

## Treadmill 7: Why won't the belt move?

ID: 13636.1

Follow this troubleshooting guide to help resolve issues involving the walking belt not moving on the BowFlex Treadmill 7.

Some common complaints may include:

- Belt doesn't move
- Treadmill won't run during workout
- Workout starts but belt doesn't move

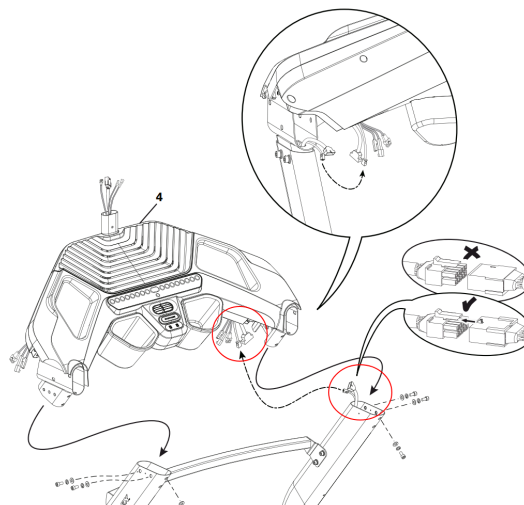
### Follow these steps to troubleshoot the issue

*Tools you may need:*

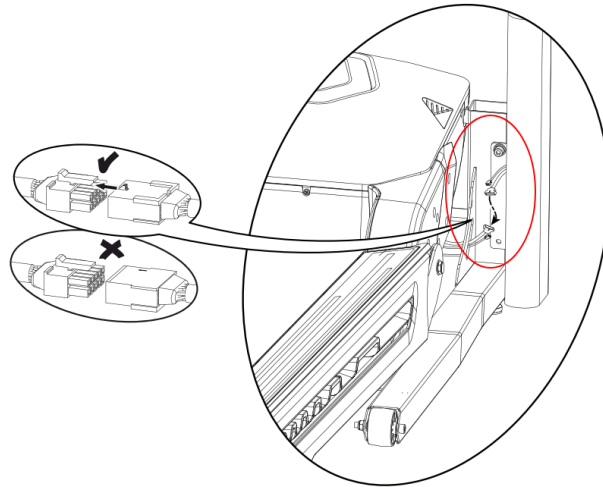
Phillips head screwdriver  
6mm hex/Allen wrench, or the wrench from the hardware card included with your machine

1. If a stuck button message is displayed, please visit [Treadmill 7: How can I fix a stuck button?](#) to continue troubleshooting.
2. Check the wiring (specifically the 5-pin connector) at the top (**reference 1**) and bottom (**reference 2**) of the right upright. Inspect the wires for damage, crimps, or cuts. You may need a Phillips head screwdriver to access the wires at the top of the upright where it meets the handlebars. If damage is present, [order MCB to Top Upright Wiring \[13636.A\]](#).
3. Verify that the connections are the same as in the diagram for both ends. If they are not oriented properly, the treadmill will not have any belt or incline functionality and the timer on your workout may continue to run without belt movement. If you are unsure of how the cables should connect, check the color of the wires and ensure they are matched on both sides of the connection [\[13636.B\]](#). If the issue persists, [order MCB to Top Upright Wiring \[13636.C\]](#).

(Reference 1)



The wiring is located in the right upright, circled in red. The diagrams in the bubbles show how the cables should be oriented.

**(Reference 2)**

*The wiring is located between the base of the right upright and the frame, circled in red.  
The diagrams in the bubbles show how the cables should be oriented.*

4. If replacing the MCB wiring did not resolve the issue, hold onto something to keep yourself balanced and push the belt with your foot. It may take considerable effort to move the belt manually.
5. If the belt does not move when pushing with your foot, unplug your machine from power and wait 5 minutes. Once the 5 minutes have passed, remove the motor cover using a Phillips head screwdriver (**references 3-6**). Leave the cover off for further troubleshooting. Remove the drive belt and check that the motor pulley can be turned by hand (**reference 7**). Additional instructions on removing the drive belt can be found in the "Replace the Drive Belt" section of the [service manual](#). If the motor does not move freely, [order a Motor \[13636.D\]](#).

