

Treadmill 7: My treadmill is powered on but the display won't light up

ID: 11663.2

Follow this troubleshooting guide to help resolve issues involving consoles not lighting up on the BowFlex Treadmill 7. If your treadmill does not power on at all, please troubleshoot using this guide: [Treadmill 7: Why won't my machine or console power on?](#)

Some common complaints may include:

- Power on but display is dark
- Console won't turn on
- Console not lit up

Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver

1. Check along the console display's bezel for a red LED light. This lights up independently from the screen. If the red LED is lit but the screen remains blank, [order a Console \[11663.A\]](#).
2. If the red LED is not lit, check that the outlet the treadmill is plugged into is working properly. Disconnect and reconnect the power cord from the treadmill and the wall. Ensure that both ends are firmly connected and turn your treadmill back on, checking if the power switch lights up. If the power switch is not lit, [order a Power Adapter \[11663.B\]](#).
3. If the power switch is lit, remove the motor and motor control board (MCB) cover using a Phillips head screwdriver ([references 1-4](#)). Check for lights lit up on the MCB ([reference 5](#)). If the MCB light is not lit, [order an MCB \[11663.C\]](#).

(Reference 1)



The base shrouds on either side of the treadmill are attached by the screw circled in white. Remove the screw with a Phillips head screwdriver, then remove both base shrouds.

(Reference 2)



Remove the 8 screws indicated by white arrows from the top of the motor cover using a Phillips head screwdriver.

(Reference 3)



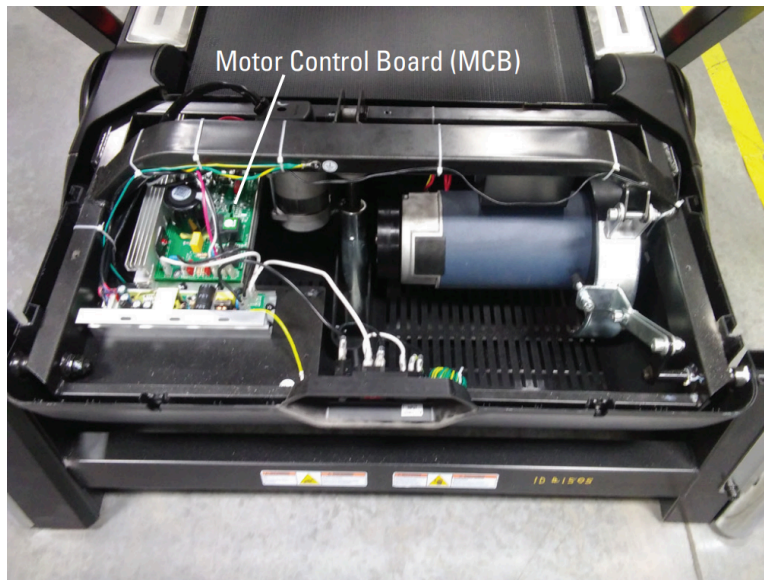
2 screws remain under the motor cover, one on each side. Remove these with a Phillips head screwdriver as well.

(Reference 4)



The snaps are located at the front of the treadmill (white ovals) and are not visible from the outside. Be careful to not bend or break the snaps when removing the motor cover.

(Reference 5)



Check the motor control board (MCB), shown on the left side of the image, for lights.

4. If the MCB light is lit up, reference the "Replace the Middle Input/Output (I/O) Cable" procedure in the [service manual](#). Rather than replacing these cables, check the connections at the top and bottom of the upright for damage. Unplug the connections and firmly reconnect them if undamaged [\[11663.D\]](#). If damage is present or the issue persists, [order MCB to Top Upright Cables \[11663.E\]](#).
5. If the issue persists after replacing the MCB to Top Upright cables, [order a Console \[11663.F\]](#).

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 Adapter	8005317
Motor Control Board (MCB)	8024779
MCB to Top Upright Cable	8026990

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