

Treadmill 7: Why isn't the incline adjusting?

ID: 11727.2

Follow this troubleshooting guide to help resolve issues with incline settings on the BowFlex Treadmill 7.

Some common complaints may include:

- Incline buttons not working
- Motor moves but doesn't adjust to the correct incline
- Motor doesn't move but makes noise
- Motor doesn't move or make noise
- Speed limited while inclined or declined

Follow these steps to troubleshoot the issue

1. Check for updates on your machine. Verify you have a good Wi-Fi connection. Unplug your machine and plug it back in. When the BowFlex or JRNY page displaying serial numbers in the 4 corners appears, tap the upper right corner 10 times within 3 seconds (**reference 1.1**). If you are unable to reach this screen, log out and tap the upper right corner 10 times within 3 seconds from the Log In screen (**reference 1.2**).

(Reference 1.1)



The initial screen showing the BowFlex or JRNY logo appears with serial numbers in each corner. Tap the upper right corner 10 times within 3 seconds to access the menu to force an update.

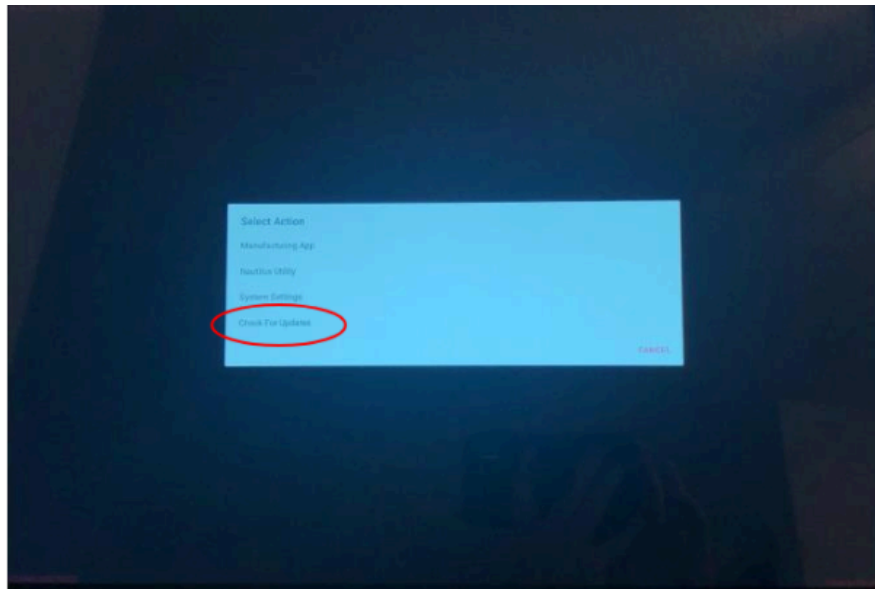
(Reference 1.2)



The Log In screen appears after logging out or if you missed the opportunity to access the menu from the previous screen. Tap the upper right corner 10 times within 3 seconds to access the menu to force an update.

