

Treadmill 10: My treadmill is powered on but the display won't light up

ID: 11407.1

Follow this troubleshooting guide to help resolve issues involving consoles not lighting up on the BowFlex Treadmill 10. If your treadmill does not power on at all, please troubleshoot using this guide: [Treadmill 10: Why won't my machine or console power on?](#)

Some common complaints may include:

- Power on but display is dark
- Console won't turn on
- Console not lit up

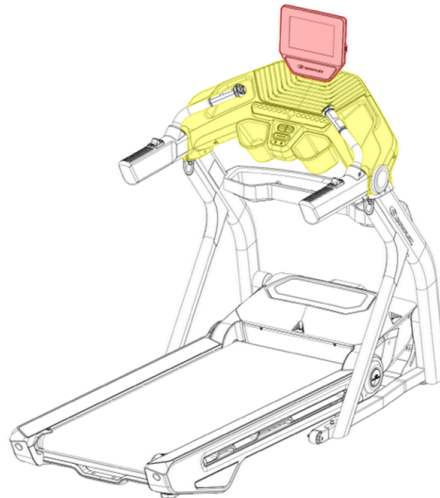
Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver

1. Check along the console display's bezel for a red LED light. This lights up independently from the screen. If the red LED is lit but the screen remains blank, [order a Console \[11407.A\]](#). When placing your order, make sure that you are ordering the correct part. **Replacing the console base will not resolve this issue (reference 1)**

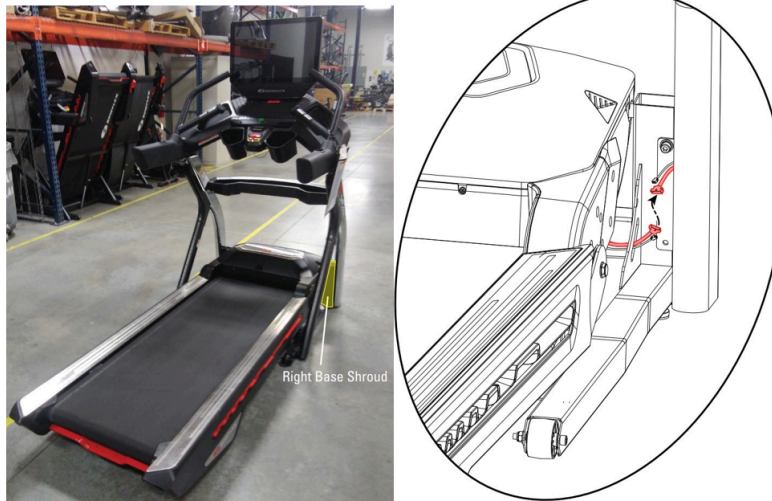
(Reference 1)



*The console is highlighted red and the console base is highlighted yellow.
Make sure you order the correct part to resolve the issue.*

2. If the red LED is not lit, check that the outlet the treadmill is plugged into is working properly. Disconnect and reconnect the power cord from the treadmill and the wall. Ensure that both ends are firmly connected and turn your treadmill back on, checking if the power switch lights up. Test if the issue persists [\[11407.C\]](#). If the power switch is not lit, [order a Power Cord \[11407.B\]](#).
3. If the issue persists, remove the right base shroud (**reference 2**) 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 [\[11407.D\]](#). If the cable is damaged, [order MCB to Top Upright Cables \[11407.F\]](#).

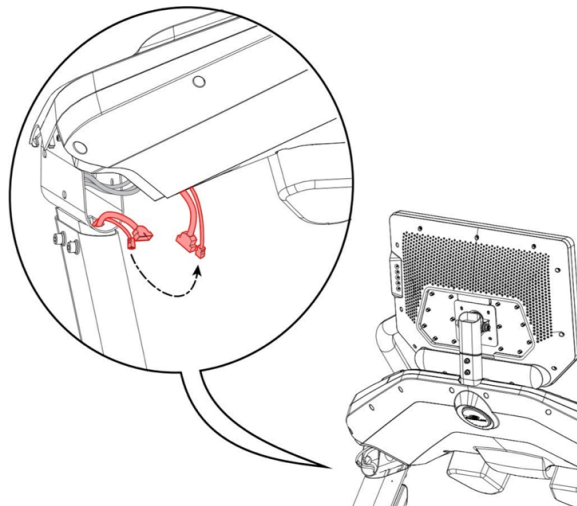
(Reference 2)



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

- 4. If the issue persists, use a Phillips head screwdriver to remove the outer junction cover from the top of the right upright (**reference 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 [\[11407.G\]](#). If the cable is damaged, [order MCB to Top Upright Cables \[11407.H\]](#).

