed readings	unit is not in contact with mounting bracket	push unit onto mounting bracket until loud click is heard. Be sure Lanyard is not interfering with the connection.
no speed/split readings	impeller is not installed or incorrectly installed.	install impeller, ensure it is positioned correctly.
no speed/split readings	impeller is not installed close enough to the blue sensor	mount impeller within 10" of the blue sensor
inaccurate speed/pace reading	incorrect calibration #	reset calibration #
no stroke rate readings, timer or distance do not start	<ul style="list-style-type: none">- magnet is not passing close enough to black sensor- magnet is missing- faulty rating sensor	<ul style="list-style-type: none">- adjust magnet installation so that the magnet passes within 3/4"s of one another- put SPC in 0-stroke mode to bypass the seat sensor
timer does not start	unit in STOP or MEMORY mode	clear STOP

What should I do if I suspect a wiring problem?

If possible, try a unit that is known to work with the suspect wiring to determine whether the problem is your unit or the wiring. Be sure the calibration number and stroke mode are set the same as your unit.

Check the wiring for visible cuts or nicks.

Check that both sensors are correctly aligned (i.e. the black sensor aligned properly with the magnet and the blue sensor aligned properly with the impeller).

Check the impeller for debris and make sure it is not damaged.

Check that the metal contacts on the unit depress easily and rebound level to the back surface of the unit.

Check the metal contacts on the mounting dock and make sure they are flush with the surface of the dock.

Clean the contacts on both the control unit and the docking station with Bon Ami (a non-abrasive cleanser available at most local stores).

Why does it seem like my stroke rate is doubled? (when Rowing)

Your unit is probably in 1-Stroke mode. To change your unit from 1-Stroke mode to 2-Stroke mode, follow the owners manual.

Why can't I get my stroke rate or speed readings?

In this case, it is most likely the case that the unit is not in contact with the mounting bracket since no boat information is reaching the unit. Push the unit onto the mounting bracket until you hear a loud click. Be sure the lanyard is not interfering with the connection.

How come I'm not getting any speed/split readings?

First of all, you will not get these readings unless you have the impeller installed in your boat. While your SpeedCoach can execute other functions without the impeller, it is essential that the impeller be installed for split readings.

If you do have this problem with an installed impeller, you need to make sure that the impeller is installed close enough to the blue sensor. The impeller must be mounted within 10" of the blue sensor. See SPC installation instructions for more information.

Why does my speed/pace reading seem inaccurate?

You have an incorrect calibration number and must reset the calibration of your unit. See unit instructions for more information.

How come I'm not getting a stroke rate reading?

This is happening for one of two reasons.

It could be that the magnet is not passing close enough to the black sensor. To solve this problem, you must adjust the magnet installation so that the magnet passes the black sensor within 19mm. The other possibility is that the magnet and black sensor are not aligned correctly. See SPC installation instructions for more information.

Why am I not getting a stroke rate, time, or distance readings?

This could possibly be a seat sensor failure. To make certain that it is a problem with the sensor and not the unit, put the SpeedCoach in 0-STROKE mode to bypass the seat sensor.

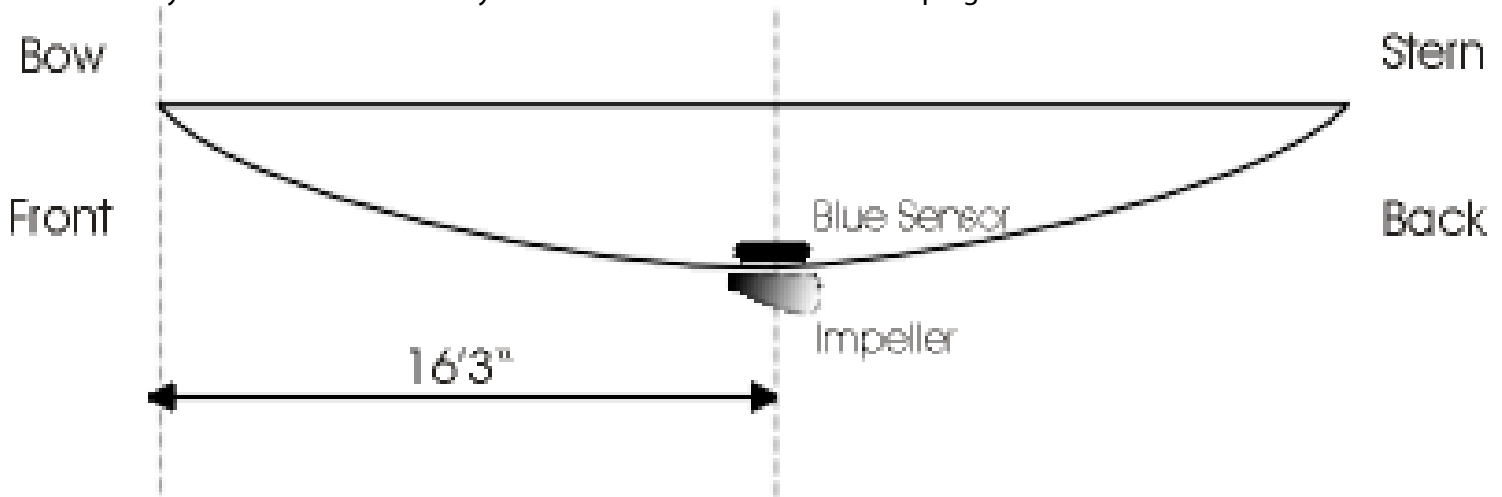
Why isn't my timer starting?

