

Treadmill 7: How can I fix a stuck button?

ID: 11638.2

Follow this troubleshooting guide to help resolve stuck buttons on the BowFlex Treadmill 7.

Some common complaints may include:

- Stuck button error on console
- Incline button stuck
- Speed button stuck
- Power is on but speed or incline not adjusting

IMPORTANT: Do not use any chemicals to clean the buttons on your treadmill. If the buttons need to be cleaned, apply mild, soapy water to a cloth and wipe clean.

Follow these steps to troubleshoot the issue

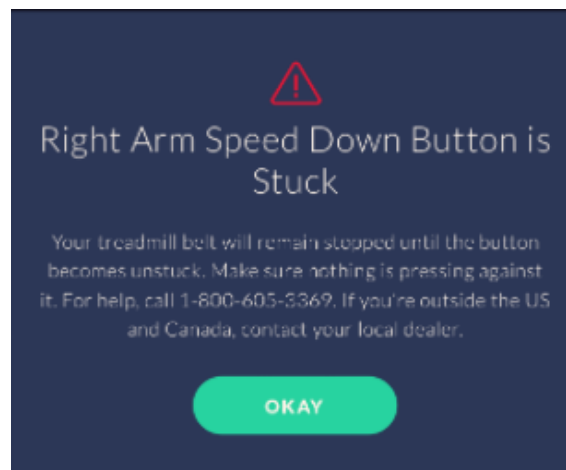
1. Check for updates on your machine. See the Updates section of [JRNY Basic App Troubleshooting](#) for instructions to check for/install any available updates. Once installed, retest your machine to determine if the issue persists [\[FW.A\]](#).

1 Treadmill 7 Stuck Button Instructions

Follow these steps if a stuck button is identified

1. When a button becomes stuck on your treadmill, it will remain stopped until the button becomes unstuck. If nothing is pressing the button down and you cannot get it to unstuck, the parts will need to be replaced. If JRNY is up to date on your treadmill, a stuck button can be identified with a pop-up message, similar to the image in reference 1 below.
2. If no stuck button message has appeared, but one is suspected, start a workout and let your treadmill run for approximately 30 seconds. If a button is stuck, the stuck button message will appear. If you already cleared the message, you can power cycle your machine and the message will appear again within approximately 2 minutes.

(Reference 1)



This message pops up when the speed down button on the right arm becomes stuck.

3. A stuck button can sometimes cause the other buttons to not work as well because it blocks the console's ability to register other button presses. If any buttons are stuck, [order a Console \[11640.B\]](#).

Need to order replacement parts?

2 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.

3 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
Console	8023667

4 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.

5 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