

## Treadmill 7: Why is the belt not moving properly?

ID: 11691.2

Follow this troubleshooting guide to help resolve issues involving the walking belt on the BowFlex Treadmill 7.

Some common complaints may include:

- Alignment issues
- Tension issues
- Belt slipping or hesitation
- Belt moves momentarily then stops or is stuck at 1 mph
- Belt doesn't move

### **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.

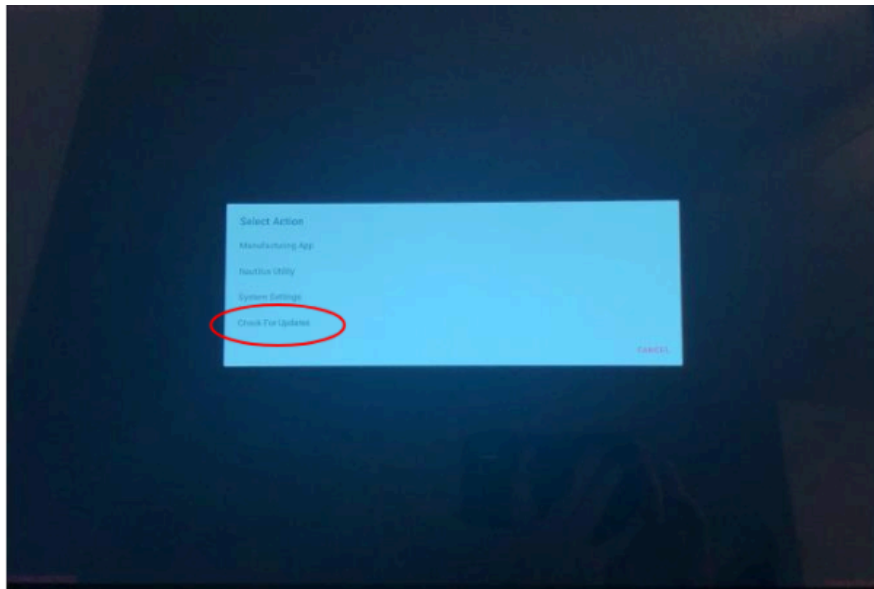
**(Reference 1.2)**



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.

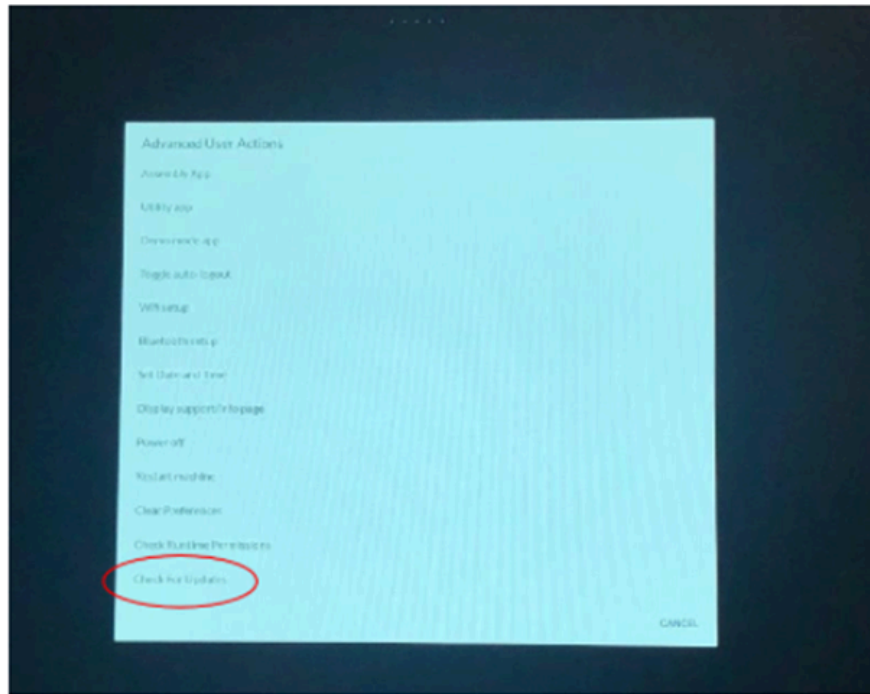
- 2. In the menu that appears, select **"Check for updates"** (reference 1.3 and 1.4). Allow the updates to download and install. Your machine will restart once all updates are installed. Allow the updates to finish installing once your machine has rebooted.

**(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 following sections.

**Select a belt issue below to begin troubleshooting**

- [\*\*Treadmill 7: Why isn't the speed shown on the console?\*\*](#)
- [\*\*Treadmill 7: What do I do if the speed is inconsistent?\*\*](#)
- [\*\*Treadmill 7: Why won't the belt move?\*\*](#)
- [\*\*Treadmill 7: Why does the belt stop after starting up?\*\*](#)
- [\*\*Treadmill 7: How can I adjust the walking belt alignment or tension?\*\*](#)

## 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**

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**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.

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#### **\*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](#)**