Your unit is in STOP or MEMORY mode. You just need to clear STOP.

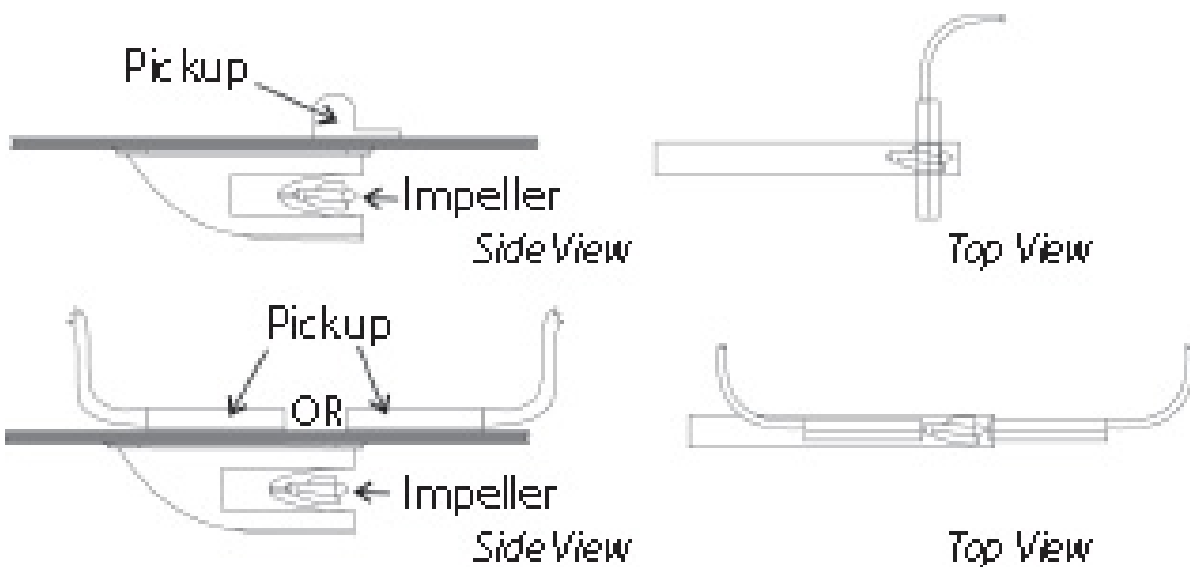
How do I properly install my impeller and SpeedSensor (blue sensor)?

The impeller should go 5 metres from the bow. If elsewhere on the boat, the SpeedCoach should be recalibrated. It should be positioned approximately under the footstretchers. While the impeller does not need to be on the centerline, it must be submerged (if NOT centered be sure to still align the sensor accordingly with the movement of the boat). The impeller can be adhered to the hull of the boat with double-sided tape (included with purchase) or good electrical tape.

The SpeedSensor, which is the blue sensor provided, should be as close to the impeller as possible (maximum or 11"). You install the SpeedSensor inside the hull (i.e. the opposite side from the impeller). The SpeedSensor can either be installed perpendicular to the impeller when positioned directly above it, or parallel to the impeller when it is located one impeller length in front or behind of the actual impeller. Although inside the hull, the SpeedSensor still must be fixed securely to the shell. Make sure you clean the surface well before taping it to the boat.



