

## Treadmill 10: Why is my treadmill making a weird noise?

ID: 11410.2

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

Some common complaints may include:

- Thumping or bumping noise
- Metallic grinding or scraping noises
- Rubbing noises
- Squeaking or squealing noises

### Follow these steps to troubleshoot the issue

1. Check for updates on your machine. Verify you have a good Wi-Fi connection. Unplug your machine and plug it back in. When the BowFlex or JRNY page displaying serial numbers in the 4 corners appears, tap the upper right corner 10 times within 3 seconds (**reference 1.1**). If you are unable to reach this screen, log out and tap the upper right corner 10 times within 3 seconds from the Log In screen (**reference 1.2**).

**(Reference 1.1)**



The initial screen showing the BowFlex or JRNY logo appears with serial numbers in each corner. Tap the upper right corner 10 times within 3 seconds to access the menu to force an update.

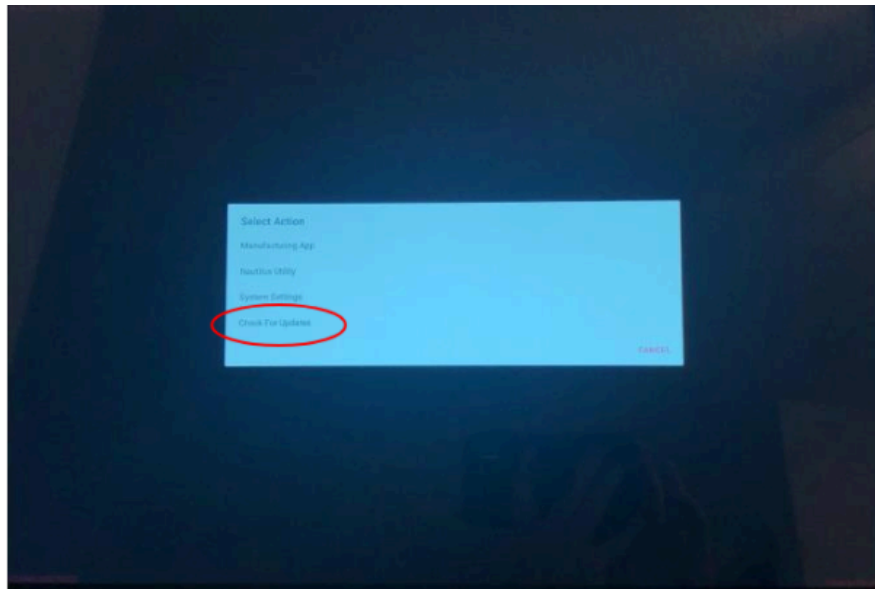
**(Reference 1.2)**



The Log In screen appears after logging out or if you missed the opportunity to access the menu from the previous screen. Tap the upper right corner 10 times within 3 seconds to access the menu to force an update.

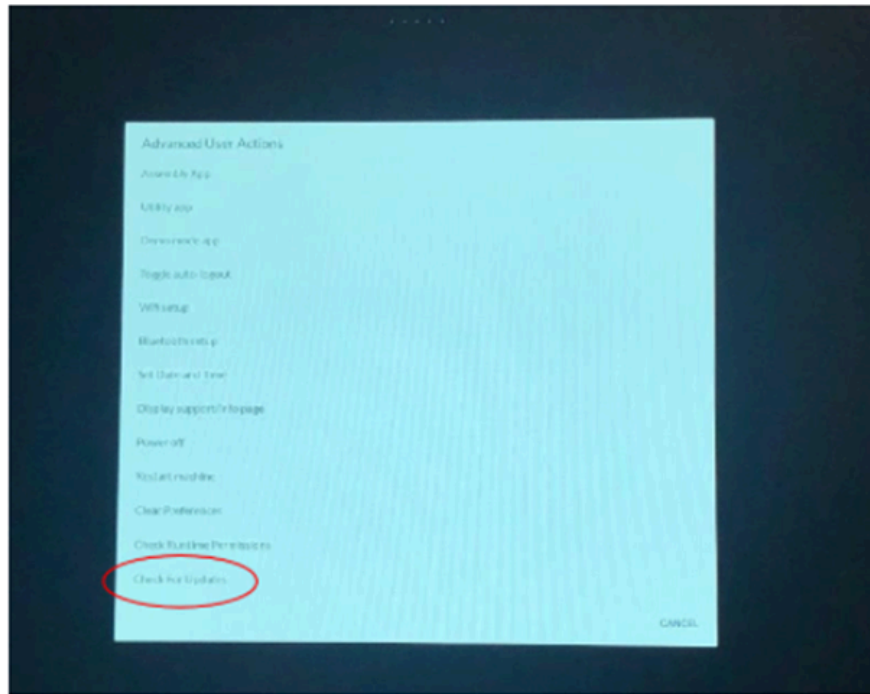
- 2. In the menu that appears, select **"Check for updates"** (reference 1.3 and 1.4). Allow the updates to download and install. Your machine will restart once all updates are installed. Allow the updates to finish installing once your machine has rebooted.

