

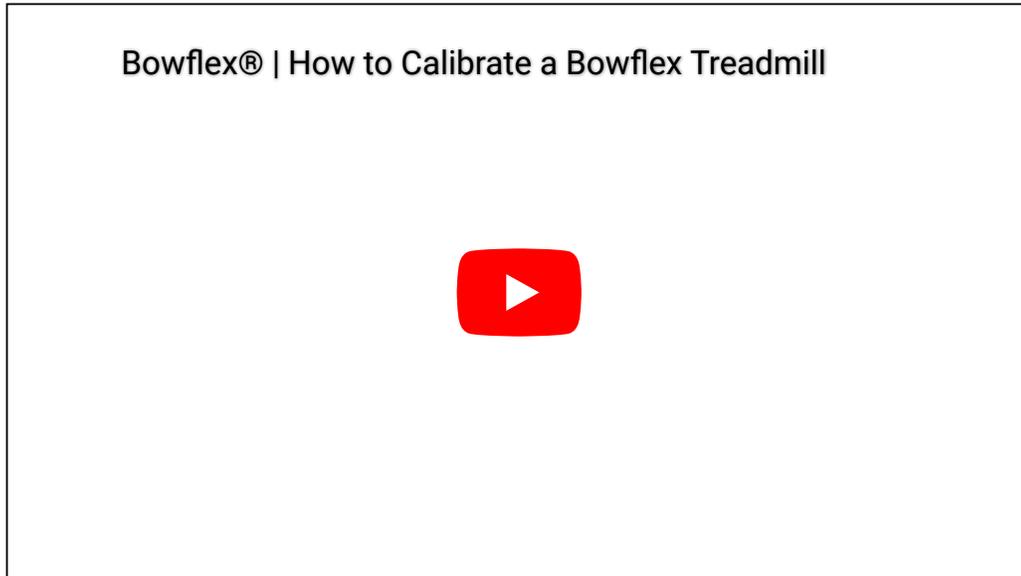
# BowFlex Treadmill 7 - CALIBRATE MCB

ID: 13532.2

## "Procedure 4"

**Applicable for the Treadmill 7 only**

**Follow these steps to calibrate the treadmill's MCB**



### **BowFlex® | How to Calibrate a BowFlex Treadmill**

*Note: This video applies to the Treadmill 7, 10, and 22.*

1. From the Start-Up screen, tap on the upper-right corner of the Console Display 10 times. The Console will display the "**Advanced User Actions**" menu.
2. Tap on the "**Assembly App**" option.
3. From the "**Assembly App**" menu, tap **CALIBRATE** in the upper right corner of the Console Display. The Console will shift to Calibrate mode.
4. From the "**Calibrate**" menu, tap **BEGIN TEST SUITE**.
  - Be sure the area around the Treadmill is clear of all bystanders, children and pets.
  - Be sure there is nothing on or under the Walking Belt, or near the Treadmill.
5. The Console will display "**CALIBRATE\_MCB-USER CONFIRM**". Tap **CONFIRM**, and the calibration procedure starts.
  - Note: The calibration procedure will begin by automatically moving the Walking Belt and adjusting the incline of the Walking Deck. **Be sure not to touch or allow anyone else to touch the machine while calibration is occurring.**
6. When calibration is complete, the Console will display "**CALIBRATE MCB - PASS**".
7. Tap **EXIT** in the upper-right corner of the Display to exit the Calibrate Mode.
8. Flip the power switch to OFF. Calibration is now complete for the machine.

## **Need additional assistance?**

### 1 Customer Care Contact Information

**Please contact Customer Care at [1-800-605-3369](tel: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 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](#)**

# BowFlex Treadmill 7 - CHECK FIRMWARE VERSION

ID: 13530.1

## "Procedure 2"

### **Applicable for the Treadmill 7 only**

#### **Follow these steps to check the firmware version**

1. Tap on the upper-right corner of the Console Display 10 times. The Console will display the "**Advanced User Actions**" menu.
2. From the "**Advanced User Actions**" menu, tap the **INDIVIDUAL TESTS** button. The Console will display a list of tests.
3. Tap on **TEST-CONSOLE\_VERSION**. The Console will display the Firmware Version.
4. Record the Console Firmware Version as shown.
5. Tap **EXIT** in the upper-right corner of the Display to exit.

#### **Need additional assistance?**

## 1 Customer Care Contact Information

**Please contact Customer Care at [1-800-605-3369](tel: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**

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*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 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](#)**

# BowFlex Treadmill 7 - RESET MACHINE

ID: 13531.1

## "Procedure 3"

### **Applicable for the Treadmill 7 only**

#### **Follow these steps to reset the treadmill**

1. Please note, the reset machine procedure will wipe the workout data on your machine.
2. Tap on the upper-right corner of the Console Display 10 times. The Console will display the "**Advanced User Actions**" menu.
3. From the "**Advanced User Actions**" menu, tap **WIFI SETUP**.
4. From the **WIFI SETUP** screen, tap on **CLEAR PREFERENCES**
5. The Console will display a RESTART message. Unplug the power to the machine. The machine will reset when turned on.

#### **Need additional assistance?**

## 1 Customer Care Contact Information

**Please contact Customer Care at [1-800-605-3369](tel: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**

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*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 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**

## 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)**



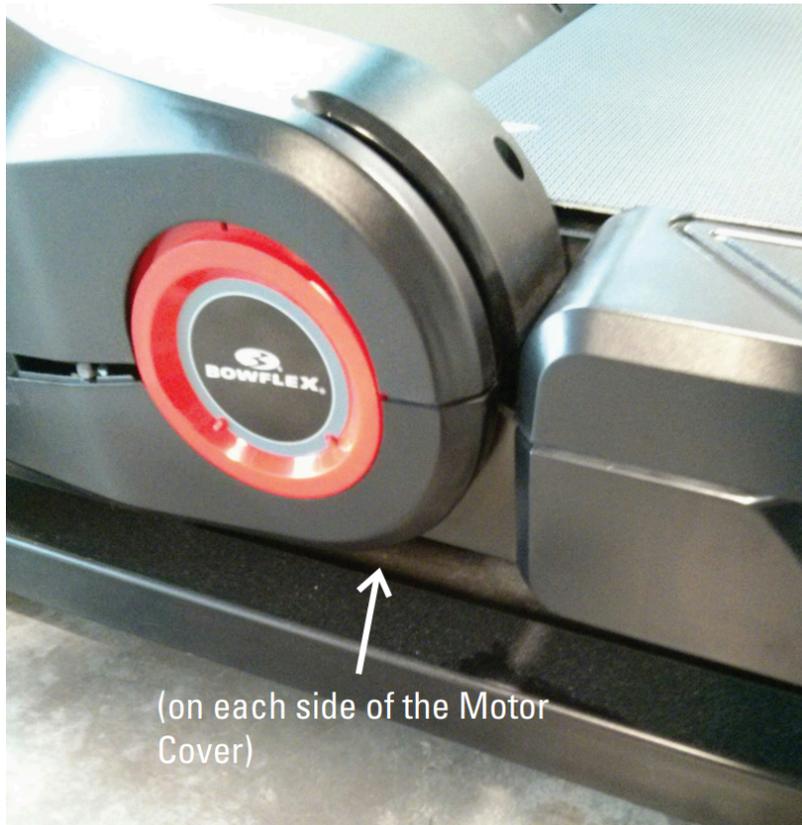
*The base shrouds on either side of the treadmill are attached by the screw circled in white. Remove the screw with a Phillips head screwdriver, then remove both base shrouds.*

**(Reference 2)**



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

**(Reference 3)**



(on each side of the Motor Cover)

