

From: Yorkshire EC office@yorkshireec.co.uk
Subject: Are you ready?
Date: 21 November 2024 at 00:34
To: Richard Norden Richard@equinespa.com



Hi,

As promised...

Treadmill issues

Door pins grind, are always difficult to open and close, unless you know the knack and now feels like excessive strength needed to operate

Door swivel pole flexes

Brace for door pole bolted to treadmill frame itself. Can explain better in call if easier

x4 for closure plates not in line on entrance door. (one touches door)

Entrance floor plate does not fit flush

And horses with extensions on shoes keep catching this replacement one, Ean seen this and noted the design issue

Front 2 moulded braces could do with inverting and upgrading at each end of the treadmill - this maybe better explained in a call too

Operator platform could do with been solid rubber /plate and braced from each end to prevent sagging. due to lack of rigidity. This is already happening and is concerning for its longevity

front platform. make longer more so it doesn't just sit on the brackets, if it was longer, the brackets wouldn't be supporting only on their edge. More rigid (Now sagging due to lack of rigidity.)

front Platform supports on each end modified, so they can't bounce when you stand on it

Tank seals joint moving from bottom to top.

Tank doors fitted with swivel chain to prevent dropping.

Plate on tank. Rubber gasket with SS acorn nuts. In place of blathered in black sealer.

Front tank inspection doors leak due to not having seals.

Stop buttons moved to centre (for access if one operator at any end) of each side under the rail facing down.

Scratches in front glass door

Water filtration inconsistencies or lack of. Aside from water colour/clarity there always seems to be excessive debris. As mentioned to Richard 20 Nov, not entirely confident it is running the auto night clean, 18th Nov, 10:20pm it hadn't started automatically, I manually started. 19th Nov it ran itself? Either way it started off better than it is now. And even if I fill the treadmill tub direct from the same hose with clean water tanks, the water is already notably different when sourced from the tanks, indicating somewhere is holding dirt, or not performing...

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NUMEROUS LEAKS!

iPad - in principle I can see how the iPad has merit over the hmi but after using for a few months now I feel that it could be taken better. When operating on my own and having to stand further back the iPad is not really in reach when you are trying to watch the tail come up and not miss an accident, if the iPad bracket enabled access from either side, this would be a super operating addition, or perhaps had a slide rail or something?

The current bracket, just doesn't fit the bill. It always works loose, so tablet spins here there and everywhere when you try tap it. Even after locktite.

I understand that the treadmill is warranted by d[REDACTED] ECB, but I really feel that as a purchaser of a treadmill I should be privy to all codes too, especially if there were ever an issue years down the line. It makes no sense to interfere with the operating system but when you buy a car you get the key and the spare, it kind of feels like I can't be trusted with my machine...

There really must be a spare operating option than the iPad, by way of connecting to phone etc or have an hmi and iPad, I hate to drop this, but the Icelander now offer connection to phones etc without issue.

Breach bars. (Bockmann style} solid 3 tear ONE hand release. If this can't be done leave off and we will fit our own.

Breast/breech bar protector cover, rubber perhaps so it doesn't bang loud or risk damaging the glass with the metal end, £150k circa and told "stick a bit of vet wrap on the ends" can't be the best solution you can come up with...

Panel 1 box door lock extremely stiff

44 dome head bolts that seem to be redundant

A straight edge tool, shows that there are very little sections on the treadmill that are true...

D[REDACTED] thought he worked out why but the water level does not always match the

set height to the actual height and it varies greatly. I.e, set at 3, gives me 3.7, move it to 2.9 give me 2.6?// I can't win with it way too often and on a rehab horse this is pretty important thing to control.

Wish list

Conveyor belt could do with raising much higher to be able to clean underneath.

Operator platform wider, we have found on the odd occasion if I invite an owner up or I have to swap sides with poop catcher person and I can't walk around, passing each other on the platform is awkward especially when trying to not knock the iPad too. So I understand this could be redesign issue, but just a mention.

Is there a better functioning location for the laser ?

iPad/iPhone as above

Poop catch upgrade. Wowzers, after holding that all day it knacks your wrists, maybe a more ergonomic shaped one, we can sort this however. Plus the current one keeps falling to bits, that god to duck tape !

Some horses especially crib biters / windsuckers want to grab the front door , especially on the first stressy sessions, could there be some sort of protection on there to stop the door being caught, it just adds another thing to watch out for or tell them no, adding to an already stressed horse. I note [redacted] have some sort of foam buffer, or perhaps a rubber guard?

Option for spa jets? Option on most treadmill manufacturers but not ecb?

We get asked by clients for this a lot... or is it too conflicting with the spa unit?

Build the door closures so that only need one hand rather than needing 2 hands.

Rubber /protective sleeve over the full length of the door closures to prevent banging?

built in copper cable to stop freezing in winter into pipes?

Regards to noise level/ pitch and the SEW Inverter I appreciate that SEW were on site but no one gave me any info about the outcome.

I don't want to irritate [redacted] with this and I appreciate we can't simply say do this, do that and [redacted] has done what planning and SEW advised. But I would like to be comfortable that if there was a better alternative motor that was quieter that this option was explored fully. When we have clients or trying to run training or demos, it's incredibly difficult for anyone to hear over the machine, absolutely I do not expect silence from 600kg pounding down and splashing around but if improvements to this were available then surely it's win win all around.

I would like to know what conclusion was drawn to with the conflicting SEW

tech ? up to 16 kHz and not current 12kHz

That's it for now 🙄

Gemma / Adam

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