Treadclimber TC100: Insert Safety Key error message

ID: 13950.1

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

Some common complaints may include:

- *Insert Safety Key message*
- *Error message on console*
- *Error code displayed*

Follow these steps to troubleshoot the issue

Tools you may need:
Phillips head screwdriver

1. Insert the safety key in the safety key slot. Make sure that both prongs are securely gripped by the metal contacts in the safety key slot. Test to see if the error message persists **[13950.A]**. If your safety key is damaged or missing, **order a Safety Key [13950.B]**.

2. If the metal contacts in the safety key slot are not in place or are not gripping the prongs, the receptacle may be detached inside the safety key housing. Remove the back of the console with a Phillips head screwdriver (**reference 1** and reattach the safety key receptacle. Test to see if the error message persists **[13950.C]**.

(Reference 1)

Remove the back of the console to secure the safety key receptacle inside the housing.

3. If the error message remains or returns, check if the safety key wiring is securely attached to the console circuit board (**references 2 and 3**). Unplug the connection and inspect the pin and wiring. If the wiring is undamaged, firmly plug it back into the circuit board and test if the issue persists **[13950.D]**. If damage is present to the receptacle or wiring, **order a Console Main Body [13950.E]**.

(Reference 2)

Remove the indicated screws (1) and tilt the console towards the buttons on the console main body (2). Remove the screws to the console media support tray (3), set the tray to the side, and lift the display to expose the circuit board (4).

(Reference 3)
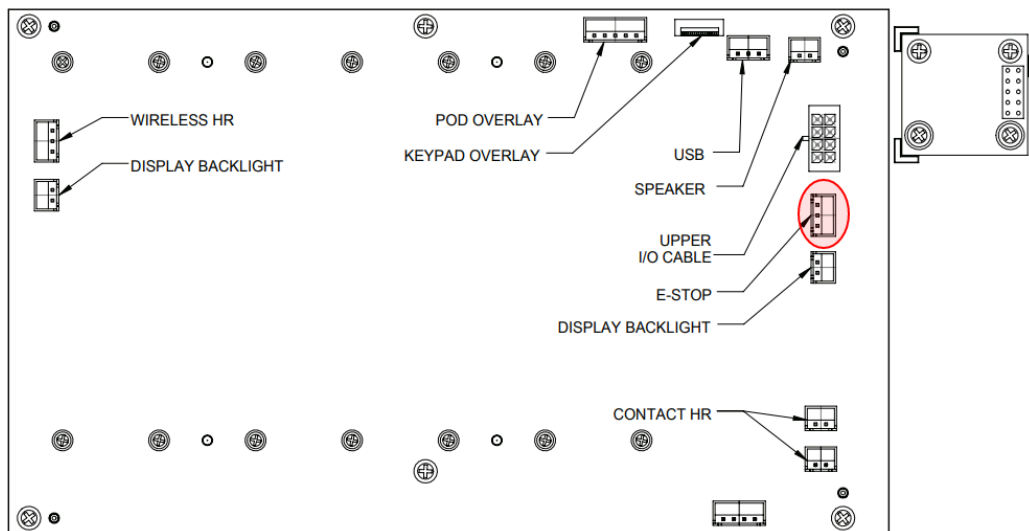
Inspect the wiring to the safety key receptacle and the connection at the console circuit board.

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.

<u>Customer Care - Hours of Operation:</u>
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*
Safety Key	**8007039**
TC100 Console Main Body	**8007371**
TC200 Console Main Body	**8009034**

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.

- <u>**NOTE THE CUSTOMER FILE**</u>: "Transferred customer to Senior Rep/Sup due to escalated issue."

NOTE: *This process is* <u>**ONLY**</u> *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

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.
   - 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:
   - The month value is the first active value (flashing).
   - Push the **Increase/Decrease** buttons to adjust the active value

- 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:
   - The hour value is the first active value (flashing).
   - Push the **Increase/Decrease** buttons to adjust the active value
   - 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

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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.