

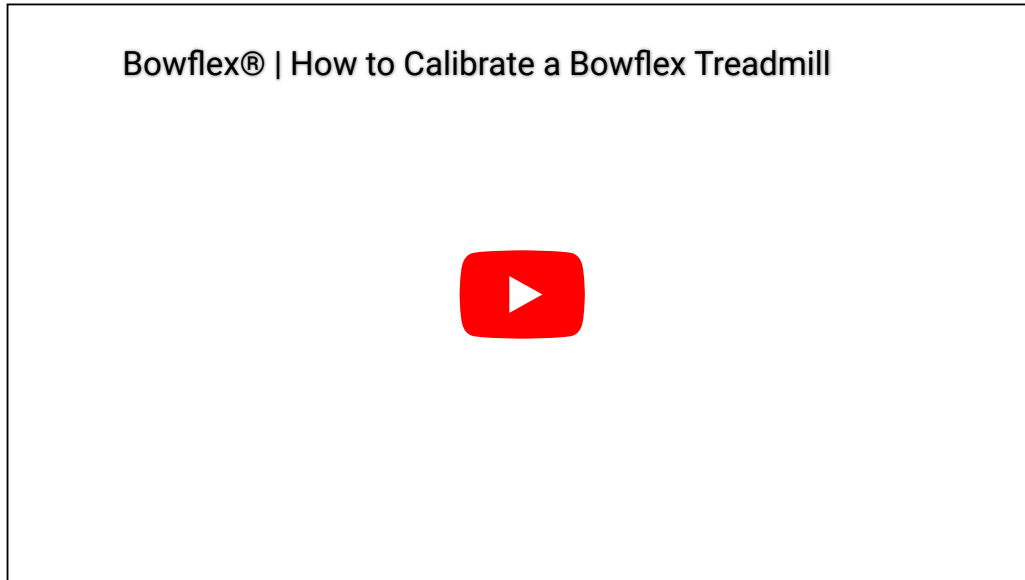
BowFlex Treadmill 10 & 22 - CALIBRATE MCB

ID: 13537.2

"Procedure 4"

Applicable for the Treadmill 10 & 22 only

Follow these steps to calibrate the treadmill's MCB



[\(BowFlex® | How to Calibrate a BowFlex Treadmill\)](#)

1. From the Start-Up screen, tap on the upper-right corner of the Console Display 10 times. The Console will display the "**Advanced User Actions**" menu.
2. Tap on the "**Assembly App**" option.
3. From the "**Assembly App**" menu, tap **CALIBRATE** in the upper right corner of the Console Display. The Console will shift to Calibrate mode.
4. From the "**Calibrate**" menu, tap **BEGIN TEST SUITE**.
 - Be sure the area around the Treadmill is clear of all bystanders, children and pets.
 - Be sure there is nothing on or under the Walking Belt, or near the Treadmill.
5. The Console will display "**CALIBRATE_MCB-USER CONFIRM**". Tap **CONFIRM**, and the calibration procedure starts.
 - Note: The calibration procedure will begin by automatically moving the Walking Belt and adjusting the incline of the Walking Deck. **Be sure not to touch or allow anyone else to touch the machine while calibration is occurring.**
6. When calibration is complete, the Console will display "**CALIBRATE MCB - PASS**".
7. Tap **EXIT** in the upper-right corner of the Display to exit the Calibrate Mode.
8. Flip the power switch to OFF. Calibration is now complete for the machine.
9. **If the MCB Calibration failed:**
 - Belt did not move at any point during the MCB test: [Treadmill 10 and 22: Why won't the belt move?](#)

- Belt moves during test, but stops after starting: [Treadmill 10 and 22: Why does the belt stop after starting up?](#)

Need additional assistance?

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 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

BowFlex Treadmill 10 & 22 - CHECK FIRMWARE VERSION

ID: 13535.2

"Procedure 2"

Applicable for the Treadmill 10 & 22 only

Follow these steps to check the firmware version

1. From the Boot-Up screen with red text in the corners (**reference 1**), tap on the upper-left corner of the Console Display 10 times. The Console will display the "**Select Action**" menu.

(Reference 1)



The boot-up screen appears for 4 seconds at the beginning of the powering on process. This screen shows the JRNY logo and red text in each corner with the firmware version, console serial number, base serial number, and the machine type.

2. Tap on "**Manufacturing App**".
3. From the "**Manufacturing App**" menu, tap the **INDIVIDUAL TESTS** button. The Console will display a list of tests.
4. Tap on **TEST-CONSOLE_VERSION**. The Console will display the Firmware Version.
5. Record the Console Firmware Version as shown.
6. Tap **EXIT** in the upper-right corner of the Display to exit.

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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

BowFlex Treadmill 10 & 22 - RESET MACHINE

ID: 13536.1

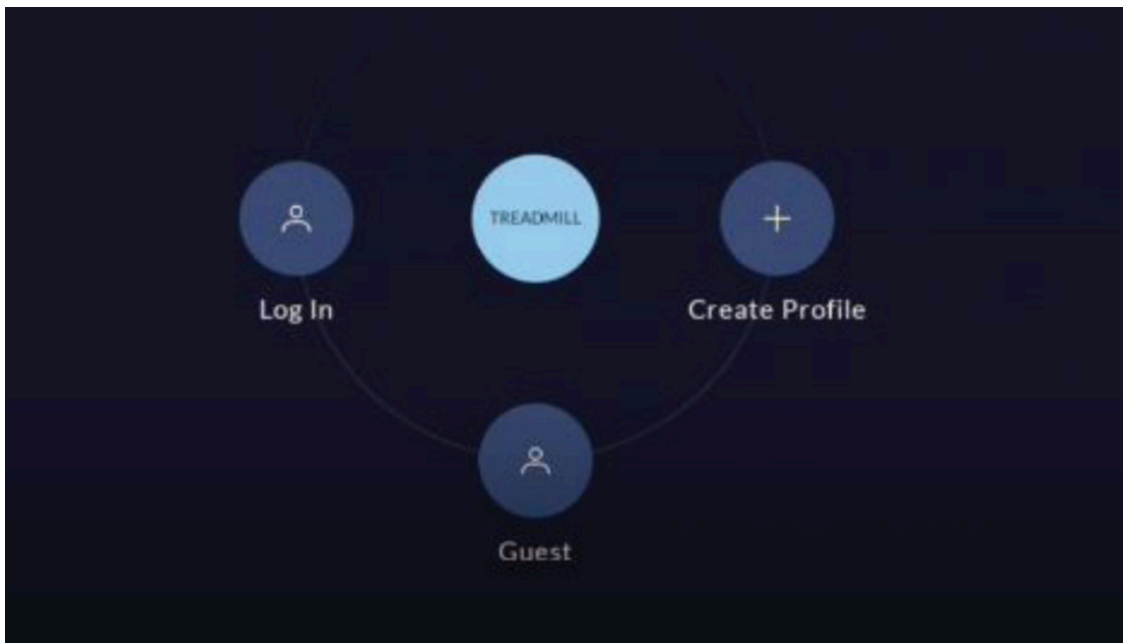
"Procedure 3"

Applicable for the Treadmill 10 & 22 only

Follow these steps to reset the treadmill

1. Please note, the reset machine procedure will wipe the workout data on your machine.
2. From the Start-Up screen (**reference 1**), tap on the upper-right corner of the Console Display 10 times. The Console will display the "**Advanced User Actions**" menu.

(Reference 1)



The Start-Up screen displays the Log In, Guest, and Create Profile options for using JRNY on your machine.

3. From the "**Advanced User Actions**" menu, tap on **CLEAR PREFERENCES**.
4. The Console will display a RESTART message and will reset the machine.
5. Turn the power off to the machine. The machine will be fully reset when turned on.

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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

Treadmill 10: Why is my treadmill turning off in the middle of a workout?

ID: 11431.1

Follow this troubleshooting guide to help resolve issues with the BowFlex Treadmill 10 shutting off during use.

Some common complaints may include:

- Treadmill turns off in the middle of use
- Treadmill turns off during workout
- Treadmill turns off randomly

Follow these steps to troubleshoot the issue

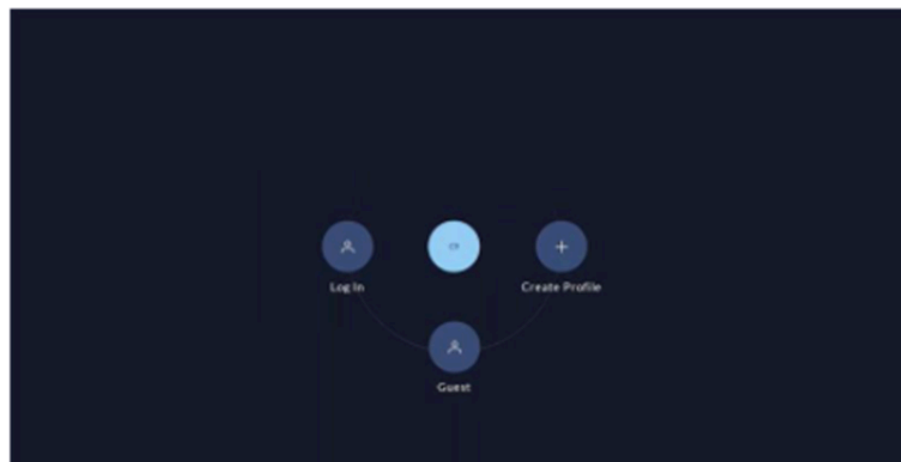
1. Check for updates on your machine. Verify you have a good Wi-Fi connection. Unplug your machine and plug it back in. When the BowFlex or JRNY page displaying serial numbers in the 4 corners appears, tap the upper right corner 10 times within 3 seconds (**reference 1.1**). If you are unable to reach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

