

Results Series BXT116 Treadmill: Why is my treadmill making a weird noise?

ID: 13197.1

Follow this troubleshooting guide to help resolve noise issues on the BowFlex Results Series BXT116 Treadmill.

Some common complaints may include:

- Thumping or bumping noise
- Metallic grinding or scraping noises
- Rubbing noises
- Squeaking or squealing noises

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 [\[13197.A\]](#).
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 \[13197.B\]](#).
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 [\[13197.C\]](#).
4. 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 [\[13197.D\]](#).
5. 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 \[13197.E\]](#). If the noise is coming from the drive motor, [order a Drive Motor \[13197.F\]](#).

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

Part Description	Part SKU
Drive Motor	8011712
Front Roller	8009818
Rear Roller	8009813

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