Treadclimber TC100: Noises from the treadles, walking belt, or friction block
ID: 13970.1

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

Some common complaints may include:

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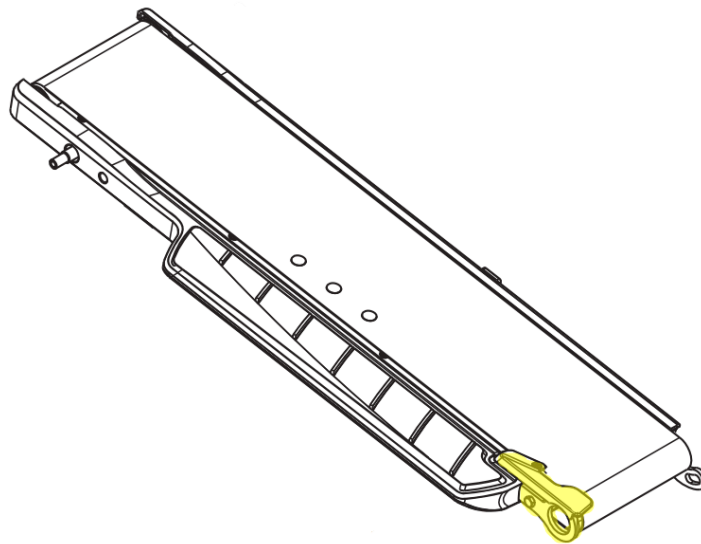- *Clunking noises*
- *Squeaking noises*
- *Rubbing noises*

Follow these steps to troubleshoot the issue

Tools you may need:
Phillips head screwdriver 3mm, 4mm hex/Allen wrenches or the wrenches from the hardware card included with your machine 13mm open-ended wrench

1. Inspect the treadle area for any debris. If debris is found, remove and test for the noise again **[13970.A]**.

2. Start a workout and listen to the walking belts while they move. It is normal for the belt to be in partial contact with the black belt guides on rear of the treadles and the metal guide underneath, so long as the contact is not forceful enough to create noise (**reference 1**) **[13970.B]**.
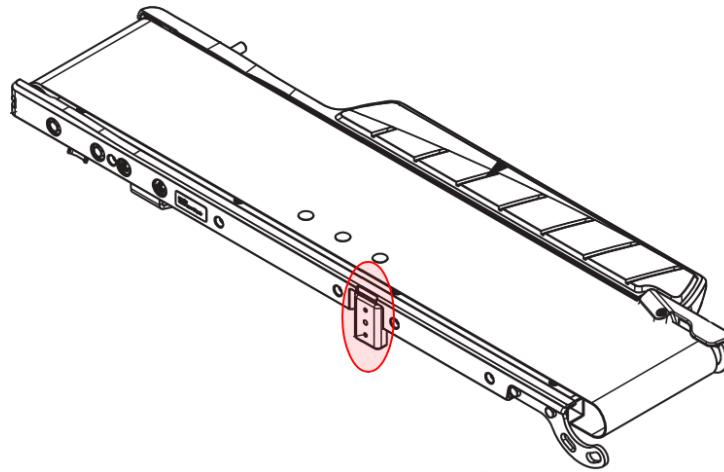
(Reference 1)

The belt guides are highlighted in yellow - check for the walking belt rubbing in these areas.

3. If the walking belt is the source of the noise, please visit ***Treadclimber TC100, TC200: How do I adjust the walking belt position?*** to continue troubleshooting.

4. If the noise persists, inspect the friction block (**reference 2**) for damage and check if it is loose. If damage is present, **order a Friction Block** [**13970.C**].

(Reference 2)

The friction block is circled in red - inspect for damage and check if it is loose or wobbly.

5. If the noise persists, please return to the original noises troubleshooting guide to select another location to troubleshoot: ***Treadclimber TC100: Why is my machine making a weird noise?***

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
Friction Block	**12885**

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