

Owner Update

May 18, 2011

For best viewing of this newsletter, please click to
enable/download images



ELLIPTIGO

- [GO Gift for May](#)
- [Get Inspired!](#)
- [Ask Keri](#)

May GO Gift

May 2011- \$50 Shoebacca Gift Card



Refer a friend to purchase an ElliptiGO between May 1st and May 31st and we will introduce you to your SOLE mate. As our May thank you, we will send you both a \$50 gift card to Shoebacca, an online shoe store with incredible selection. Whether you like to ride your 'GO in running shoes, trail shoes or sporty sandals---Shoebacca will have an ElliptiGO riding shoe for you. Start planning out what new shoes you will order at www.shoebacca.com.

To register your referred sale, please visit our [GO Gifts Registration page](#).

Here's a cool side note - In the near future Shoebacca will have an Elliptical Biking Shoe Category specifically designed to help you find your favorite ElliptiGO riding shoe!

Get Inspired

Inspiration comes in many forms. At ElliptiGO we are inspired by YOU - our customers and our community. By sharing customer stories with you, we hope to inspire you to continue riding and maintaining a positive lifestyle!

May celebrates Mother's Day and this month we selected Sara Pellegrini from Virginia. Sara is a mother of 4 and is an inspirational ElliptiGO rider! We asked Sara to tell us her story – who she is, how she found ElliptiGO and how its impacted her

life! Click [here](#) or on the image below to hear Sara's inspiring ElliptiGO story.

Thank you Sara for inspiring us!



Do you have an inspiring story you'd like to share with the ElliptiGO Owner community?

Email erin@elliptigo.com to share your story.

Ask Keri...Chain Tensioning



Question: Hey Keri, I've been riding the ElliptiGO for about a year and have noticed my chain seems pretty loose. How do I tighten that and how tight is too tight?

Thanks!

John ~ New Jersey

Answer: Hi John! Thanks for the question regarding your chain tension. Over time, the chain will stretch, especially with use. To tighten the chain, please follow these steps:

First you will need some tools: a 10mm wrench, a 15mm wrench and a 5mm allen wrench.



1. Place the bike on the kickstand or if possible, on a work table
2. Using the 15mm wrench, loosen both wheel axle nuts (do not remove)



3. Using the 10mm wrench, loosen both chain tensioner nuts



4. To tighten the chain, use the 5mm allen wrench to turn the chain tensioner bolts clockwise making sure to turn each bolt equally on both sides to keep wheel centered in the frame. The wheel will slide forward, tightening the chain.



Once the chain has been tightened, use the 10 mm wrench to tighten the chain tension nut while holding the chain tension bolt in place with the 5mm allen wrench. Then, check the tension of the chain by rotating the drive arms and check for binding in the chain. There will be a looser spot and a tighter spot which is normal, but if the chain feels tight during the entire rotation, then you will have to loosen it a bit by backing the chain bolts back a turn.

For a video demonstration on adjusting the chain tension, [please click here](#). The chain adjustment starts at the :53' mark.

Hope that helps, John. Please feel free to contact me with any other questions. Happy ElliptiGOing!!!

If you ever have questions about riding or maintenance, feel free to get in touch with Keri or the rest of our customer service team by sending an email to service@elliptigo.com Each month, Keri will pick a few questions to answer in the owner update so that all ElliptiGO owners can benefit from the information and tips.

* * *

Note to New Owners This Month: You should expect to receive an update like this one about once a month. If you'd prefer not to receive this update, simply click on the "unsubscribe" link at the bottom of the page. If you'd like to check out past editions of this update, please [visit our Owner Update Archive](#). Thanks again for being part of this emerging new sport and we hope you are having fun riding your ElliptiGO!



Join the ElliptiGO Community on Facebook

Want to coordinate group rides, ask questions about accessories, and share helpful tips with your fellow owners? Please [join our Facebook page](#) to get connected.

Team ElliptiGO



If you have any feedback or would like to contact us, please send us an email
at service@elliptigo.com