

## Treadmill 7: How can I adjust the walking belt alignment or tension?

ID: 13633.1

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

Some common complaints may include:

- Belt is unaligned/out of alignment
- Belt is off center
- Belt isn't rolling properly under belt guides
- Belt moves out of place during use
- Belt slips or is too loose
- Belt is too tight and 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  
13mm open-ended wrench

1. Check to make sure that the walking belt's edges are both covered by the plastic side covers. If adjustments are necessary, refer to the "Aligning the Walking Belt" section of the [service manual \[13633.A\]](#).
2. Check for deformed belt guides while inspecting the belt. If any belt guides are deformed or damaged, [order Belt Guides \[13633.B\]](#). If the belt does not change position during the alignment process, [order a Rear Roller \[13633.C\]](#).
3. Press the START button and set the speed on your treadmill to the lowest setting. Hold onto something to keep yourself steady and try to stop the belt with your foot. Wear proper footwear and be careful to not lose your footing. If the belt slips, adjust the belt's tension. Refer to the "Adjusting the Belt Tension" section of the [service manual](#) to make adjustments [\[13633.D\]](#).
4. If the issue persists, turn off your treadmill and unplug the power cord. Wait 5 minutes before continuing, then remove the motor cover using a Phillips head screwdriver. Remove 1 screw from each base shroud and remove the base shrouds (**reference 1**), remove 8 screws on the top of the motor cover (**reference 2**), and 2 screws underneath the cover (**reference 3**). Gently release the front snaps on the motor cover and pivot the cover back until it releases from your treadmill (**reference 4**). Set the motor cover to the side.

**(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.*

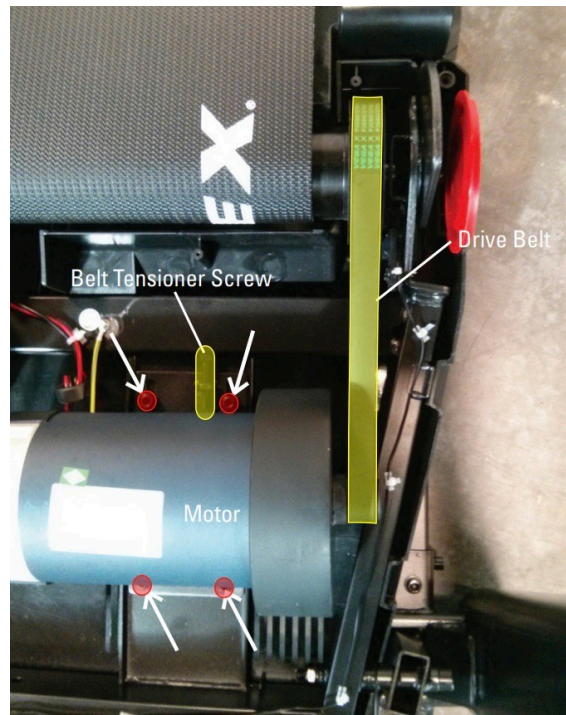
**(Reference 4)**



*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.*

5. Check the drive belt and make sure it is tight (**reference 5**). If it is not tight, refer to the "Replace the Drive Belt" section of the *service manual* to adjust the drive motor belt tension [\[13633.E\]](#).

**(Reference 5)**



The drive belt is located inside the motor compartment on the right side (highlighted yellow). You need to adjust the screws on the motor mount (circled red) with a 6mm Allen wrench before adjusting the belt tensioner screw (circled yellow) with a 13mm open-ended wrench.

**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**

| Part Description          | Part SKU       |
|---------------------------|----------------|
| <b>Belt Guides, Left</b>  | <b>8009932</b> |
| <b>Belt Guides, Right</b> | <b>8011786</b> |
| <b>Rear Roller</b>        | <b>8009813</b> |

### 3 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.

### 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](#)**