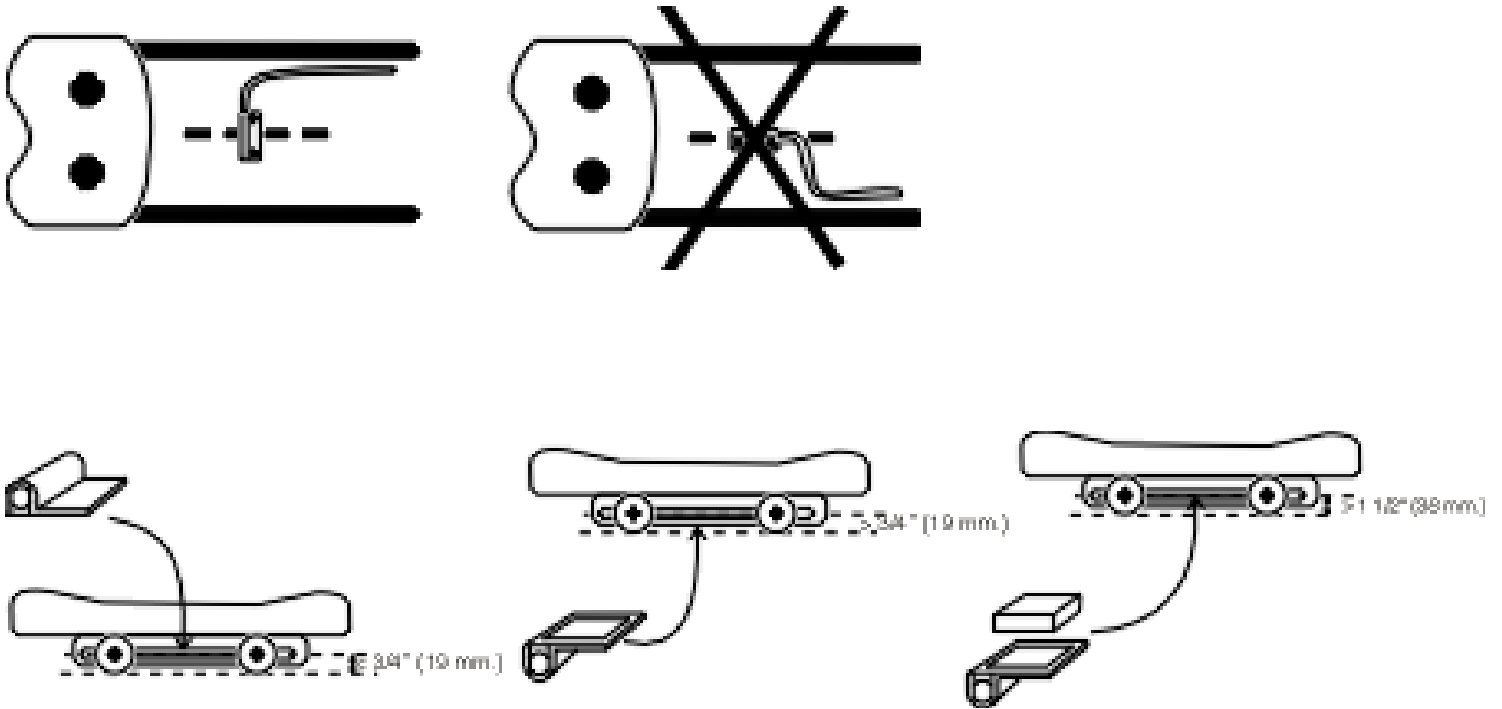
Very important: The BLUE speed sensor DOES NOT sit directly above the impeller, it must cut the magnetic field & so should sit either ACROSS the hull mount OR just in front or behind the hull mount, as per the diagrams below.



How do I install the magnet and SeatSwitch (black sensor)?

The SeatSwitch, or black sensor, should be fixed mid-way through the length of the slide. This will ensure the best reading. Additionally, it MUST be oriented perpendicularly to the axis of the boat.

The magnet must pass over the SeatSwitch. Therefore, it too must be oriented perpendicularly to the axis of the boat. You also must make sure that it is mounted to the seat within 3/4" and 1 1/2" of the deck.



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Why does my timer shut off after 6 seconds?

This is probably a problem with your SeatSwitch (the black sensor). You should test your seat sensor by placing the unit in 0-STROKE mode to check if the unit is functioning correctly. If all readings are correct in 0-STROKE mode, the problem is either the SeatSwitch or the magnet (this test will NOT work for kayakers).

You should check the installation of both your SeatSwitch and magnet. See SPC installation instructions for more information.

How come I have speed readings, but no distance, average, or clock shows?

This is probably a problem with your SeatSwitch (the black sensor). You should test your seat sensor by placing the unit in 0-STROKE mode to check if the unit is functioning correctly. If all readings are correct in 0-STROKE mode, the problem is either the SeatSwitch or the magnet (this test will NOT work for kayakers).