**(Reference 3)**

*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 4)**



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

**(Reference 5)**



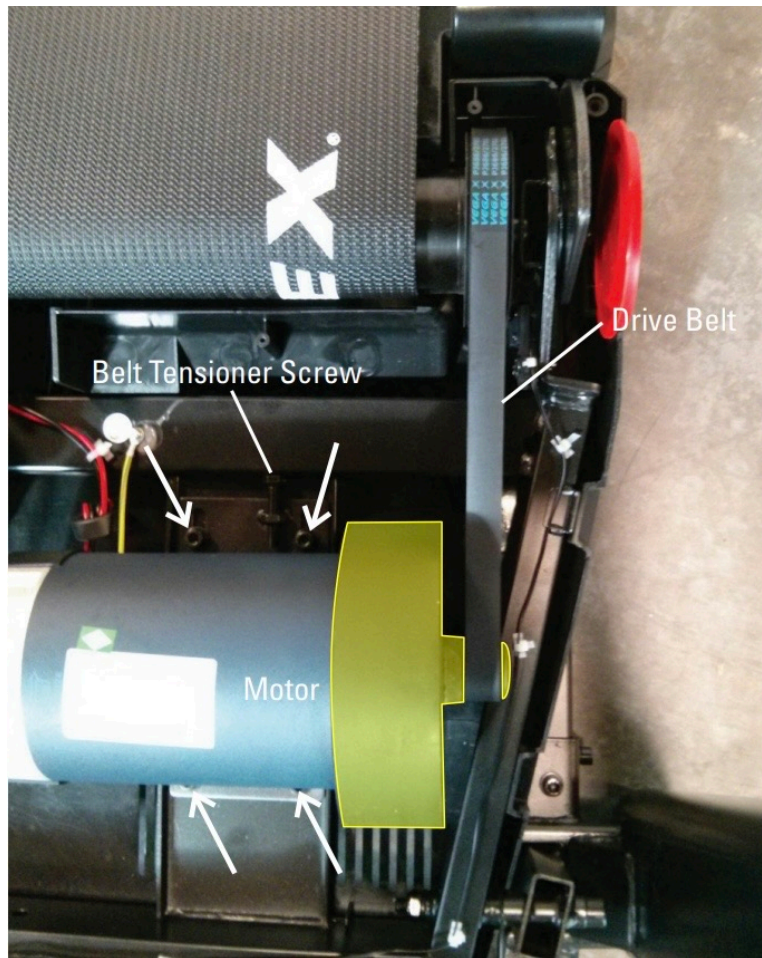
*2 screws remain under the motor cover, one on each side. Remove these with a Phillips head screwdriver as well.*

**(Reference 6)**



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.

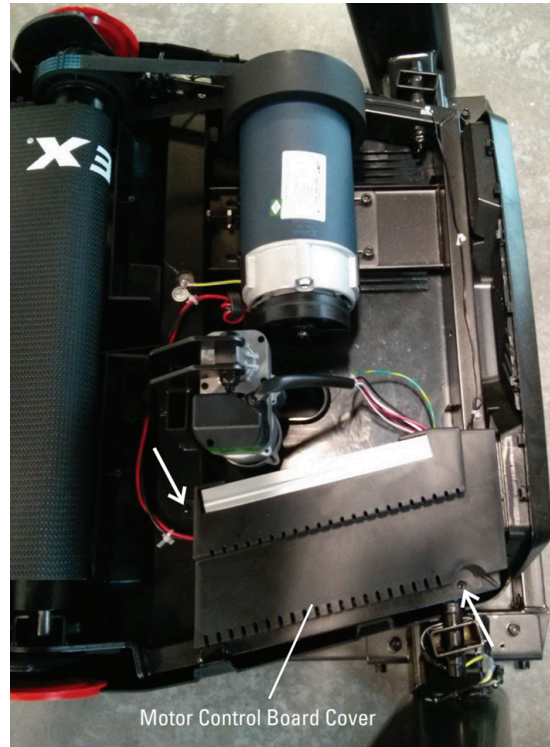
**(Reference 7)**



The motor pulley is highlighted in yellow. Rotate the pulley to determine if it is seized. Seized motors need to be replaced.