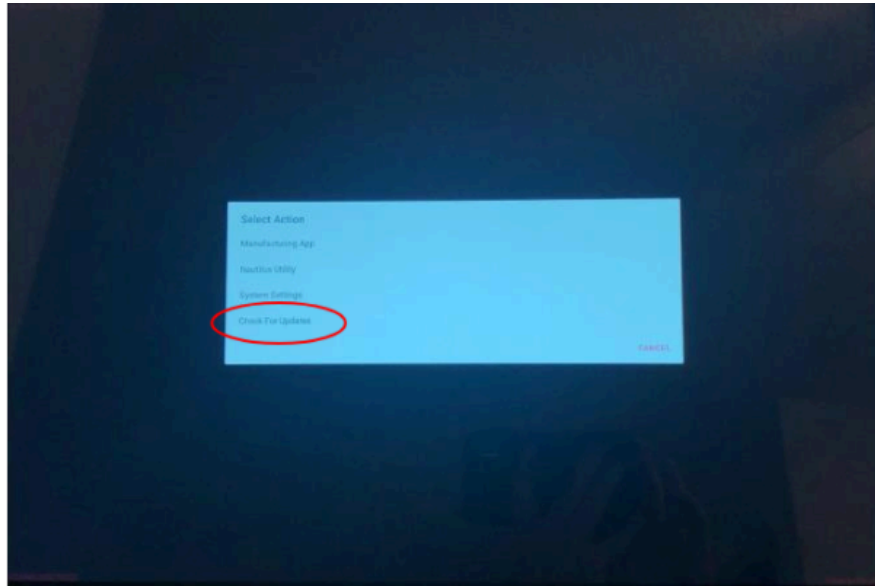
(Reference 1.2)



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.

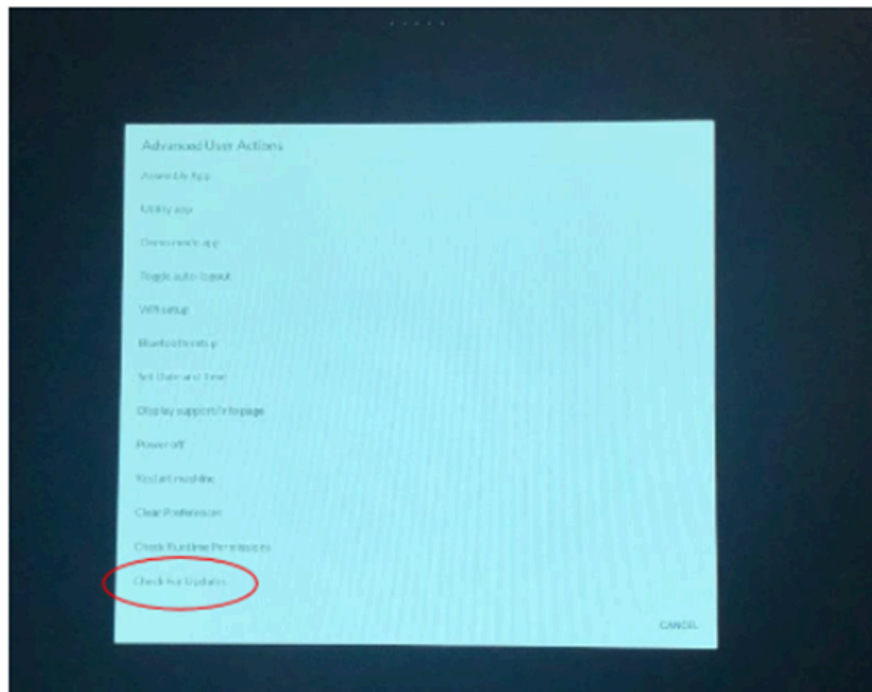
2. In the menu that appears, select "**Check for updates**" (reference 1.3 and 1.4). Allow the updates to download and install. Your machine will restart once all updates are installed. Allow the updates to finish installing once your machine has rebooted.

(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.

Follow these steps to continue troubleshooting

1. If the screen powers back on after it has turned off, this is a known issue that will be fixed in an upcoming firmware update. Avoid streaming video content or Explore the World until the update is available [\[11431.G\]](#).
2. If the display stays on when the treadmill shuts down, check if there is a message displayed reading "+SAFETY KEY." Remove the safety key and reinsert it, then restart your workout [\[11431.A\]](#). If the issue persists, please visit [Treadmill 10 and 22: Why won't the belt move?](#) to continue troubleshooting.
3. If the display does not stay on, check if a breaker is tripped on your treadmill and your electrical panel. If your home's circuit is tripped, try another outlet. The treadmill may not work on some older GFI/AFI outlets and improperly grounded outlets. Consult an electrician if the issue persists [\[11431.B\]](#).
4. If the circuit breaker is tripped on your treadmill, reset the breaker by pushing it in. The breaker is located by the main power switch in front of the machine [\[11431.C\]](#). If it continues to trip, [order a Power Switch \[11431.D\]](#).
5. If neither circuit breaker is tripped, check the power cord for damage. Inspect the entire length of the cord and both ends for damage such as cuts, crimps, or exposed wire. If no damage is found, reconnect the power cord and retest your machine [\[11431.E\]](#). If damage is present, [order a Power Cord \[11431.F\]](#).

Need to order replacement parts?

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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
Power Cord	8005317
Power Switch	8024514

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](#)

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

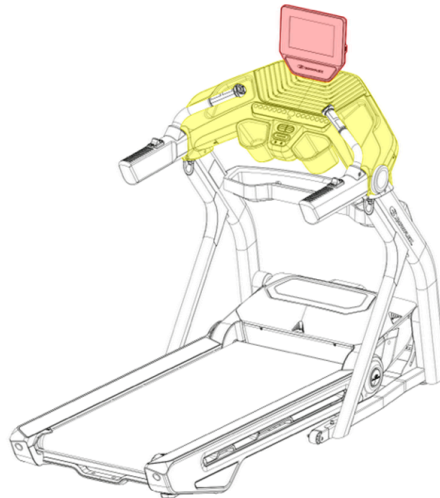
Follow these steps to troubleshoot the issue

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)**

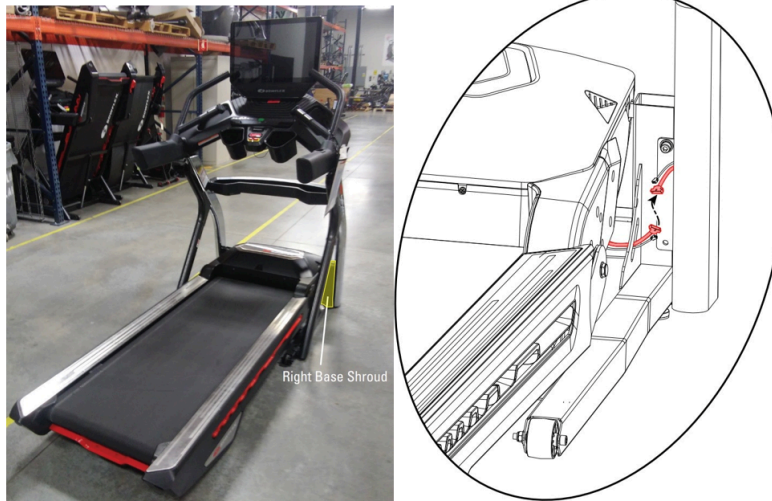
(Reference 1)



*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 \[11407.F\]](#).

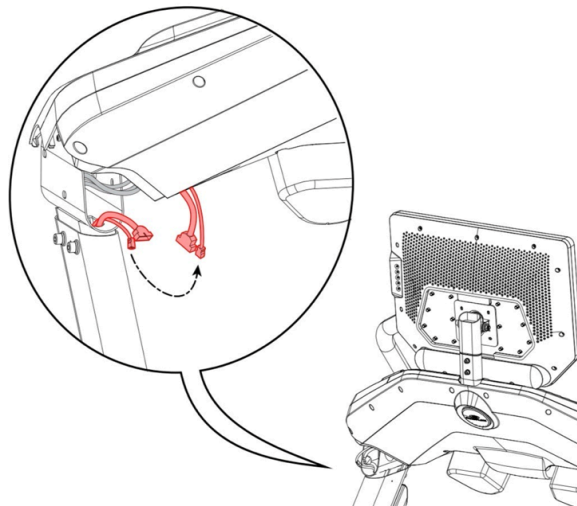
(Reference 2)



*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)

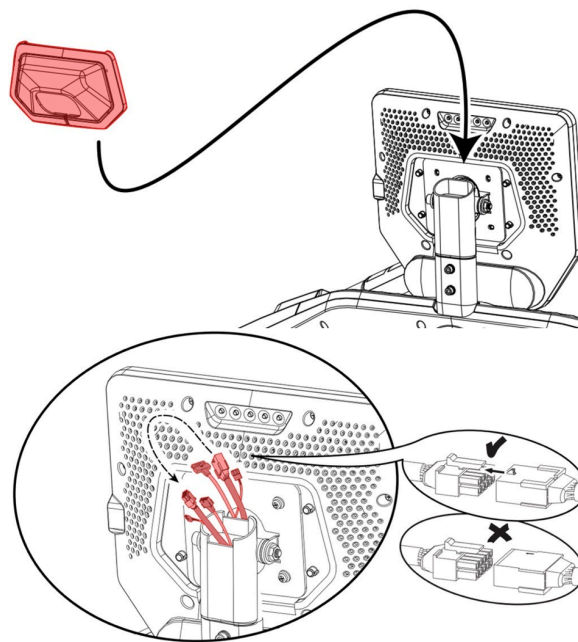


Treadmill 22 shown. Your treadmill may vary slightly.

