

# Treadclimber TC100: Noises from the rear roller, pivot, or drive belt and motor

ID: 13974.1

Follow this troubleshooting guide to help resolve noise issues from the rear of your Treadclimber TC100.

Some common complaints may include:

- Banging noises
- Clunking noises
- Squeaking noises
- Rubbing noises

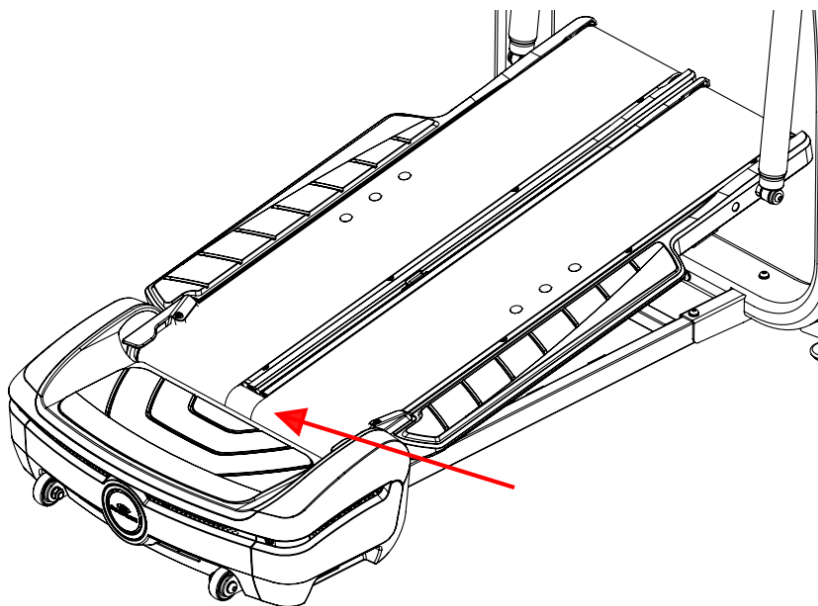
**Follow these steps to troubleshoot the issue**

*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 open-ended wrenches  
10mm wrench

1. Start a workout and let the belts run at 1.5 MPH without anyone using the machine. Listen to the rear roller (**reference 1**) for any grinding or clicking noises as it rotates. If the roller makes these noises, [order a Rear Roller \[13974.A\]](#).

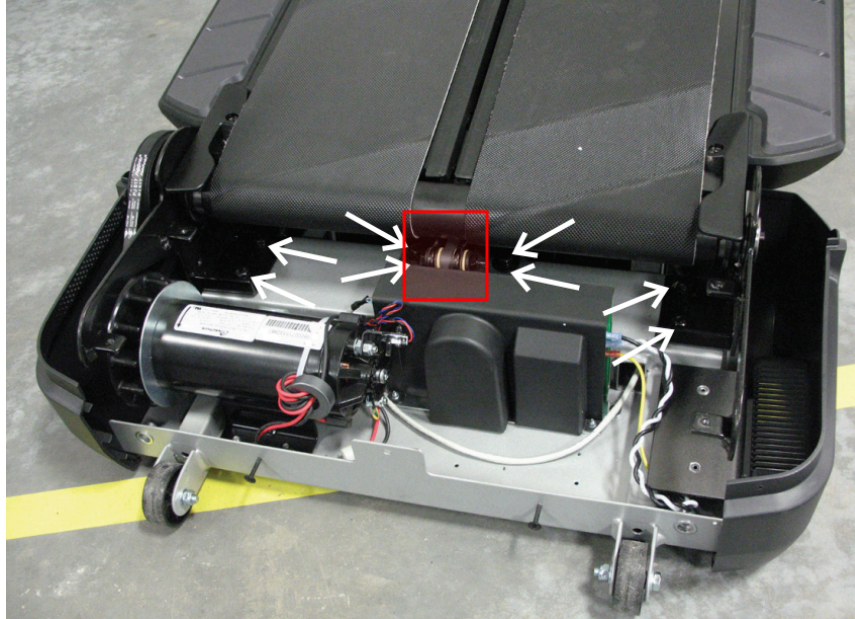
**(Reference 1)**



The walking belt passes over the rear roller, which is located in front of the rear step.

