

## Treadmill 7: How can I prevent electrostatic shock?

ID: 11644.1

Follow this troubleshooting guide to help resolve issues involving electrostatic shock on the BowFlex Treadmill 7.

Some common complaints may include:

- Static shock
- Electrostatic shock
- Static electricity

### Follow these steps to troubleshoot the issue

*Tools you may need:*

6mm hex/Allen wrench, or the wrench from the hardware card included with your machine

1. It's not uncommon for static to build up on any machine with a moving belt. Our machines are designed to properly minimize static build-up. If you are experiencing static build-up, try one or more of the following to help reduce static [\[11644.A\]](#)
  - Avoid wearing loose or baggy clothing while using your treadmill.
  - Put long hair up in a ponytail
  - Wear a treadmill anti-static wristband or strap
2. Lubricate your machine according to intervals outlined in the [service manual](#). Instructions on lubricating your machine can be found here: [Treadmill 7: I need help lubricating my treadmill](#) [\[11644.B\]](#).
3. Unplug your treadmill from power and check the plastic covers that extend over the walking belt. Make sure that the covers are not rubbing on the belt. If it is, refer to the "Adjust the Walking Belt" procedure in the [service manual](#), adjusting until the covers are no longer rubbing on the belt [\[11644.C\]](#).
4. Ensure that your treadmill is plugged into a properly wired 3-prong outlet. It is not recommended to use an extensior cord for your treadmill. You can test your outlet using another device, such as a lamp, and seeing if it turns on. You ca also test using a receptacle tester from your local hardware store. Switch to another outlet if the original outlet is not working or wired properly [\[11644.D\]](#).
5. Clothing made from synthetic fibers generate static electricity more frequently than clothing made from natural fibers. Synthetic fibers include polyester, nylon, spandex, etc. We recommend wearing clothing made from natural fibers, such as cotton, linen, or wool, to reduce static charge build-up [\[11644.E\]](#).
6. Dry air conditions may also contribute to static charge build-up. Heaters and air conditioners tend to remove moisture from the air. Increase the humidity in your workout area to the recommended range of 45 to 65 percent humidity [\[11644.F\]](#).
7. Clean or dust off the bottom of your shoes before beginning a workout. The dirt, dust, and hair that may accumulate on your shoes creates friction with the belt and may build a static charge. If any dirt, dust, or hair is seen on your treadmill, wipe with a clean, dry cloth to remove [\[11644.G\]](#).

8. If the above tips fail, you can try an anti-static spray that can be applied to the walking belt of your treadmill and your workout clothing. The spray works by adding moisture to the air and making the surface area less conductive. If your treadmill is located on carpet or a rug, it may help to spray the carpet or purchase an anti-static mat [\[11644.H\]](#) .

## **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 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.

3 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**

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**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**