

Treadmill 7: Why won't my machine or console power on?

ID: 11670.1

Follow this troubleshooting guide to help resolve power issues on the BowFlex Treadmill 7.

Some common complaints may include:

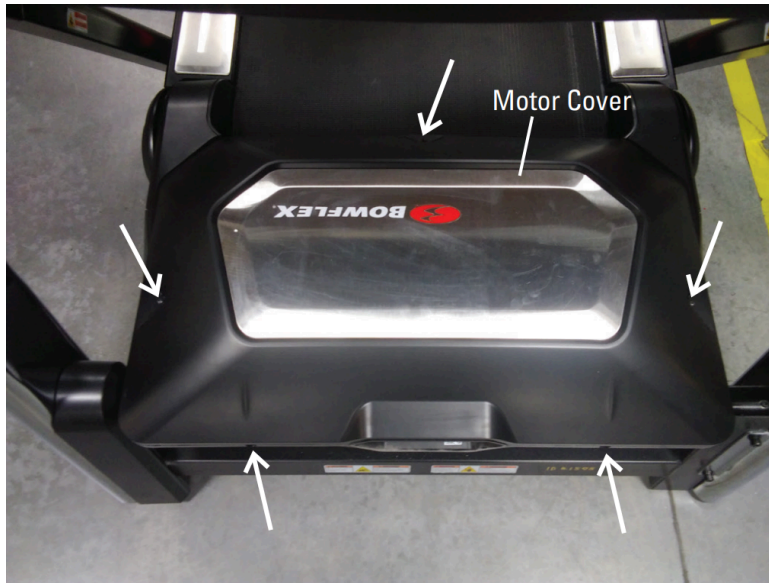
- Console will not power on
- Machine will not power on

Follow these steps to troubleshoot the issue

Tools you may need:
Phillips head screwdriver

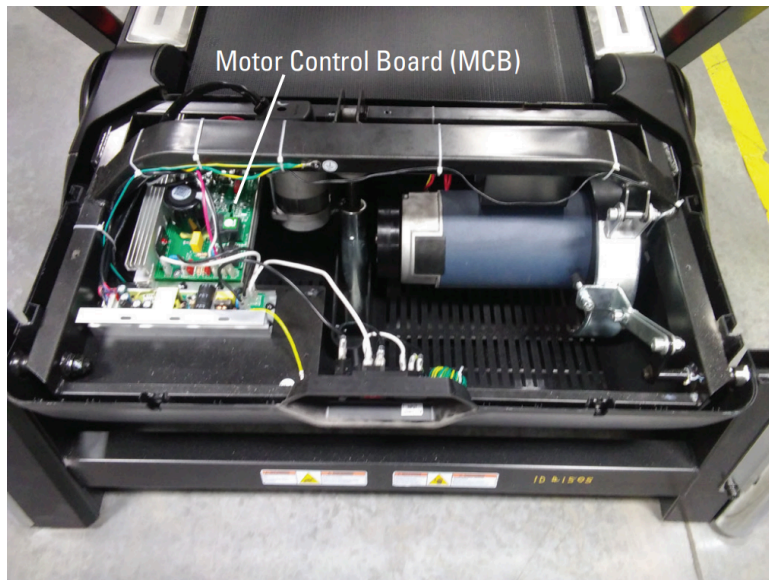
1. Check if the red LED below the display is lit. If the red LED is lit, [order a Console \[11670.L\]](#).
2. Unplug the power cord from both ends. Inspect the entire cord for any damage or crimps. Plug the power cord back in at both ends, ensuring it's securely connected and fully seated in the plug socket [\[11670.A\]](#). If the cord is damaged, [order a Power Cord \[11670.B\]](#).
3. Check the on/off switch - flip it on and see if it glows. If it does not glow, reconnect the power cord directly to a 3-prong outlet. Confirm that the outlet is functioning properly by testing it with another device (such as a lamp). If the outlet is not working properly, switch to a new outlet and re-test your machine [\[11670.C\]](#). If the switch still does not glow when plugged into a working outlet, [order a Power Switch \[11670.D\]](#).
4. Press the circuit breaker next to the power switch. The circuit breaker will feel loose if it is **not** tripped. Test your machine to see if it powers on [\[11670.E\]](#).
5. If the issue persists, unplug the power cord from both ends again. **Wait 5 minutes before continuing to the next step.**
6. Using a Phillips head screwdriver, remove the motor cover and motor control board (MCB) cover (**reference 2.1**). Plug the power cord back into your machine and the wall outlet and turn your machine on. Watch the MCB (**reference 2.2**) to see if there are any lights illuminated. If there are no lights, check the circuit breaker next to the power switch to ensure it is not tripped [\[11670.F\]](#). Check the AC power wiring and reseal if necessary using the "Power Inlet Replacement" procedure in the service manual, found [online here \[11670.G\]](#). If the issue persists, [order a Power Switch \[11670.H\]](#).

