

Treadclimber TC100: I'm having issues with my heart rate chest strap

ID: 12932.1

Follow this troubleshooting guide to help resolve issues involving the heart rate chest strap on the Treadclimber TC100.

Troubleshooting for the heart rate sensors on your treadmill can be found here: [Treadclimber TC100: Why aren't the heart rate contact plates working?](#)

Some common complaints may include:

- Heart rate chest strap will not connect
- Heart rate does not register on machine

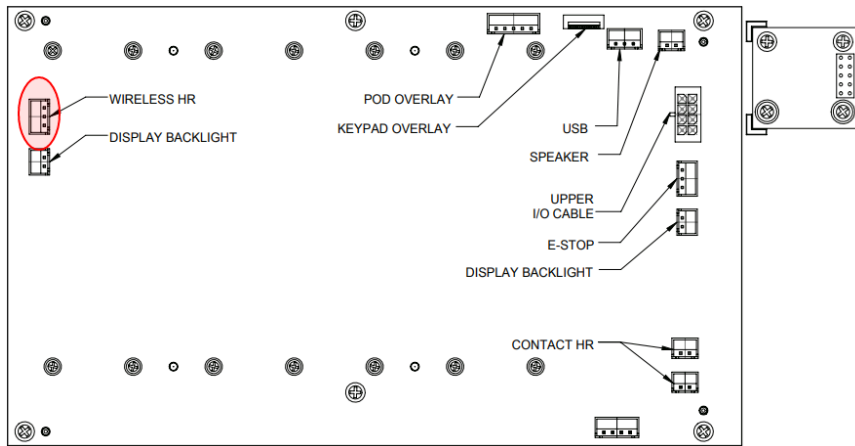
Follow these steps to troubleshoot the issue

Tools you may need:

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

1. Make sure that if you are using a heart rate monitor or strap, you are not also using the heart rate contact plates on your machine. Using both heart rate reading methods may confuse the signals and prevent a heart rate reading or an inaccurate reading [\[12932.A\]](#).
2. Ensure the chest strap is "POLAR" compatible and uncoded. Place the heart rate chest strap against bare skin, just below the chest muscles, and buckle it [\[12932.B\]](#). If your strap is not POLAR compatible, [order a Heart Rate Chest Strap](#) (see [Heart Rate Monitor Compatibility by Model](#)) [\[12932.C\]](#).
3. Make sure the heart rate strap transmitter operates in the 4.5 - 5.5 kHz range [\[12932.D\]](#)
4. Ensure the strap is facing up and the contact areas are damp. If the strap is dirty, remove it and clean it with mild soap and water. Thoroughly dry once clean. Do not submerge the strap in water [\[12932.E\]](#).
5. Move your treadmill away from any sources of potential electromagnetic interference, such as TV, computers, microwave, cordless or cell phones, etc. [\[12932.F\]](#).
6. Inspect the wires on the blue circuit board on the underside of the console. Unplug your machine from power and refer to the "Replace the Console Main Body" section of the [service manual](#) for instructions on accessing the circuit board. You will need a Phillips head screwdriver and a 5mm Allen wrench to perform these steps. Inspect the wire and the connection at the board for damage (**reference 1**). Unplug the connection and firmly reconnect it if undamaged. Plug your machine back into power and test if your heart rate is displayed [\[12932.G\]](#).

(Reference 1)



Inspect the wire and connection at the WIRELESS HR connector on the circuit board (circled in red).

7. If the issue persists, [order a Console Main Body \[12932.H\]](#).

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 Main Body	8009022
Heart Rate Chest Strap	8006265

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