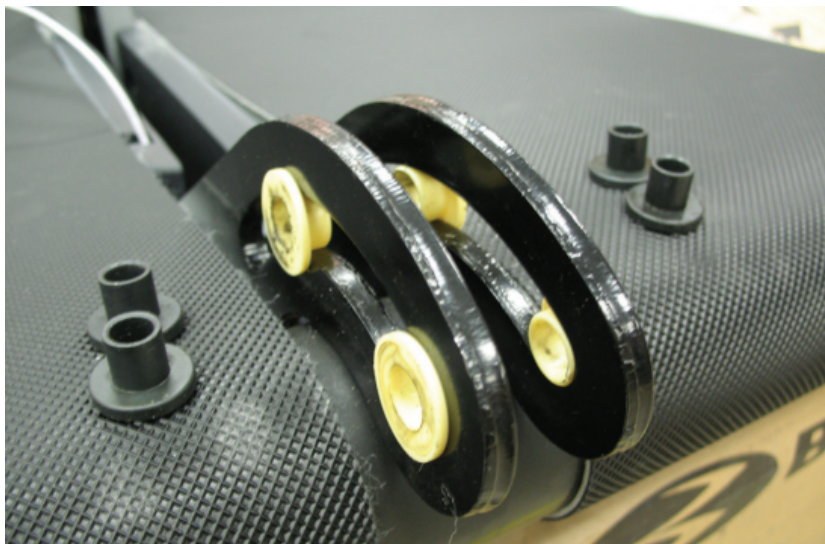
2. If the noise is not from the rear roller, check the virtual pivot (**reference 2**) and make sure the hardware is tight. Refer to the "Replace the Virtual Pivot" section of the [service manual](#) for instructions on accessing and tightening the hardware on the pivot [\[13974.B\]](#). You will need a Phillips head screwdriver, 4mm Allen wrench, and 13mm open-ended wrench to access and tighten the pivot hardware. Pay close attention to the bushings (**reference 3**) while inspecting - check for excessive wear or damage. If damage is present to the pivot or bushings, [order a Virtual Pivot \[13974.C\]](#).

**(Reference 2)**



*The virtual pivot is located within the red square.*

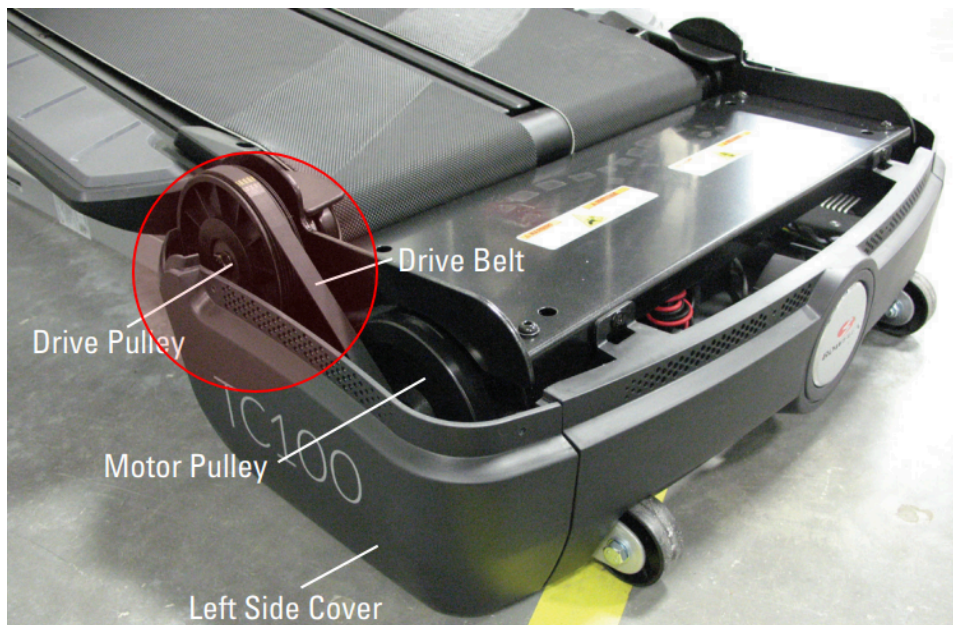
**(Reference 3)**



*The bushings are the yellow "hat" shaped parts. Inspect the bushings for excessive wear or damage.*

