

# Treadmill 10: Why is the belt not moving properly?

ID: 11416.3

Follow this troubleshooting guide to help resolve issues involving the walking belt on the BowFlex Treadmill 10.

Some common complaints may include:

- Alignment issues
- Tension issues
- Belt slipping or hesitation
- Belt moves momentarily then stops
- Belt doesn't move

## Follow these steps to troubleshoot the issue

1. Check for updates on your machine. Refer to the Updates section of the [JRN Basic App Troubleshooting](#) guide. If an update was available, retest your machine after the update is complete to determine if the original issue persists **[FW.A]**.
2. If the issue persists, select a troubleshooting guide below to begin:
  - [Treadmill 10 and 22: What do I do if the speed is inconsistent?](#)
  - [Treadmill 10 and 22: Why won't the belt move?](#)
  - [Treadmill 10 and 22: Why does the belt stop after starting up?](#)
  - [Treadmill 10 and 22: How can I adjust the walking belt alignment or tension?](#)

## 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 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.

### 3 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**