6. If the motor turns freely, loosen the walking belt tension. Please visit [Treadmill 7: How can I adjust the walking belt alignment or tension?](#) for instructions on adjusting the tension. Test if the issue persists [\[13636.E\]](#).
7. If the issue persists, check both the front and rear rollers to see if they are seized (unable to turn). If a roller is seized, [order a Front or Rear Roller](#) (whichever roller is seized) [\[13636.F\]](#).

8. If the belt moves freely but does not operate when running the treadmill, unplug your machine from power again and wait 5 minutes. Inspect the drive belt, motor, and motor wiring. Use a Phillips head screwdriver to remove the 2 screws on the Motor Control Board (MCB) cover, disconnect the input/output and motor cables on the MCB, and carefully inspect each for damage or bent/missing pins (**references 8 and 9**). Securely reconnect the cables and ensure they're oriented properly [\[13636.G\]](#).

**(Reference 8)**

The screws on the MCB Cover are located on opposite corners (see white arrows). Remove the screws and set the cover to the side.

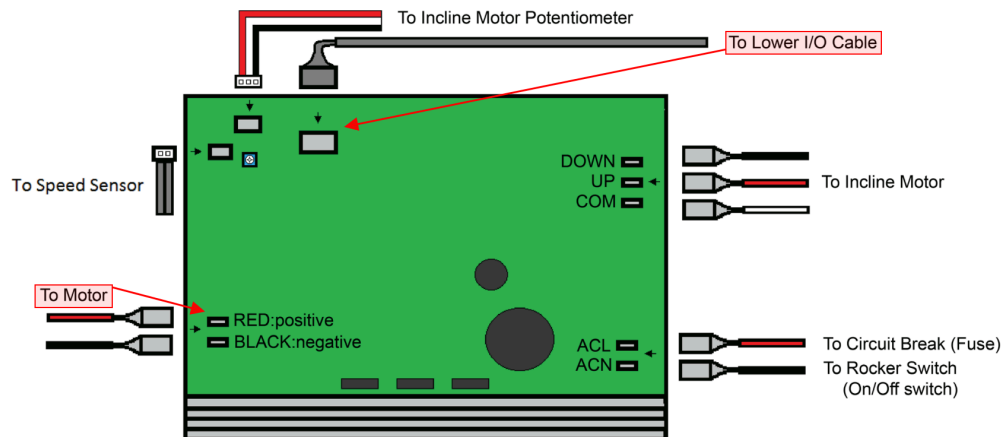
**(Reference 9)**

Diagram of the MCB is shown. Inspect the motor and input/output cables and connectors for damage. Unplug the cables for inspection and firmly plug back in, ensuring they are oriented properly.

9. If the drive belt is damaged, [order a Drive Belt \[13636.H\]](#). If the motor or motor wiring is damaged, [order a Motor \[13636.I\]](#). If the input/output cables are damaged, [order MCB to Top Upright Wiring \[13636.J\]](#).
10. If the issue persists after replacing the MCB to Top Upright Wiring, [order an MCB \[13636.K\]](#).

## 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> |
|----------------------------------|-----------------|
| <b>Drive Belt</b>                | <b>8015035</b>  |
| <b>Front Roller</b>              | <b>8009818</b>  |
| <b>MCB</b>                       | <b>8024779</b>  |
| <b>MCB to Top Upright Wiring</b> | <b>8026990</b>  |
| <b>Motor</b>                     | <b>8015487</b>  |
| <b>Rear Roller</b>               | <b>8009813</b>  |

### 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**

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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**