(Reference 2.1)



The white arrows indicate the locations of the screws to remove to take the motor and MCB cover off.

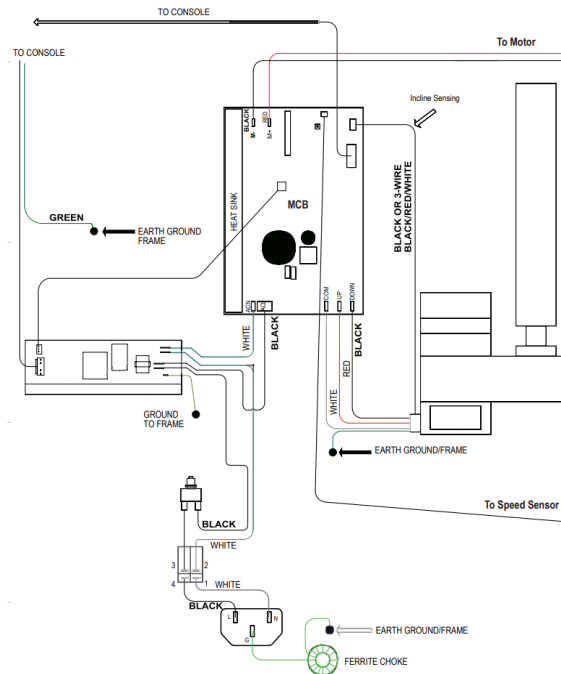
(Reference 2.2)



The motor control board (MCB) is shown on the left side of the image.

7. If the MCB does light up, check the input/output connections and connector pins from the MCB (**reference 2.3**). Inspect for any damage to the cables or loose connections. Unplug each connection and reconnect securely [\[11670.I\]](#). If damage is present or the issue persists, [order Upright and MCB Cables \[11670.J\]](#).

(Reference 2.3)



This image depicts the wiring for your Treadmill. Inspect the cables for damage. Unplug and reconnect each connection to ensure they're connected properly.

8. If the issue persists after replacing the Upright and MCB Cables, [order a Console \[11670.K\]](#).

Need to order replacement parts?

1 Customer Care Contact Information

Please contact Customer Care at 1-800-605-3369 for additional help or to order replacement parts. Some replacement parts may also be available for purchase [online here](#). A list of part numbers referenced within this guide can be located at the bottom of this page.

Customer Care - Hours of Operation:
Monday - Friday 6:00am - 5:00pm PST

*The replacement part will be provided to you at no cost assuming your machine meets the warranty eligibility requirements. A Customer Care Agent will be able to assess your current warranty eligibility and provide you with your options.
Please note that if you did not purchase your machine directly from BowFlex, Schwinn, or Nautilus, we will need a copy of your purchase receipt in order to register your machine for warranty.*

2 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
Console	8023667
Power Cord	8005317
Power Switch	8026984

3 EAF Policy

EAF - Issues requiring Special Handling

ATTENTION: If the customer complains of any of the following, transfer the call to a Senior Rep in the **CS ESCALATION** queue.

- **NOTE THE CUSTOMER FILE:** "Transferred customer to Senior Rep/Sup due to escalated issue."

NOTE: This process is **ONLY** for Treadmills and TreadClimbers.

NOTE: This does not apply to second-hand purchases or unsupported products. The customer record must have a valid POP and serial number.

***Visible Smoke coming from machine:**

- Be sure to confirm specific color of smoke (blue, black, or white).
- NOTE: If complaint is a hot/smoky odor/smell, proceed with troubleshooting.

***Sparks or flames coming from their machine outside of the drive motor**

- (sparks from the brushes inside the drive motor are normal)

***Machine accelerates quickly (runs away) without user input/keypress**

***Belt moves without safety key in place**

***Strong Continuous Electric shock from machine frame** (beyond normal static shock, which is a single defined event and builds up prior to discharge)

***Belt stops suddenly without an error code, without user input, or the safety key being pulled.** Console remains on or working.

4 Contact Tech Team / Advanced Troubleshooting (TM/TC)

If the issue was not resolved in the steps listed, contact the Tech Team or send an Advanced Troubleshooting case.

Submit a Case with case type **Advanced Troubleshooting**

Use these procedures as needed to gather more information to create the case:

[Results Series Treadmills Procedures](#)

[Treadmill 7 Procedures](#)

[Treadmill 10 Procedures](#)

[Treadmill 22 Procedures](#)

[MY14/17 Treadmill Procedures](#)