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 \[11407.J\]](#).

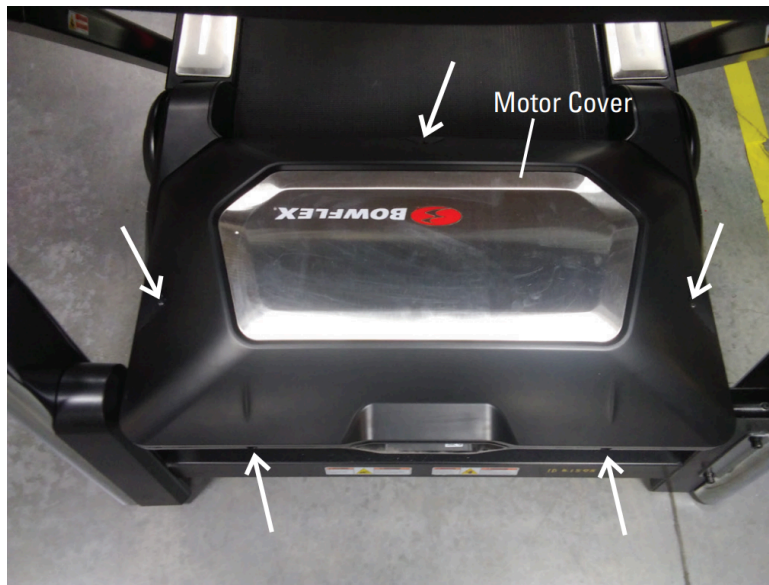
(Reference 4)



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

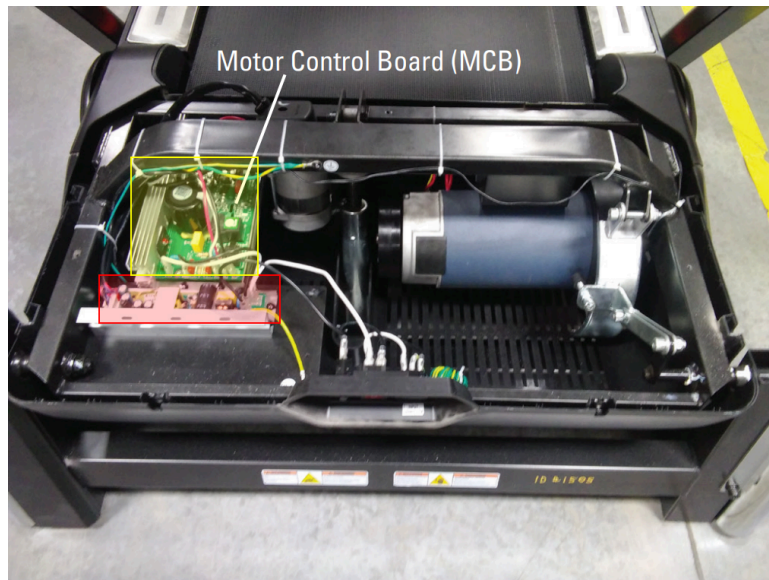
6. If the issue persists, inspect the white 6-pin connector at the power switching supply. Remove the motor and Motor Control Board (MCB) cover using a Phillips head screwdriver (**reference 5**). On the left side of the motor compartment locate the power switching supply; this is a circuit board connected 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?

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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

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

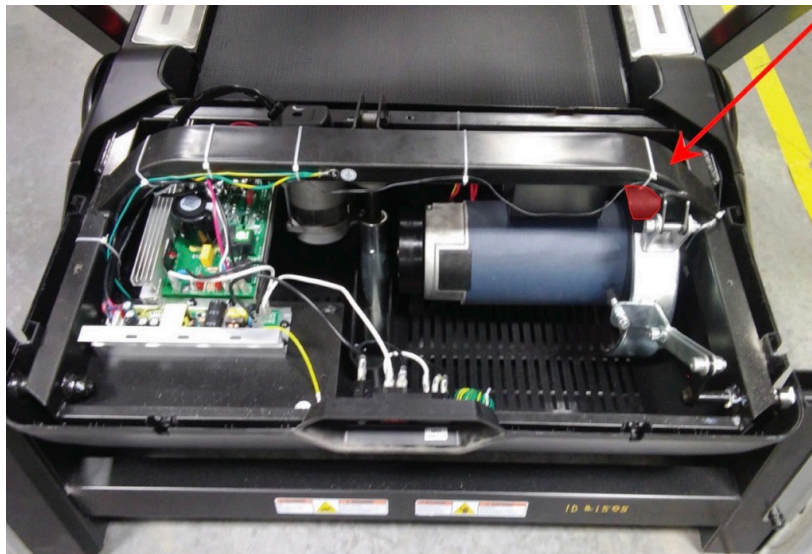
1. Check to make sure that the walking belt's edges are both covered by the plastic side covers. If adjustments are necessary, refer to the "Aligning the Walking Belt" section of the [service manual \[13650.A\]](#).
2. Check for deformed belt guides while inspecting the belt. If any belt guides are deformed 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

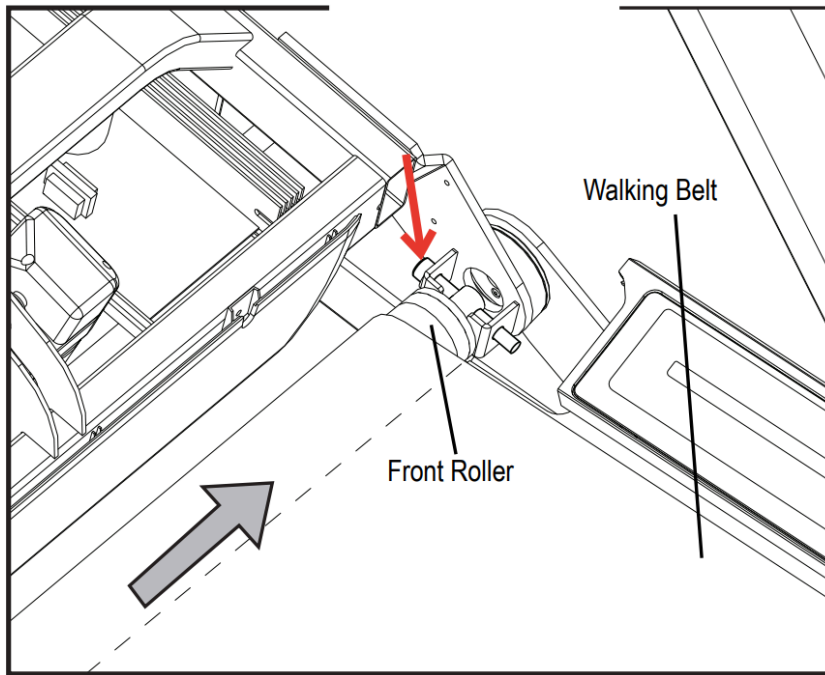
(Reference 2)



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.

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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

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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

Treadmill 10: Why aren't the heart rate sensors on the handlebar working?

ID: 11433.2

Follow this troubleshooting guide to help resolve issues with the heart rate contact plate sensors on the BowFlex Treadmill 10.

Some common complaints may include:

- Handlebars not reading heart rate
- Heart rate sensors not working
- Handlebar heart rate plates not working

Follow these steps to troubleshoot the issue

1. Check for updates on your machine. Refer to the Updates section of the [JRNY Basic App Troubleshooting](#) guide or [click here to visit the JRNY Support page](#). If an update is available, follow the prompts on your console to install the update and retest once completed to determine if the issue persists [\[FW.A\]](#).
2. If the issue persists, ensure that your hands are centered on the sensors with equal pressure. Try to move as little as possible, it may take a minute for your heart rate to appear [\[11433.A\]](#).
3. Your heart rate may spike at a high rate when initially touching the contact plates. This is normal and will level out after a couple minutes. Try to keep your hands still during this time [\[11433.B\]](#).
4. Dry or heavily calloused hands may need a heart rate cream to make better contact. **Buh-Bump Heart Rate Cream** is a recommended cream to use and can be found at various retailers online [\[11433.C\]](#).
5. Keep hands clean and avoid using hand creams or lotions [\[11433.D\]](#).
6. Disconnect the cable connectors between the heart rate sensors and the console. Inspect for any damage to the wires or connectors, such as cuts or crimps and bent or missing pins. Ensure the cables are orientated properly and securely connected [\[11433.E\]](#). If damage is present or the issue persists, [order an Upper Left and Upper Right Handlebar](#) [\[11433.F\]](#).

