Treadclimber TC200: Why is my machine stopping/turning off in the middle of a workout?

ID: 13008.1

Follow this troubleshooting guide to help resolve issues with your Treadclimber TC200 turning off or the belt stopping in the middle of a workout.

Some common complaints may include:

- *Belt starts, then stops*
- *Belt stops mid-workout*
- *Display turns off in the middle of the workout*
- *Console turns off while working out*
- *Treadclimber powers down during workout*

Follow these steps to troubleshoot the issue

1. Turn the power switch off. The power switch is located at the bottom of the machine near the power cord. Wait a few moments and flip the power switch back on **[13008.A]**. If your treadclimber still does not have power, please visit *Treadclimber TC200: Why is there no power to my machine or console?* to continue troubleshooting.

2. If there was an error code displayed when your treadclimber stopped, please visit *Treadclimber TC200: How can I clear an error message displayed on my console?* to continue troubleshooting. If you don't remember, start a workout and try to recreate the issue.

3. If the display was blank when your machine stopped, check the display for an INSERT SAFETY KEY message. If the safety key message is displayed, remove the safety key from your treadclimber (if it is inserted) and firmly reinsert it into the safety key slot **[13008.B]**. If the safety key message returns, please visit *Treadclimber TC200: How can I clear an error message displayed on my console?* and troubleshoot using the Insert Safety Key Message section.

4. If the issue persists, or the display was not blank when the workout stopped, inspect the power cord for damage. Unplug your machine from power and inspect the entire length of the cord. Plug your treadclimber back in and make sure both ends are firmly inserted **[13008.C]**. If damage is present, **order a Power Cord [13008.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*
Power Cord	***8006345***

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