

## Treadclimber TC100: MCB Tach Timeout error message

ID: 13958.1

Follow this troubleshooting guide to help resolve error messages on the console of your Treadclimber TC100.

Some common complaints may include:

- MCB TACH TIMEOUT error
- Error message on console
- Error code displayed

### 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. This error indicates that the tach sensor on the motor is only sending intermittent signals.
2. Using a Phillips head screwdriver, remove the 6 screws from the rear step and set the step to the side (**reference 1**). Remove the 2 upper screws on the rear cover. Loosen the 2 lower screws on the rear cover, then lift and slide the rear cover away from your machine (**reference 2**).

#### (Reference 1)



Remove the screws indicated on the rear step and set the rear step to the side.

#### (Reference 2)



*Remove the upper screws circled and loosen the lower screws, then lift and slide the rear cover off of your machine.*

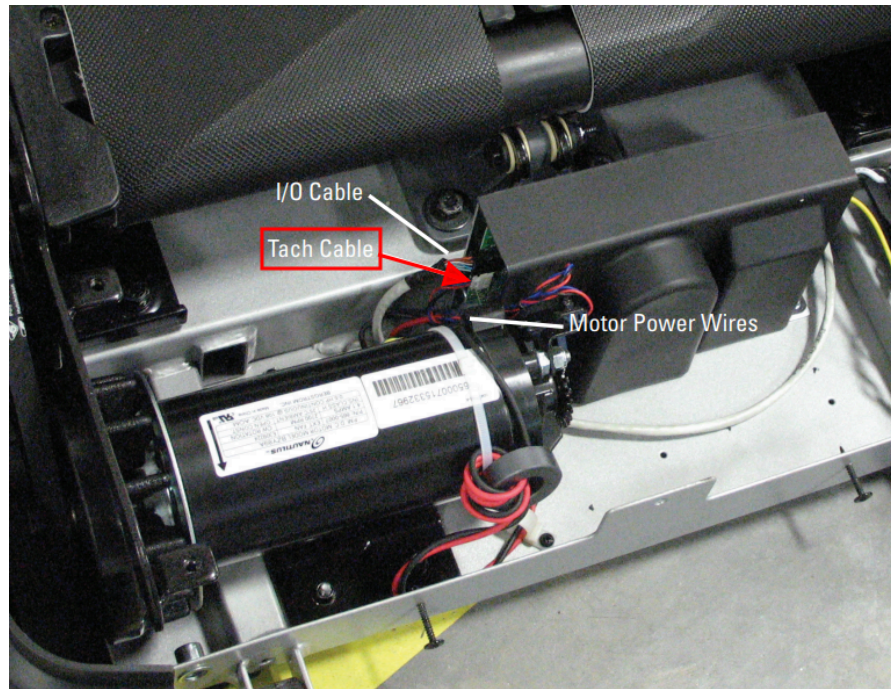
3. Remove the 6 bolts attaching the motor compartment cover using a 4mm Allen wrench and 13mm open-ended wrench (**reference 3**). Slide the motor compartment cover off and look to the motor control board (MCB) on the right side. Check the tach sensor wire connection (black, blue, and red wire bundle) running from the MCB to the motor on the left (**reference 4**). Make sure that the wiring is firmly inserted into the MCB connector and that the wiring is undamaged [\[13958.A\]](#). If damage is present, [order a Motor \[13958.B\]](#).