You should check the installation of both your SeatSwitch and magnet. See SPC installation instructions for more information.

What Stroke Mode do I want?

2-STROKE mode is for the majority of rowers. For this mode, input comes from the SeatSwitch and the magnet under the seat. It counts once for every two passes over the SeatSwitch.

1-STROKE mode is for kayakers ONLY. Input comes from the paddle switch sensor.

0-STROKE mode is for those individuals not using the seat sensor (This does NOT work for kayakers). The input for this mode comes from modulations in the speed of the boat.

Do I need to calibrate my SpeedCoach?

The SpeedCoach is factory calibrated to provide reasonably accurate performance in most shells IF the impeller is installed approximately 16'3" (5m) from the bow. Calibration is an optional step, which allows the display unit to compensate for different impeller locations and to perform very accurately. You do not need to calibrate your system if you are only concerned with comparing performance on a day-to-day basis. However, calibrating your unit will make certain your splits are accurate.

How do I calibrate my SpeedCoach?

To calibrate your system, row or paddle over a measured distance on still water (on moving water row or paddle both up and down stream and average the results shown on your display). Then, use the following formula to obtain your calibration value:

$$\frac{\text{(old cal. value) (true distance)}}{\text{displayed distance}} = \text{new calibration value}$$

Make a record of your calibration value for future reference. If you move your unit to a new boat, or modify the location of your impeller, you may want to recalibrate it. Remember, calibration is boat and location specific!

The XL has an inbuilt calibration protocol that has prompts for you to follow.



**Want to watch the SPC set up videos for free?
Then visit the NK web site at:
www.nk.com.au**

SPC RED specific:

The SPC RED has only one battery (user replaceable via the back battery door)

Why is my LCD dim?

Check the battery voltage and/or replace the existing battery. The CR2032 is a common battery available at most local stores. A CR2032 has an average expected battery life of 400 hours.

When should I reset my SpeedCoach?

If you are experiencing difficulty with your SpeedCoach unit, you should initially try performing a hard reset.

Will resetting my SpeedCoach erase the memory? / Will I lose my accumulated distance if I reset my SpeedCoach?

The hard reset will clear all memory and restore the factory default settings. If your accumulated distance is important to you, please record it. If you ran the calibration routine and changed the calibration number, please record the calibration number.

How do I reset my SpeedCoach Red?

Using a 10 cent coin, remove the battery port door. Then, remove the battery. While the battery is out, depress the top and bottom buttons at the same time for ten seconds and then release them. Wipe the battery clean so that it is void of fingerprints and any other debris. Re-install the battery with the negative side down. Make sure the O-ring is correctly positioned in the case groove. Re-align and install the battery port door, making certain you completely seal it. Now, turn the unit on. If the accumulated distance does not read zero, repeat the hard reset. Once the accumulated distance is zeroed, you can enter a recorded calibration number if you have one. If you were experiencing difficulty with your stroke rate readings, put the unit in the 0-Stroke mode.

Doing a hard reset quick resets calibration to 1.000 and the stroke mode to 2-STROKE mode.

SPC GOLD specific:

Why is my LCD dim?

Check the battery voltage and/or replace the existing battery. The CR2032 is a common battery available at most local stores. A CR2032 has an average expected battery life of 400 hours.

The SPC GOLD has 2 batteries (one for the electronics, one for the backlight, (user replaceable via the back battery door))

How do I reset my SpeedCoachGold?

Turn the unit on and get to the rowing screen by pushing the top button 3 more times

Push and hold the top button until 'reset' is displayed, then release

Push the bottom button twice to select both memory and workout

Push the top button once to lock in the selection

Push the bottom button once to approve the reset

Overview: From the rowing screen, Top until reset, Bottom x2, Top, Bottom

SPC XL specific:

My unit says 1% FULL while charging, even after it's been charged for a few hours.

The first time a unit is charged, as well as after a Full System Reset, the XL battery must be "taught" what 100% full is. The battery must be plugged in overnight to achieve a full charge, and the unit will shut off when it's finished charging.

If your unit's battery indicator still does not display a full charge after an overnight charge, try using a different charger. If the new charger successfully charges the unit, then the original charger is faulty and should be returned to NK. Otherwise, try a full system reset.

The unit powers on (with 3 beeps), but the screen is blank or black.

It is possible that the XL woke up from the battery change with the display contrast at a level that makes the screen unreadable. Try a full system reset.

Some but not all of the Boat units are showing up on the Coach unit.

Boats are "disappearing" from my Coach unit.

