

Treadmill 10 and 22: Button Issues (Stuck or Unresponsive)

ID: 15099.3

Follow this troubleshooting guide to help resolve button issues on the BowFlex Treadmills 10 and 22.

Some common complaints may include:

- Stuck button error on console
- Incline button stuck
- Speed button stuck
- Power is on but speed or incline not adjusting
- Buttons not responding correctly
- Not registering buttons being pressed
- Buttons not working

Important:

Most button issues can be caused by a damaged wire to one of the arm or ergo handlebar buttons, which the console reads as a "stuck button." Typically the button is not stuck, but the damage interferes with the console's ability to register other button presses.

Do not use any chemicals to clean the buttons on your treadmill. If the buttons need to be cleaned, apply mild, soapy water to a cloth and wipe clean.

Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver

1. Check which JRNY firmware version your machine is on - [BowFlex Treadmill 10 & 22 - CHECK FIRMWARE VERSION](#). Version 3.10 and later will identify which button is experiencing the issue by name or button ID.
 - a. If you are not on Version 3.10 or later, please reference the *Updates* section in [JRNY Basic App Troubleshooting](#) to check for updates.
 - b. If unable to update JRNY, please contact the JRNY Support Team to force an update on the backend. Our contact information is listed at the [bottom of this page](#).
2. Check for a stuck button message:
 - a. Start a workout and let your treadmill run for approximately 30 seconds. Do not press any buttons during this time.
 - b. If a button is stuck, a stuck button message will appear stating which button is stuck by name or button ID.
 - c. If you already cleared the stuck button message, power cycle your machine and the message will appear again within approximately 2 minutes.

3. If a button is stuck, order a replacement part according to the chart below [\[15099.A\]](#):

Replacement Part by Button ID Chart

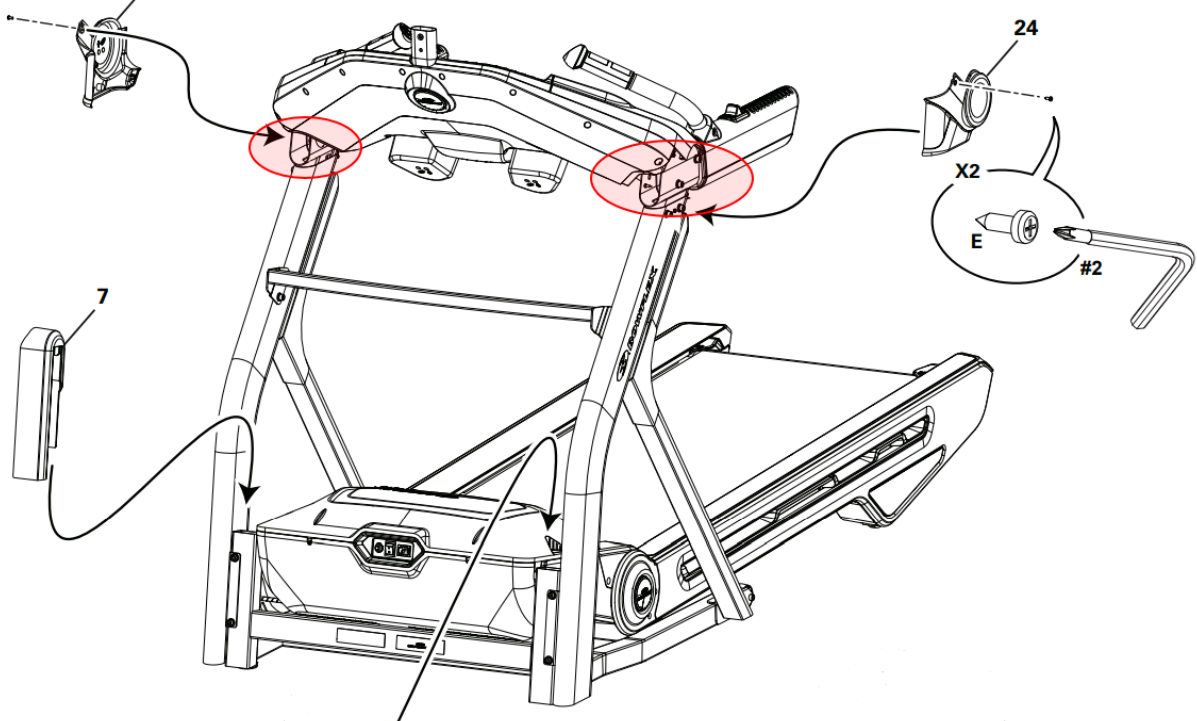
<i>Button ID</i>	<i>Button Name</i>	<i>Button Description</i>	<i>Replacement Part</i>
0	ERGO_INCL_DWN	Ergonomic Incline Down Button	Upper (Ergonomic) Handlebar - Left
1	ERGO_INCL_UP	Ergonomic Incline Up Button	Upper (Ergonomic) Handlebar - Left
2	ARM_INCL_DWN	Arm Incline Down Button	Lower (Arm) Handlebar - Left
3	ARM_INCL_UP	Arm Incline Up Button	Lower (Arm) Handlebar- Left
4	RESERVED_0	RESERVED (unused) Button	N/A
5	ARM_SPD_DWN	Arm Speed Down Button	Lower (Arm) Handlebar - Right
6	INCL_9	Incline Level 9 Button	Console Base
7	FAN	Fan Button	Console Base
8	SPD_4	Speed Level 4 Button	Console Base
9	ARM_SPD_UP	Arm Speed Up Button	Lower (Arm) Handlebar - Right
10	INCL_NEG_5	Incline Level -5 Button	Console Base
11	INCL_12	Incline Level 12 Button	Console Base
12	RESERVED_1	RESERVED (unused) Button	N/A
13	SPD_5	Speed Level 5 Button	Console Base
14	STOP	Stop Button	Console Base
15	INCL_0	Incline Level 0 Button	Console Base
16	INCL_15	Incline Level 15 Button	Console Base
17	SPD_1	Speed Level 1 Button	Console Base
18	SPD_7	Speed Level 7 Button	Console Base
19	RESERVED_2	RESERVED (unused) Button	N/A
20	INCL_3	Incline Level 3 Button	Console Base
21	INCL_20	Incline Level 20 Button	Console Base
22	SPD_2	Speed Level 2 Button	Console Base
23	SPD_9	Speed Level 9 Button	Console Base
24	SPD_12	Speed Level 12 Button	Console Base
25	INCL_6	Incline Level 6 Button	Console Base
26	START	Start Button	Console Base
27	SPD_3	Speed Level 3 Button	Console Base
28	ERGO_SPD_DWN	Ergonomic Speed Down Button	Upper (Ergonomic) Handlebar - Right
29	ERGO_SPD_UP	Ergonomic Speed Up Button	Upper (Ergonomic) Handlebar - Right