3. If the issue persists, inspect the drive belt for excessive wear or damage. The drive belt is located on the left side of your machine beneath the rear step (**reference 4**). This step should already be removed from prior troubleshooting steps; however, if it has not been removed, use a Phillips head screwdriver to remove the 6 screws attaching it to the shrouds. If damage is present, [order a Drive Belt \[13974.D\]](#).

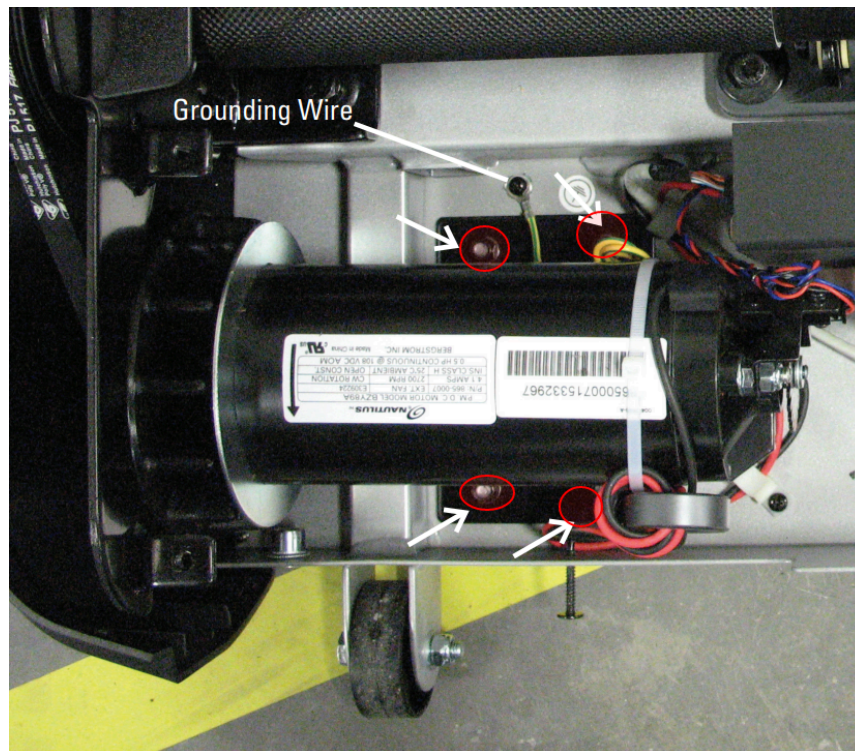
**(Reference 4)**



*The drive belt is circled in red. Inspect the drive belt for damage.*

4. If the noise persists, inspect the drive motor for damage and ensure that it is securely mounted in the motor compartment. Refer to the "Replace the Motor" section of the [service manual](#) for instructions on removing the cover and accessing the motor. Tighten the locknuts (**reference 5**) with a 10mm wrench [[13974.E](#)]. If the motor is damaged [order a Drive Motor \[13974.F\]](#).

**(Reference 5)**



*Tighten the locknuts circled in red to ensure that the motor is securely mounted.*

5. If the noise persists, remove the drive belt from the motor. Refer to the "Replace the Drive Belt" section of the [service manual](#) for instructions on removing the drive belt. You will need a Phillips head screwdriver to remove the shrouds covering the drive belt and pulley. With the belt removed, rotate the motor by hand. If the noise occurs with the belt removed, [order a Drive Motor \[13974.G\]](#).

## 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
<b>Drive Belt</b>	<b>003-5268</b>
<b>Drive Motor</b>	<b>004-6294</b>
<b>Rear Roller</b>	<b>003-5208</b>
<b>Virtual Pivot</b>	<b>8001842</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**