Please find below the problem I have with my Kettler Racer S 2018.

It started when I noticed that I had no Bluetooth connectivity.

I re-installed the last firmware version on the console

I checked the Wattage which was 0 and I still had no Bluetooth. Each time I started a training I noticed no wattage and it gave a message "Training interrupted" (Training onderbroken).
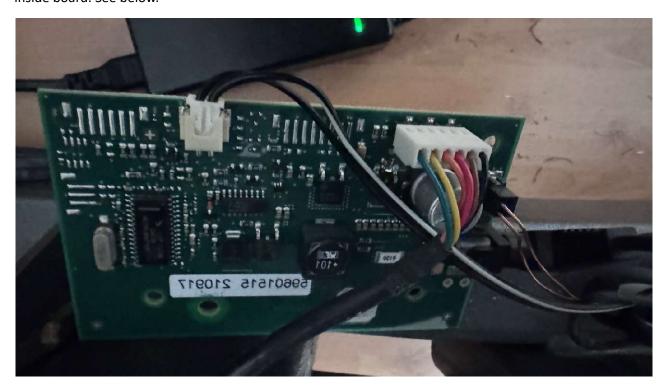

Thereafter I noticed that my console screen got black after giving power.

I checked the console on a Racer S of my friend. The console worked perfect. I noticed wattage and Bluetooth were working correctly on my friends bike with my console.

I ordered a 'cranktrekker' with Motortools (Pedalabzieher Gewindeabzieher M24,75 x 1 mm Kettler Racer Modelle, 34,90 €).

I opened and measured the voltage on the different locations on the 'Platine' (see below) which is the inside board. See below.

The voltage measures were as follows:

Input power: 26V (so no problem with the adapter etc).

The connector from the "Platine" to the console, which consist of six coloured wires, gave the following measures:

Blue: 3,8V

Yellow: 0V

Orange: 0V

Red: 3,8V

Brown: 3,8V

Black: 3,8V

Questions:

- Are above the Voltage measures correct?
- If not, where can I order a new "Platine" for my Kettler Racer S 2018?