

Treadmill 10 and 22: Why won't the belt move?

ID: 13656.3

Follow this troubleshooting guide to help resolve issues involving the walking belt not moving on the BowFlex Treadmill 10 and Treadmill 22.

Some common complaints may include:

- Belt doesn't move
- Treadmill won't run during workout
- Workout starts but belt doesn't move

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. Stand to the side of your treadmill and start a manual workout. Watch the speed readout on the console:
 - [Speed Displayed is 0.1 MPH](#)
 - [Speed Displayed is 0.0 MPH](#)

Speed Displayed is 0.1 MPH

1. When the speed displayed reads 0.1 MPH, even though the belt isn't moving, this indicates there is an interruption in the communication between the MCB and Console. The interruption could be caused by a reversed or loose wiring connection.
2. Inspect the wire at the top and bottom of the right upright. **Important** - [confirm the color of the wires on both sides of the connection match before connecting \(reference 1\)](#).
 - a. Unplug your machine from power.
 - b. Lift to remove the cover at the base of the right upright (**reference 2**). Locate and disconnect the flat, black 5-pin connector. Inspect the connectors and locate the latch and hook at the top of each connector. Line the latch and hook up and **firmly** reconnect the cables together. The latch should make an audible click when firmly connected [\[13656.A\]](#).
 - c. Use a Phillips head screwdriver to remove the outer junction cover from the top right upright (**reference 3**). Locate and disconnect the flat, black 5-pin connector. Inspect the connectors and locate the latch and hook at the top of each connector. Line the latch and hook up and **firmly** reconnect the cables together. The latch should make an audible click when firmly connected. Test to see if the issue persists [\[13656.B\]](#).

(Reference 1)

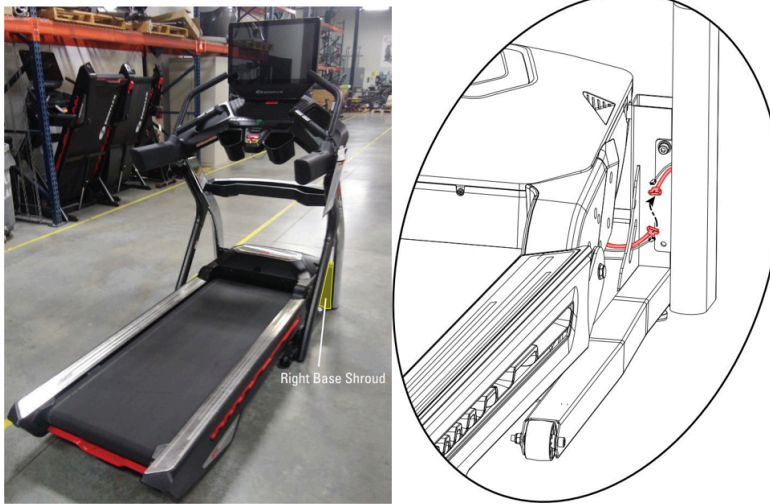


The image on the left shows the wires properly connected - note how the colors of the wires on both sides of the connector line up.

The image on the right shows the connection reversed.

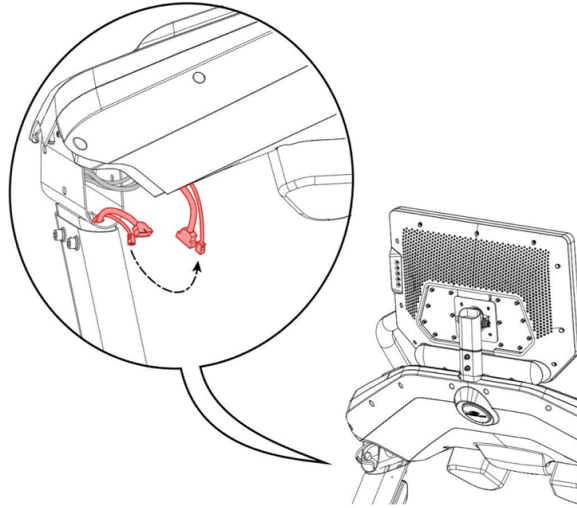
If the colors of the wires do not line up, disconnect the wires, flip one connector around so the wires match, and firmly reconnect the wires.

(Reference 2)



*Treadmill 22 shown. Your treadmill may vary slightly.
Remove the right base shroud to access the 5-pin connector.*

(Reference 3)



*Treadmill 22 shown. Your treadmill may vary slightly.
Remove the right outer junction cover to access the 5-pin connector.*

3. If the issue persists, [order MCB to Top Upright Wiring \[13656.C\]](#).

Speed Displayed is 0.0 MPH

1. When the speed displays 0.0 MPH, this indicates there is a shorted connection in a wire to one of the handlebars. This is most commonly caused by either crimping/cutting a wire while assembling the handlebars, or a screw being installed through the wire and making a connection.
2. Locate the damaged wire. Refer to the steps in the assembly manual in reverse to disassemble all handlebar connections. Inspect each wire leading in and out of the handlebars for damage. If a wire is damaged, order a replacement handlebar (for the affected side)
 - If the wire in an Upper Handlebar is damaged, [order an Upper \(Ergo\) Handlebar](#) (Right or Left, whichever side is affected) [\[13656.D\]](#).
 - If the wire in a Lower Handlebar is damaged, [order a Lower \(Arm\) Handlebar](#) (Right or Left, whichever side is affected) [\[13656.E\]](#).
3. If no damaged wire could be located, please consult with the JRNY Support team. They can check for Stuck Button errors in Asset Manager to determine which button(s) are affected. If a "stuck button" is identified, please see [Treadmill 10 and 22: Button Issues \(Stuck or Unresponsive\)](#). You will need to order a replacement part from the **Replacement Part by Button ID Chart** based on the Button ID provided by Asset Manager [\[13656.F\]](#).

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

Machine	Part Description	Part SKU
Treadmill 10	MCB to Top Upright Wiring	8027136
	Left Lower Handlebar	8024259
	Left Upper (Ergo) Handlebar	8025319
	Right Lower Handlebar	8024258
	Right Upper (Ergo) Handlebar	8025317
Treadmill 22	MCB to Top Upright Wiring	8027136
	Left Lower Handlebar	8024259
	Left Upper (Ergo) Handlebar	8024165
	Right Lower Handlebar	8024258
	Right Upper (Ergo) Handlebar	8024171

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

