

Treadclimber TC100: Why aren't the treadles moving up and down smoothly?

ID: 12974.1

Follow this troubleshooting guide to help resolve issues involving the treadles not moving smoothly on the Treadclimber TC100

Some common complaints may include:

- Treadles have difficulty moving
- Treadles getting stuck during stride
- Treadles sticking during a workout

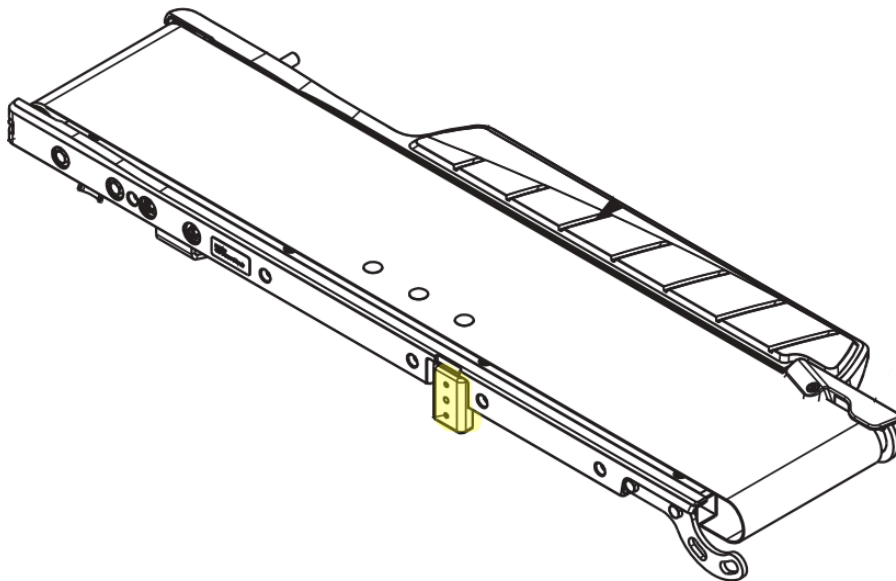
Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver
4mm, 5mm hex/Allen wrenches or the wrenches from the hardware card included with your machine
(2) 13mm wrenches

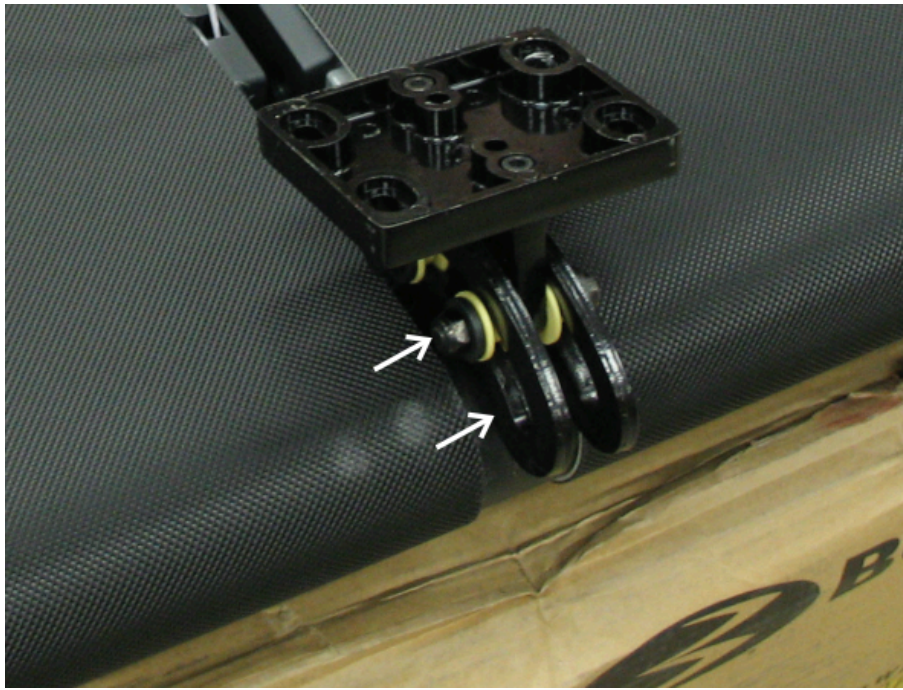
1. Inspect the friction block on the treadles for damage and check if the hardware is tight (**reference 1**). If damage is present, [order a Friction Block \[12974.A\]](#).

(Reference 1)



The friction block is highlighted yellow - inspect the block for damage and check its hardware.