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

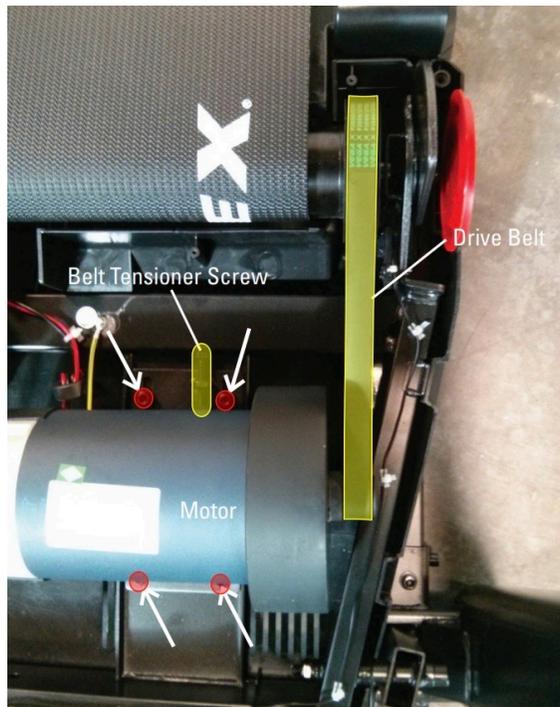
**(Reference 4)**



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**

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**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**

---

**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](#)**

# Treadmill 7: How can I fix a stuck button?

ID: 11638.2

Follow this troubleshooting guide to help resolve stuck buttons on the BowFlex Treadmill 7.

Some common complaints may include:

- Stuck button error on console
- Incline button stuck
- Speed button stuck
- Power is on but speed or incline not adjusting

**IMPORTANT:** Do not use any chemicals to clean the buttons on your treadmill. If the buttons need to be cleaned, apply mild, soapy water to a cloth and wipe clean.

## Follow these steps to troubleshoot the issue

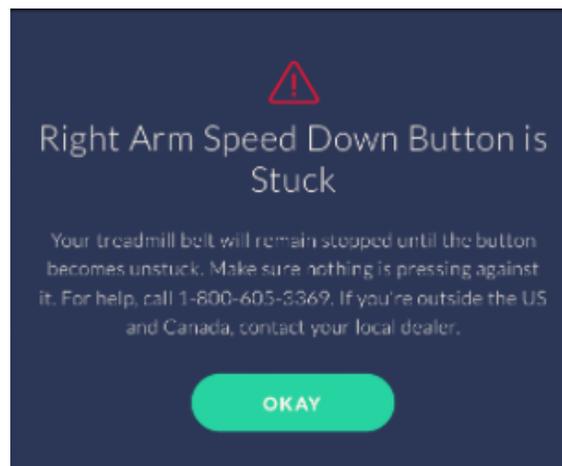
1. Check for updates on your machine. See the Updates section of [JRNY Basic App Troubleshooting](#) for instructions to check for/install any available updates. Once installed, retest your machine to determine if the issue persists [\[FW.A\]](#).

## 1 Treadmill 7 Stuck Button Instructions

### Follow these steps if a stuck button is identified

1. When a button becomes stuck on your treadmill, it will remain stopped until the button becomes unstuck. If nothing is pressing the button down and you cannot get it to unstuck, the parts will need to be replaced. If JRNY is up to date on your treadmill, a stuck button can be identified with a pop-up message, similar to the image in reference 1 below.
2. If no stuck button message has appeared, but one is suspected, start a workout and let your treadmill run for approximately 30 seconds. If a button is stuck, the stuck button message will appear. If you already cleared the message, you can power cycle your machine and the message will appear again within approximately 2 minutes.

#### (Reference 1)



*This message pops up when the speed down button on the right arm becomes stuck.*

3. A stuck button can sometimes cause the other buttons to not work as well because it blocks the console's ability to register other button presses. If any buttons are stuck, [order a Console \[11640.B\]](#).

### **Need to order replacement parts?**

## 2 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.

## 3 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
<b>Console</b>	<b>8023667</b>

## 4 EAF Policy

### **EAF - Issues requiring Special Handling**

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- **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.

## 5 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**

## Treadmill 7: How can I prevent electrostatic shock?

ID: 11644.1

Follow this troubleshooting guide to help resolve issues involving electrostatic shock on the BowFlex Treadmill 7.

Some common complaints may include:

- Static shock
- Electrostatic shock
- Static electricity

### Follow these steps to troubleshoot the issue

*Tools you may need:*

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

1. It's not uncommon for static to build up on any machine with a moving belt. Our machines are designed to properly minimize static build-up. If you are experiencing static build-up, try one or more of the following to help reduce static [\[11644.A\]](#)
  - Avoid wearing loose or baggy clothing while using your treadmill.
  - Put long hair up in a ponytail
  - Wear a treadmill anti-static wristband or strap
2. Lubricate your machine according to intervals outlined in the [service manual](#). Instructions on lubricating your machine can be found here: [Treadmill 7: I need help lubricating my treadmill](#) [\[11644.B\]](#).
3. Unplug your treadmill from power and check the plastic covers that extend over the walking belt. Make sure that the covers are not rubbing on the belt. If it is, refer to the "Adjust the Walking Belt" procedure in the [service manual](#), adjusting until the covers are no longer rubbing on the belt [\[11644.C\]](#).
4. Ensure that your treadmill is plugged into a properly wired 3-prong outlet. It is not recommended to use an extensor cord for your treadmill. You can test your outlet using another device, such as a lamp, and seeing if it turns on. You can also test using a receptacle tester from your local hardware store. Switch to another outlet if the original outlet is not working or wired properly [\[11644.D\]](#).
5. Clothing made from synthetic fibers generate static electricity more frequently than clothing made from natural fibers. Synthetic fibers include polyester, nylon, spandex, etc. We recommend wearing clothing made from natural fibers, such as cotton, linen, or wool, to reduce static charge build-up [\[11644.E\]](#).
6. Dry air conditions may also contribute to static charge build-up. Heaters and air conditioners tend to remove moisture from the air. Increase the humidity in your workout area to the recommended range of 45 to 65 percent humidity [\[11644.F\]](#).
7. Clean or dust off the bottom of your shoes before beginning a workout. The dirt, dust, and hair that may accumulate on your shoes creates friction with the belt and may build a static charge. If any dirt, dust, or hair is seen on your treadmill, wipe with a clean, dry cloth to remove [\[11644.G\]](#).

8. If the above tips fail, you can try an anti-static spray that can be applied to the walking belt of your treadmill and your workout clothing. The spray works by adding moisture to the air and making the surface area less conductive. If your treadmill is located on carpet or a rug, it may help to spray the carpet or purchase an anti-static mat [\[11644.H\]](#) .

## **Need to order replacement parts?**

### 1 Customer Care Contact Information

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**Customer Care - Hours of Operation:**  
Monday - Friday 6:00am - 5:00pm PST

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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**

**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.

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**

---

**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**

# Treadmill 7: How do I fix a "Belt Overspeed" error?

ID: 14702.1

Follow this troubleshooting guide to help resolve "Belt Overspeed" error messages on the BowFlex Treadmill 7.

Some common complaints may include:

- Belt Overspeed error on console
- Error message displayed on console
- Belt speed above user set speed
- Speed changes without input

## Follow these steps to troubleshoot the issue

1. The "Belt Overspeed" error is caused by either the belt being moved while the treadmill is powered on, but outside of a workout, or when the belt is moving faster than the speed set by the user. This is most common when the treadmill is set to a high incline and low speed; the user's body weight can cause the belt to accelerate.
2. If you were in a workout when the error appeared, your workout will be saved and the console may reboot to the "Belt Overspeed" error message.
3. To clear the "Belt Overspeed" error, power cycle your treadmill using the main power switch on your machine. The error should clear after turning the power back on. Adjusting the incline/speed settings to match your pace and preventing belt movement outside of a workout should keep the error message from returning [\[14702.A\]](#).
4. If the console displays the "Belt Overspeed" error message and was not caused by either scenario outlined above, [order a Motor Control Board \(MCB\) \[14702.B\]](#).

