

Treadmill 10: Why won't my machine or console power on?

ID: 11401.2

Follow this troubleshooting guide to help resolve power issues on the BowFlex Treadmill 10.

Some common complaints may include:

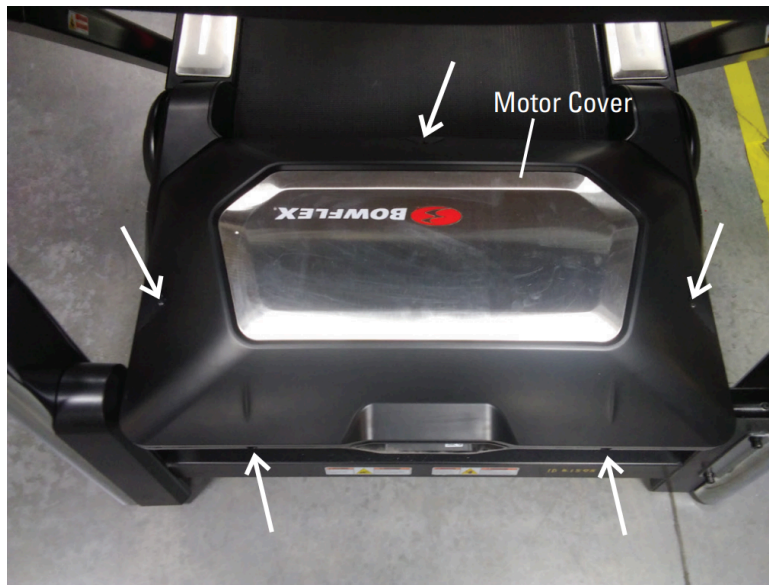
- Console will not power on
- Machine will not power on

Follow these steps to troubleshoot the issue

Tools you may need:
Phillips head screwdriver

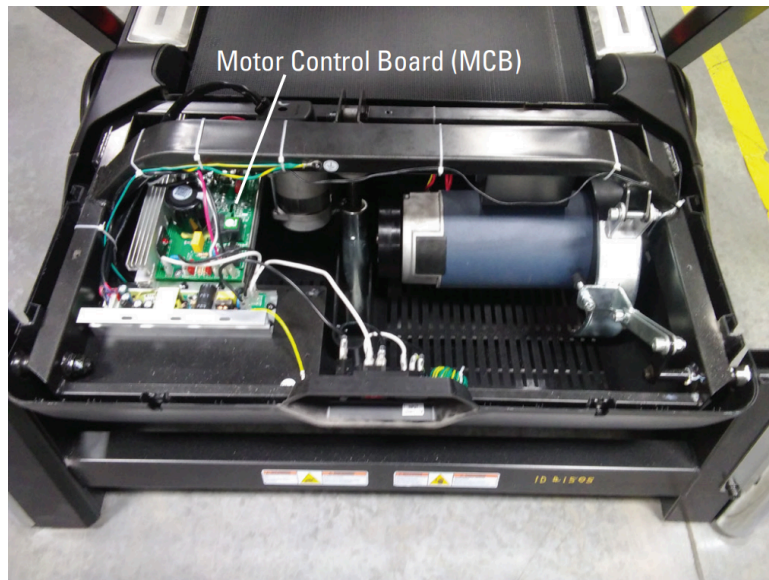
1. Unplug the power cord from both ends. Inspect the entire cord for any damage or crimps. Plug the power cord back in at both ends, ensuring it's securely connected [\[11401.A\]](#). If the cord is damaged, [order a Power Cord \[11401.B\]](#)
2. Check the on/off switch - flip it on and see if it glows. If it does not glow, reconnect the power cord directly to a 3-prong outlet. Confirm that the outlet is functioning properly by testing it with another device (such as a lamp). If the outlet is not working properly, switch to a new outlet and re-test your machine [\[11401.C\]](#). If the switch still does not glow when plugged into a working outlet, [order an AC Inlet Service Kit \[11401.D\]](#).
3. Press the circuit breaker next to the power switch. Test your machine to see if it powers on [\[11401.E\]](#).
4. If the issue persists, unplug the power cord from both ends again. **Wait 5 minutes before continuing to the next step.**
5. Using a Phillips head screwdriver, remove the motor cover and motor control board (MCB) cover (**reference 2.1**). Plug the power cord back in to your machine and the wall outlet and turn your machine on. Watch the MCB (**reference 2.2**) to see if there are any lights illuminated. If there are no lights, check the circuit breaker next to the power switch to ensure it is not tripped [\[11401.F\]](#). Check the AC power wiring and reseal if necessary using the "Power Inlet Replacement" procedure in the [service manual](#), then test if the issue persists [\[11401.G\]](#). If the issue persists, [order an AC Inlet Service Kit \[11401.H\]](#).

