

Treadmill 10 and 22: How can I adjust the walking belt alignment or tension?

ID: 13650.1

Follow this troubleshooting guide to help resolve issues involving walking belt alignment and tension on the BowFlex Treadmill 10 and Treadmill 22.

Some common complaints may include:

- Belt is unaligned/out of alignment
- Belt is off center
- Belt isn't rolling properly under belt guides
- Belt moves out of place during use
- Belt slips or is too loose
- Belt is too tight and doesn't move

Follow these steps to troubleshoot the issue

Tools you may need:

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

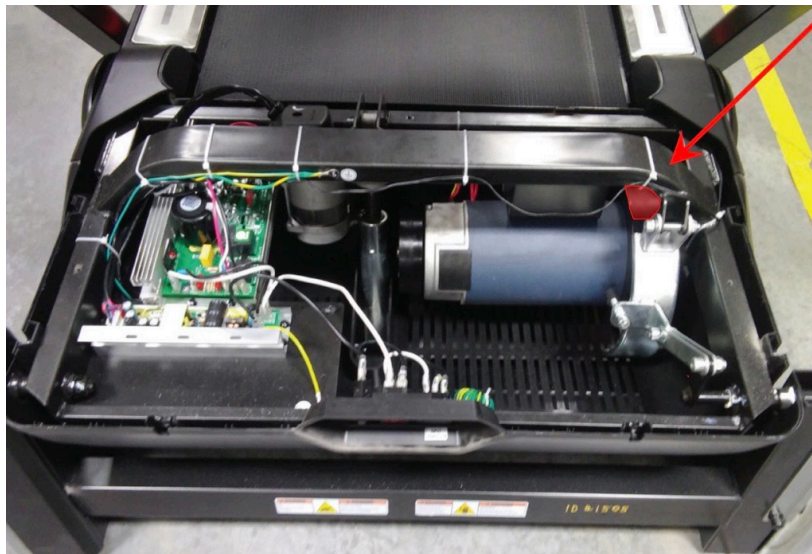
1. Check to make sure that the walking belt's edges are both covered by the plastic side covers. If adjustments are necessary, refer to the "Aligning the Walking Belt" section of the [service manual \[13650.A\]](#).
2. Check for deformed belt guides while inspecting the belt. If any belt guides are deformed or damaged, [order Belt Guides \[13650.B\]](#). If the belt does not move while adjusting belt alignment, [order a Rear Roller \[13650.C\]](#).
3. Press the START button and set the speed on your treadmill to the lowest setting. Hold onto something to keep yourself steady and try to stop the belt with your foot. Wear proper footwear and be careful to not lose your footing. If the belt slips, adjust the walking belt's tension. Refer to the "Adjusting the Belt Tension" section of the [service manual](#) to make adjustments [\[13650.D\]](#).
4. If the issue persists, turn off your treadmill and unplug the power cord. Wait 5 minutes before continuing, then remove the motor cover to check the drive belt and make sure it is tight. Use a Phillips head screwdriver to remove the 5 screws from the motor cover (**reference 1**) and set the cover to the side. You should be able to see the drive belt after removing the motor cover, before continuing with further disassembly (**reference 2**).

(Reference 1)



Remove the 5 screws from the motor cover and set the cover to the side. There are 3 screws on the top of the cover and 2 screws in the front

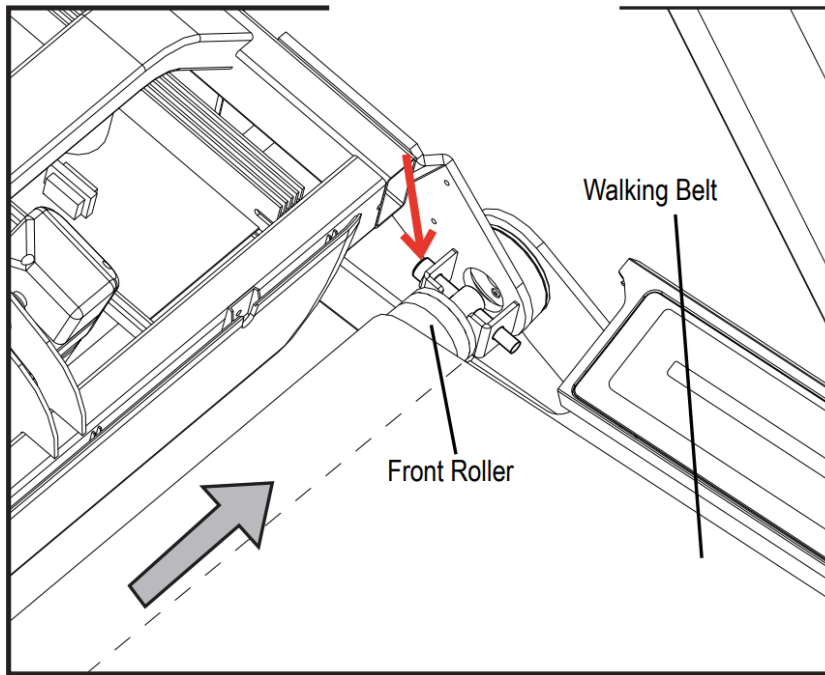
(Reference 2)



The drive belt is located inside the motor compartment on the right side (highlighted red).

5. If the drive belt needs to be tighter, refer to the "Replace the Drive Belt" section of the [service manual](#). Adjust the drive motor belt tension by tightening the screw that secures the front roller with a 6mm Allen wrench (**reference 3**). Do not overtighten the screw, use quarter turns until the proper tension is achieved. Once adjusted, plug your machine back into power and test to see if the issue persists [\[13650.E\]](#).

(Reference 3)



The red arrow indicates the screw to adjust to tighten the drive belt.

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

Part Description	Part SKU
Treadmill 10	
Belt Guides, Left	8024096
Belt Guides, Right	8024097
Rear Roller	8025291
Treadmill 22	
Belt Guides, Left	8024089

Belt Guides, Right	8024090
Rear Roller	8025291

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](#)