## 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

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### 2 Parts Reference Table

Part Description	Part SKU
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<b>MCB</b>	<b>8024779</b>
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### 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.***

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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](#)**

# Treadmill 7: I need help lubricating my treadmill

ID: 11653.1

Follow this troubleshooting guide to help lubricate the walking belt on the BowFlex Treadmill 7.

Some common complaints may include:

- Walking belt does not move easily
- Walking belt seems stiff
- Walking belt seems slippery

**Follow these steps to troubleshoot the issue**

*Tools you may need:*

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

1. **Make sure you are only using silicone-based lubricants.** Petroleum-based products will damage your machine! If you have been using petroleum-based products, discontinue use immediately. You should remove the walking belt to wipe any excess petroleum-based lubricant off the rollers [\[11653.A\]](#).
2. Refer to your [service manual](#) for recommended lubrication intervals and instructions on lubricating your treadmill. Generally, you should lubricate after every 25 hours of use. This roughly translates to every month if used 5 or more hours per week, every 2 months if used between 3-5 hours per week, and every 3 months if used less than 3 hours per week. When there are multiple people using the treadmill, it may be necessary to lubricate more frequently [\[11653.B\]](#).
3. Watch and follow along with [this video](#) from our YouTube channel while you lubricate your machine!
4. Turn your treadmill off and unplug from power before applying lubricant. After lubricating, turn on your treadmill and run the belt at its lowest speed for 3 minutes. This will allow the lubricant to spread evenly across the walking belt. An spillage or excess should be wiped away with a dry cloth [\[11653.C\]](#).
5. If you are lubricating too frequently or applying too much lubricant, check under the walking belt to ensure lubricant is not accumulating under the belt. Wipe any excess away with a dry cloth or paper towel [\[11653.D\]](#).

**Need to order replacement parts?**

## 1 Customer Care Contact Information

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## 2 EAF Policy

### **EAF - Issues requiring Special Handling**

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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**

**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**

## 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)**



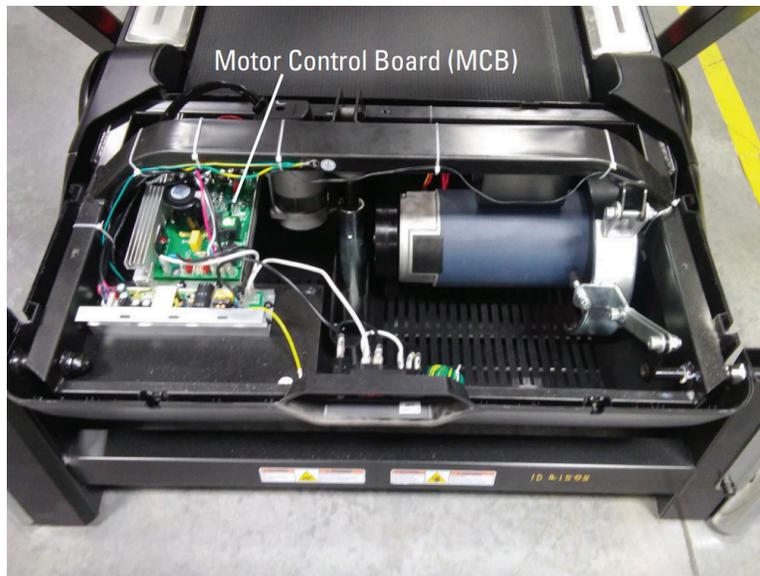
*2 screws remain under the motor cover, one on each side. Remove these with a Phillips head screwdriver as well.*

**(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>
<b>Console</b>	<b>8023667</b>
<b>Power Adapter</b>	<b>8005317</b>
<b>Motor Control Board (MCB)</b>	<b>8024779</b>
<b>MCB to Top Upright Cable</b>	<b>8026990</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**

---

***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**

# Treadmill 7: What do I do if the speed is inconsistent?

ID: 13639.1

Follow this troubleshooting guide to help resolve issues involving inconsistent speeds on the BowFlex Treadmill 7.

Some common complaints may include:

- Belt speeds up or slows down with no input
- Speed changes without buttons pressed
- Speed displayed is different from speed set/actual speed

## Follow these steps to troubleshoot the issue

1. If the speed varies up and down without any buttons being pressed or the speed shown on the screen is much higher than the actual speed, [order an MCB and Speed Sensor \[13639.A\]](#).

## 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>MCB</b>	<b>8024779</b>
<b>Speed Sensor</b>	<b>8009946</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**

---

**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](#)

# Treadmill 7: Why aren't the heart rate sensors on the handlebar working?

ID: 11683.2

Follow this troubleshooting guide to help resolve issues with the heart rate contact plate sensors on the BowFlex Treadmill 7.

Some common complaints may include:

- Handlebars not reading heart rate
- Heart rate sensors not working
- Handlebar heart rate plates not working

## Follow these steps to troubleshoot the issue

1. Check for updates on your machine. See the [Updates](#) section of [Jrny Basic App Troubleshooting](#) for instructions to check for and install any available updates, then retest your machine to determine if the issue persists [\[FW.A\]](#).
2. Ensure that your hands are centered on the sensors with equal pressure. Try to move as little as possible, it may take a minute for your heart rate to appear [\[11433.A\]](#).
3. Your heart rate may spike at a high rate when initially touching the contact plates. This is normal and will level out after a couple minutes. Try to keep your hands still during this time [\[11433.B\]](#).
4. Dry or heavily calloused hands may need a heart rate cream to make better contact. **Buh-Bump Heart Rate Cream** is a recommended cream to use and can be found at various retailers online [\[11433.C\]](#).
5. Keep hands clean and avoid using hand creams or lotions [\[11433.D\]](#).
6. Disconnect the cable connectors between the heart rate sensors and the console. Inspect for any damage to the wires or connectors, such as cuts or crimps and bent or missing pins. Ensure the cables are orientated properly and securely connected [\[11433.E\]](#). If damage is present or the issue persists, [order a Console \[11433.F\]](#).

## 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>
<b>Console</b>	<b>8023667</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**

---

**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**

# Treadmill 7: Why does the belt stop after starting up?

ID: 13634.2

Follow this troubleshooting guide to help resolve issues involving the walking belt stopping after starting a workout on the BowFlex Treadmill 7.

Some common complaints may include:

- Belt moves momentarily then stops
- Speed is stuck at 1 mph
- Belt stops moving after starting a workout

## Follow these steps to troubleshoot the issue

1. Check the console display to see if a stuck button error message appears. If a message has been cleared, turn off your treadmill and turn it back on. Start a workout and let your treadmill run for approximately 30 seconds. Do not touch any buttons during this time. The stuck button error message will reappear within a couple of minutes. If a stuck button message is displayed, please visit [Treadmill 7: How can I fix a stuck button?](#) to continue troubleshooting.
2. If your treadmill has been working fine for many workouts and suddenly stops or loses button function mid-workout, there may be console damage. If you lose button function or belt movement mid-workout, [order a Console \[13634.A\]](#).

## 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>Console</b>	<b>8023667</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**

---

**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](#)**

# Treadmill 7: Why is my treadmill making a weird noise?

ID: 11719.2

Follow this troubleshooting guide to help resolve noise issues on the BowFlex Treadmill 7.

Some common complaints may include:

- Thumping or bumping noise
- Metallic grinding or scraping noises
- Rubbing noises
- Squeaking or squealing noises

## Follow these steps to troubleshoot the issue

1. Check for updates on your machine. See the Updates section of [JRNY Basic App Troubleshooting](#) for instructions to check for/install any available updates. Once installed, retest your machine to determine if the issue persists [\[FW.A\]](#). If the issue persists, continue troubleshooting in the next sections.