(Reference 2.1)



The white arrows indicate the locations of the screws to remove to take the motor and MCB cover off.

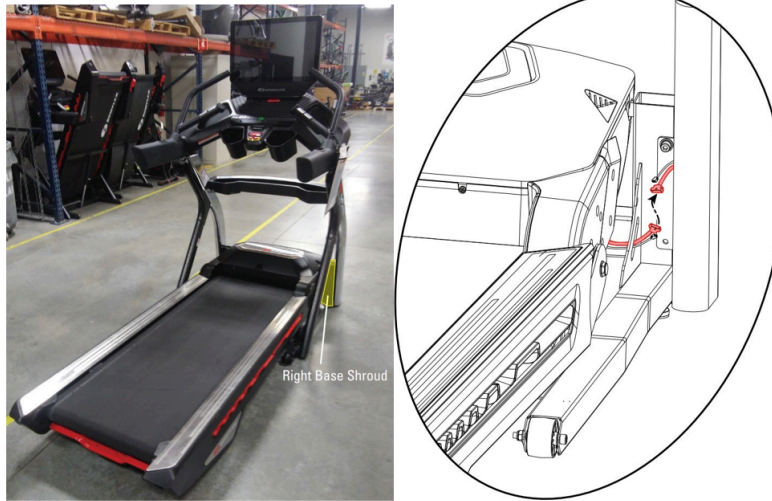
(Reference 2.2)



The motor control board (MCB) is shown on the left side of the image.

6. If the issue persists, remove the right base shroud (**reference 2.3**) and inspect the white 6-pin connector. Unplug the white 6-pin connector and check for damage to the connector or cable. If undamaged, firmly reconnect the cable, ensuring the connector is oriented properly; the tabs on top should line up and audibly click into place when firmly connected. Test if the issue persists [\[11401.J\]](#). If the cable is damaged, [order MCB to Top Upright Cables \[11401.J\]](#).

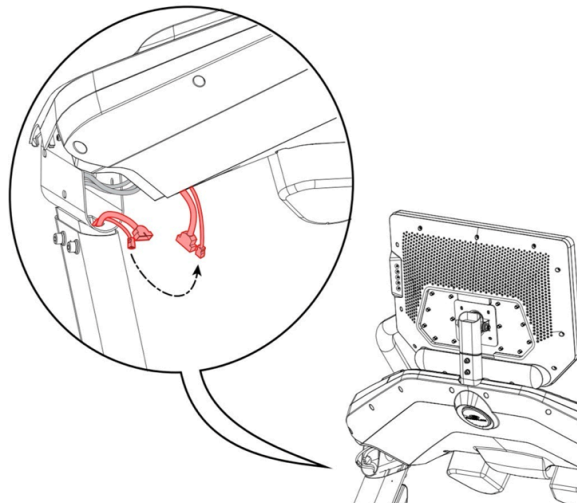
(Reference 2.3)



*Treadmill 22 shown. Your treadmill may vary slightly.
Remove the right base shroud to access the 6-pin connector.*

- 7. If the issue persists, use a Phillips head screwdriver to remove the outer junction cover from the top of the right upright (**reference 2.4**) and inspect the white 6-pin connector. Unplug the white 6-pin connector and check for damage to the connector or cable. If undamaged, firmly reconnect the cable, ensuring the connector is oriented properly; the tabs on top should line up and audibly click into place when firmly connected. Test if the issue persists [\[11401.K\]](#). If the cable is damaged, [order MCB to Top Upright Cables \[11401.L\]](#).

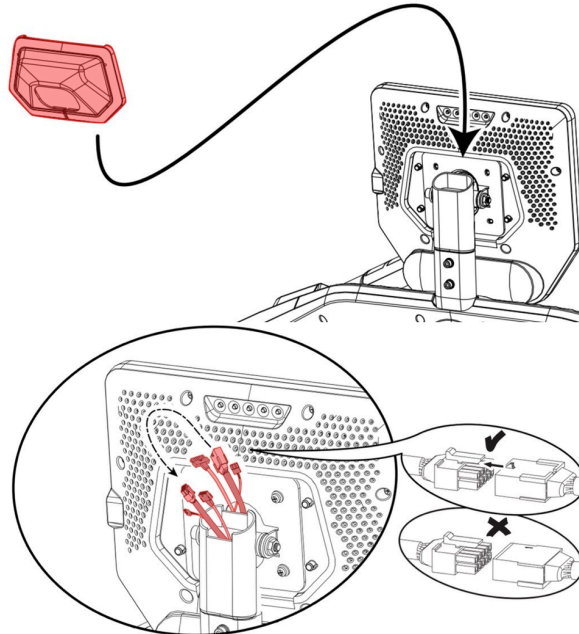
(Reference 2.4)



*Treadmill 22 shown. Your treadmill may vary slightly.
Remove the right outer junction cover to access the 6-pin connector.*

8. If the issue persists, inspect the white 6-pin connector at the back of the console. Remove the cover from the back of the console. Gently pull the cables between the console and console mast up to expose the cable connections (**reference 2.5**). Unplug the white 6-pin connector and check for damage to the connector or cable. *Do not let any cables fall into the mast during inspection.* If undamaged, firmly reconnect the cable, ensuring the connector is oriented properly; the tabs on top should line up and audibly click into place when firmly connected. Test if the issue persists [**11401.M**]. If the cable is damaged, [order MCB to Top Upright Cables \[11401.N\]](#).

