

Treadclimber TC100: Why are the buttons not responding on the console?

ID: 12970.1

Follow this troubleshooting guide to help resolve issues with buttons not responding on the console of your Treadclimber TC100

Some common complaints may include:

- Buttons don't respond
- Buttons not responding
- Buttons don't work
- Can't adjust speed

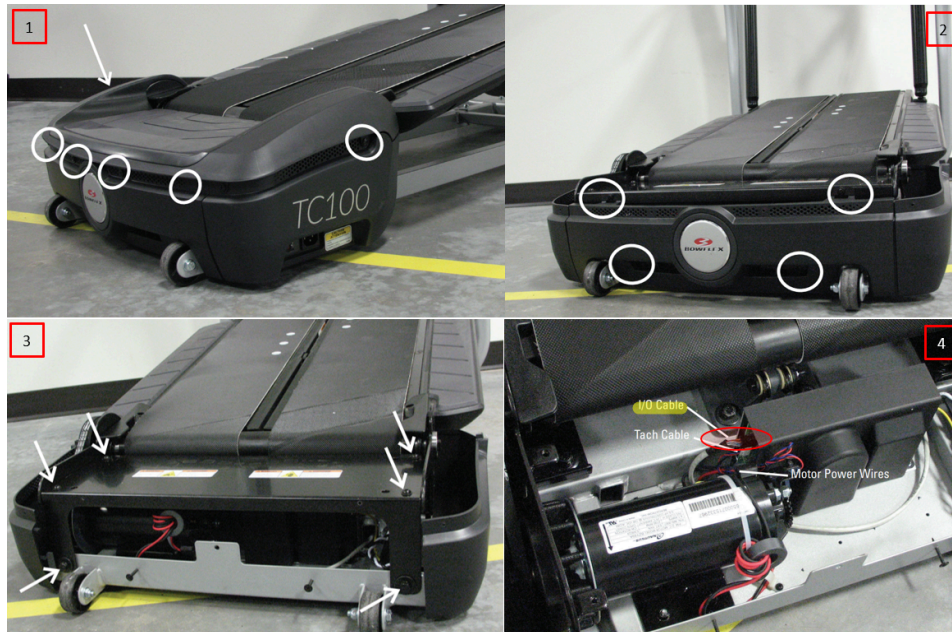
Follow these steps to troubleshoot the issue

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. Check if the console display is blank. If it is blank, please continue troubleshooting here: [Treadclimber TC100: Why is there no power to my machine or console?](#)
2. If the display is not blank, look for any error codes that may be displayed. If an error code is displayed or was displayed recently and cleared, please continue troubleshooting here: [Treadclimber TC100: How can I clear an error message displayed on my console?](#)
3. If the issue persists, check the input/output cables at the motor control board (MCB), the top of the right upright, and at the back of the console.
4. To access the MCB (**reference 1**), use a Phillips head screwdriver to remove the 6 screws attaching the rear step and remove the rear step. Remove the 2 upper screws on the rear cover and loosen the 2 lower screws. Lift and slide the rear cover off and set it to the side. Remove the 6 bolts on the motor compartment cover with a 4mm Allen wrench and 13mm open-ended wrench and set the cover to the side. Inspect the input/output cable for damage. Unplug the connection. Plug it back in and make sure that it is firmly secured in the MCB and oriented in the proper direction [\[12970.A\]](#). If damage is present, [order a Lower Comm Cable \[12970.B\]](#).