**(Reference 1.3)**



PLACEHOLDER IMAGE UNTIL BETTER RESOLUTION IS AVAILABLE.  
Select CHECK FOR UPDATES from the bottom of the menu once it appears.

**(Reference 1.4)**



*PLACEHOLDER IMAGE UNTIL BETTER RESOLUTION IS AVAILABLE.  
Select CHECK FOR UPDATES from the bottom of the menu once it appears.*

3. Retest your machine to determine if the original issue persists [\[FW.A\]](#). If the issue persists, continue troubleshooting in the next section.

### **Thumping or bumping noises**

A thumping noise is normal for a new machine or new walking belt and will go away with use. This is caused by the belt conforming to the rollers and having a “flat spot” in it. The seam on the belt may also cause a thumping noise as it passes over each roller. If the noise only happens when someone is walking on the machine, you may want to have another person walk on the machine while you listen for the source of the noise.

### **Other noises**

*Tools you may need:*

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

1. If the noise is only present when walking on the treadmill, turn off your treadmill and unplug from power. Check the leveler feet and adjust until the treadmill is level. Fold the treadmill up for storage and tighten all hardware underneath the treadmill. Unfold the treadmill and tighten the deck bolts. Some creaking is normal when stepping on and off the machine [\[11410.A\]](#).
2. If the noise is present without anyone using the treadmill, start a manual workout and set the speed to 2.0 mph. Moving around the treadmill, listen for the source of the noise. If the noise is coming from the rear roller, [order a Rear Roller \[11410.B\]](#).

3. If the noise is coming from underneath the machine, turn off your treadmill and unplug from power. Check underneath the treadmill for anything touching the belt, such as the lower wiring harness or debris. Remove any obstructions that are present [\[11410.C\]](#).
4. If the noise only occurs during decline, check under the deck for wood blocks zip-tied to the frame from packaging. If wooden blocks are present, cut the zip ties and dispose of the blocks [\[11410.G\]](#).
5. If the noise is coming from inside the motor cover, turn off your treadmill and unplug from power. Wait 5 minutes and remove the motor cover using a Phillips head screwdriver. Turn your treadmill back on and listen for the noise. If the noise stops, reattach the motor cover without fully tightening the screws. Manually advance the belt and adjust the cover so it no longer makes contact with the belt. Fully tighten the screws once properly positioned [\[11410.D\]](#).
6. If the noise persists, listen to if the noise is coming from the front roller or drive motor. If the noise is coming from the front roller, [order a Front Roller \[11410.E\]](#). If the noise is coming from the drive motor, send an [Advanced Troubleshooting case](#) for approval to [order a Drive Motor \[11410.F\]](#).

### **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>
<b>Drive Motor</b>	<b>8025312</b>
<b>Front Roller</b>	<b>8024247</b>
<b>Rear Roller</b>	<b>8025291</b>

## 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.

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**\*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**

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**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**