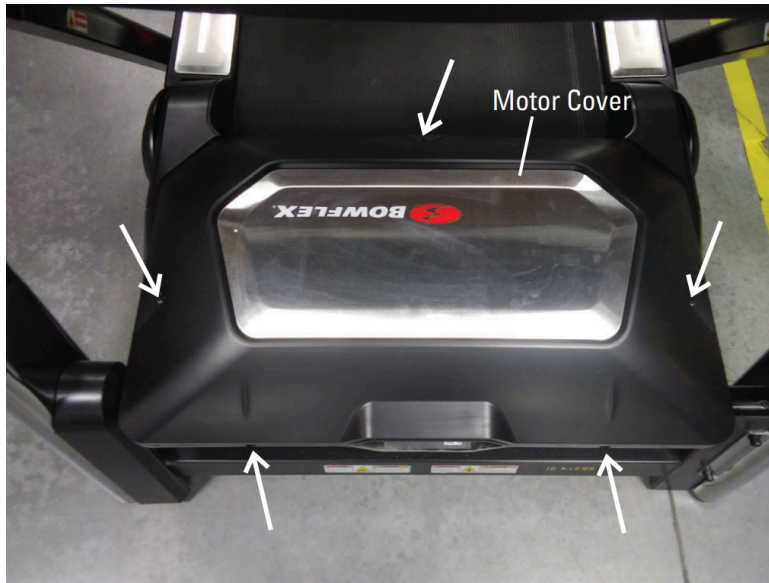
(Reference 2.5)



*Treadmill 22 shown. Your treadmill may vary slightly.
Remove the console rear cover to access the 6-pin connector.*

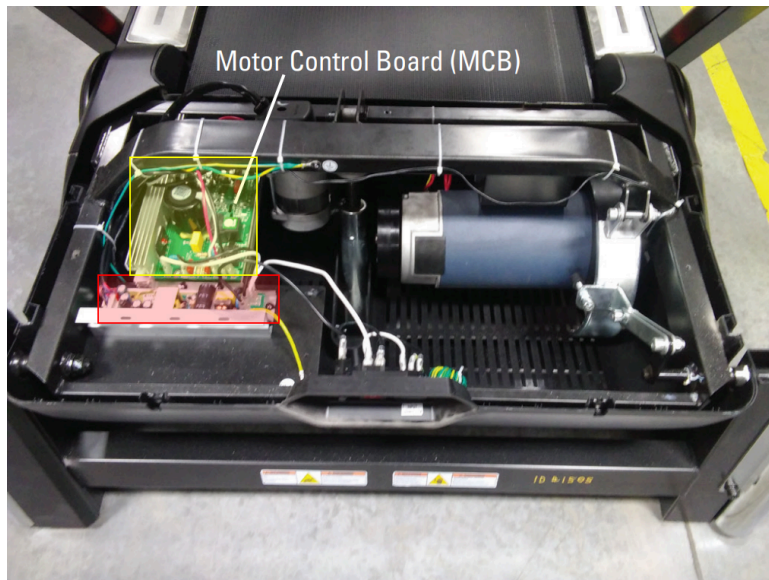
9. If the issue persists, inspect the white 6-pin connector at the power switching supply. Remove the motor and Motor Control Board (MCB) cover using a Phillips head screwdriver (**reference 2.6**). On the left side of the motor compartment, locate the power switching supply; this is a circuit board connected to the MCB (**reference 2.7**). Unplug the white 6-pin connector and check for damage to the connector or cable. If undamaged, firmly reconnect the cable, ensuring the connector is oriented properly; the tabs on top should line up and audibly click into place when firmly connected. Test if the issue persists [**11401.O**]. If the cable is damaged or the issue persists, [order MCB to Top Upright Cables \[11401.P\]](#).

(Reference 2.6)



The white arrows indicate the locations of the screws to remove to take the motor and MCB cover off.

(Reference 2.7)



The MCB (yellow) and switching power supply (red) are shown on the left side of the image.

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>
AC Inlet Service Kit	8027135
Console	8024415
Power Cord	8005317
Upright and MCB Cables	8027136

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