

Treadclimber TC100, TC200: EasyStep shocks are bottoming out during use

ID: 13985.1

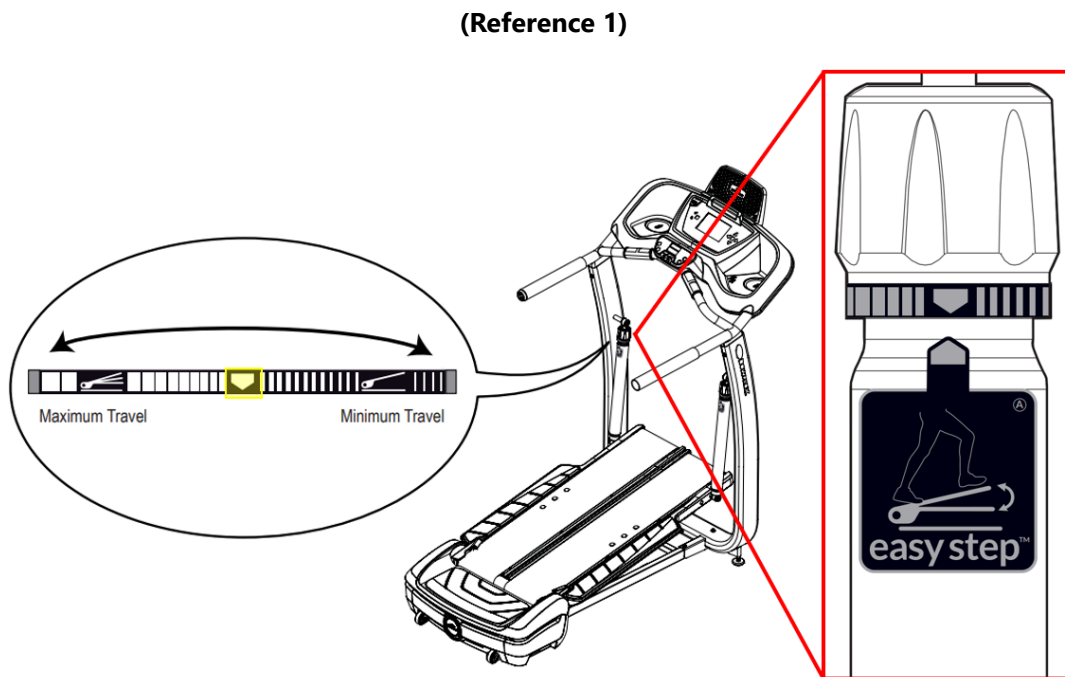
Follow this troubleshooting guide to help resolve EasyStep shock issues on your Treadclimber TC100 and TC200.

Some common complaints may include:

- Shocks bang against the top of the treadles
- Shocks make a clunking noise
- Shocks bottom out
- Shocks do not drop down far enough
- Shocks don't retract properly
- Shocks leaking fluid

Follow these steps to troubleshoot the issue

1. When the shocks bottom out, it may feel as if the treadles are slipping or falling down. Adjust your EasyStep Shocks dial to the middle setting, indicated by an arrow (**reference 1**). Do not set the dial in the red section of the travel zones!



The EasyStep Shock adjustment dials are found on the hydraulic cylinders at the front of the machine. Adjust the dials until they are set to the center setting, shown highlighted in yellow in this image.

2. Start a workout. Your workout speed should be 2 MPH minimum and last for at least 5 minutes. Test if the issue persists [\[13985.A\]](#).
3. If the issue persists, increase your speed. The shocks may bottom out if the walking speed is too low [\[13985.B\]](#).
4. If the issue persists, [order an EasyStep Shocks Kit \[13985.C\]](#).

5. If adjusting the shocks fixed the issue, it is important to remember that the shock system is dynamic and a function of your weight, walking speed, and shock settings. Adjust the shock settings as needed to maintain the recommended 3' cushion for impact reduction, or to be comfortable while working out [\[13985.D\]](#).

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
EasyStep Shocks Kit	8008690

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