

Treadclimber TC100: Why is there no power to my machine or console?

ID: 12941.1

Follow this troubleshooting guide to help resolve power issues on your Treadclimber TC100.

Some common complaints may include:

- Console does not power on
- No power to machine
- Machine won't turn on
- Display is dark
- Console doesn't light up

Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver
4mm hex/Allen wrench or the wrench from the hardware card included with your machine
13mm open-ended wrench

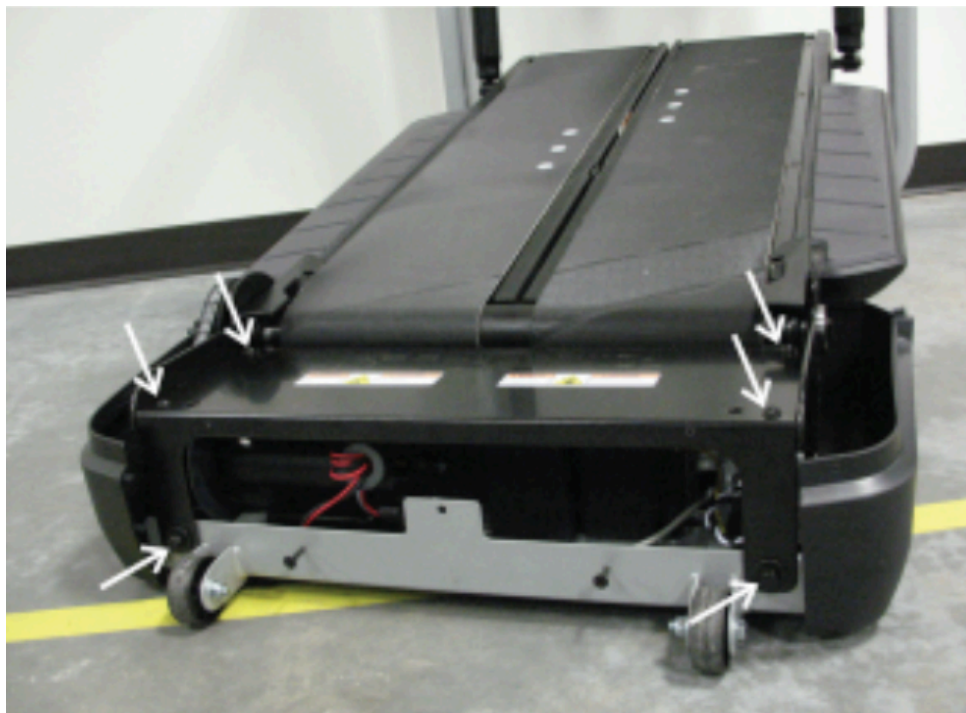
1. Unplug the power cord from both your machine and the wall outlet. Inspect the entire length of the cord for any damage or crimps. If undamaged, plug the power cord back in at both ends. Make sure it is securely connected. Flip the on/off switch and see if it glows. If damage is present, [order a Power Cord \[12941.A\]](#).
2. If the on/off switch does not glow, confirm that the wall outlet is working properly. The power cord must be plugged directly into a 3-prong outlet without the use of extension cords. Plug another device into the outlet, such as a lamp, to see if it turns on. If it is not working, try again with a working outlet [\[12941.B\]](#). If the issue persists, [order a Power Inlet Assembly \[12941.C\]](#).
3. If the on/off switch is glowing, unplug your machine from power again and wait 5 minutes before continuing. While you wait, remove the rear step, rear cover, and motor compartment cover. Use a Philips head screwdriver to remove the 6 screws attaching the step and 2 screws attaching the rear cover (**reference 1**). Use a 4mm Allen wrench and 13mm open-ended wrench to remove the 6 screws attaching the motor compartment cover (**reference 2**).

(Reference 1)



Remove the indicated screws with a Phillips head screwdriver.

