

Treadmill 10 and 22: Tips for detaching the Deck Release Cable ID: 15418.1

Overview: This procedure is used to help detach the Deck Release Cable from the Lift Shock on the Treadmill 10 and 22.

Tools used in this guide: 10mm, 13mm, and 14mm wrenches, 6mm Allen wrench

Estimated time to complete: 5 to 10 minutes

Let's get started!

Note: This guide is intended to assist the **Replace the Lift Shock** [service manual](#) procedure.

- The plunger on the end of the cable can sometimes become pinched by the force of the shock, making it difficult to remove. There are two ways we can relieve this pressure to allow the cable to be removed fully:
 - [Fully extend the lift shock during removal](#)
 - [Remove the lift shock end bolt](#)
- Please see the service manual for a full list of tools required for the replacement
- The tools listed here are for assistance removing the deck release cable only.

Fully extend the lift shock during removal

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>	<i>Service Manual Procedure:</i>
10mm and 14mm wrench 13mm wrench 6mm hex key/Allen wrench	5 to 10 minutes	Replace the Lift Shock

1. To fully extend the lift shock, both lift shock end bolts should be securely attached.
 - If the end bolt(s) were removed during an earlier step of the replacement procedure, please reinstall them using a 13mm wrench and 6mm Allen wrench, then continue to the steps below.
2. Using the deck handle, lift up on the deck to fully extend the lift shock.
3. Remove the release cable:
 - Use a 10mm wrench to loosen the locking nut on the release cable.
 - Use a 14mm wrench to disconnect the securing nut on the release cable.
 - While keeping the deck lifted/lift shock fully extended, there should be less force being applied to the deck release cable. Pull on the deck release cable to detach it from the shock assembly.

Step 2



Step 3



Remove the lift shock end bolt

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>	<i>Service Manual Procedure:</i>
10mm and 14mm wrench 13mm wrench 6mm hex key/Allen wrench	5 to 10 minutes	Replace the Lift Shock

1. **Important:** Strap the deck in the upright position before continuing.

Step 2 and 3

2. Using a 13mm wrench and 6mm Allen wrench, loosen and remove one of the two end bolts on the lift shock assembly.
3. With the bolt removed, there should be less force being applied to the deck release cable, allowing us to remove it from the lift shock:
 - a. Use a 10mm wrench to loosen the locking nut on the release cable.
 - b. Use a 14mm wrench to disconnect the securing nut on the release cable.
 - c. Pull the deck release cable to disconnect it from the lift shock.



Need additional assistance?

1 Customer Care Contact Information

Please contact Customer Care at [1-800-605-3369](tel: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 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](#)