## Thumping or bumping noises

- A thumping noise is normal for a new machine or new walking belt and will go away with use.
- This is caused by the belt conforming to the rollers and having a “flat spot” in it, or the seam on the belt may also cause a thumping noise as it passes over each roller.
- If the noise only happens when someone is walking on the machine, you may want to have another person walk on the machine while you listen for the source of the noise.

## Other noises

*Tools you may need:*

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

1. If the noise is only present when walking on the treadmill, turn off your treadmill and unplug from power. Check the leveler feet and adjust until the treadmill is level. Fold the treadmill up for storage and tighten all hardware underneath the treadmill. Unfold the treadmill and tighten the deck bolts. Some creaking is normal when stepping on and off the machine [\[11719.A\]](#).
2. If the noise is present without anyone using the treadmill, start a manual workout and set the speed to 2.0 mph. Moving around the treadmill, listen for the source of the noise. If the noise is coming from the rear roller, [order a Rear Roller \[11719.B\]](#).
3. If the noise is coming from underneath the machine, turn off your treadmill and unplug from power. Check underneath the treadmill for anything touching the belt, such as the lower wiring harness or debris. Remove any obstructions that are present [\[11719.C\]](#).

4. If the noise is coming from inside the motor cover, turn off your treadmill and unplug from power. Wait 5 minutes and remove the motor cover using a Phillips head screwdriver. Turn your treadmill back on and listen for the noise. If the noise stops, reattach the motor cover without fully tightening the screws. Manually advance the belt and adjust the cover so it no longer makes contact with the belt. Fully tighten the screws once properly positioned [\[11719.D\]](#).
5. If the noise persists, listen to if the noise is coming from the front roller or drive motor. If the noise is coming from the front roller, [order a Front Roller \[11719.E\]](#). If the noise is coming from the drive motor, [order a Drive Motor \[11719.F\]](#).

### **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>
<b>Drive Motor</b>	<b>8015487</b>
<b>Front Roller</b>	<b>8009818</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**

---

***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**

# Treadmill 7: Why is my treadmill turning off in the middle of a workout?

ID: 11711.1

Follow this troubleshooting guide to help resolve issues with the BowFlex Treadmill 7 shutting off during use.

Some common complaints may include:

- Treadmill turns off in the middle of use
- Treadmill turns off during workout
- Treadmill turns off randomly

## Follow these steps to troubleshoot the issue

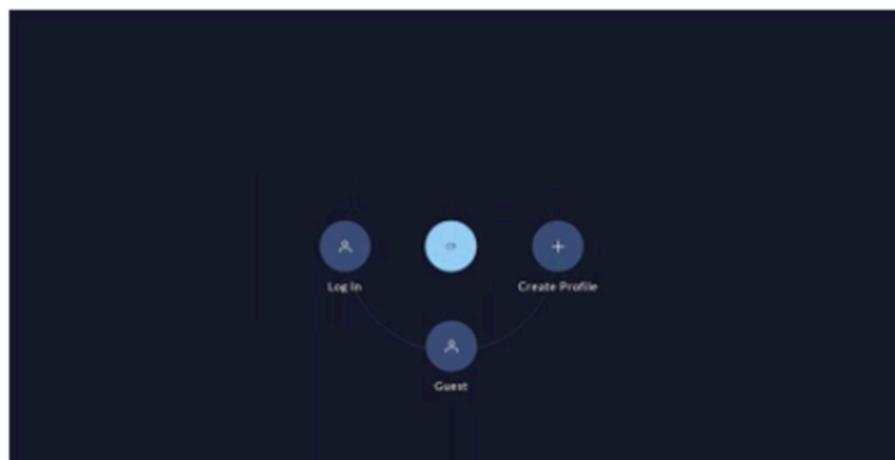
1. Check for updates on your machine. Verify you have a good Wi-Fi connection. Unplug your machine and plug it back in. When the BowFlex or JRNY page displaying serial numbers in the 4 corners appears, tap the upper right corner 10 times within 3 seconds (**reference 1.1**). If you are unable to reach 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.

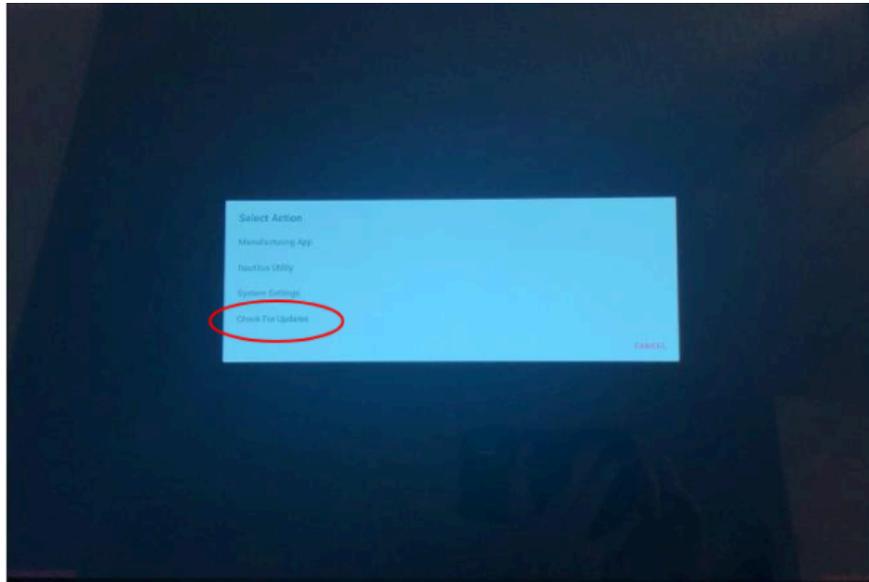
### (Reference 1.2)



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.

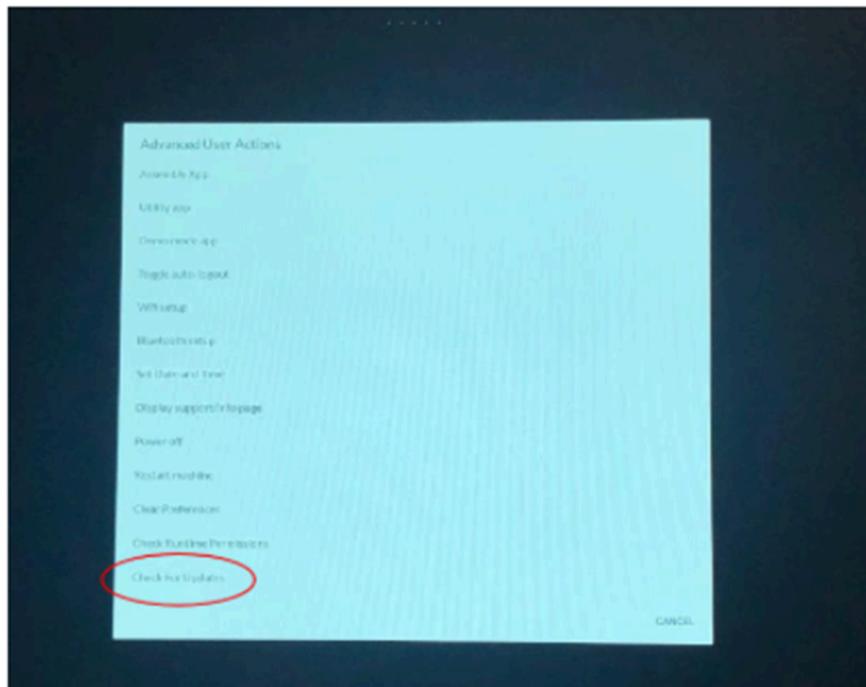
2. In the menu that appears, select "**Check for updates**" (reference 1.3 and 1.4). Allow the updates to download and install. Your machine will restart once all updates are installed. Allow the updates to finish installing once your machine has rebooted.

