

Treadclimber TC100, TC200: MCB OVR CRNT SOC error message ID: 13962.2

Follow this troubleshooting guide to help resolve error messages on the console of your Treadclimber TC100 and TC200.

Some common complaints may include:

- MCB OVR CRNT SOC error
- Over Current error
- Error message on console
- Error code displayed

This error is caused by your Treadclimber drawing a higher-than-typical current and shutting down to prevent overheating. This is most commonly caused by:

- Lack of lubrication, or using petroleum-based lubricating products - it is extremely important to only use 100% silicone-based lubricating products (not WD-40)
- Over-tightened belts
- High ambient temperatures or low airflow increases the motor temperature
- Dust or debris accumulation near treadles or motor

Follow these steps to troubleshoot the issue

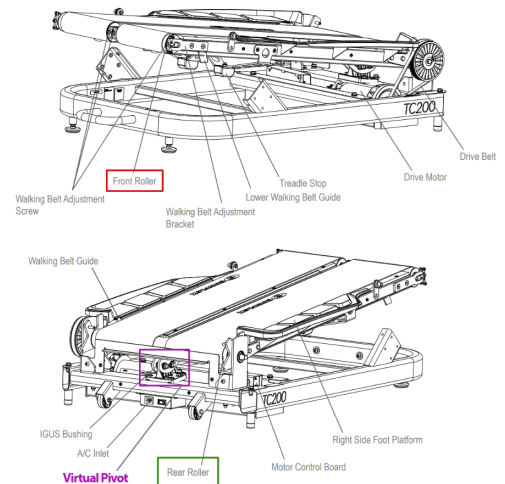
Tools you may need:

Phillips head screwdriver
4mm, 5mm hex/Allen wrenches or the wrenches from the hardware card included with your machine
(2) 13mm open-ended wrenches
Silicone lubricant or Lube-n-Walk Treadmill lubrication kit

1. Retrieve the MCB Version and Total Run Hours from the error log - see [Treadclimber Adv TS Case Details](#).
 - Steps are also located in the *Retrieve Firmware and Error Codes* section of the [service manual](#).
 - A motor with a high number of run hours may be more susceptible to overheating due to wear.
2. Inspect the belts and make sure they are properly lubricated. The recommended lubrication schedule can be found in the [service manual](#). Lubrication instructions are also available in the lubrication troubleshooting guide [\[13962.B\]](#):
 - [Treadclimber TC100: I need help lubricating my machine](#)
 - [Treadclimber TC200: I need help lubricating my machine](#)
3. If the issue persists, check if there is any debris around the roller axles and for strings from the belt edges wrapped around the rollers. Refer to the "Replace the Front Roller" and "Replace the Rear Roller" sections of the [service manual](#) for instructions on accessing the rollers. If any debris or obstructions are present, remove the debris and see if the error code goes away [\[13962.C\]](#).

4. If the issue persists, make sure that the shocks are not bottomed out or are disconnected. If they are disconnected, the walking decks will appear flat - the decks should typically be slightly inclined during use. To troubleshoot the shocks, please visit the appropriate guide for your machine [\[13962.D\]](#):
 - [Treadclimber TC100: I'm having issues with the EasyStep Shocks](#)
 - [Treadclimber TC200: I'm having issues with the EasyStep Shocks](#)
5. If the issue persists, the walking belt may be too tight. Please visit [Treadclimber TC100, TC200: How do I adjust the walking belt tension?](#) for instructions on adjusting the belt tension. You will need to loosen the belts as much as possible without causing the belts to slip. To maintain alignment, loosen all four adjustment screws one full turn each until the error is resolved [\[13962.E\]](#).
6. If the walking belts are not aligned, please visit [Treadclimber TC100, TC200: How do I adjust the walking belt position](#) for instructions on adjusting the belt alignment [\[13962.F\]](#).
7. If the issue persists, please contact Customer Care to create an Advanced Troubleshooting case. For optimal troubleshooting, please have the following information available [\[13962.G\]](#):

- MCB Version and Total Run Hours from Step 1
- Date the issue first occurred
- How often/how long the machine is used
- Number of users (user weight is also helpful, if comfortable answering)
- How often the machine is lubricated and what product is used
- Photos of your machine. See the graphic for the photos required:
 - Front Rollers
 - Underneath Treadles from the front of the machine
 - Rear Rollers and Virtual Pivot (requires real plastic cover removal)
 - Motor compartment and vents
 - A zoomed-out picture of the entire machine



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](#)

4 Treadclimber Adv TS Case Details

Please include the following additional information with your Advanced Troubleshooting case:

All errors that appeared during troubleshooting

All data from the Error Log

1. Hold down the **STOP/PAUSE** button and **Right button together for 3 seconds** while in the Power-Up Mode to access the Machine Settings Mode.
 - o Note: To exit the Machine Settings Mode, press the STOP/PAUSE button.
2. The Console display shows the **SET DATE** prompt with the current date setting. If adjustments are needed:
 - o The month value is the first active value (flashing).
 - o Push the **Increase/Decrease** buttons to adjust the active value
 - o Push the **Left/Right** buttons to change which segment is currently active (month/day/year).
3. Push the **Right** button until the next prompt is displayed.
4. The Console display shows the **SET TIME** prompt with the current time setting. If adjustments are needed:
 - o The hour value is the first active value (flashing).
 - o Push the **Increase/Decrease** buttons to adjust the active value
 - o Push the **Left/Right** buttons to change which segment is currently active (hour/minute/AM or PM).
5. Push the **Right** button until the next prompt is displayed.
6. The Console display shows the current **Software Version**. **Record and include this info.**
7. Push the **Right** button to go to the next option.
8. The Console display shows the current **MCB Version**. **Record and include this info.**
9. Push the **Right** button to go to the next option.
10. The Console display shows the **VIEW ERROR MESSAGES** prompt. Push the **ENTER** button to select this option. The Console display shows **ERROR VERSION X**. **Record and include this info**, then press the **Right** button to advance to the next error code. Repeat this step until all error codes are recorded.
11. Once the last error message has been viewed the Console display shows **ERASE ERROR LOG**. Press **STOP/PAUSE** and the console will display **RUN HOURS**. **Record and include this info.**
12. Press **STOP/PAUSE** again to exit to the home screen

Explain exactly how the Treadclimber was behaving up to the point where the error was displayed

Do not attempt to troubleshoot error codes from the error log - many of these are old and do not necessarily indicate problems with the machine. **ONLY** troubleshoot the error codes that appear on the display.