

Treadmill 10 and 22: Why does the belt stop after starting up? ID: 13653.2

Follow this troubleshooting guide to help resolve issues involving the walking belt stopping after starting a workout on the BowFlex Treadmill 10 and 22.

Some common complaints may include (click a topic to jump to troubleshooting):

- [Belt moves momentarily then stops](#)
- [Belt stops moving after starting a workout](#)

Follow these steps to troubleshoot the issue

Belt moves for a few seconds, then stops

Tools you may need:

Phillips head screwdriver
5mm hex/Allen wrench, or the wrench from the hardware card included with your machine
10mm open-ended wrench

1. Unplug your machine from power and **wait five minutes before continuing to allow power to dissipate** from your machine.
2. Remove the motor cover:
 - a. Remove the five screws attaching the motor cover with a Phillips head screwdriver (**reference 1**)
 - b. Lift to remove the motor cover
 - c. Set the cover and hardware off to the side for re-assembly after troubleshooting is complete

(Reference 1)

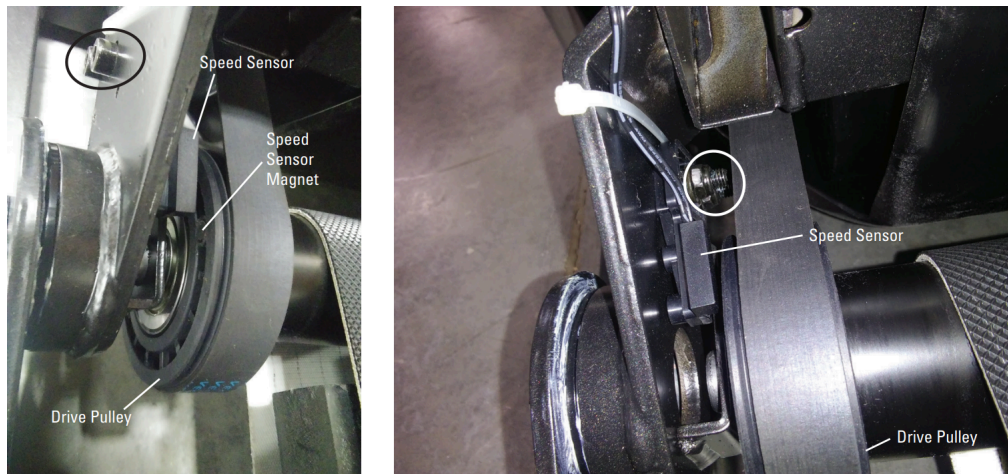


There are 5 screws to remove from the motor cover - 3 screws on top and 2 in the front.

3. Inspect the speed sensor and confirm it is properly positioned, undamaged, and plugged into the Motor Control Board (MCB) completely:

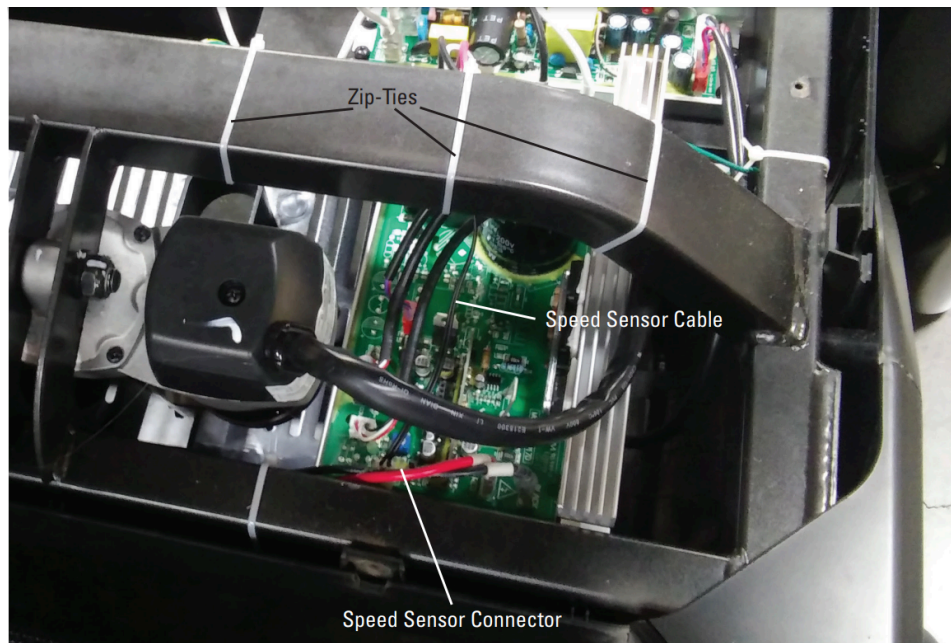
- a. **Confirm the speed sensor is positioned properly and the hardware is fully tightened.** The speed sensor magnet on the drive pulley (**reference 2**) should be centered on the speed sensor if it is positioned correctly. If the speed sensor is not centered, refer to the "Replace the Speed Sensor Assembly" section of the [service manual](#) to adjust the speed sensor position (**reference 2**). You will need a 5mm Allen wrench and a 10mm open-ended wrench to adjust the speed sensor hardware.
 - b. **Confirm the speed sensor and speed sensor wire are undamaged.** Inspect the speed sensor for damage, then follow the cable from the speed sensor to its connection on the MCB (**reference 3**). Check for any crimps, cuts, or fraying along the length of the wire. If the speed sensor or wire is damaged, [order a Speed Sensor \[13662.A\]](#).
 - c. **Confirm the speed sensor is securely plugged into the MCB.** Unplug the speed sensor cable from the MCB and firmly reconnect it (**reference 3**).
 - d. Once all steps are complete, plug your machine back into power and test if the issue persists [\[13662.B\]](#).
4. If the issue persists, [order a Speed Sensor \[13662.C\]](#).

(Reference 2)



The speed sensor magnet is a small magnetic disc on the side of the drive pulley (labeled in left image). If adjustments are needed, use a 5mm Allen wrench on the outside of the frame (left image, black circle) and a 10mm wrench on the inside of the frame (right image, white circle) to adjust the speed sensor mounting hardware.

(Reference 3)



The speed sensor cable is secured to the frame with zip-ties to prevent any accidental damage. The cable plugs into the MCB near the top and is labeled in this image.

Belt stops in the middle of a workout

1. Start a workout and let your treadmill run for approximately 30 seconds. Do not touch any buttons during this time.
2. Check the console display to see if a Stuck Button error message appears. If no error message is displayed or the error has been cleared:
 - a. Turn off your treadmill and turn it back on.
 - b. Watch the console as your machine powers on.
 - c. If the machine detects a "stuck button", a stuck button error message will reappear within a couple of minutes.
3. If a stuck button message is displayed or the issue persists, please see [Treadmill 10 and 22: Button Issues \(Stuck or Unresponsive\)](#) to continue troubleshooting.

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>
Treadmill 10	
Console Base	8025335
Treadmill 22	
Console Base	8024256

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