

# BXT8J Treadmill: Why is the belt not moving or stopping on its own? ID: 14452.5

Follow this troubleshooting guide to help resolve issues involving the walking belt on the BXT8J Treadmill.

Some common complaints may include:

- Belt moves momentarily then stops
- Belt doesn't move
- Workout starts and stops

## Follow these steps to troubleshoot the issue

*Tools you may need:*

Phillips head screwdriver  
6mm hex/Allen wrench or the wrench from the hardware card included with your machine

1. Check if the console powers on. If the console powers up and the start button beeps or causes the display to change, the console is not defective. If the console does not power on, please visit [BXT8J Treadmill: Why is there no power to my machine or console?](#) to continue troubleshooting.
2. Next, power cycle your machine. Once the Welcome screen is displayed, press the Start button to begin a Manual Workout. Watch the belt and console - select an option below to continue troubleshooting:
  - [Workout appears to start \(timer runs on console\) - belt doesn't move at all](#)
  - [Workout starts - belt moves for several seconds then stops](#)
  - [Workout doesn't start - Safety Key Error](#)
  - [Workout doesn't start - BLT SPD Error](#)

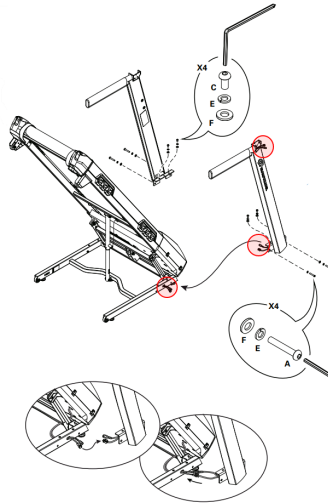
## Workout appears to start (timer runs on console) but belt doesn't move at all

### Important:

This issue is always caused by a communication issue between the console and MCB. Most times, this is caused by a damaged cable/connector or an improperly installed cable. We must check every input/output cable and their cable connections to accurately diagnose which cable is causing the communication interruption.

1. Inspect the input/output cables and connector pins. Refer to the "Replace the Middle I/O Cable" section of the [service manual](#) for instructions on accessing input/output cables at the console and upright. Unplug each connection (**reference 1**) and inspect for damage, such as cuts, crimps, or bent pins (**reference 2**).
  - If the cable coming from the console is damaged, [order a Console \[14452.A\]](#).
  - If the cable coming from the upright is damaged, [order an Upright Cable \[14452.B\]](#).
  - If the cable coming from the base of your treadmill is damaged, [order a Base Cable Assembly \[14452.C\]](#).
  - If no damage is present but the issue persists, [order a Base Cable and an Upright Cable \[14452.D\]](#).

(Reference 1)



The cables to check are located at the bottom and top of the right upright, circled in red. Also inspect the cable coming from the console that connects to the cable circled on the upper right.

**(Reference 2)**

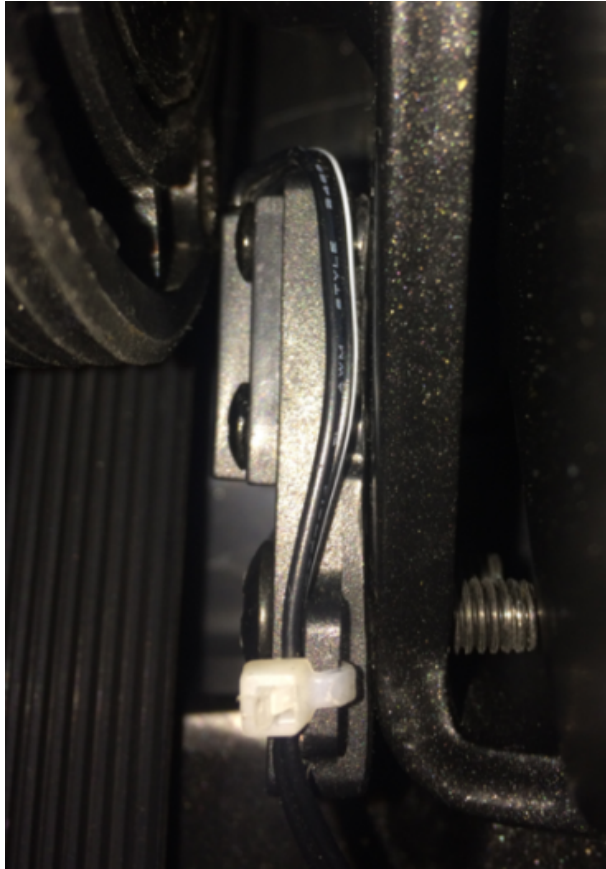


An example of a damaged connector with a bent pin.

**Workout starts - belt moves for several seconds then stops**

1. If the workout starts and stops, then returns to the home screen, [order a Motor Control Board \(MCB\) \[14452.F\]](#).
2. Check your console for an error message. If a BLT SPD error is displayed, please visit [this link](#) to continue troubleshooting.
3. Unplug your machine from power and wait 5 minutes before continuing. Use a Phillips head screwdriver to remove the motor and motor control board (MCB) covers. Refer to the "Replace the Motor Control Board Cover" section of the [service manual](#) for complete instructions for removing the cover.
4. Inspect the speed sensor and speed sensor wire for damage (**reference 3**). The sensor mount should not be loose and the wire should not be pinched. Make sure that the bracket is flush with the frame and adjust as needed with a Phillips head screwdriver. If damage is present to the speed sensor and/or wire, [order a Speed Sensor \[14452.E\]](#).

**(Reference 3)**



*An example of a properly positioned speed sensor and wire*

### **Workout doesn't start - Safety Key Error**

1. If a Safety Key error is displayed, please visit [BXT8J Treadmill: What is a Safety Key error and how can I clear it?](#) to continue troubleshooting.

### **Workout doesn't start - BLT SPD Error**

1. If a BLT SPD error is displayed, please visit [BowFlex BXT8J: What is a BLT SPD error and how can I clear it?](#) to continue troubleshooting.

### **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

<i>Part Description</i>	<i>Part SKU</i>
<b>Base Cable Assembly</b>	<b>8020996</b>
<b>Console</b>	<b>8029229</b>
<b>Motor Control Board (MCB)</b>	<b>8006013</b>
<b>Speed Sensor</b>	<b>8006240</b>
<b>Upright Cable</b>	<b>8011991</b>

## 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**

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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**