

Treadmill 7: Why isn't the speed shown on the console?

ID: 13640.1

Follow this troubleshooting guide to help resolve issues with speed not displaying on the BowFlex Treadmill 7 console.

Some common complaints may include:

- Speed is not displayed
- Can't see speed setting
- Speed doesn't show up on console

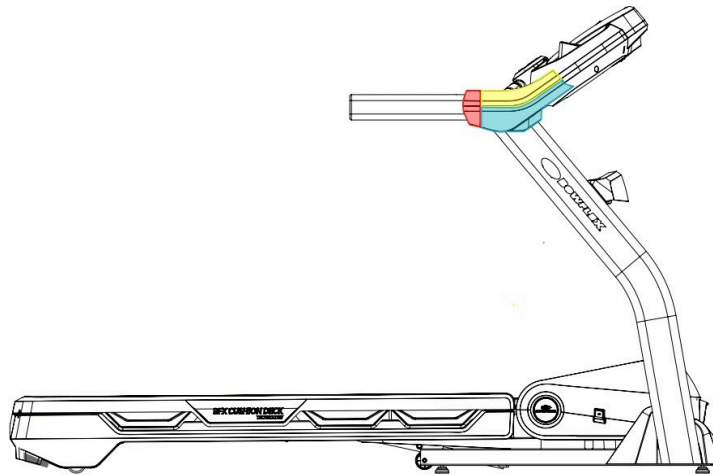
Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver

1. Unplug your machine from power. To access the upper input/output cables, remove the junction cover end caps from the console assembly (**reference 1**) and remove the 4 screws from the lower junction covers with a Phillips head screwdriver (**reference 2**). Gently release the 2 snaps connecting the upper and lower junction covers (**reference 3**) and set the junction covers to the side. Be careful to not bend or break the snaps during removal.

(Reference 1)



The junction cover end caps (red) are located between the handles and junction covers (upper - yellow, lower - teal).

(Reference 2)



The location of the screws are indicated by the grey arrows, 2 on each lower junction cover.

(Reference 3)



Two snaps on each side (circled in white) connect the upper and lower junction covers. Gently release the snaps prior to removal.

2. Disconnect the input/output cables at the top of the right upright and closely inspect each one for damaged wires or missing pins. Firmly reconnect the cables, making sure that they are oriented properly. The tab of the connector should fit into the notch and make an audible click when connected fully. If damage is present, [order MCB to Top Upright Wiring \[13640.A\]](#).

3. To access the lower input/output cable connection, remove the right base shroud using a Phillips head screwdriver (**reference 4**). Disconnect the cables at the bottom of the right upright and closely inspect each one for damaged wires or missing pins. Firmly reconnect the cables, making sure that they are oriented properly. The tab of the connector should fit into the notch and make an audible click when connected fully. Test to see if the issue persists [[13640.B](#)]. If damage is present, [order MCB to Top Upright Wiring](#) [[13640.C](#)].

(Reference 4)



The base shroud is attached by 1 screw (red arrow).

Remove the screw with the Phillips head screwdriver, detach the base shroud, and inspect the cables inside.

4. If the issue persists, unplug your machine from power again and wait 5 minutes before continuing. Remove the motor cover using a Phillips head screwdriver (**references 5-8**).

(Reference 5)



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 6)



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

(Reference 7)



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

(Reference 8)



*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.*

5. Check the speed sensor position and wiring for misalignment or damage (**reference 9**). Adjust the speed sensor as necessary and tighten the mounting screws if needed using a Phillips head screwdriver. Test to see if the issue persists [\[13640.D\]](#). If you cannot tighten the mounting screws or damage is present, [order a Speed Sensor \[13640.E\]](#).

(Reference 9)



*The speed sensor and cable are located in the motor compartment on the right side.
Inspect for damage and realign if out of position (as shown). If loose, tighten the mounting screws with a Phillips head screwdriver.*

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>
MCB to Top Upright Wiring	8026990
Speed Sensor	8009946

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