

Schwinn 810: How do I adjust the incline?

ID: 12406.1

Follow this troubleshooting guide to help resolve incline issues on the Schwinn 810 Treadmill.

Some common complaints may include:

- *Incline buttons don't work*
- *Incline doesn't change when adjusted*
- *Incline doesn't adjust the proper amount*

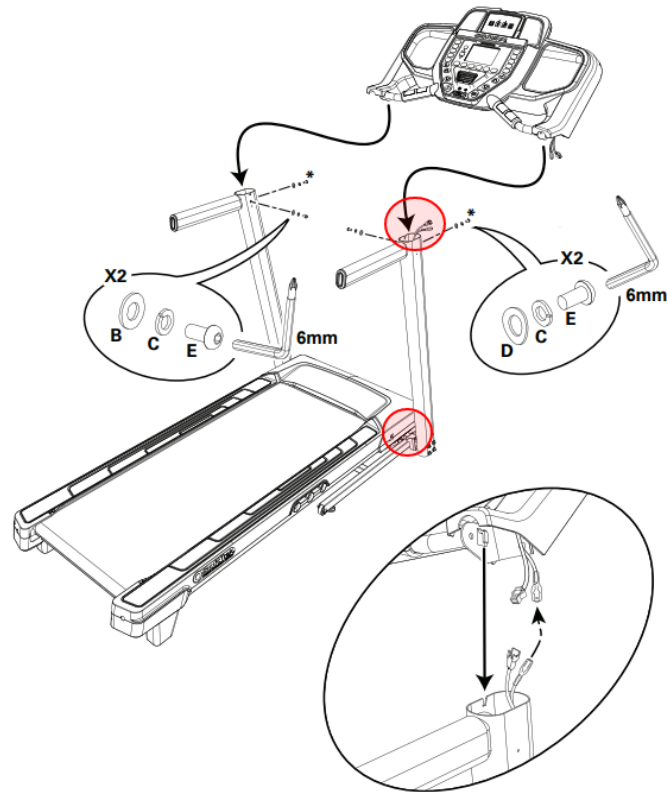
Follow these steps to troubleshoot the issue

Tools you may need:

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

1. Turn your treadmill off and turn it back on. When the display shows the Welcome screen, press one of the preset Incline buttons on the left side and then press the ENTER button. Watch to see if the incline motor moves. Adjust the incline using the up/down buttons and watch if the incline motor moves. If the incline motor moves using one adjustment method but not the other, [order a Console \[12406.A\]](#).
2. If the incline motor moves when adjusted using both methods, observe and listen to the incline motor. Listen for grinding or clunking noises as the motor moves. Watch the rails for change in incline as it moves. This may take some time as the incline motor moves slowly. If the rails do not move or the grinding/clunking noise is present, [order an Incline Motor \[12406.B\]](#). If the issue persists, turn your treadmill off and turn it back on. Recalibrate the MCB following this guide: [Schwinn 810 Treadmill - CALIBRATE MCB \[12406.C\]](#).
3. Check the cable connections at the top and bottom of the right upright. Disconnect each connection and inspect for damage (**reference 1**). If they are undamaged, firmly reconnect them, making sure they are oriented in the proper direction [\[12406.E\]](#). If damage is present or the issue persists, [order an MCB to Console Cable \[12406.F\]](#).

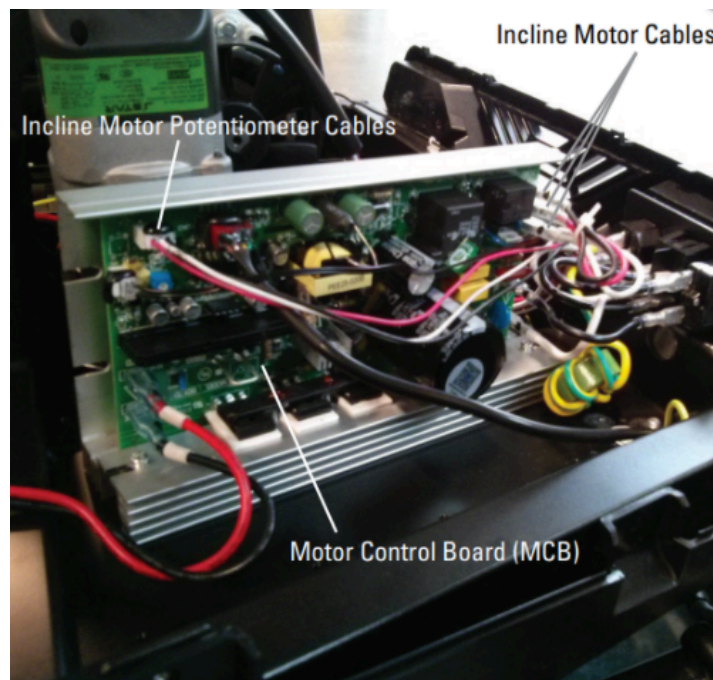
(Reference 1)



The connections to check are circled in red.

4. If the issue persists after replacing the MCB to Console Cable, inspect the incline motor wiring for damage. Use a Phillips head screwdriver to remove the motor cover and motor control board (MCB) cover. Disconnect each cable on at a time, noting which connection the cable came from (the MCB will look similar to the MCB in **reference 2**). Thoroughly inspect for damage and reconnect the cable firmly if undamaged [\[12406.F\]](#). If damage is present or the issue persists after reconnecting the cables, [order an Incline Motor \[12406.G\]](#).

(Reference 2)



The MCB on your treadmill should look similar the one in this image. Disconnect each of the labeled cables and firmly reconnect if undamaged.

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
Console	8020609
Incline Motor	8020577
MCB to Console Cable	8023382

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