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>
Upper (Ergo) Handlebar, Left	8025319
Upper (Ergo) Handlebar, Right	8025317

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

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

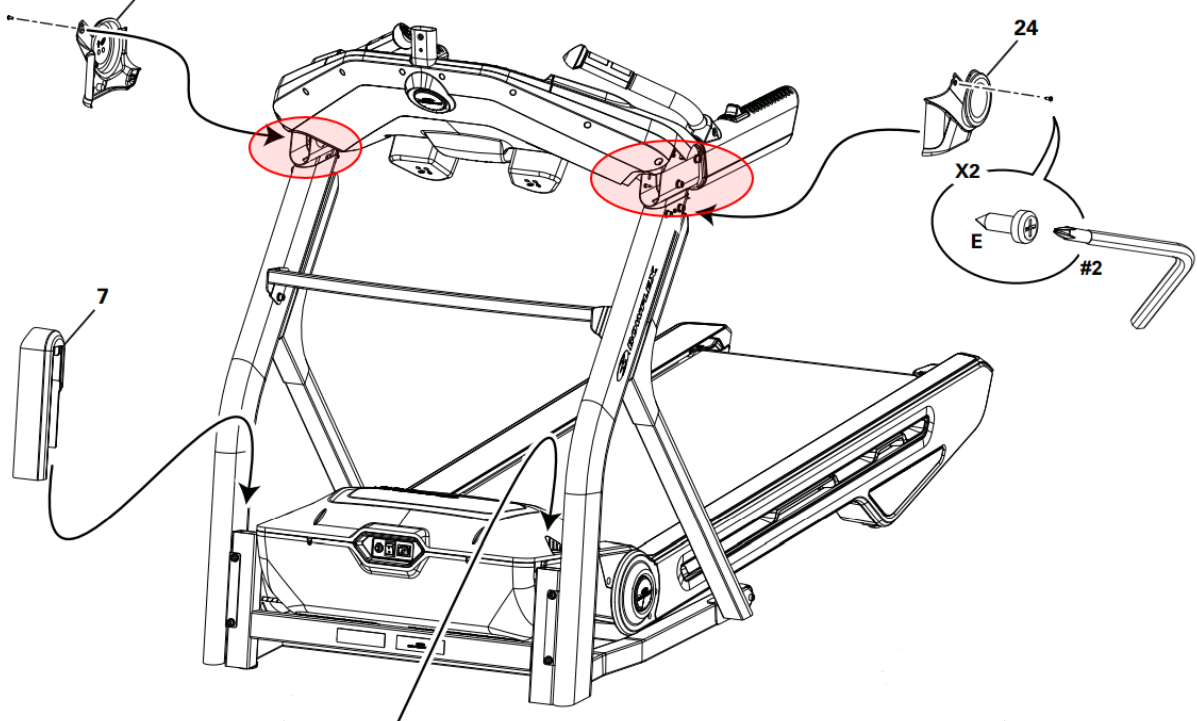
<i>Button ID</i>	<i>Button Name</i>	<i>Button Description</i>	<i>Replacement Part</i>
0	ERGO_INCL_DWN	Ergonomic Incline Down Button	Upper (Ergonomic) Handlebar - Left
1	ERGO_INCL_UP	Ergonomic Incline Up Button	Upper (Ergonomic) Handlebar - Left
2	ARM_INCL_DWN	Arm Incline Down Button	Lower (Arm) Handlebar - 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:

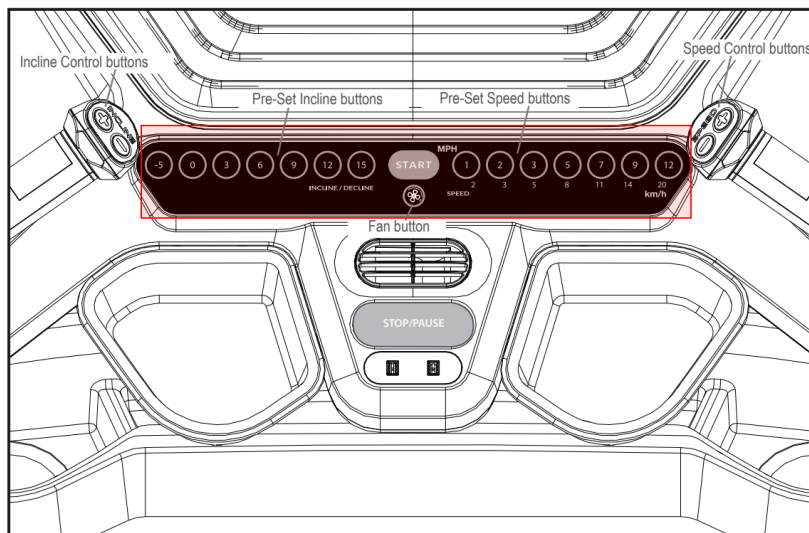
1. Check the **Console Base** buttons:

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

Treadmill 10 and 22: How do I fix a "Belt Overspeed" error?

ID: 14704.1

Follow this troubleshooting guide to help resolve "Belt Overspeed" error messages on the BowFlex Treadmill 10 and Treadmill 22.

Some common complaints may include:

- Belt Overspeed error on console
- Error message displayed on console
- Belt speed above user set speed
- Speed changes without input

Follow these steps to troubleshoot the issue

The "Belt Overspeed" error is caused by either the belt being moved while the treadmill is powered on but outside of a workout or when the belt is moving faster than the speed set by the user.

Troubleshooting steps depend on if the error appeared during a workout or if it appeared while the machine was not in use:

Error appeared during a workout

1. This is most common when the treadmill is set to a high incline and low speed; the user's body weight can cause the belt to accelerate.
2. If you were in a workout when the error appeared, your workout will be saved and the console may reboot to the "Belt Overspeed" error message.
3. To clear the "Belt Overspeed" error, power cycle your treadmill using the main power switch on your machine. The error should clear after turning the power back on. Adjusting the incline/speed settings to match your pace and preventing belt movement outside of a workout should keep the error message from returning [\[14704.A\]](#).

Error appeared when machine was not in use

1. A "Belt Overspeed" error can be caused by a user intentionally moving the belt outside of a workout.
2. If the belt needs to be moved manually, the machine should be powered down before doing so to prevent the error from appearing.
3. To clear the "Belt Overspeed" error, power cycle your treadmill using the main power switch on your machine. The error should clear after turning the power back on [\[14704.B\]](#).
4. If the user was *not* intentionally moving the belt, the screen is dark, **and** the belt moved without user input, [order a Motor Control Board \(MCB\)](#) [\[14704.C\]](#).

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
MCB	8024462

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.

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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

Treadmill 10 and 22: Incline issues

ID: 11432.4

Follow this troubleshooting guide to help resolve issues with incline settings on the BowFlex Treadmill 10 and Treadmill 22.

Some common complaints may include:

- *Incline buttons not working*
- *Motor moves but doesn't adjust to the correct incline*
- *Motor doesn't move but makes noise*
- *Motor doesn't move or make noise*
- *Speed limited while inclined or declined*
- *Incline is stuck at maximum incline level*

Follow these steps to check for JRNY firmware updates

1. Follow the instructions in [JRNY Basic App Troubleshooting](#) to check for and install any available updates.
 2. Once all applicable updates are installed, start a workout and test if the issue persists **[FW.A]**.
 3. If the issue persists, continue troubleshooting in the next section.
-

Follow these steps to troubleshoot the issue

1. If you are able to increase the incline, but the buttons stop responding to input (the belt may continue running), unplug your machine from power. Wait one full minute before continuing.
 2. After the minute has passed, plug your machine back into power. Start a workout and test if the incline can be adjusted up and down **[11432.H]**.
 3. If the issue persists, continue troubleshooting in one of the sections below:
 - [Incline is stuck at the maximum incline level](#)
 - [Incline buttons are not working](#)
 - [Motor moves but does not adjust to the correct incline](#)
 - [Motor does not move but makes noise](#)
 - [Motor does not move or make noise](#)
 - [Speed limited while inclined or declined](#)
 - [Incline motor noisy or has difficulty declining](#)
-

Incline is stuck at the maximum level

1. Start a workout and use the incline Up/Down and Quick Level buttons to adjust the incline level. If the incline buttons do not work, continue troubleshooting in the [Incline buttons are not working](#) section below.
2. If the issue persists, we will try to adjust the incline again. This time, we are watching and listening to the incline motor, checking if it moves and makes noise. When adjusted, the incline motor should move and make noise as the deck moves to the appropriate position. Skip to the troubleshooting section below that matches the current incline motor behavior:

- [Motor moves but does not adjust to the correct incline](#)
- [Motor does not move but makes noise](#)
- [Motor does not move or make noise](#)

Incline buttons are not working

1. Incline buttons that are not working or not responding can typically be attributed to either an interruption to the communication between the MCB and the console, or a shorted connection in one of the wires leading to a handlebar.
2. Stand to the side of your treadmill and start a manual workout. Watch to see if the belt moves.
3. If the belt does not move, please visit [Treadmill 10 and 22: Why won't the belt move?](#) to continue troubleshooting.
4. If the belt moves, continue troubleshooting in one of the sections below:
 - [Motor moves but does not adjust to the correct incline](#)
 - [Motor does not move but makes noise](#)
 - [Motor does not move or make noise](#)
 - [Speed limited while inclined or declined](#)
 - [Incline motor noisy or has difficulty declining](#)

Motor moves but doesn't adjust to correct incline

1. Recalibrate your treadmill. The MCB recalibration procedure can be found in the "Service Mode Procedures" section of the [service manual \[11432.A\]](#).
2. If the issue persists after recalibration, [order an MCB and Speed Sensor \[11432.B\]](#).

Motor does not move but makes noise

1. If the incline motor makes noise but does not move, it needs to be replaced. [Order an Incline Motor \[11432.C\]](#).

Motor does not move or make noise

1. If the belt also is not moving, please visit [Treadmill 10 and 22: Why won't the belt move?](#) to continue troubleshooting.
2. Inspect the cables at the top and bottom of the right upright for damage. Check the connectors for bent or missing pins. Check the wires for crimps, cuts, or other damage. Reconnect all cables securely and ensure they are properly oriented [\[11432.D\]](#). If the issue persists, [order MCB to Top Upright Wiring \[11432.E\]](#).