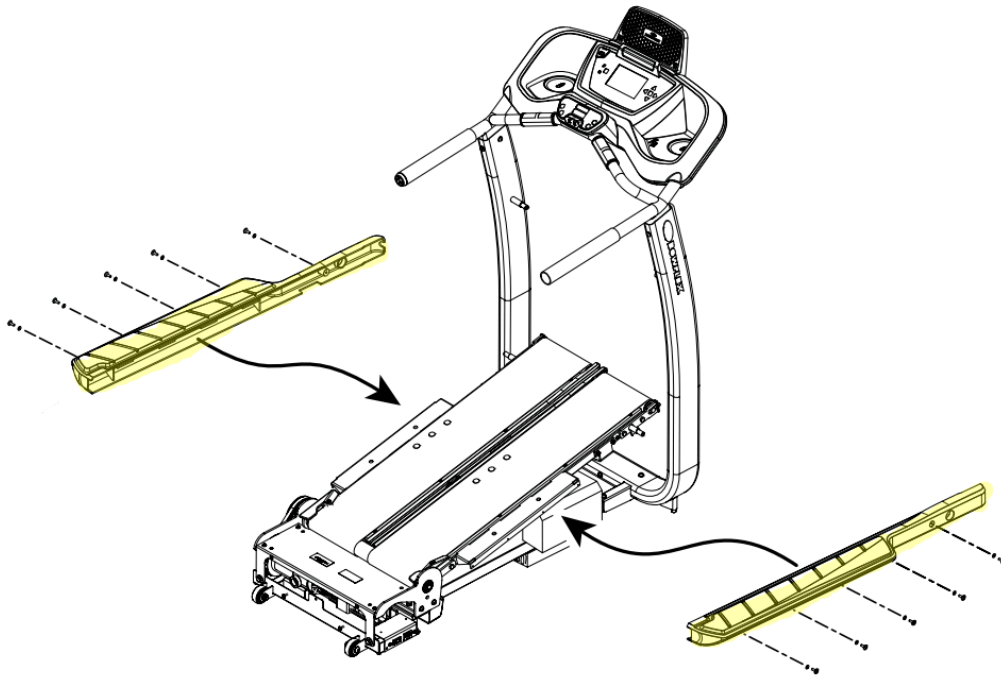
2. Watch the treadles as you use your machine and make sure the treadles are not hitting or rubbing on each other at the front of the machine. If they're not rubbing, check the virtual pivot (**reference 2**) and inspect the bushings for damage. Refer to the "Replace the Virtual Pivot" section of the [service manual](#) for instructions on accessing the pivot and bushings. If the bushings are missing or damaged, [order a Virtual Pivot \[12974.B\]](#). If the bushings are undamaged, please visit [Treadclimber TC100: I'm having issues with the EasyStep Shocks](#) to continue troubleshooting.

(Reference 2)

The virtual pivot is located between the treadles. The bushings are the yellow "hat" shaped parts.

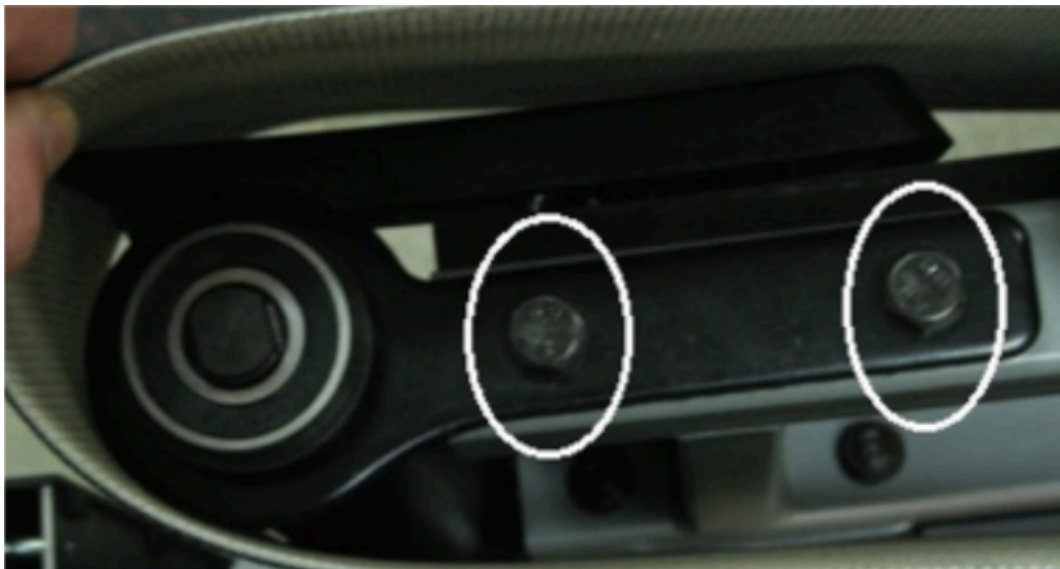
3. If the treadles are rubbing on each other, the belts are overtightened and causing the treadles to angle inwards towards each other. Please visit [Treadclimber TC100, TC200: How do I adjust the walking belt tension?](#) for instructions on adjusting the tension of the belts. You should loosen the belts until they are just tight enough to prevent belt slipping. After the belt tension is decreased, press the START button to begin a manual workout. It may take a full workout for the treadles to spread back apart [\[12974.C\]](#).
4. If the issue persists, use a Phillips head screwdriver to remove both side covers on your machine (**reference 3**) and loosen the bolts mounting the rear roller to the frame (**reference 4**) using (2) 13mm wrenches. After the bolts are loosened, wait for the treadles to separate. Once the treadles separate, re-tighten the bolts and nuts with the 13mm wrenches [\[12974.D\]](#).

(Reference 3)



The side covers are highlighted in yellow.

(Reference 4)



Loosen the circled bolts with (2) 13mm wrenches. Wait until the treadles separate before tightening 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

<i>Part Description</i>	<i>Part SKU</i>
Friction Block	12885
Virtual Pivot	8001842

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