**(Reference 3)**



*Remove the 6 bolts indicated on the motor compartment cover, then remove the cover and set it off to the side.*

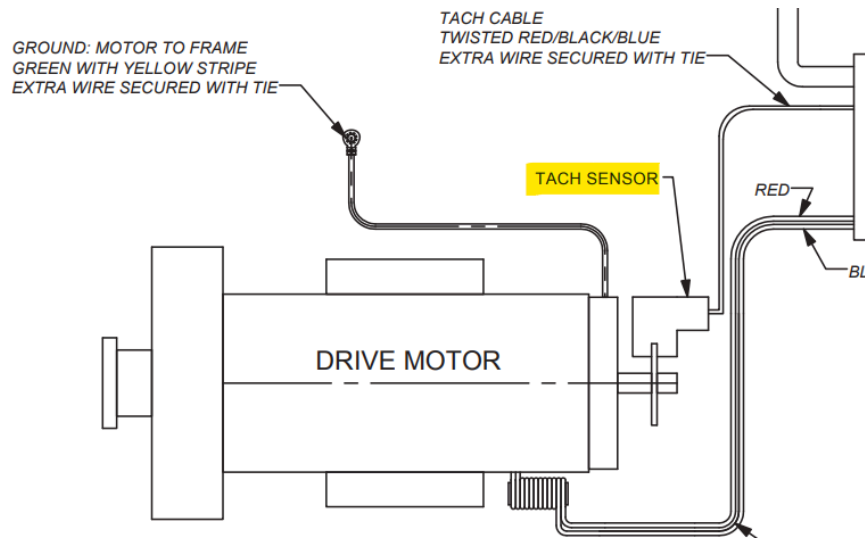
**(Reference 4)**



Inspect the bundle of wires for damage and make sure that the wires are firmly connected at the MCB.

- 4. If the issue persists, check the position of the tach sensor (**reference 5**). Check if it is bent away from the tach wheel and attempt to reposition as needed to realign the sensor [[13958.C](#)]. If the issue persists, [order a Motor \[13958.D\]](#).

**(Reference 5)**



The tach sensor is highlighted in the diagram above.

**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>Motor</b>	<b>004-6294</b>

## 3 EAF Policy

### **EAF - Issues requiring Special Handling**

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**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.

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#### **\*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**

## 5 Treadclimber Adv TS Case Details

**Please include the following additional information with your Advanced Troubleshooting case:**

All errors that appeared during troubleshooting

All data from the Error Log

1. Hold down the **STOP/PAUSE** button and **Right button together for 3 seconds** while in the Power-Up Mode to access the Machine Settings Mode.
  - o Note: To exit the Machine Settings Mode, press the STOP/PAUSE button.
2. The Console display shows the **SET DATE** prompt with the current date setting. If adjustments are needed:
  - o The month value is the first active value (flashing).
  - o Push the **Increase/Decrease** buttons to adjust the active value
  - o Push the **Left/Right** buttons to change which segment is currently active (month/day/year).
3. Push the **Right** button until the next prompt is displayed.
4. The Console display shows the **SET TIME** prompt with the current time setting. If adjustments are needed:
  - o The hour value is the first active value (flashing).
  - o Push the **Increase/Decrease** buttons to adjust the active value
  - o Push the **Left/Right** buttons to change which segment is currently active (hour/minute/AM or PM).
5. Push the **Right** button until the next prompt is displayed.
6. The Console display shows the current **Software Version**. **Record and include this info.**
7. Push the **Right** button to go to the next option.

8. The Console display shows the current **MCB Version**. **Record and include this info.**
9. Push the **Right** button to go to the next option.
10. The Console display shows the **VIEW ERROR MESSAGES** prompt. Push the **ENTER** button to select this option. The Console display shows **ERROR VERSION X**. **Record and include this info**, then press the **Right** button to advance to the next error code. Repeat this step until all error codes are recorded.
11. Once the last error message has been viewed the Console display shows **ERASE ERROR LOG**. Press **STOP/PAUSE** and the console will display **RUN HOURS**. **Record and include this info.**
12. Press **STOP/PAUSE** again to exit to the home screen

Explain exactly how the Treadclimber was behaving up to the point where the error was displayed

**Do not attempt to troubleshoot error codes from the error log** - many of these are old and do not necessarily indicate problems with the machine. **ONLY** troubleshoot the error codes that appear on the display.