Speed limited while inclined or declined

1. The maximum speed is limited to 8 mph/13 kph while the treadmill is declined.
2. Adjust the incline until it is no longer within the limiting incline range.

3. Press any of the speed adjustment buttons to return to the previously set speed [\[11432.F\]](#).

Incline motor noisy or has difficulty declining

1. If this occurs while declined and is noisy during use, check the base frame for wood blocks (**reference 3**). If wood blocks are present, remove the blocks and test if the issue persists [\[11432.G\]](#).

(Reference 3)



Wood blocks are used to support the base frame during the shipping process (red arrows pointing beneath the cross bar). Remove the wood blocks by snipping the zipties holding them to the base frame. Discard the zipties and blocks.

Need to order replacement parts?

1 Customer Care Contact Information

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Customer Care - Hours of Operation:
Monday - Friday 6:00am - 5:00pm PST

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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 & 22 Parts	
Incline Motor	8022614
Lower Handlebar, Left	8024259
Lower Handlebar, Right	8024258
MCB	8024462
MCB to Top Upright Wiring	8027136
Speed Sensor	8024277
Treadmill 10 Parts	
Upper (Ergo) Handlebar, Left	8025319
Upper (Ergo) Handlebar, Right	8025317
Treadmill 22 Parts	
Upper (Ergo) Handlebar, Left	8024165
Upper (Ergo) Handlebar, Right	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

Treadmill 10 and 22: Tips for detaching the Deck Release Cable ID: 15418.1

Overview: This procedure is used to help detach the Deck Release Cable from the Lift Shock on the Treadmill 10 and 22.

Tools used in this guide: 10mm, 13mm, and 14mm wrenches, 6mm Allen wrench

Estimated time to complete: 5 to 10 minutes

Let's get started!

Note: This guide is intended to assist the **Replace the Lift Shock** [service manual](#) procedure.

- The plunger on the end of the cable can sometimes become pinched by the force of the shock, making it difficult to remove. There are two ways we can relieve this pressure to allow the cable to be removed fully:
 - [Fully extend the lift shock during removal](#)
 - [Remove the lift shock end bolt](#)
- Please see the service manual for a full list of tools required for the replacement
- The tools listed here are for assistance removing the deck release cable only.

Fully extend the lift shock during removal

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>	<i>Service Manual Procedure:</i>
10mm and 14mm wrench 13mm wrench 6mm hex key/Allen wrench	5 to 10 minutes	Replace the Lift Shock

1. To fully extend the lift shock, both lift shock end bolts should be securely attached.
 - If the end bolt(s) were removed during an earlier step of the replacement procedure, please reinstall them using a 13mm wrench and 6mm Allen wrench, then continue to the steps below.
2. Using the deck handle, lift up on the deck to fully extend the lift shock.
3. Remove the release cable:
 - Use a 10mm wrench to loosen the locking nut on the release cable.
 - Use a 14mm wrench to disconnect the securing nut on the release cable.
 - While keeping the deck lifted/lift shock fully extended, there should be less force being applied to the deck release cable. Pull on the deck release cable to detach it from the shock assembly.

Step 2



Step 3



Remove the lift shock end bolt

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>	<i>Service Manual Procedure:</i>
10mm and 14mm wrench 13mm wrench 6mm hex key/Allen wrench	5 to 10 minutes	Replace the Lift Shock

1. **Important:** Strap the deck in the upright position before continuing.

Step 2 and 3

2. Using a 13mm wrench and 6mm Allen wrench, loosen and remove one of the two end bolts on the lift shock assembly.
3. With the bolt removed, there should be less force being applied to the deck release cable, allowing us to remove it from the lift shock:
 - a. Use a 10mm wrench to loosen the locking nut on the release cable.
 - b. Use a 14mm wrench to disconnect the securing nut on the release cable.
 - c. Pull the deck release cable to disconnect it from the lift shock.



Need additional assistance?

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 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](#)

Treadmill 10 and 22: What do I do if the speed is inconsistent? ID: 13660.2

Follow this troubleshooting guide to help resolve issues involving inconsistent speeds on the BowFlex Treadmill 10 and Treadmill 22.

Some common complaints may include:

- Belt speeds up or slows down with no input
- Speed changes without buttons pressed
- Speed displayed is different from speed set/actual speed
- Belt speed above user set speed

Follow these steps to troubleshoot the issue

1. If the speed varies up and down without any buttons being pressed or the speed shown on the screen is much higher than the actual speed, [order an MCB and Speed Sensor \[13660.A\]](#).

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
MCB	8024462
Speed Sensor	8024277

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](#)

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)

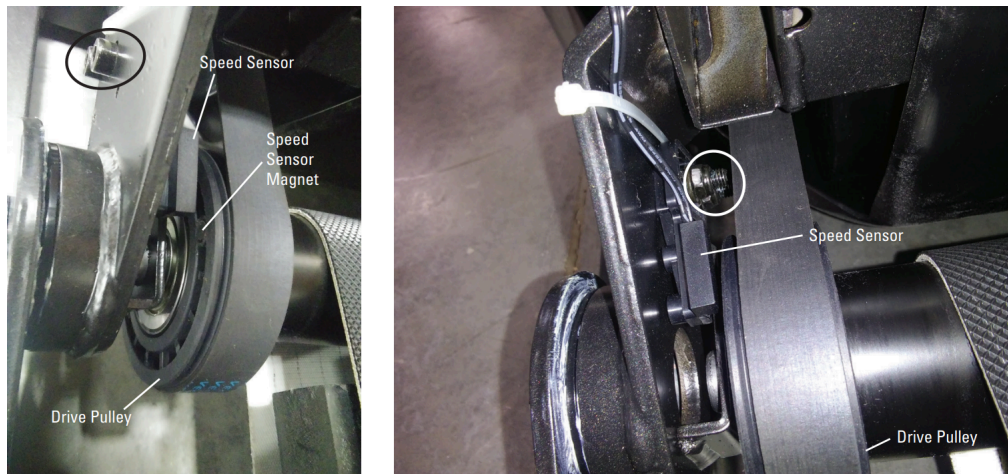


There are 5 screws to remove from the motor cover - 3 screws on top and 2 in the front.

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

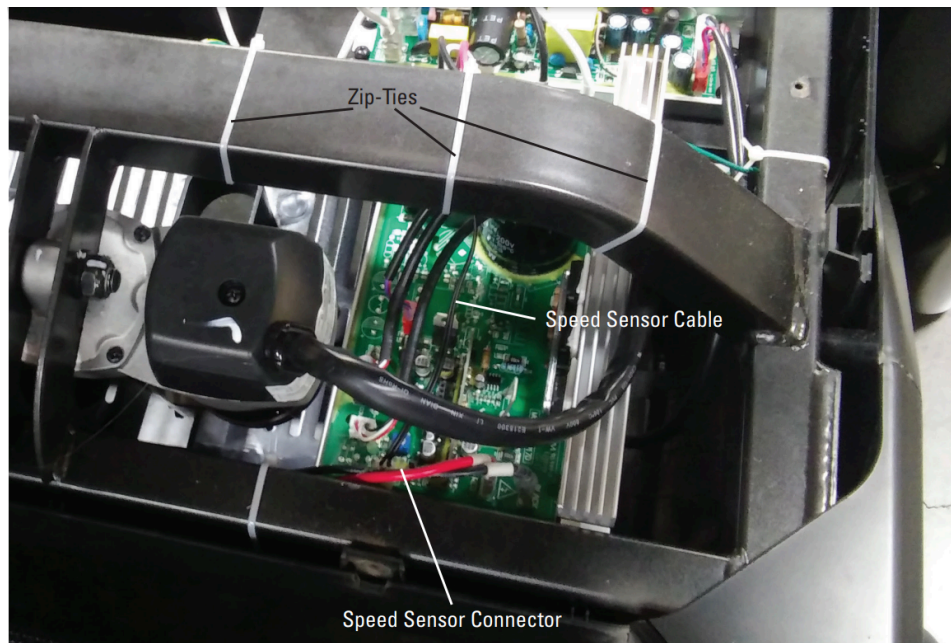
- a. **Confirm the speed sensor is positioned properly and the hardware is fully tightened.** The speed sensor magnet on the drive pulley (**reference 2**) should be centered on the speed sensor if it is positioned correctly. If the speed sensor is not centered, refer to the "Replace the Speed Sensor 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

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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

Treadmill 10 and 22: Why won't the belt move?

ID: 13656.3

Follow this troubleshooting guide to help resolve issues involving the walking belt not moving on the BowFlex Treadmill 10 and Treadmill 22.

Some common complaints may include:

- Belt doesn't move
- Treadmill won't run during workout
- Workout starts but belt 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. Stand to the side of your treadmill and start a manual workout. Watch the speed readout on the console:
 - [Speed Displayed is 0.1 MPH](#)
 - [Speed Displayed is 0.0 MPH](#)

Speed Displayed is 0.1 MPH

1. When the speed displayed reads 0.1 MPH, even though the belt isn't moving, this indicates there is an interruption in the communication between the MCB and Console. The interruption could be caused by a reversed or loose wiring connection.
2. Inspect the wire at the top and bottom of the right upright. **Important** - [confirm the color of the wires on both sides of the connection match before connecting \(reference 1\)](#).
 - a. Unplug your machine from power.
 - b. Lift to remove the cover at the base of the right upright (**reference 2**). Locate and disconnect the flat, black 5-pin connector. Inspect the connectors and locate the latch and hook at the top of each connector. Line the latch and hook up and **firmly** reconnect the cables together. The latch should make an audible click when firmly connected [\[13656.A\]](#).
 - c. Use a Phillips head screwdriver to remove the outer junction cover from the top right upright (**reference 3**). Locate and disconnect the flat, black 5-pin connector. Inspect the connectors and locate the latch and hook at the top of each connector. Line the latch and hook up and **firmly** reconnect the cables together. The latch should make an audible click when firmly connected. Test to see if the issue persists [\[13656.B\]](#).

