

Treadmill 10 and 22: How do I fix a "Belt Overspeed" error?

ID: 14704.1

Follow this troubleshooting guide to help resolve "Belt Overspeed" error messages on the BowFlex Treadmill 10 and Treadmill 22.

Some common complaints may include:

- Belt Overspeed error on console
- Error message displayed on console
- Belt speed above user set speed
- Speed changes without input

Follow these steps to troubleshoot the issue

The "Belt Overspeed" error is caused by either the belt being moved while the treadmill is powered on but outside of a workout or when the belt is moving faster than the speed set by the user.

Troubleshooting steps depend on if the error appeared during a workout or if it appeared while the machine was not in use:

Error appeared during a workout

1. This is most common when the treadmill is set to a high incline and low speed; the user's body weight can cause the belt to accelerate.
2. If you were in a workout when the error appeared, your workout will be saved and the console may reboot to the "Belt Overspeed" error message.
3. To clear the "Belt Overspeed" error, power cycle your treadmill using the main power switch on your machine. The error should clear after turning the power back on. Adjusting the incline/speed settings to match your pace and preventing belt movement outside of a workout should keep the error message from returning [\[14704.A\]](#).

Error appeared when machine was not in use

1. A "Belt Overspeed" error can be caused by a user intentionally moving the belt outside of a workout.
2. If the belt needs to be moved manually, the machine should be powered down before doing so to prevent the error from appearing.
3. To clear the "Belt Overspeed" error, power cycle your treadmill using the main power switch on your machine. The error should clear after turning the power back on [\[14704.B\]](#).
4. If the user was *not* intentionally moving the belt, the screen is dark, **and** the belt moved without user input, [order a Motor Control Board \(MCB\)](#) [\[14704.C\]](#).

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
MCB	8024462

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