If a stuck button was not identified, isolate which wire is causing the buttons to be unresponsive:

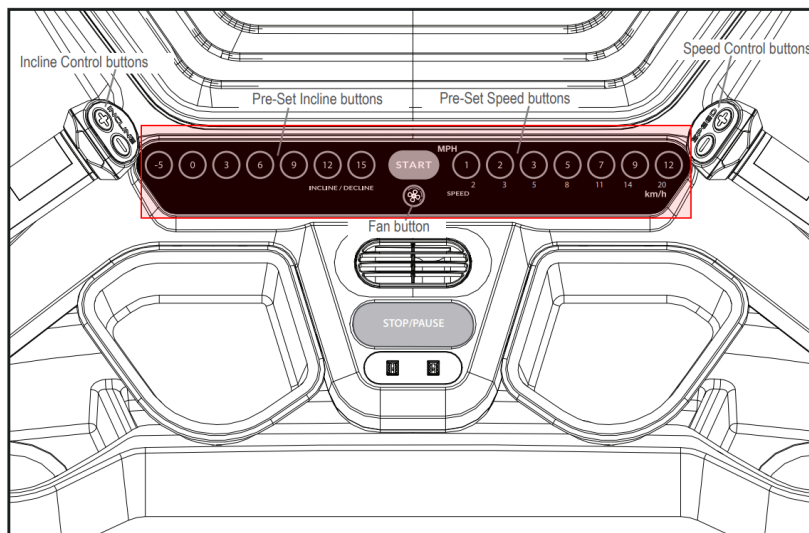
1. Check the **Console Base** buttons:

a. Disconnect the power cord from your machine.

- b. Use a Phillips head screwdriver to remove the 4 screws (2 on each side) at the top of the left and right uprights. Remove the covers and expose the cable connection.



- c. Disconnect the 3-pin and 4-pin connectors from both sides. Leave the remaining wire on both sides connected. This disables the arm and ergo speed and incline buttons for testing the console base pre-set buttons.
- d. Plug your treadmill back in and power it on.
- e. Start a workout.
- f. Attempt to adjust both the speed and incline up and down using all pre-set speed and incline buttons on the console base.
- g. If all buttons on the console base respond, proceed to the next step to check the upper (ergo) handlebars.
- h. If there is no response from the buttons on the console base, [order a Console Base \[15099.B\]](#).



2. Check the **Upper (Ergonomic) Handlebar** buttons:

- a. Disconnect the power cord from your machine.
- b. Plug the 4-pin connector back in on one side only.
- c. Plug your treadmill back in and power it on.
- d. Start a workout.

- e. Attempt to adjust the speed and incline up and down using the controls on the upper (ergonomic) handlebar on the side you reconnected.
- f. If there is no button response, [order an Upper Handlebar](#) (Right or Left, depending on which handlebar is affected) **[15099.C]**.
- g. If the button responds, unplug the power cord from your machine. Unplug the 4-pin connector and return to step 4a to check for button response on the opposite upper handlebar.
- h. If both upper handlebars have proper button response, unplug the power cord from your machine. Unplug the 4-pin connector and proceed to the next step to check the lower handlebars.

3. Check the **Lower (Arm) Handlebar** buttons:

- a. Disconnect the power cord from your machine.
- b. Plug the 3-pin connector back in on one side only.
- c. Plug your treadmill back in and power it on.
- d. Start a workout.
- e. Attempt to adjust the speed and incline up and down using the controls on the lower (arm) handlebar on the side you reconnected.
- f. If there is no button response, [order a Lower Handlebar](#) (Right or Left, depending on which handlebar is affected) **[15099.D]**.
- g. If the button responds, unplug the power cord from your machine. Unplug the 4-pin connector and return to step 5a to check for button response on the opposite lower handlebar.

4. You can continue to use your machine while waiting for a replacement part to be shipped to you by disconnecting the wire to the affected part. The rest of your treadmill will function normally but you will not be able to adjust settings using the disconnected button.

<i>Part Affected</i>	<i>Wire to Disconnect</i>
Upper (Ergo) Handlebar	4-pin connector on affected side
Lower (Arm) Handlebar	3-pin connector on affected side

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>Machine</i>	<i>Part Description</i>	<i>Part SKU</i>
Treadmill 10	Console Base	8025335
	Left Lower Handlebar	8024259
	Left Upper (Ergo) Handlebar	8025319
	Right Lower Handlebar	8024258
	Right Upper (Ergo) Handlebar	8025317
Treadmill 22	Console Base	8024256
	Left Lower Handlebar	8024259
	Left Upper (Ergo) Handlebar	8024165
	Right Lower Handlebar	8024258
	Right Upper (Ergo) Handlebar	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