(Reference 1)

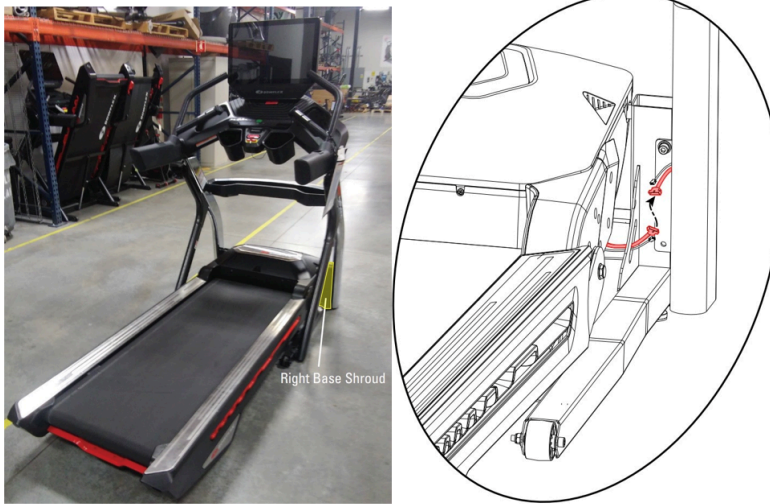


The image on the left shows the wires properly connected - note how the colors of the wires on both sides of the connector line up.

The image on the right shows the connection reversed.

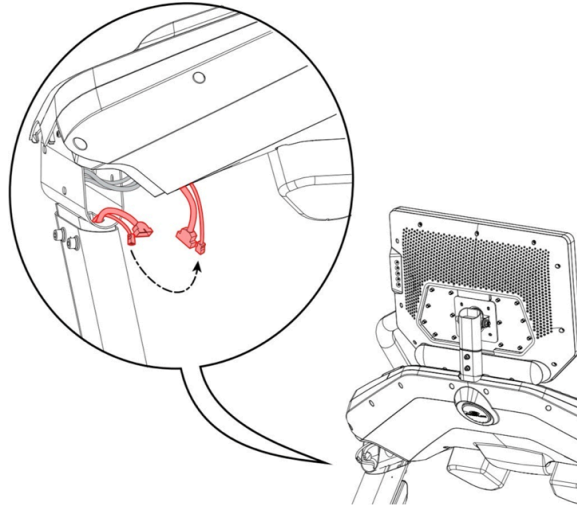
If the colors of the wires do not line up, disconnect the wires, flip one connector around so the wires match, and firmly reconnect the wires.

(Reference 2)



*Treadmill 22 shown. Your treadmill may vary slightly.
Remove the right base shroud to access the 5-pin connector.*

(Reference 3)



*Treadmill 22 shown. Your treadmill may vary slightly.
Remove the right outer junction cover to access the 5-pin connector.*

3. If the issue persists, [order MCB to Top Upright Wiring \[13656.C\]](#).

Speed Displayed is 0.0 MPH

1. When the speed displays 0.0 MPH, this indicates there is a shorted connection in a wire to one of the handlebars. This is most commonly caused by either crimping/cutting a wire while assembling the handlebars, or a screw being installed through the wire and making a connection.
2. Locate the damaged wire. Refer to the steps in the assembly manual in reverse to disassemble all handlebar connections. Inspect each wire leading in and out of the handlebars for damage. If a wire is damaged, order a replacement handlebar (for the affected side)
 - If the wire in an Upper Handlebar is damaged, [order an Upper \(Ergo\) Handlebar](#) (Right or Left, whichever side is affected) [\[13656.D\]](#).
 - If the wire in a Lower Handlebar is damaged, [order a Lower \(Arm\) Handlebar](#) (Right or Left, whichever side is affected) [\[13656.E\]](#).
3. If no damaged wire could be located, please consult with the JRNY Support team. They can check for Stuck Button errors in Asset Manager to determine which button(s) are affected. If a "stuck button" is identified, please see [Treadmill 10 and 22: Button Issues \(Stuck or Unresponsive\)](#). You will need to order a replacement part from the **Replacement Part by Button ID Chart** based on the Button ID provided by Asset Manager [\[13656.F\]](#).

Need to order replacement parts?

1 Customer Care Contact Information

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Customer Care - Hours of Operation:

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2 Parts Reference Table

Machine	Part Description	Part SKU
Treadmill 10	MCB to Top Upright Wiring	8027136
	Left Lower Handlebar	8024259
	Left Upper (Ergo) Handlebar	8025319
	Right Lower Handlebar	8024258
	Right Upper (Ergo) Handlebar	8025317
Treadmill 22	MCB to Top Upright Wiring	8027136
	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

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NOTE: This process is **ONLY** for Treadmills and TreadClimbers.

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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**

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

Treadmill 10: How can I prevent electrostatic shock?

ID: 11406.1

Follow this troubleshooting guide to help resolve issues involving electrostatic shock on the BowFlex Treadmill 10.

Some common complaints may include:

- Static shock
- Electrostatic shock
- Static electricity

Follow these steps to troubleshoot the issue

Tools you may need:

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

1. It's not uncommon for static to build up on any machine with a moving belt. Our machines are designed to properly minimize static build-up. If you are experiencing static build-up, try one or more of the following to help reduce static [\[11406.A\]](#)
 - Avoid wearing loose or baggy clothing while using your treadmill.
 - Put long hair up in a ponytail
 - Wear a treadmill anti-static wristband or strap
2. Lubricate your machine according to intervals outlined in the [service manual](#). Instructions on lubricating your machine can be found here: [Treadmill 10: I need help lubricating my treadmill \[11406.B\]](#).
3. Unplug your treadmill from power and check the plastic covers that extend over the walking belt. Make sure that the covers are not rubbing on the belt. If it is, refer to the "Adjust the Walking Belt" procedure in the [service manual](#), adjusting until the covers are no longer rubbing on the belt [\[11406.C\]](#).
4. Ensure that your treadmill is plugged into a properly wired 3-prong outlet. It is not recommended to use an extensior cord for your treadmill. You can test your outlet using another device, such as a lamp, and seeing if it turns on. You ca also test using a receptacle tester from your local hardware store. Switch to another outlet if the original outlet is not working or wired properly [\[11406.D\]](#).
5. Clothing made from synthetic fibers generate static electricity more frequently than clothing made from natural fibers. Synthetic fibers include polyester, nylon, spandex, etc. We recommend wearing clothing made from natural fibers, such as cotton, linen, or wool, to reduce static charge build-up [\[11406.E\]](#).
6. Dry air conditions may also contribute to static charge build-up. Heaters and air conditioners tend to remove moisture from the air. Increase the humidity in your workout area to the recommended range of 45 to 65 percent humidity [\[11406.F\]](#).
7. Clean or dust off the bottom of your shoes before beginning a workout. The dirt, dust, and hair that may accumulate on your shoes creates friction with the belt and may build a static charge. If any dirt, dust, or hair is seen on your treadmill, wipe with a clean, dry cloth to remove [\[11406.G\]](#).
8. If the above tips fail, you can try an anti-static spray that can be applied to the walking belt of your treadmill and your workout clothing. The spray works by adding moisture to the air and making the surface area less conductive. If your treadmill is located on carpet or a rug, it may help to spray the carpet or purchase an anti-static mat [\[11406.H\]](#).

Need to order replacement parts?

1 Customer Care Contact Information

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2 EAF Policy

EAF - Issues requiring Special Handling

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NOTE: This process is **ONLY** for Treadmills and TreadClimbers.

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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**

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3 Contact Tech Team / Advanced Troubleshooting (TM/TC)

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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

Treadmill 10: I need help lubricating my treadmill

ID: 11404.1

Follow this troubleshooting guide to help lubricate the walking belt on the BowFlex Treadmill 10.

Some common complaints may include:

- Walking belt does not move easily
- Walking belt seems stiff
- Walking belt seems slippery

Follow these steps to troubleshoot the issue

Tools you may need:

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

1. **Make sure you are only using silicone-based lubricants.** Petroleum-based products will damage your machine! If you have been using petroleum-based products, discontinue use immediately. You should remove the walking belt to wipe any excess petroleum-based lubricant off the rollers [\[11404.A\]](#).
2. Refer to your [service manual](#) for recommended lubrication intervals and instructions on lubricating your treadmill. Generally, you should lubricate after every 25 hours of use. This roughly translates to every month if used 5 or more hours per week, every 2 months if used between 3-5 hours per week, and every 3 months if used less than 3 hours per week. When there are multiple people using the treadmill, it may be necessary to lubricate more frequently [\[11404.B\]](#).
3. Watch and follow along with [this video](#) from our YouTube channel while you lubricate your machine!
4. Turn your treadmill off and unplug from power before applying lubricant. After lubricating, turn on your treadmill and run the belt at its lowest speed for 3 minutes. This will allow the lubricant to spread evenly across the walking belt. An spillage or excess should be wiped away with a dry cloth [\[11404.C\]](#).
5. If you are lubricating too frequently or applying too much lubricant, check under the walking belt to ensure lubricant is not accumulating under the belt. Wipe any excess away with a dry cloth or paper towel [\[11404.D\]](#).