**(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 next section.

### Follow these steps to continue troubleshooting

1. If the screen powers back on after it has turned off, this is a known issue that will be fixed in an upcoming firmware update. Avoid streaming video content or Explore the World until the update is available [\[11711.D\]](#).
2. If the display stays on when the treadmill shuts down, check for a stuck button error message or if there is a message displayed reading "+SAFETY KEY." If a stuck button error message is displayed or a stuck button is suspected, please visit [Treadmill 7: How can I fix a stuck button?](#) to continue troubleshooting.
3. If there is a message displayed reading "+SAFETY KEY," remove the safety key and reinsert, then restart your workout [\[11711.A\]](#). If the issue persists, please visit [Treadmill 7: Why is the belt not moving properly?](#) to continue troubleshooting in the "**Belt doesn't move at all**" section.
4. If the display does not stay on, check if the red LED below the display is still lit. If the red LED is lit, [order a Console \[11711.B\]](#).
5. If the red LED is not lit, unplug your machine from power. Wait several seconds and plug it back into power [\[11711.C\]](#).
6. If the issue persists, please visit [Treadmill 7: Why won't my machine or console power on?](#) to continue troubleshooting.

### 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>Console</b>	<b>8023667</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**

---

**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](#)

## 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.

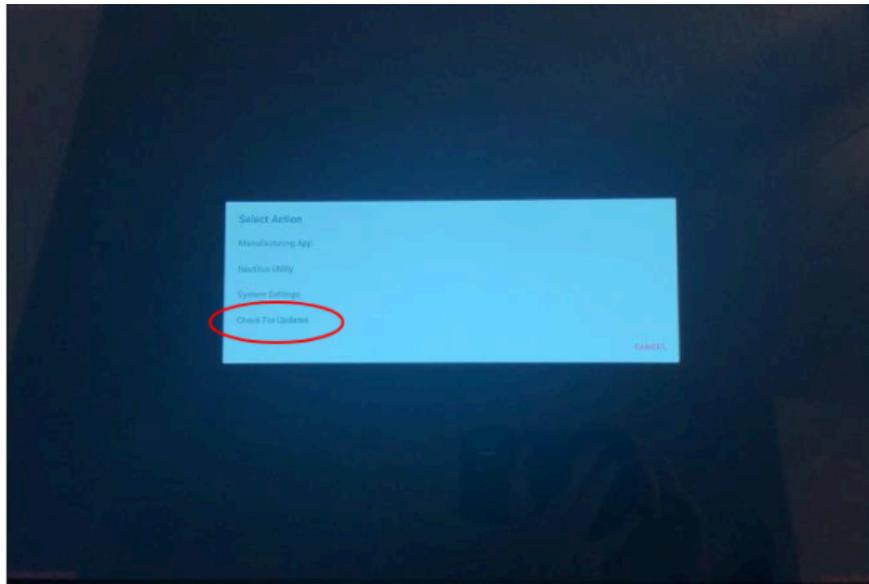
**(Reference 1.2)**



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.

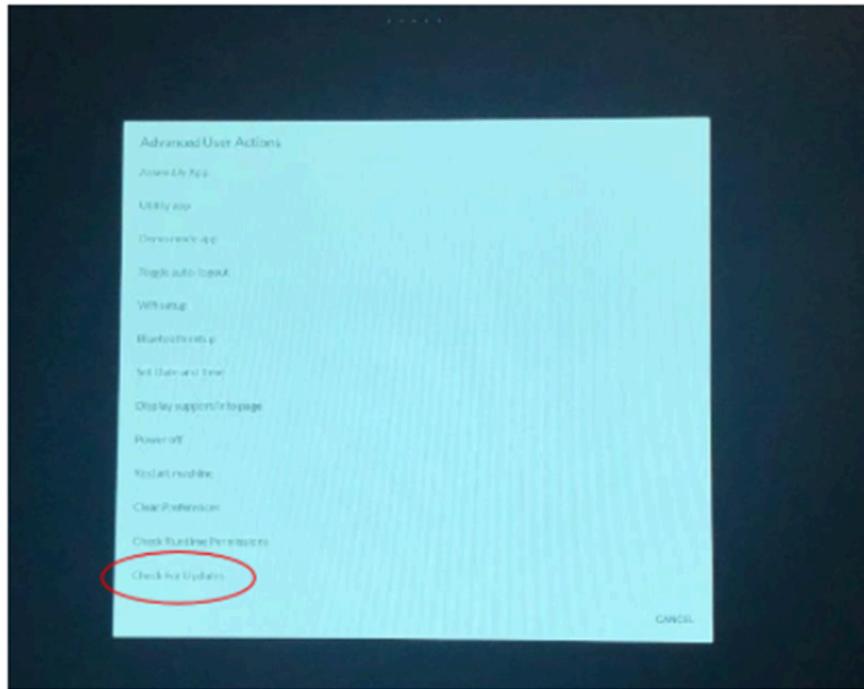
- 2. In the menu that appears, select **"Check for updates"** (reference 1.3 and 1.4). Allow the updates to download and install. Your machine will restart once all updates are installed. Allow the updates to finish installing once your machine has rebooted.

**(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***

---

**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.

## 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**

---

**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](#)**

## Treadmill 7: Why isn't the incline adjusting?

ID: 11727.2

Follow this troubleshooting guide to help resolve issues with incline settings on the BowFlex Treadmill 7.

Some common complaints may include:

- Incline buttons not working
- Motor moves but doesn't adjust to the correct incline
- Motor doesn't move but makes noise
- Motor doesn't move or make noise
- Speed limited while inclined or declined

### **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.

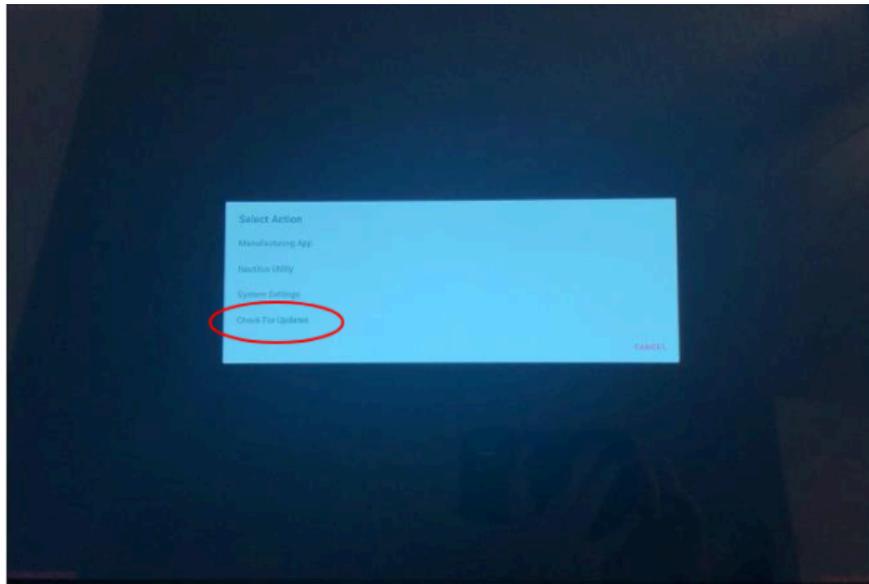
#### **(Reference 1.2)**



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.

