

# Treadclimber TC100: What do I do if the walking belts become damaged?

ID: 12978.1

Follow this troubleshooting guide to help resolve issues involving belt damage on the Treadclimber TC100.

Some common complaints may include:

- Belt edges fraying
- Ripped or torn belt
- Long frayed strings
- Holes in belt

## 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  
11mm wrench  
(2)13mm open-ended wrenches

1. If your belt only has mild wear, such as light fraying or short fluffy threads, you can trim the ends of the threads. Light fraying typically has no impact on the performance of the belts [\[12978.A\]](#).
2. If the damage is more severe, such as long frayed strips or strings, holes, rips, or tears in the belt, [order a Walking Belt](#) for the affected side [\[12978.B\]](#). After the new walking belts are installed, you must re-align the belt. You can refer to the "Walking Belt Adjustment" section of the service manual, or visit [Treadclimber TC100, TC200: How do I adjust the walking belt position?](#) for assistance [\[12978.C\]](#).
3. As part of your regular inspections, check the alignment of your belt to make sure that the wear and tear is not the result of the belts rubbing on the belt guides or other parts. If you need to adjust the alignment of your belts, please visit [Treadclimber TC100, TC200: How do I adjust the walking belt position?](#) [\[12978.D\]](#)
4. Be mindful of the position your feet land on the belts. If your feet push outward as you work out, you may need to check and adjust the alignment of your belt more frequently [\[12978.E\]](#).

## 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

<i>Part Description</i>	<i>Part SKU</i>
<b>Walking Belt (Single)</b>	<b>8003419</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**