

Treadclimber TC100, TC200: How do I adjust the walking belt tension?

ID: 13967.1

Follow this troubleshooting guide to help resolve issues involving walking belt tension on the Treadclimber TC100 and TC200.

Some common complaints may include:

- Belt is too loose
- Belt is too tight
- Belt is slipping or skipping

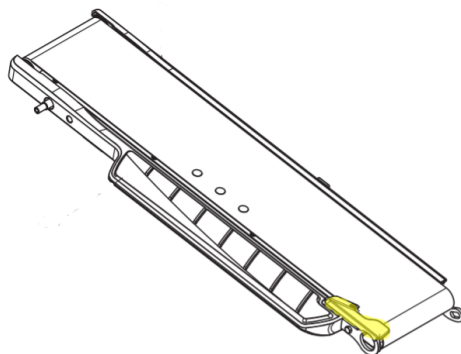
Follow these steps to troubleshoot the issue

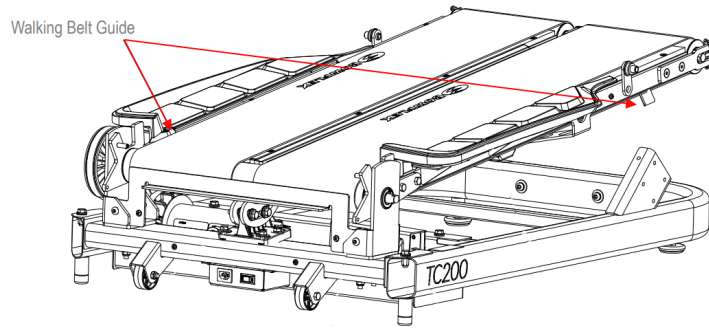
Tools you may need:

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

1. Check if the belt is loose. Refer to the Belt Tension Adjustment instructions in the "Walking Belt Alignment" section of the [service manual](#). Lift the belt from the midpoint on the treadle and measure how far from the walking deck it lifts. The belt should only have approximately one inch of give.
2. If there is more than one inch between the deck and the belt when lifted, turn each of the walking belt adjustment bolts one-half turn clockwise and check the tension again. Repeat this step until there is only one inch of give [\[13967.A\]](#). Do not overly tighten the belt. If the belt is overly tightened, you can decrease belt tension by turning the walking belt adjustment bolts counter-clockwise [\[13967.B\]](#). If belt remains loose after adjusting tension, [order Treadles \[13967.C\]](#).
3. Inspect the belt guides on the top and underside of each treadle (**reference 1**) for damage. The belt guides should be angled equally on each side of the belt. If the upper belt guide is damaged on either treadle, [order a Left or Right Belt Guide](#) (whichever guide is damaged) [\[13967.D\]](#). If the lower belt guide is damaged on either treadle, [order Treadles \[13967.E\]](#).

(Reference 1)

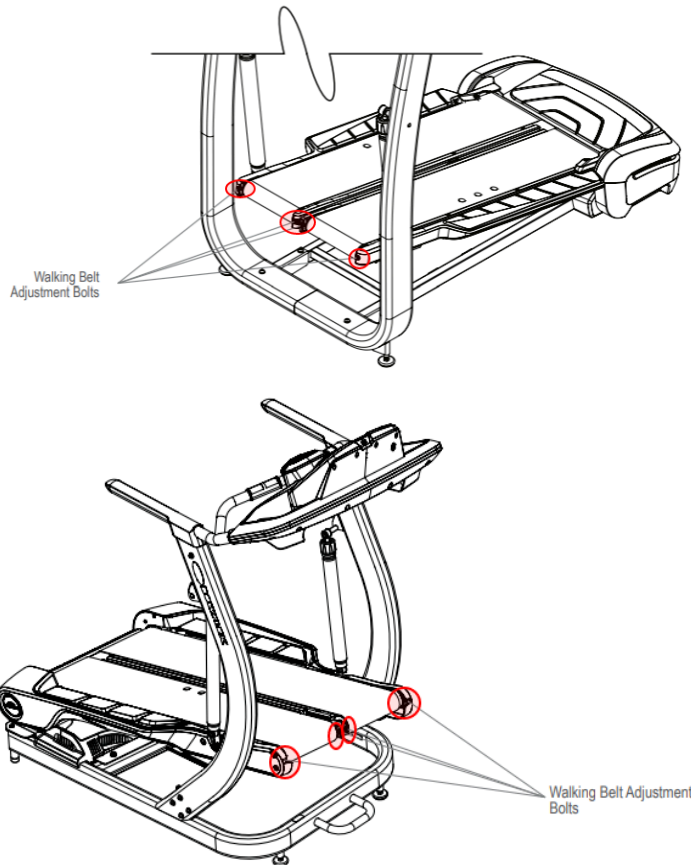




*Click to expand. First image is TC100, second is TC200.
Inspect the upper belt guide (highlighted) and the guides underneath on both treads.*

4. If adjusting the belt tension did not resolve the issue, use the 5mm Allen wrench to loosen the belt adjustment bolts (**reference 2**) by two full revolutions. Realign the belts by hand and get them centered. Tighten the belt adjustment bolts two full revolutions to secure the belts [\[13967.F\]](#). If the issue persists, [order Treadles \[13967.G\]](#).

(Reference 2)



*Click to expand. First image is TC100, second is TC200.
Loosen the belt adjustment bolts, realign the belts manually, then tighten 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

Part Description	Part SKU
TC100	
Front Roller	003-5313
Left Belt Guide	003-5668
Right Belt Guide	003-5667
Treadles	8007402
TC200	
Belt Guide (single)	003-2313
Front Roller	003-2315
Treadles	8007043

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