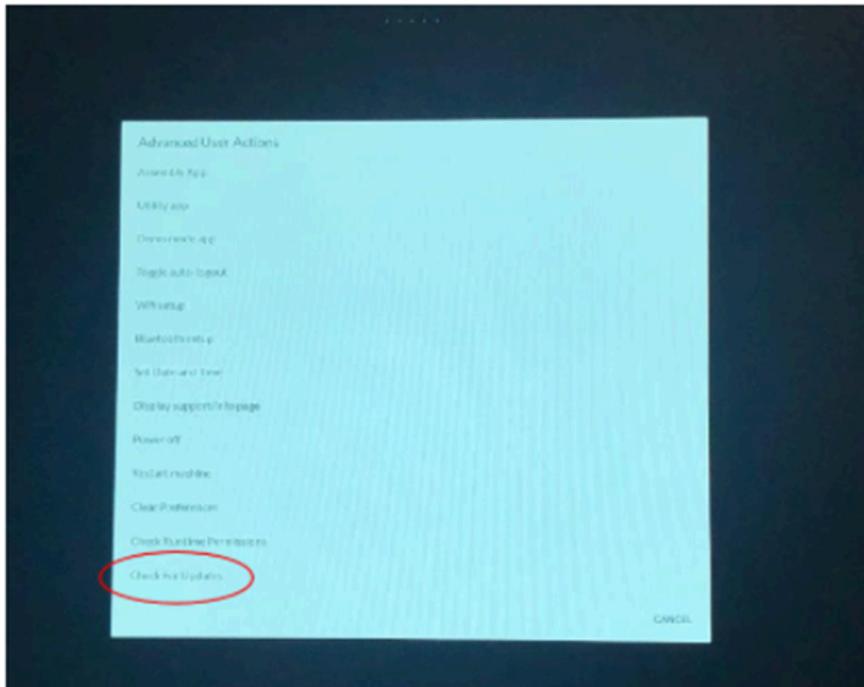
- 2. In the menu that appears, select **"Check for updates"** (reference 1.3 and 1.4). Allow the updates to download and install. Your machine will restart once all updates are installed. Allow the updates to finish installing once your machine has rebooted.

**(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)**



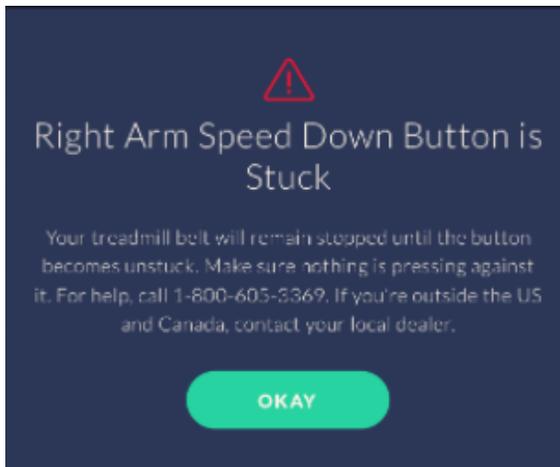
PLACEHOLDER IMAGE UNTIL BETTER RESOLUTION IS AVAILABLE.  
Select CHECK FOR UPDATES from the bottom of the menu once it appears.

3. Retest your machine to determine if the original issue persists [\[FW.A\]](#). If the issue persists, continue troubleshooting in the next section.

### **Incline buttons are not working**

1. Incline buttons that are not working or not responding are typically due to a stuck button. There may be an error message that appears on the console display stating which button is stuck (**reference 2**).

#### **(Reference 2)**



*This message pops up when the speed down button on the right arm becomes stuck.*

2. If a stuck button error message is present, please visit [Treadmill 7: How can I fix a stuck button?](#) to continue troubleshooting.

**Incline stops responding (worked previously)**

1. If you are able to increase the incline, but the buttons stop responding to input (the belt may continue running), unplug your machine from power. Wait one full minute before continuing.
2. After the minute has passed, plug your machine back into power. Start a workout and test if the incline can be adjusted up and down [\[11727.F\]](#).

**Motor moves but doesn't adjust to correct incline**

1. Recalibrate your treadmill. The MCB recalibration procedure can be found in the "Service Mode Procedures" section of the [service manual \[11727.B\]](#)

**Motor does not move but makes noise**

1. If the incline motor makes noise but does not move, it needs to be replaced. [Order an Incline Motor \[11727.C\]](#).

**Motor does not move or make noise**

1. Inspect the cables at the top and bottom of the right upright for damage. Check the connectors for bent or missing pins. Check the wires for crimps, cuts, or other damage. Reconnect all cables securely and ensure they are properly oriented [\[11727.D\]](#). If the issue persists, [order MCB to Top Upright Wiring \[11727.E\]](#).

**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>Console</b>	<b>8023667</b>

<b><i>Incline Motor</i></b>	<b><i>8011317</i></b>
<b><i>MCB to Top Upright Wiring</i></b>	<b><i>8026990</i></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**

---

**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**

## 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

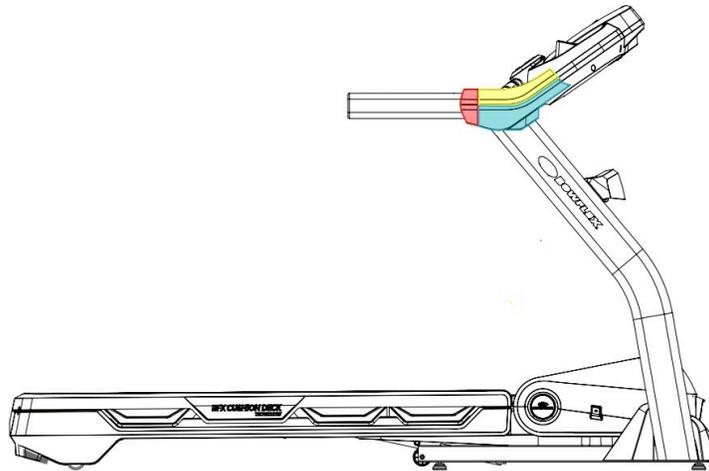
### Follow these steps to troubleshoot the issue

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>
<b>MCB to Top Upright Wiring</b>	<b>8026990</b>
<b>Speed Sensor</b>	<b>8009946</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**

---

**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**

## Treadmill 7: Why won't my heart rate monitor connect?

ID: 11735.2

Follow this troubleshooting guide to help resolve issues connecting Bluetooth heart rate devices to the BowFlex Treadmill 7

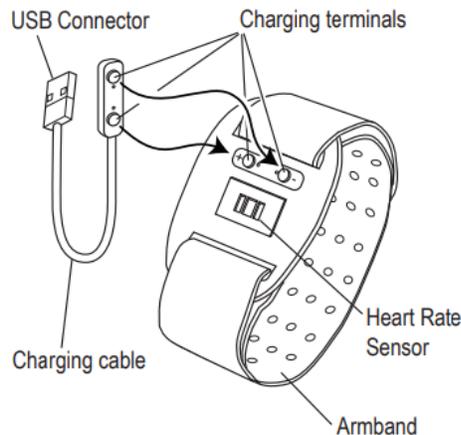
Some common complaints may include:

- Can't connect to heart rate monitor
- Heart rate doesn't show up on console

### Follow these steps to troubleshoot the issue

1. Connect to your Bluetooth heart rate monitor through the Bluetooth Settings menu on the console of your treadmill. You can access the Bluetooth settings by tapping the 3 horizontal lines in the upper right corner [\[11735.A\]](#).
2. If you are not using a BowFlex/Schwinn/Nautilus heart rate strap, or the strap that came with your machine, and are still having difficulty connecting, please refer to the device's manual or contact the manufacturer [\[11735.B\]](#).
3. If you are using the BowFlex/Schwinn/Nautilus heart rate strap, or the strap that came with your machine, check if the battery needs to be charged. Press the On/Off LED button and watch the lights. If the light flashes red several times, the battery is low and needs to be charged. Instructions on charging the heart rate strap are located in the manual included with the strap and can also be viewed [here](#) [\[11735.C\]](#).
4. If you are still unable to connect to the heart rate strap, check that the optical sensor on the underside of the device is clean and that the plastic protective sheet has been removed (**reference 1**). Place the strap against your bare skin, on the underside of your forearm. Once your heart rate has been detected, the flashing blue light will slow to match your heart rate [\[11735.D\]](#).

#### (Reference 1)



The optical sensor is the clear window located in the center of the underside of the monitor, just below the charging terminals.

