Treadmill 22: Why is my treadmill turning off in the middle of a workout?
ID: 11627.1

Follow this troubleshooting guide to help resolve issues with the BowFlex Treadmill 22 shutting off during use.

<u>*Some common complaints may include:*</u>

- *Treadmill turns off in the middle of use*
- *Treadmill turns off during workout*
- *Treadmill turns off randomly*

Follow these steps to troubleshoot the issue

1. Check for updates on your machine. Verify you have a good Wi-Fi connection. Unplug your machine and plug it back in. When the BowFlex or JRNY page displaying serial numbers in the 4 corners appears, tap the upper right corner 10 times within 3 seconds (**reference 1.1**). If you are unable to reach this screen, log out and tap the upper right corner 10 times within 3 seconds from the Log In screen (**reference 1.2**).

(Reference 1.1)

The initial screen showing the BowFlex or JRNY logo appears with serial numbers in each corner. Tap the upper right corner 10 times within 3 seconds to access the menu to force an update.
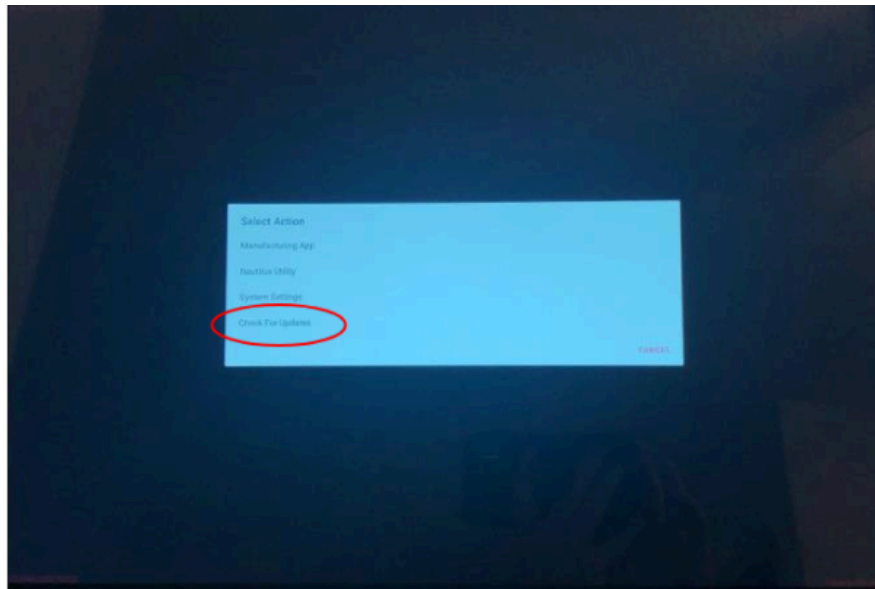
(Reference 1.2)

The Log In screen appears after logging out or if you missed the opportunity to access the menu from the previous screen. Tap the upper right corner 10 times within 3 seconds to access the menu to force an update.
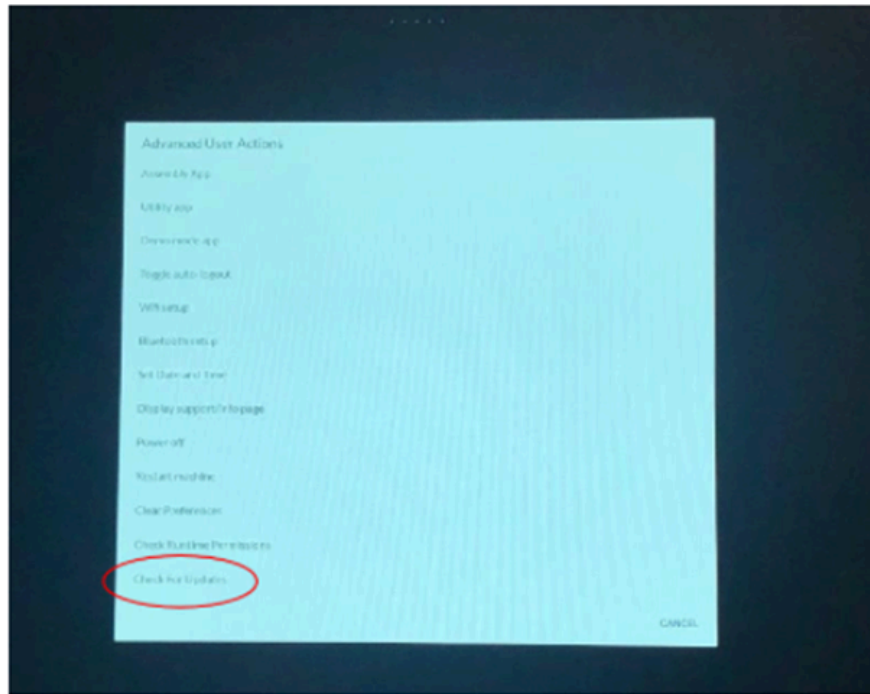
2. In the menu that appears, select "**Check for updates**" (**reference 1.3 and 1.4**). Allow the updates to download and install. Your machine will restart once all updates are installed. Allow the updates to finish installing once your machin has rebooted.

(Reference 1.3)

PLACEHOLDER IMAGE UNTIL BETTER RESOLUTION IS AVAILABLE.
Select CHECK FOR UPDATES from the bottom of the menu once it appears.

(Reference 1.4)

PLACEHOLDER IMAGE UNTIL BETTER RESOLUTION IS AVAILABLE.
Select CHECK FOR UPDATES from the bottom of the menu once it appears.

3. Retest your machine to determine if the original issue persists **[FW.A]**. If the issue persists, continue troubleshooting i the next section.

Follow these steps to continue troubleshooting

1. If the display stays on when the treadmill shuts down, check if there is a message displayed reading "**+SAFETY KEY.**" Remove the safety key and reinsert, then restart your workout **[11627.A]**. If the issue persists, please visit ***Treadmill 22: Why is the belt not moving properly?*** to continue troubleshooting in the "**Belt doesn't move at all**" section.

2. If the display does not stay on, check to see if a breaker is tripped on your treadmill and at your electrical panel. If your home's circuit is tripped, try another outlet. The treadmill may not work on some older GFI/AFI outlets and improperly grounded outlets. Consult an electrician if the issue persists **[11627.B]**.

3. If the circuit breaker is tripped on your treadmill, reset the breaker by pushing it in. The breaker is located by the mair power switch in front of the machine **[11627.C]**. If it continues to trip, **order a Power Switch [11627.D]**.

4. If neither circuit breaker is tripped, check the power cord for damage. Inspect the entire length of the cord and both ends for damage such as cuts, crimps, or exposed wire. If no damage is found, reconnect the power cord and retest your machine **[11627.E]**. If damage is present, **order a Power Cord [11627.F]**.

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
Power Cord	**8005317**
Power Switch	**8024514**

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