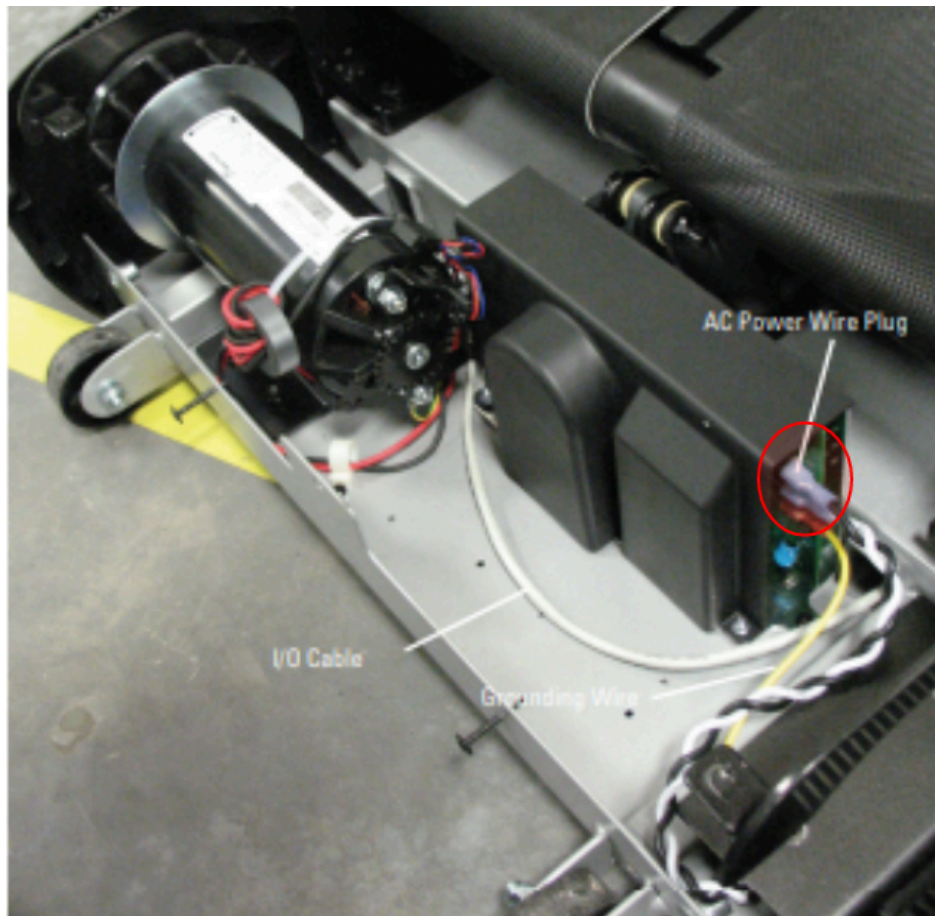
(Reference 2)



Remove the indicated screws with a 4mm Allen wrench and 13mm open-ended wrench.

- Once the 5 minutes have passed, look to the right side of the motor control board (MCB). The AC power wiring is plugged into the right side of the MCB (**reference 3**). Check that both ends of the AC power wire are securely plugged in and are undamaged. If they are loose or unplugged, plug them back in firmly and retest your machine [\[12941.D\]](#). If the wire is damaged, [order a Power Inlet Assembly \[12941.E\]](#).

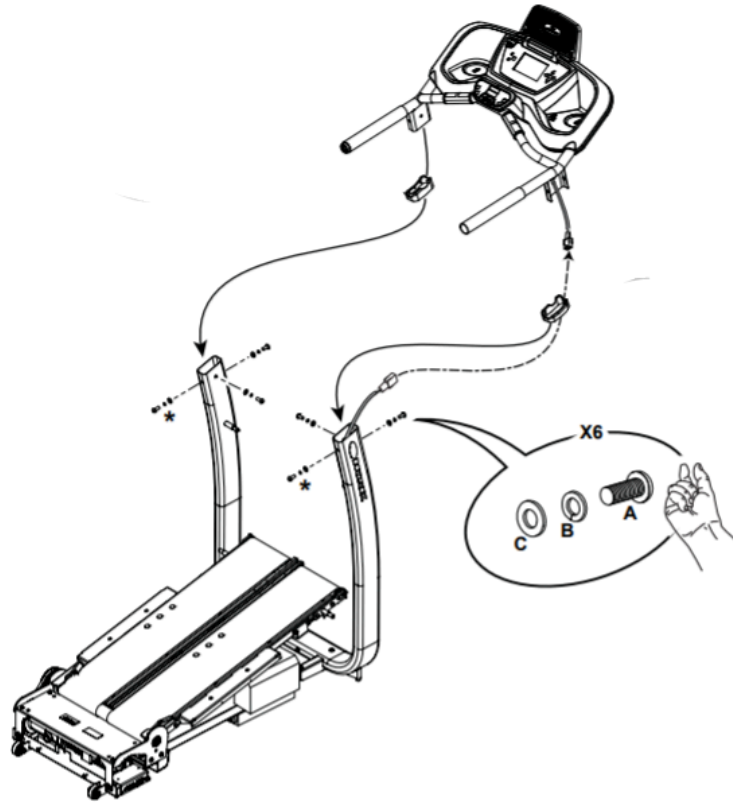
(Reference 3)



