

Treadmill 10 and 22: Incline issues

ID: 11432.4

Follow this troubleshooting guide to help resolve issues with incline settings on the BowFlex Treadmill 10 and Treadmill 22.

Some common complaints may include:

- *Incline buttons not working*
- *Motor moves but doesn't adjust to the correct incline*
- *Motor doesn't move but makes noise*
- *Motor doesn't move or make noise*
- *Speed limited while inclined or declined*
- *Incline is stuck at maximum incline level*

Follow these steps to check for JRNY firmware updates

1. Follow the instructions in [JRNY Basic App Troubleshooting](#) to check for and install any available updates.
 2. Once all applicable updates are installed, start a workout and test if the issue persists **[FW.A]**.
 3. If the issue persists, continue troubleshooting in the next section.
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Follow these steps to troubleshoot the issue

1. If you are able to increase the incline, but the buttons stop responding to input (the belt may continue running), unplug your machine from power. Wait one full minute before continuing.
 2. After the minute has passed, plug your machine back into power. Start a workout and test if the incline can be adjusted up and down **[11432.H]**.
 3. If the issue persists, continue troubleshooting in one of the sections below:
 - [Incline is stuck at the maximum incline level](#)
 - [Incline buttons are not working](#)
 - [Motor moves but does not adjust to the correct incline](#)
 - [Motor does not move but makes noise](#)
 - [Motor does not move or make noise](#)
 - [Speed limited while inclined or declined](#)
 - [Incline motor noisy or has difficulty declining](#)
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Incline is stuck at the maximum level

1. Start a workout and use the incline Up/Down and Quick Level buttons to adjust the incline level. If the incline buttons do not work, continue troubleshooting in the [Incline buttons are not working](#) section below.
2. If the issue persists, we will try to adjust the incline again. This time, we are watching and listening to the incline motor, checking if it moves and makes noise. When adjusted, the incline motor should move and make noise as the deck moves to the appropriate position. Skip to the troubleshooting section below that matches the current incline motor behavior:

- [Motor moves but does not adjust to the correct incline](#)
- [Motor does not move but makes noise](#)
- [Motor does not move or make noise](#)

Incline buttons are not working

1. Incline buttons that are not working or not responding can typically be attributed to either an interruption to the communication between the MCB and the console, or a shorted connection in one of the wires leading to a handlebar.
2. Stand to the side of your treadmill and start a manual workout. Watch to see if the belt moves.
3. If the belt does not move, please visit [Treadmill 10 and 22: Why won't the belt move?](#) to continue troubleshooting.
4. If the belt moves, continue troubleshooting in one of the sections below:
 - [Motor moves but does not adjust to the correct incline](#)
 - [Motor does not move but makes noise](#)
 - [Motor does not move or make noise](#)
 - [Speed limited while inclined or declined](#)
 - [Incline motor noisy or has difficulty declining](#)

Motor moves but doesn't adjust to correct incline

1. Recalibrate your treadmill. The MCB recalibration procedure can be found in the "Service Mode Procedures" section of the [service manual \[11432.A\]](#).
2. If the issue persists after recalibration, [order an MCB and Speed Sensor \[11432.B\]](#).

Motor does not move but makes noise

1. If the incline motor makes noise but does not move, it needs to be replaced. [Order an Incline Motor \[11432.C\]](#).

Motor does not move or make noise

1. If the belt also is not moving, please visit [Treadmill 10 and 22: Why won't the belt move?](#) to continue troubleshooting.
2. Inspect the cables at the top and bottom of the right upright for damage. Check the connectors for bent or missing pins. Check the wires for crimps, cuts, or other damage. Reconnect all cables securely and ensure they are properly oriented [\[11432.D\]](#). If the issue persists, [order MCB to Top Upright Wiring \[11432.E\]](#).

Speed limited while inclined or declined

1. The maximum speed is limited to 8 mph/13 kph while the treadmill is declined.
2. Adjust the incline until it is no longer within the limiting incline range.

3. Press any of the speed adjustment buttons to return to the previously set speed [\[11432.F\]](#).

Incline motor noisy or has difficulty declining

1. If this occurs while declined and is noisy during use, check the base frame for wood blocks (**reference 3**). If wood blocks are present, remove the blocks and test if the issue persists [\[11432.G\]](#).

(Reference 3)



Wood blocks are used to support the base frame during the shipping process (red arrows pointing beneath the cross bar). Remove the wood blocks by snipping the zipties holding them to the base frame. Discard the zipties and blocks.

Need to order replacement parts?

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 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
Treadmill 10 & 22 Parts	
Incline Motor	8022614
Lower Handlebar, Left	8024259
Lower Handlebar, Right	8024258
MCB	8024462
MCB to Top Upright Wiring	8027136
Speed Sensor	8024277
Treadmill 10 Parts	
Upper (Ergo) Handlebar, Left	8025319
Upper (Ergo) Handlebar, Right	8025317
Treadmill 22 Parts	
Upper (Ergo) Handlebar, Left	8024165
Upper (Ergo) Handlebar, Right	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