(Reference 3)

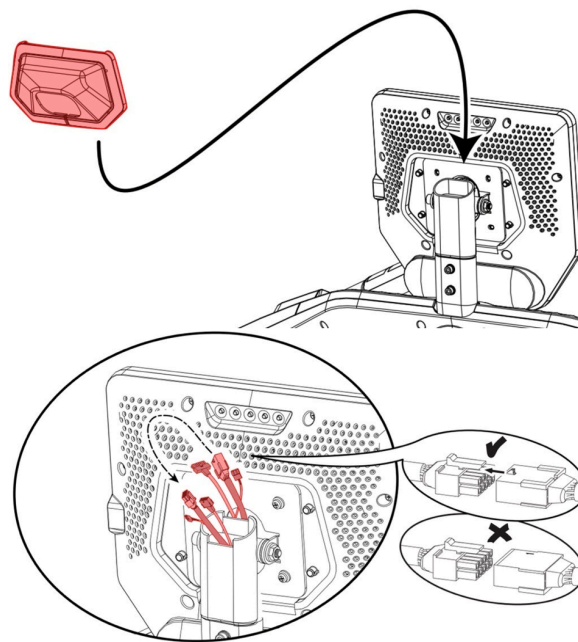


Treadmill 22 shown. Your treadmill may vary slightly.

Remove the right outer junction cover to access the 6-pin connector.

5. 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 4**). 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 [\[11407.I\]](#). If the cable is damaged, [order MCB to Top Upright Cables \[11407.J\]](#).

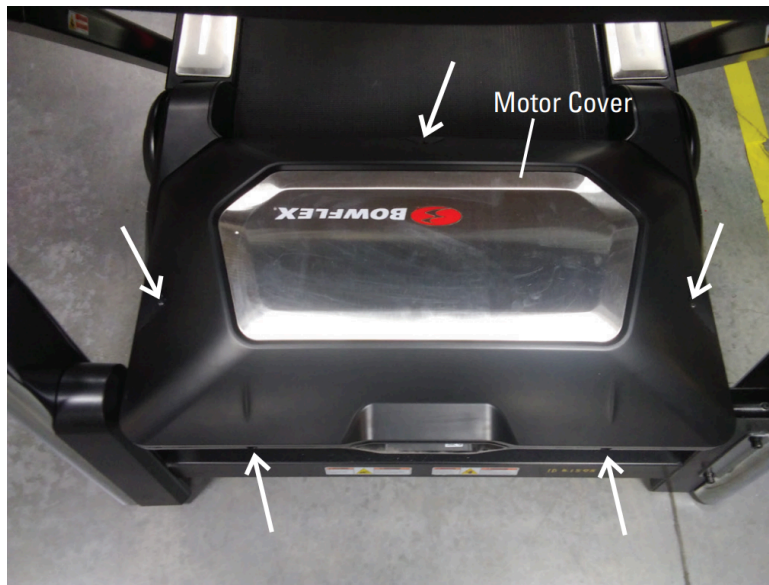
(Reference 4)



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

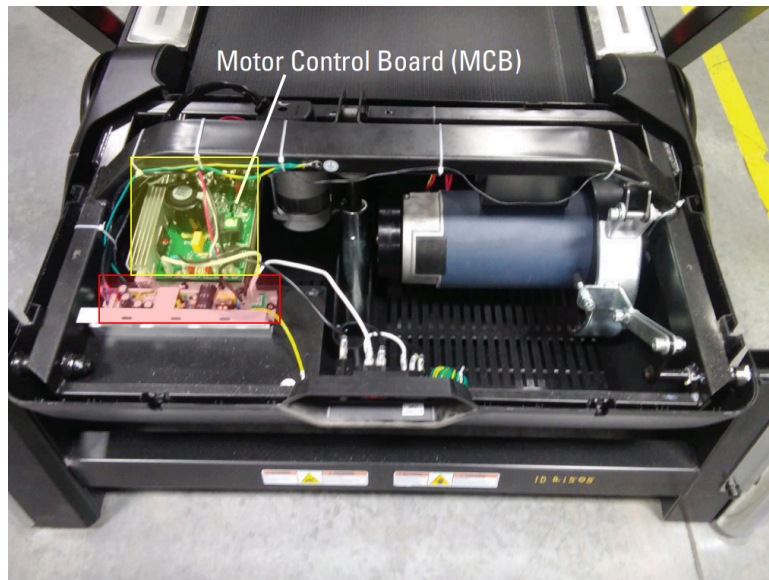
6. If the issue persists, inspect the white 6-pin connector at the power switching supply. Remove the motor and Motor Control Board (MCB) cover using a Phillips head screwdriver (**reference 5**). On the left side of the motor compartment locate the power switching supply; this is a circuit board connected to the MCB (**reference 6**). 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 [\[11407.K\]](#). If the cable is damaged, [order MCB to Top Upright Cables \[11407.L\]](#).

(Reference 5)



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

(Reference 6)



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

- If the issue persists, check the connections of all cables at the top and bottom of the right upright. One at a time, unplug each cable 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 [\[11407.M\]](#). If damage is present or the issue persists, [order MCB to Top Upright Cables \[11407.E\]](#).

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> |
|---------------------------------|-----------------|
| Console | 8024415 |
| Power Cord | 8005317 |
| MCB to Top Upright Cable | 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