The AC power wire is shown on the right side (blue plug) and you can follow the wire back to the on/off power switch.

- If the issue persists, plug your machine back in and switch the power on. Check for lights on the MCB. If there are no lights lit up on the MCB, [order a Power Inlet Assembly \[12941.F\]](#). If the power inlet assembly has already been replaced, [order an MCB \[12941.G\]](#).
- If the issue persists, unplug your machine again and wait 5 minutes before continuing. Once the 5 minutes have passed, unplug each input/output connection at the MCB one at a time and firmly plug them back in [\[12941.H\]](#). Next remove the bolts attaching the handlebar and console to the uprights with a 5mm Allen wrench (**reference 4**). Unplug the cable between the upright and handlebars and firmly reconnect them. Make sure that the cable is oriented in the proper direction [\[12941.I\]](#).

(Reference 4)



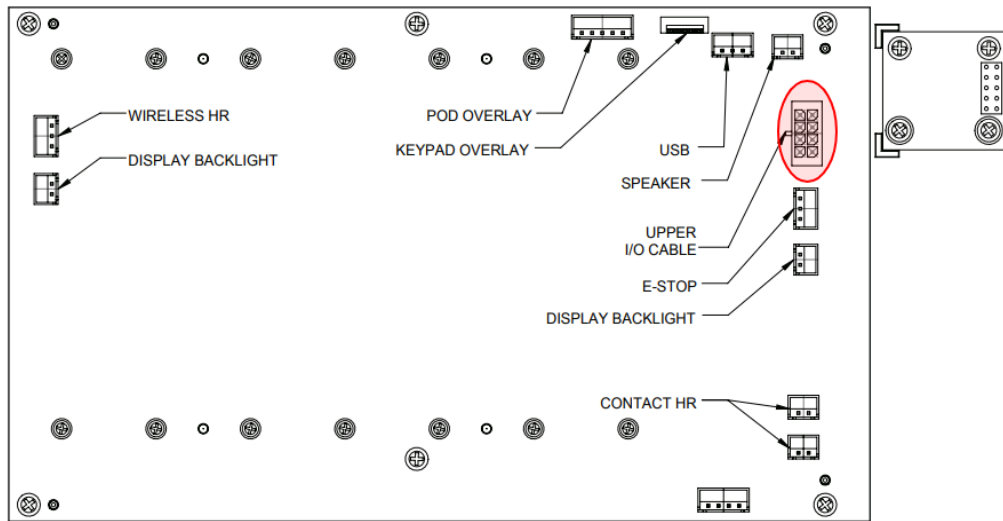
7. Remove the console from the handlebar assembly using a Phillips head screwdriver (**reference 5**). Unplug and reconnect the cable leading to the upper I/O cable connector on the console (**reference 6**). Test to see if the issue persists [\[12941.J\]](#). If the issue persists after checking all cables, [order Upper and Lower Comm Cables \[12941.K\]](#).

(Reference 5)



Remove the indicated screws (1) and tilt the console towards the buttons on the console main body (2). Remove the screws to the console media support tray (3), set the tray to the side, and lift the display to expose the circuit board (4).

(Reference 6)



The Upper I/O Cable connection is circled in red.

8. If the issue persists after replacing the upper and lower comm cables, [order a Console \[12941.L\]](#).

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	8009022
Lower Comm Cable	885-0022
MCB	8009028
Power Cord	8006346

Power Inlet Assembly	8008450
Upper Comm Cable	8009245

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