Need to order replacement parts?

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2 EAF Policy

EAF - Issues requiring Special Handling

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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.

3 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

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.

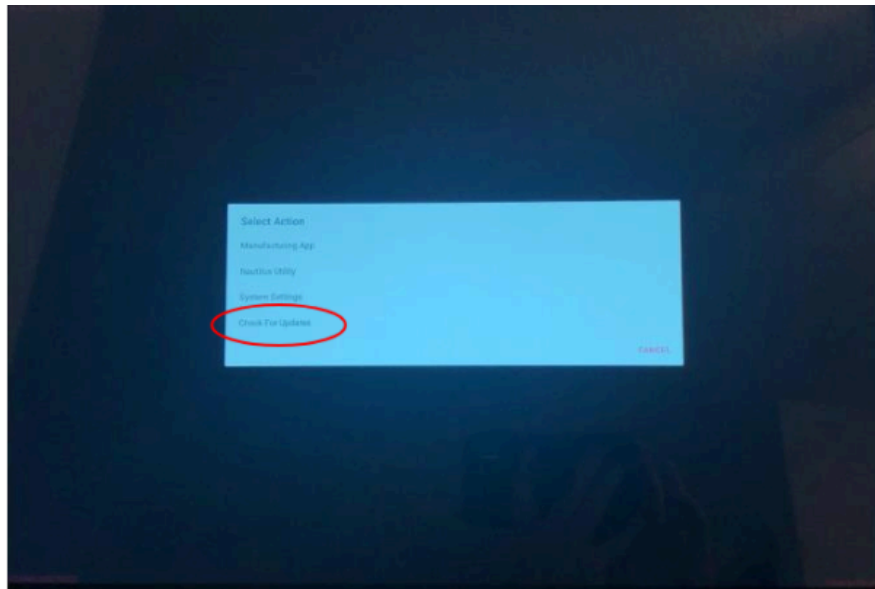
(Reference 1.2)



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.

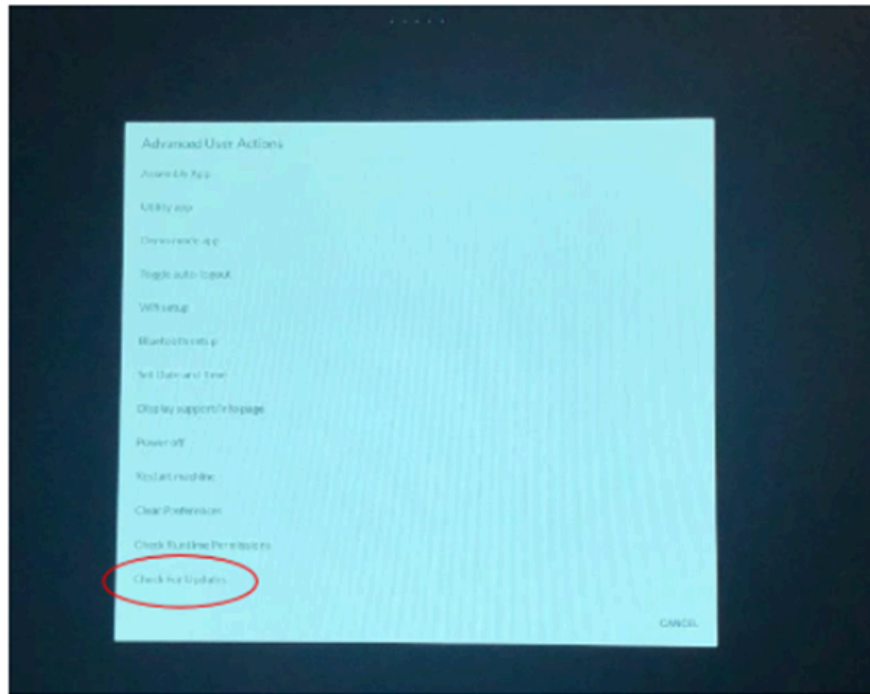
2. In the menu that appears, select **"Check for updates"** (reference 1.3 and 1.4). Allow the updates to download and install. Your machine will restart once all updates are installed. Allow the updates to finish installing once your machine has rebooted.

(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

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Customer Care - Hours of Operation:

Monday - Friday 6:00am - 5:00pm PST

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2 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
Drive Motor	8025312
Front Roller	8024247
Rear Roller	8025291

3 EAF Policy

EAF - Issues requiring Special Handling

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- **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

Treadmill 10: Why is the belt not moving properly?

ID: 11416.3

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

Some common complaints may include:

- Alignment issues
- Tension issues
- Belt slipping or hesitation
- Belt moves momentarily then stops
- Belt doesn't move

Follow these steps to troubleshoot the issue

1. Check for updates on your machine. Refer to the Updates section of the [JRN Basic App Troubleshooting](#) guide. If an update was available, retest your machine after the update is complete to determine if the original issue persists **[FW.A]**.
2. If the issue persists, select a troubleshooting guide below to begin:
 - [Treadmill 10 and 22: What do I do if the speed is inconsistent?](#)
 - [Treadmill 10 and 22: Why won't the belt move?](#)
 - [Treadmill 10 and 22: Why does the belt stop after starting up?](#)
 - [Treadmill 10 and 22: How can I adjust the walking belt alignment or tension?](#)

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.

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EAF - Issues requiring Special Handling

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- 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)

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***Belt moves without safety key in place**

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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

Treadmill 10: Why won't my machine or console power on?

ID: 11401.2

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

Some common complaints may include:

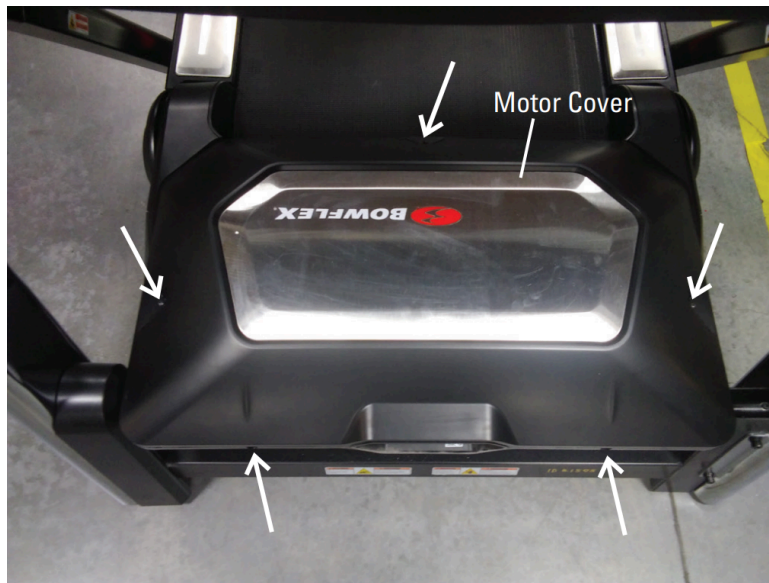
- Console will not power on
- Machine will not power on

Follow these steps to troubleshoot the issue

Tools you may need:
Phillips head screwdriver

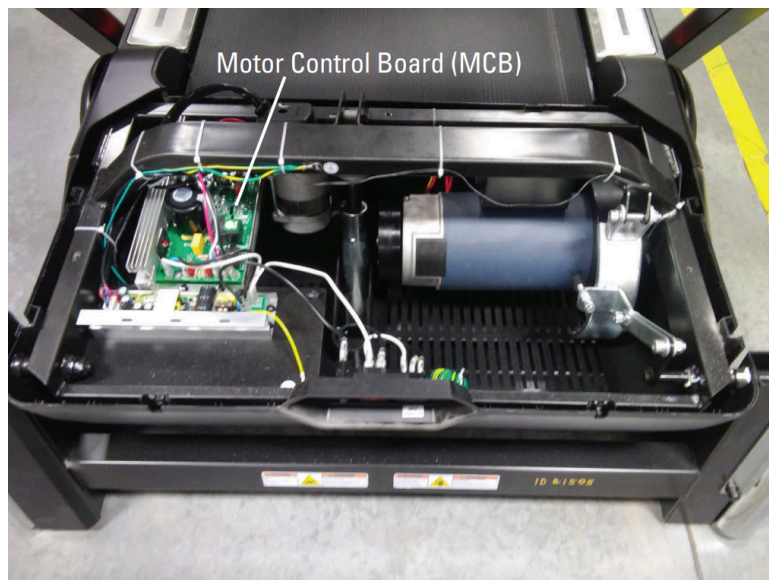
1. Unplug the power cord from both ends. Inspect the entire cord for any damage or crimps. Plug the power cord back in at both ends, ensuring it's securely connected [\[11401.A\]](#). If the cord is damaged, [order a Power Cord \[11401.B\]](#)
2. Check the on/off switch - flip it on and see if it glows. If it does not glow, reconnect the power cord directly to a 3-prong outlet. Confirm that the outlet is functioning properly by testing it with another device (such as a lamp). If the outlet is not working properly, switch to a new outlet and re-test your machine [\[11401.C\]](#). If the switch still does not glow when plugged into a working outlet, [order an AC Inlet Service Kit \[11401.D\]](#).
3. Press the circuit breaker next to the power switch. Test your machine to see if it powers on [\[11401.E\]](#).
4. If the issue persists, unplug the power cord from both ends again. **Wait 5 minutes before continuing to the next step.**
5. Using a Phillips head screwdriver, remove the motor cover and motor control board (MCB) cover (**reference 2.1**). Plug the power cord back in to your machine and the wall outlet and turn your machine on. Watch the MCB (**reference 2.2**) to see if there are any lights illuminated. If there are no lights, check the circuit breaker next to the power switch to ensure it is not tripped [\[11401.F\]](#). Check the AC power wiring and reseal if necessary using the "Power Inlet Replacement" procedure in the [service manual](#), then test if the issue persists [\[11401.G\]](#). If the issue persists, [order an AC Inlet Service Kit \[11401.H\]](#).