### Need additional assistance?

#### 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**

---

**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.

## 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**

---

**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**

## Treadmill 7: Why won't my machine or console power on?

ID: 11670.1

Follow this troubleshooting guide to help resolve power issues on the BowFlex Treadmill 7.

Some common complaints may include:

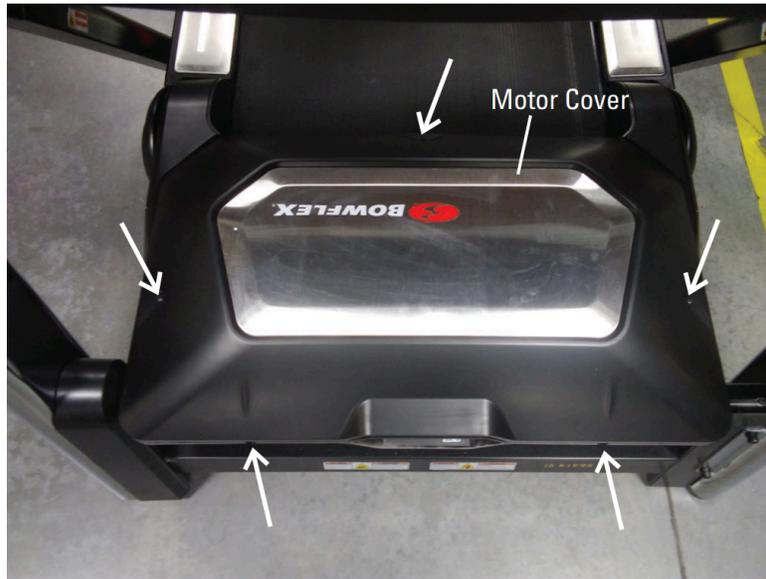
- Console will not power on
- Machine will not power on

### Follow these steps to troubleshoot the issue

Tools you may need:
Phillips head screwdriver

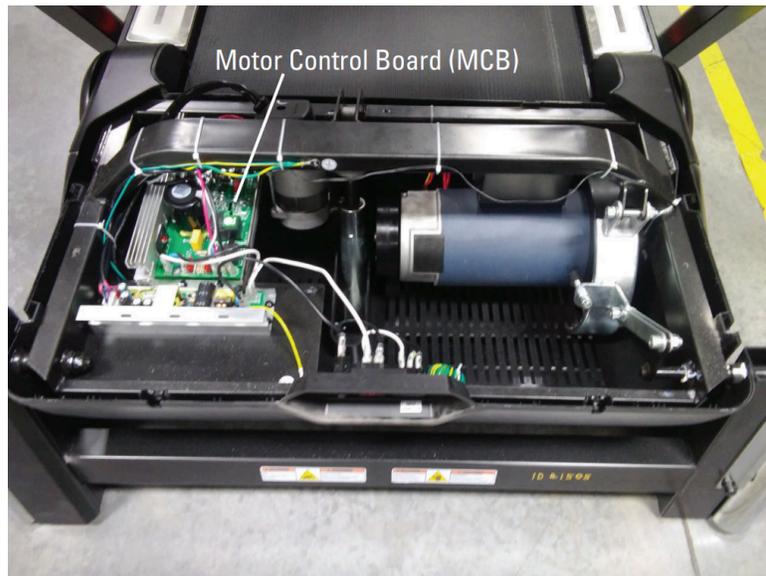
1. Check if the red LED below the display is lit. If the red LED is lit, [order a Console \[11670.L\]](#).
2. Unplug the power cord from both ends. Inspect the entire cord for any damage or crimps. Plug the power cord back in at both ends, ensuring it's securely connected and fully seated in the plug socket [\[11670.A\]](#). If the cord is damaged, [order a Power Cord \[11670.B\]](#).
3. Check the on/off switch - flip it on and see if it glows. If it does not glow, reconnect the power cord directly to a 3-prong outlet. Confirm that the outlet is functioning properly by testing it with another device (such as a lamp). If the outlet is not working properly, switch to a new outlet and re-test your machine [\[11670.C\]](#). If the switch still does not glow when plugged into a working outlet, [order a Power Switch \[11670.D\]](#).
4. Press the circuit breaker next to the power switch. The circuit breaker will feel loose if it is **not** tripped. Test your machine to see if it powers on [\[11670.E\]](#).
5. If the issue persists, unplug the power cord from both ends again. **Wait 5 minutes before continuing to the next step.**
6. Using a Phillips head screwdriver, remove the motor cover and motor control board (MCB) cover (**reference 2.1**). Plug the power cord back into your machine and the wall outlet and turn your machine on. Watch the MCB (**reference 2.2**) to see if there are any lights illuminated. If there are no lights, check the circuit breaker next to the power switch to ensure it is not tripped [\[11670.F\]](#). Check the AC power wiring and reseal if necessary using the "Power Inlet Replacement" procedure in the service manual, found [online here \[11670.G\]](#). If the issue persists, [order a Power Switch \[11670.H\]](#).

(Reference 2.1)



The white arrows indicate the locations of the screws to remove to take the motor and MCB cover off.

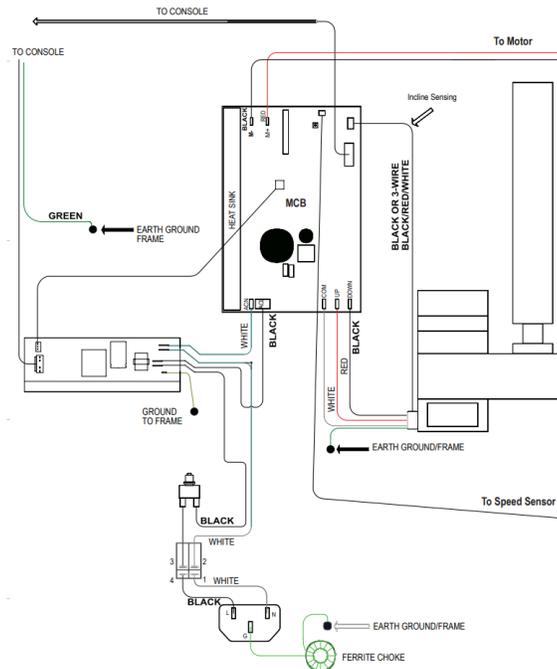
**(Reference 2.2)**



The motor control board (MCB) is shown on the left side of the image.

7. If the MCB does light up, check the input/output connections and connector pins from the MCB (**reference 2.3**). Inspect for any damage to the cables or loose connections. Unplug each connection and reconnect securely [\[11670.I\]](#). If damage is present or the issue persists, [order Upright and MCB Cables \[11670.J\]](#).

**(Reference 2.3)**



*This image depicts the wiring for your Treadmill. Inspect the cables for damage. Unplug and reconnect each connection to ensure they're connected properly.*

8. If the issue persists after replacing the Upright and MCB Cables, [order a Console \[11670.K\]](#).

**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

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**2 Parts Reference Table**

Part Description	Part SKU
<b>Console</b>	<b>8023667</b>
<b>Power Cord</b>	<b>8005317</b>
<b>Power Switch</b>	<b>8026984</b>

### 3 EAF Policy

#### ***EAF - Issues requiring Special Handling***

---

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**NOTE:** This process is **ONLY** for Treadmills and TreadClimbers.