When you have multiple Boats and/or Coaches in a network coming in and out of range, it is possible for Boats to "disappear" from the Boats in Range. Simply refresh the network by pressing the top right button to enter the Main Menu and select "Refresh Network". This is due to the complex nature of the network that is set up by the SpeedCoach XL, and anytime the network is intermittent or inconsistent, "Refresh Network" usually fixes the problem.

If the Boat unit seems to be working correctly and the Coach unit is not receiving data, check that:

1. There are boats in range - the XL's range is approximately 400 meters. For a list of boats that are within range of the Coach unit, press the top right button, and then select Boats In Range. For optimal performance, mount the Coach unit on the dash of the launch. Both units' antennas should be vertical. The XL units work better the higher they are above the water, and in line-of-sight. If the Coach unit is on your lap or at the bottom of the launch, it may have difficulty picking up a weak signal.
2. All units' radios are turned ON. To check, press the top right button and scroll down to Radio Settings. The first line is RADIO, and it must be ON.
3. The Coach unit set to Coach, and the Boat units set to Boat.
4. The "group name" and "ID" are matching in ALL Coach and Boat units.
5. The Boat units are all set to different channel numbers.
6. All units are charged (It is preferable to charge the battery before the SpeedCoach XL's battery is completely flat).
7. Both units have antennas, and they are attached correctly. When attaching the antenna, finger tighten only, no more than four full turns. Over-tightening may damage the antenna. It is recommended that you leave the antenna attached whenever possible, even if the radio function is turned off.

Why is "Reconfiguring Radio" on my Coach unit's screen?

If there are no boats in range, the Coach unit will continually look for Boat units, and "Reconfiguring Radio" will appear on the screen. Either your boat units are too far away to monitor, or they are not set up correctly.

For optimal performance, mount the Coach unit on the dash of the launch. Both units' antennas should be vertical. The XL units work better the higher they are above the water, and in line-of-sight. If the Coach unit is on your lap or at the bottom of the launch, it may have difficulty picking up a weak signal.

Check the above sections to make sure that the Boat units are set up correctly.

I'm not getting a heart rate displayed on my XL2/4.

If you are using an XL2/4 with the heart rate sensor and a Polar compatible coded or non-coded chest belt, heart rate values are displayed on your XL unit. If the XL2/4 unit is not displaying heart rate values, check:

1. Ensure that you are using a POLAR or compatible chest strap transmitter.
2. The heart rate sensor is attached correctly to the XL2/4 unit, (insert the plug and twist) and the sensor is mounted in the correct location (in line and perpendicular to the stroke rate sensor, and within 1 metre of the chest belt at any time during the stroke).
3. The heart rate sensor plug is not damaged.
4. There is not another chest belt within 2 metres of the sensor. This applies to watch-style heart rate monitors with coded or un-coded chest straps.
5. Your chest strap is working properly. Try using the chest strap with another heart rate monitor (such as a watch), or using a different chest strap with your XL2/4 unit.
6. The ideal location to mount the sensor is on the side of the boat, in line with the stroke rate sensor and oriented perpendicular to the stroke rate sensor. If the sensor is mounted in between the tracks, the seat magnet can potentially cause inconsistent heart rate readings. Try to mount the sensor so that the chest strap always remains within 3 feet of the sensor.









My unit froze while trying to recall data and I can't get it to work now (XL only)

Code versions H1.09 and lower had a bug that sometimes resulted in the unit locking up while reviewing data. This error was corrected in code version H1.10. If you experience this error, contact NK to have the XL unit upgraded to the current code version. To determine what your unit's code version is, press the top right button to go to the Main Menu, and scroll down to "About."

If you have determined that your unit is set up correctly and still not working properly, perform a Full System Reset. This function is like rebooting your computer, and often times fixes unidentifiable issues. Performing the Full System Reset will return ALL settings to the factory default settings, and ALL memory is erased. Therefore, if you have adjusted your calibration number, you will have to reset it. If you have set the unit's name, group name and private ID, you will have to reset these. You can also perform a "soft" reset from the "system settings" menu. Otherwise, you can perform a "hard" reset as described below.

The unit must be switched off to perform this reset.

Then press the following buttons in this order to initiate the Full System Reset:

1. Hold buttons  and  at the same time with your thumbs for 3 seconds.
2. While continuing to hold  and  buttons, press and hold  button with your left index finger for 2 seconds, and then release your index finger, still holding  and  buttons.
3. Then press button  by rocking your left thumb down onto this button.

This should turn the power on and start the Full System Reset sequence. Release all the buttons. After the Reset, your contrast will be returned to the factory setting and all memory will be cleared.

If you've performed a Full System Reset and the unit is still not working properly, contact NK on info@nk.com.au.

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