(Reference 2.1)



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

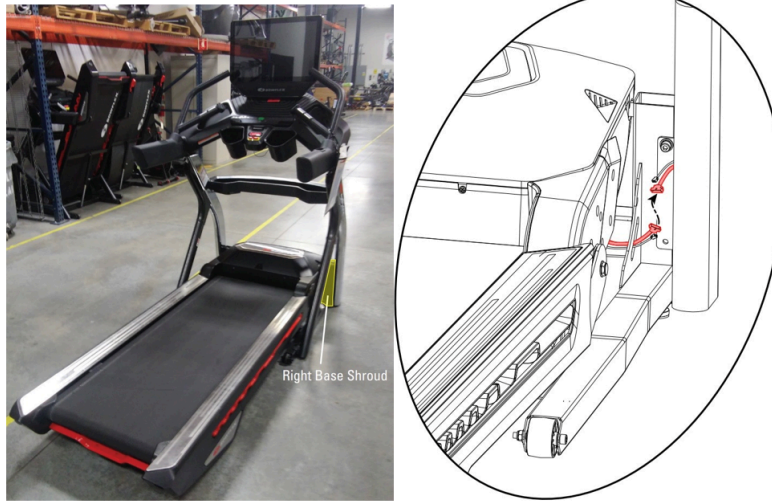
(Reference 2.2)



The motor control board (MCB) is shown on the left side of the image.

6. If the issue persists, remove the right base shroud (**reference 2.3**) 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 [\[11401.J\]](#). If the cable is damaged, [order MCB to Top Upright Cables \[11401.J\]](#).

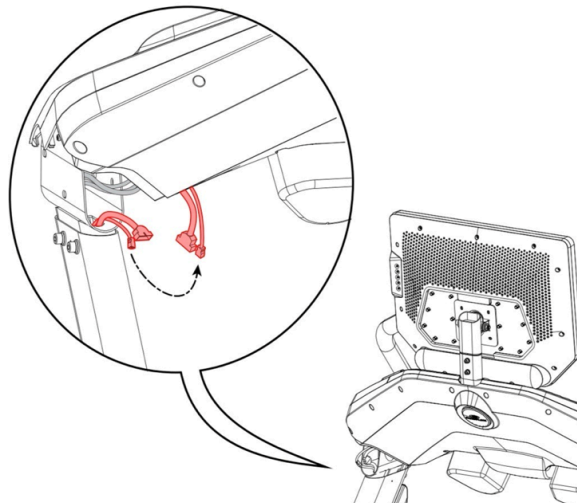
(Reference 2.3)



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

- 7. If the issue persists, use a Phillips head screwdriver to remove the outer junction cover from the top of the right upright (**reference 2.4**) 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 [\[11401.K\]](#). If the cable is damaged, [order MCB to Top Upright Cables \[11401.L\]](#).

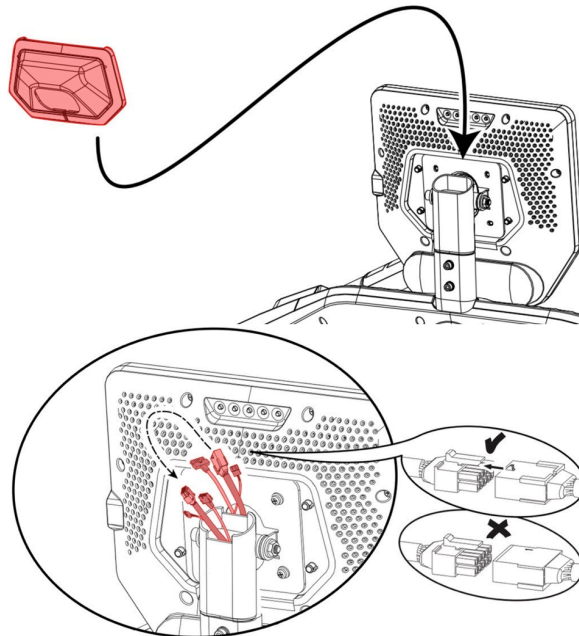
(Reference 2.4)



*Treadmill 22 shown. Your treadmill may vary slightly.
Remove the right outer junction cover to access the 6-pin connector.*

8. 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 2.5**). 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 [\[11401.M\]](#). If the cable is damaged, [order MCB to Top Upright Cables \[11401.N\]](#).

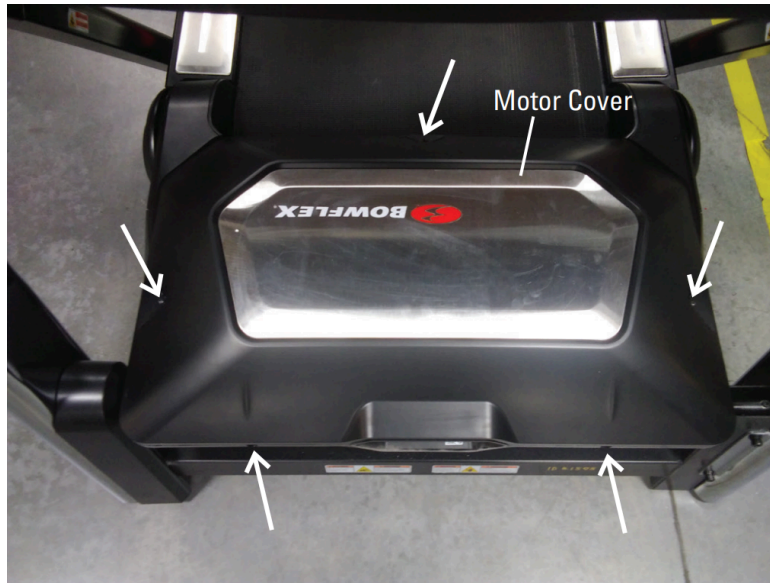
(Reference 2.5)



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

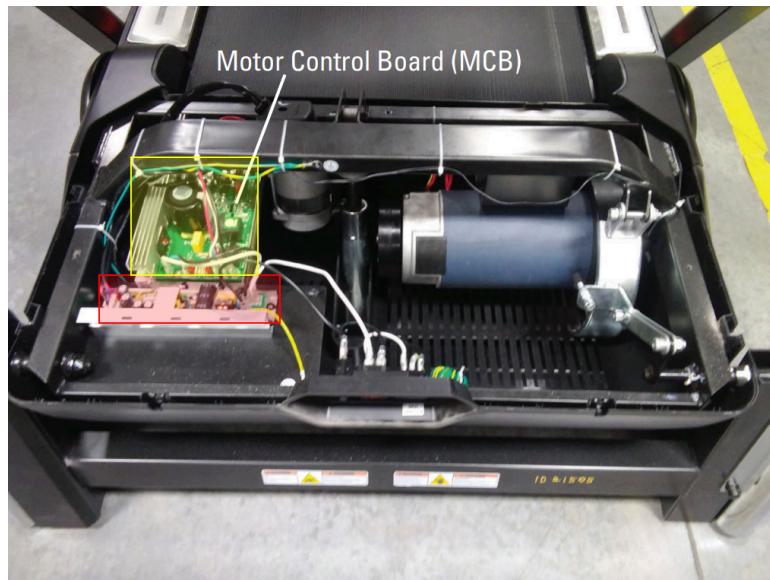
9. If the issue persists, inspect the white 6-pin connector at the power switching supply. Remove the motor and Motor Control Board (MCB) cover using a Phillips head screwdriver (**reference 2.6**). On the left side of the motor compartment, locate the power switching supply; this is a circuit board connected to the MCB (**reference 2.7**). 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 [\[11401.O\]](#). If the cable is damaged or the issue persists, [order MCB to Top Upright Cables \[11401.P\]](#).

(Reference 2.6)



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

(Reference 2.7)



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

Need to order replacement parts?

1 Customer Care Contact Information

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2 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
AC Inlet Service Kit	8027135
Console	8024415
Power Cord	8005317
Upright and MCB Cables	8027136

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Treadmill 10 Procedures

Treadmill 22 Procedures

MY14/17 Treadmill Procedures

Treadmill 10: Why won't the deck of my treadmill fold up?

ID: 11430.1

Follow this troubleshooting guide to help resolve issues with the deck folding up on the BowFlex Treadmill 10.

Some common complaints may include:

- Walking deck won't fold up
- Deck won't fold

Follow these steps to troubleshoot the issue

1. The walking deck on the Treadmill 10 will only fold up when the incline is set to -5.
2. Adjust the incline to -5 and attempt to fold the deck again [\[11430.A\]](#).
3. If the issue persists, please contact Customer Care to submit an Advanced Troubleshooting case to help identify the cause of the issue. Our contact information is located at the bottom of this page.

Need additional assistance?

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[Results Series Treadmills Procedures](#)

[Treadmill 7 Procedures](#)

[Treadmill 10 Procedures](#)

[Treadmill 22 Procedures](#)

[MY14/17 Treadmill Procedures](#)