

Treadmill 10: I need help lubricating my treadmill

ID: 11404.1

Follow this troubleshooting guide to help lubricate the walking belt on the BowFlex Treadmill 10.

Some common complaints may include:

- Walking belt does not move easily
- Walking belt seems stiff
- Walking belt seems slippery

Follow these steps to troubleshoot the issue

Tools you may need:

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

1. **Make sure you are only using silicone-based lubricants.** Petroleum-based products will damage your machine! If you have been using petroleum-based products, discontinue use immediately. You should remove the walking belt to wipe any excess petroleum-based lubricant off the rollers [\[11404.A\]](#).
2. Refer to your [service manual](#) for recommended lubrication intervals and instructions on lubricating your treadmill. Generally, you should lubricate after every 25 hours of use. This roughly translates to every month if used 5 or more hours per week, every 2 months if used between 3-5 hours per week, and every 3 months if used less than 3 hours per week. When there are multiple people using the treadmill, it may be necessary to lubricate more frequently [\[11404.B\]](#).
3. Watch and follow along with [this video](#) from our YouTube channel while you lubricate your machine!
4. Turn your treadmill off and unplug from power before applying lubricant. After lubricating, turn on your treadmill and run the belt at its lowest speed for 3 minutes. This will allow the lubricant to spread evenly across the walking belt. An spillage or excess should be wiped away with a dry cloth [\[11404.C\]](#).
5. If you are lubricating too frequently or applying too much lubricant, check under the walking belt to ensure lubricant is not accumulating under the belt. Wipe any excess away with a dry cloth or paper towel [\[11404.D\]](#).

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 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