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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**

---

**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](#)**

## 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

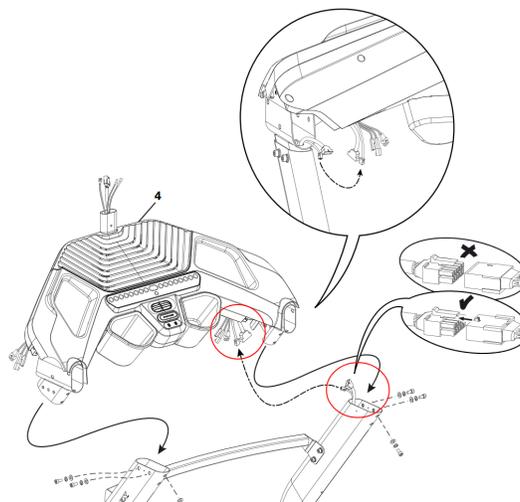
### Follow these steps to troubleshoot the issue

*Tools you may need:*

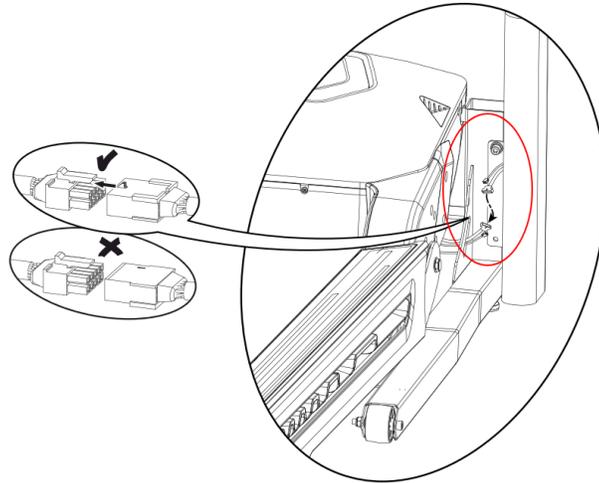
Phillips head screwdriver  
6mm hex/Allen wrench, or the wrench from the hardware card included with your machine

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)**



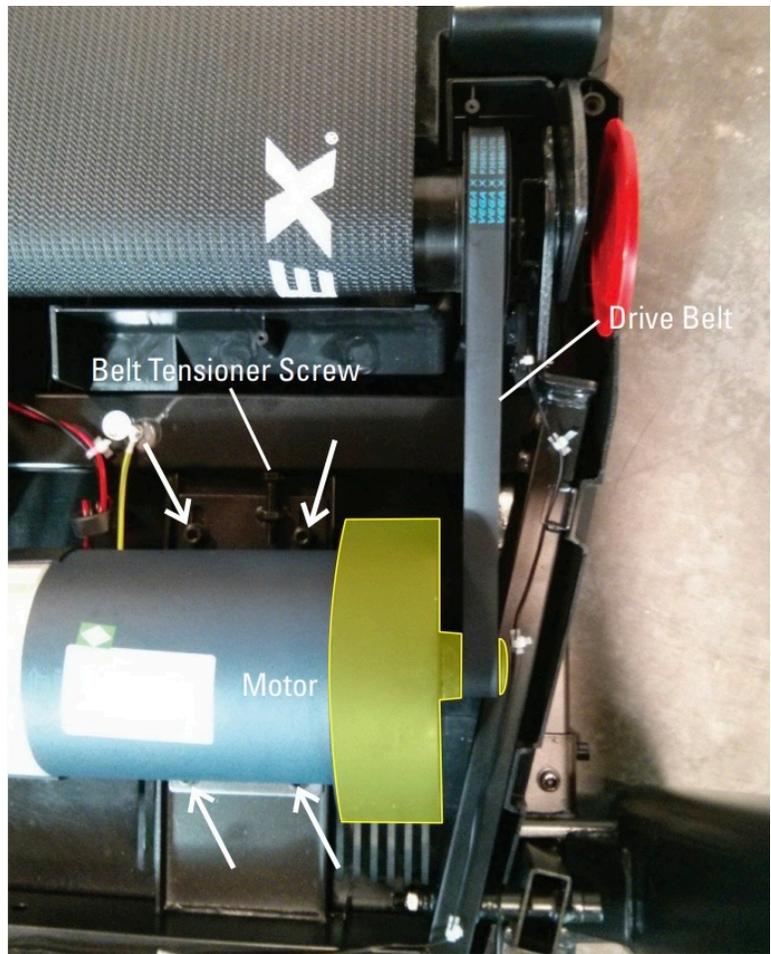
*2 screws remain under the motor cover, one on each side. Remove these with a Phillips head screwdriver as well.*

**(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.

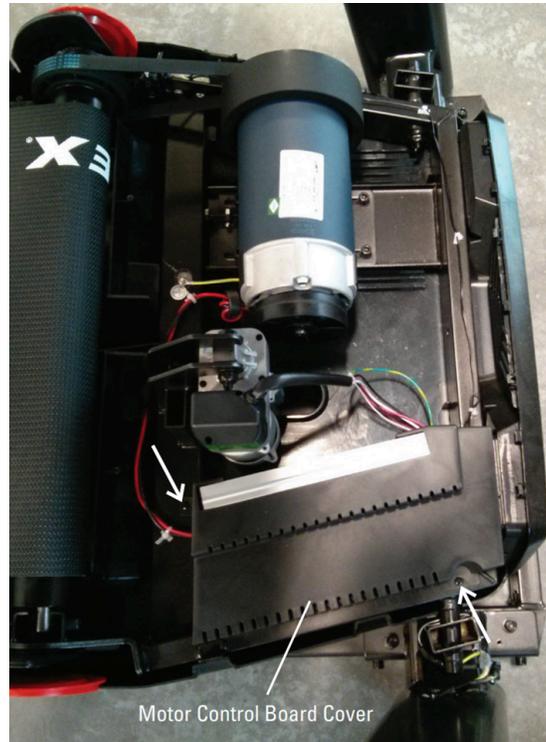
**(Reference 7)**



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.

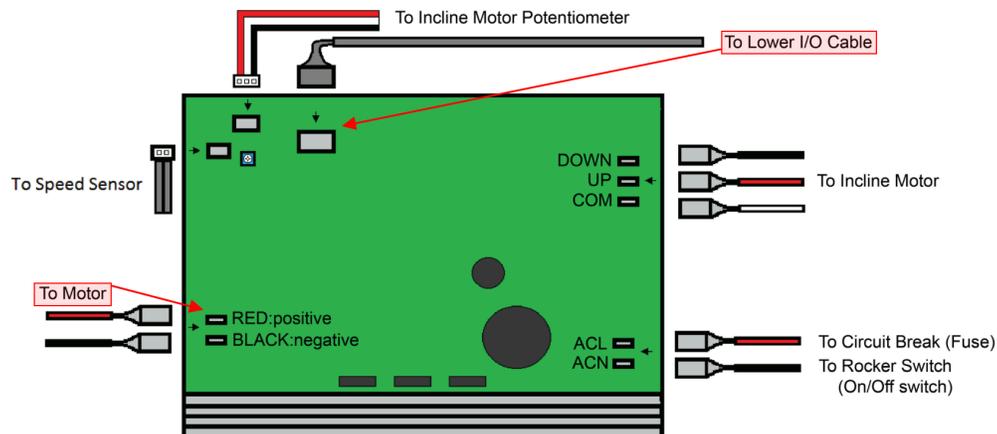
**(Reference 9)**

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**

# Treadmill 7: Why won't the deck of my treadmill fold up?

ID: 11740.1

Follow this troubleshooting guide to help resolve issues with the deck folding up on the BowFlex Treadmill 7.

Some common complaints may include:

- Walking deck won't fold up
- Deck won't fold

## Follow these steps to troubleshoot the issue

1. The walking deck on the Treadmill 7 will only fold up when the incline is set to 0.
2. Adjust the incline to 0 and attempt to fold the deck again [\[11740.A\]](#).
3. Ensure that the Walking Deck Release Button is being held in the unlocked position while lifting the deck. The [owner's manual](#) is a great reference for folding the deck on your treadmill [\[11740.B\]](#).
4. If the issue persists, please contact Customer Care to submit an Advanced Troubleshooting case to help identify the cause of the issue. Our contact information is located at the bottom of this page.

## Need additional assistance?

### 1 Customer Care Contact Information

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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**

