

## Treadclimber TC100, TC200: How do I adjust the walking belt position?

ID: 13965.1

Follow this troubleshooting guide to help resolve issues involving walking belt alignment on the Treadclimber TC100 and TC200.

Some common complaints may include:

- Belt is out of place
- Belt isn't aligned
- Belt rubbing on other parts of the machine or making rubbing noises

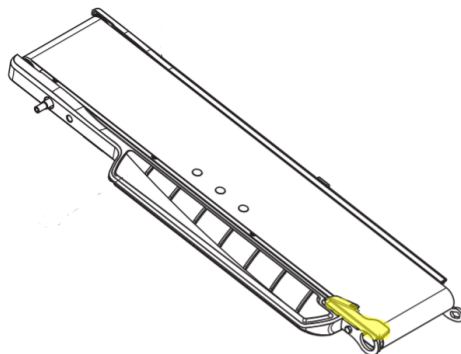
**Follow these steps to troubleshoot the issue**

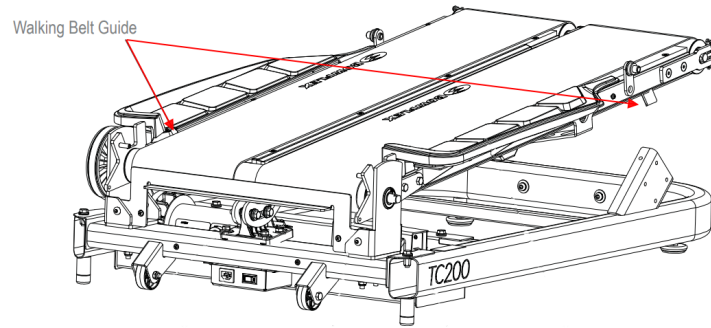
*Tools you may need:*

Phillips head screwdriver  
5mm hex/Allen wrench or the wrench from the hardware card included with your machine

1. The walking belt will not stay aligned if your machine is not level. Ensure that your treadclimber is properly leveled, especially if it is located in the garage, the basement, or in a room with a water heater. If you need assistance with leveling, refer to the "Leveling Your Machine" section of the [owner's manual \[13965.A\]](#).
2. Inspect the belt and make sure that the belt is centered on the front roller. There should be at least 1/2" of wooden deck visible on either side of the belt at the midpoint. If it is centered on the deck, please visit [Treadclimber TC100, TC200: How do I adjust the walking belt tension?](#) to continue troubleshooting.
3. If it is not centered, refer to the "Walking Belt Adjustment" section of the [service manual](#) for instructions on adjusting the belt alignment [\[13965.B\]](#). While adjusting alignment, watch the belt and make sure that it is moving over. If the belt doesn't move while adjusting, [order a Front Roller \[13965.C\]](#).
4. Inspect the belt guides on the top and underside of each treadle (**reference 1**) for damage. The belt guides should be angled equally on each side of the belt. If the upper belt guide is damaged on either treadle, [order a Left or Right Belt Guide](#) (whichever guide is damaged) [\[13965.D\]](#). If the lower belt guide is damaged on either treadle, [order Treadles \[13965.E\]](#).

(Reference 1)

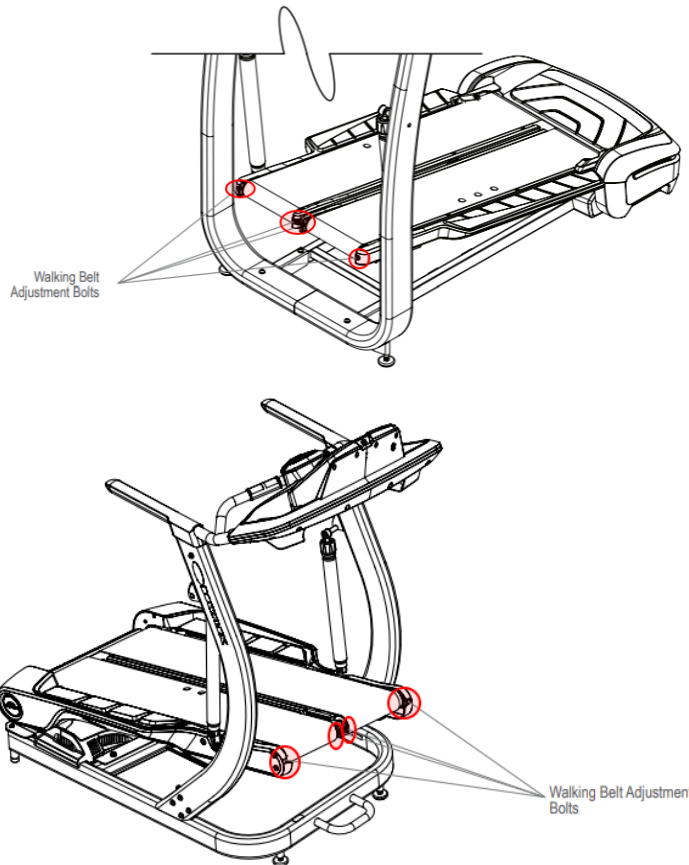




*Click to expand. First image is TC100, second is TC200.  
Inspect the upper belt guide (highlighted) and the guides underneath on both treads.*

4. If the issue persists, use the 5mm Allen wrench to loosen the belt adjustment bolts (**reference 2**) by two full revolutions. Realign the belts by hand and get them centered. Tighten the belt adjustment bolts two full revolutions to secure the belts [\[13965.F\]](#). If the issue persists, [order Treadles \[13965.G\]](#).

**(Reference 2)**



*Click to expand. First image is TC100, second is TC200.  
Loosen the belt adjustment bolts, realign the belts manually, then tighten the bolts.*

***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>TC100</b>	
<b>Front Roller</b>	<b>003-5313</b>
<b>Left Belt Guide</b>	<b>003-5668</b>
<b>Right Belt Guide</b>	<b>003-5667</b>
<b>Treadles</b>	<b>8007402</b>
<b>TC200</b>	
<b>Belt Guide (single)</b>	<b>003-2313</b>
<b>Front Roller</b>	<b>003-2315</b>
<b>Treadles</b>	<b>8007043</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**