

Treadclimber TC100: Why won't the belts move?

ID: 12972.1

Follow this troubleshooting guide to help resolve issues involving the belt not moving or workouts not starting on the Treadclimber TC100.

Some common complaints may include:

- Belts will not move
- Can't start a workout
- Can't start machine

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. Cycle the power to your treadclimber by flipping the power switch off, waiting 30 seconds, then flipping the switch back to the on position. The power switch is located at the bottom of the machine near where the power cord is inserted.
2. Press the START button to begin a manual workout and watch to see if the belts move [\[12972.A\]](#).
3. If the belts do not move, listen near the rear step of your machine for the drive motor.
 - If you don't hear the drive motor running, check your display for an error message. If an error message is displayed, please visit [Treadclimber TC100: How can I clear an error message displayed on my console?](#) to continue troubleshooting.
 - If you do hear the drive motor running, turn your machine off and unplug from power to inspect the drive belt (**reference 1**).
 - a. Use a Phillips head screwdriver to remove the 6 screws attaching the rear step, then remove the rear step
 - b. Remove the 2 upper screws to the rear cover and loosen the 2 lower screws.
 - c. Lift and slide the rear cover off.
 - d. Use a 4mm Allen wrench and 13mm open-ended wrench to remove the 6 bolts attaching the motor compartment cover and set the cover to the side.
 - e. Inspect the drive belt and make sure that it is properly installed and free from damage.
 - f. If the drive belt is not properly installed, refer to the "Replace the Drive Belt" section of the [service manual](#) for instructions on reinstalling the belt [\[12972.B\]](#).
 - g. If the belt is damaged, [order a Drive Belt \[12972.C\]](#).

(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 drive belt (highlighted red) (4).

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
Drive Belt	003-5268

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](#)