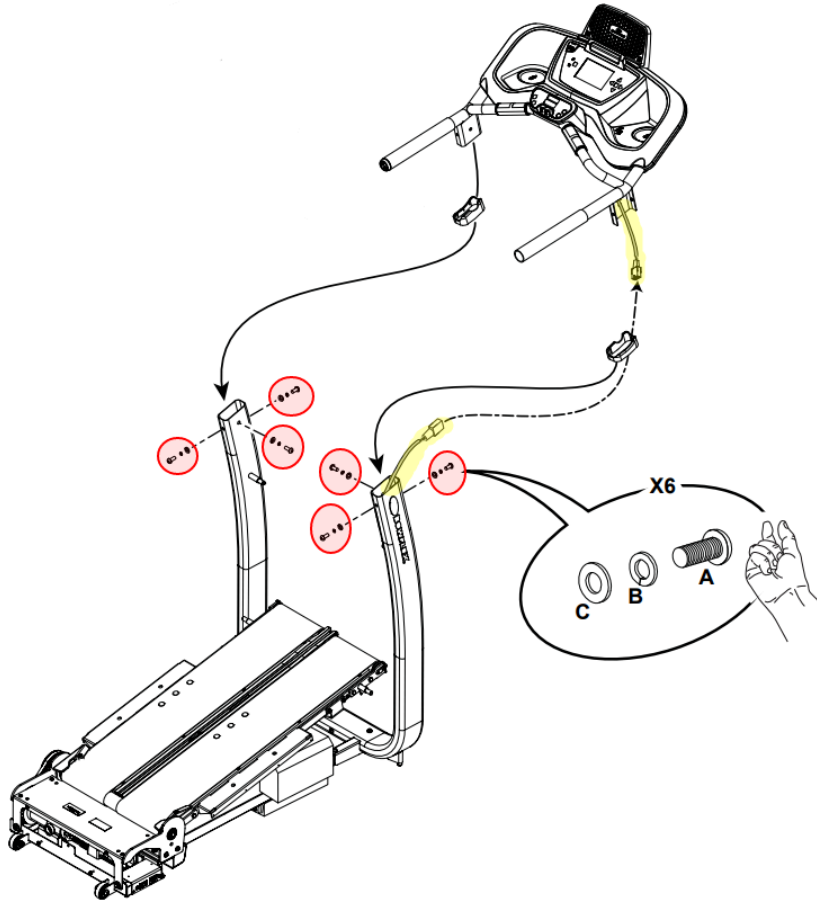
(Reference 1)



Remove the 6 screws on the rear step (1) and set the step to the side. Remove the 2 upper screws and loosen the 2 lower screws on the rear cover (2), then lift and slide the cover off. Remove the 6 bolts on the motor compartment cover and set the cover to the side (3). Inspect the I/O Cable indicated (4).

5. To access the wiring at the top of the right upright, remove the 6 bolts connecting the console and handlebars to the uprights (**reference 2**). The console and handlebars may be awkward to lift while checking the cable, you may want an additional person to help. Lift the console and handlebars up and inspect the cables inside. Inspect the cable for damage and make sure that it is firmly connected in the correct direction [\[12970.C\]](#). If the cable coming from the upright is damaged, [order a Lower Comm Cable \[12970.D\]](#). If the cable coming from the handlebars is damaged, [order an Upper Comm Cable \[12970.E\]](#).

(Reference 2)



Remove the bolts circled in red, then lift the console and handlebar assembly up to inspect the cables (highlighted yellow).

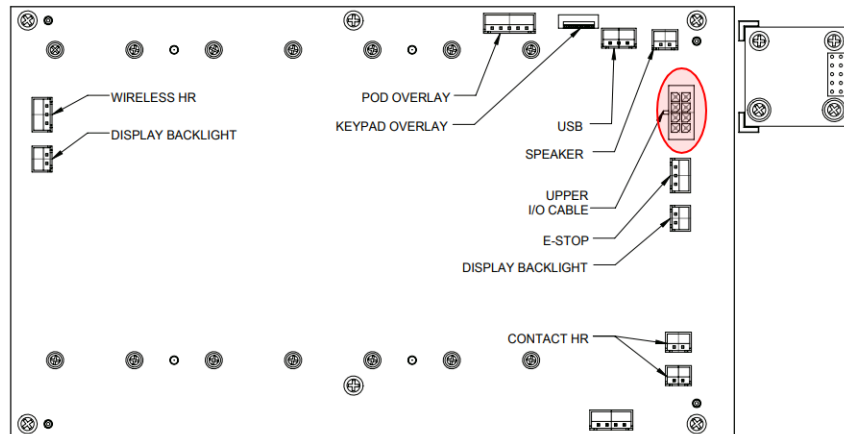
- 6. Inspect the cable at the back of the console. Use a Phillips head screwdriver to remove the screws underneath the console (**reference 3**). Tilt the console display forward and rest it on the button pad. Inspect the input/output cable on the circuit board (**reference 4**) for damage. Unplug it and firmly reconnect it, making sure to orient it in the proper direction [\[12970.F\]](#). If damage is present, [order an Upper Comm Cable \[12970.G\]](#).

(Reference 3)



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 4)



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).

7. If the issue persists, test the buttons. Press each button one at a time. If every button responds, check the pod button: (START, STOP, SPEED UP/DOWN) by pressing each button one at a time. If the pod buttons are not responding, [order a Main Upper Shroud with Pod Assembly \[12970.H\]](#).
8. If the issue persists, test the buttons around the display (USER, ENTER, and the arrow buttons). If these buttons do not respond, [order a Console \[12970.I\]](#).

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

Main Upper Shroud with Pod Assembly	8007371
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