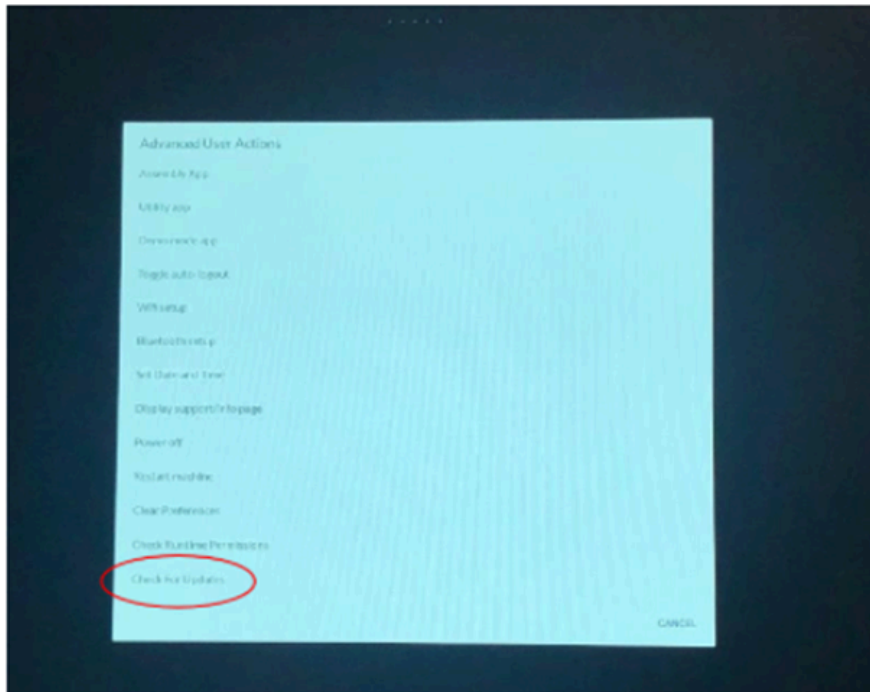
- 2. In the menu that appears, select **"Check for updates"** (reference 1.3 and 1.4). Allow the updates to download and install. Your machine will restart once all updates are installed. Allow the updates to finish installing once your machine has rebooted.

(Reference 1.3)



PLACEHOLDER IMAGE UNTIL BETTER RESOLUTION IS AVAILABLE.
Select CHECK FOR UPDATES from the bottom of the menu once it appears.

(Reference 1.4)



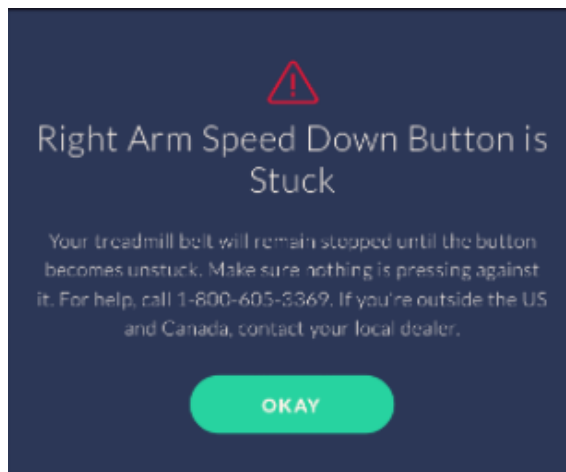
PLACEHOLDER IMAGE UNTIL BETTER RESOLUTION IS AVAILABLE.
Select CHECK FOR UPDATES from the bottom of the menu once it appears.

3. Retest your machine to determine if the original issue persists [\[FW.A\]](#). If the issue persists, continue troubleshooting in the next section.

Incline buttons are not working

1. Incline buttons that are not working or not responding are typically due to a stuck button. There may be an error message that appears on the console display stating which button is stuck (**reference 2**).

(Reference 2)



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

2. If a stuck button error message is present, please visit [Treadmill 7: How can I fix a stuck button?](#) to continue troubleshooting.

Incline stops responding (worked previously)

1. If you are able to increase the incline, but the buttons stop responding to input (the belt may continue running), unplug your machine from power. Wait one full minute before continuing.
2. After the minute has passed, plug your machine back into power. Start a workout and test if the incline can be adjusted up and down [\[11727.F\]](#).

Motor moves but doesn't adjust to correct incline

1. Recalibrate your treadmill. The MCB recalibration procedure can be found in the "Service Mode Procedures" section of the [service manual \[11727.B\]](#)

Motor does not move but makes noise

1. If the incline motor makes noise but does not move, it needs to be replaced. [Order an Incline Motor \[11727.C\]](#).

Motor does not move or make noise

1. Inspect the cables at the top and bottom of the right upright for damage. Check the connectors for bent or missing pins. Check the wires for crimps, cuts, or other damage. Reconnect all cables securely and ensure they are properly oriented [\[11727.D\]](#). If the issue persists, [order MCB to Top Upright Wiring \[11727.E\]](#).

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

Part Description	Part SKU
Console	8023667

<i>Incline Motor</i>	<i>8011317</i>
<i>MCB to Top Upright Wiring</i>	<i>8026990</i>

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