



Our new and improved troubleshooting section was carefully constructed to put the power to repair your machine in your hands. As you can tell, we have put a great deal of time and effort into the process. All of this can save you the cost of a service call which is approaching \$150 in many markets and in many cases, we can save you the cost of parts since many parts are sold from factories unnecessarily (many parts cost over \$100 alone). With all of this said, if our troubleshooting tips help you out, please donate to keep this info on the web and so we can continue to add to it for your future use. As we get the funds, we will start to post video helps too. If this info helps you, please click on the donate button and donate to help us expand and maintain our troubleshooting help. Donations are NOT tax deductible.

Belt Slows During Use

Includes Keys, Ironman, Alliance, Milestone, Encore, HealthTrainer, some Smooth models, some CardioZone models, Galyans, and several other brands.

First check the items below. If all of them check out, use our Testing for Speed Problems help topic in our Troubleshooting section.

1. Make sure the treadmill is not on a GFCI, power strip, or extension cord. If you must have it on an extension cord, it should be as short as possible and get a heavy cord that is 10 or 12 gauge. Do NOT use 14 gauge or higher.
2. Make sure the treadmill is on a single outlet surge suppressor. Power surges can damage expensive electrical parts. Our Deluxe Surge Suppressor is guaranteed to take up to a lightning strike.
3. Check the walking belt for friction. You can make a treadmill last much longer by aggressively replacing the walking belt and keeping it lubed. It is one of the cheapest parts to replace and it relatively easy to replace on a Keys made machine and costs much less than a controller or motor. Make sure the belt stays lubricated at the least.
4. Check the motor for arching. Check brushes if it is arching and replace the brushes or the motor if motor has high resistance.
5. If you have adjusted the belts lately, make sure the walking belt are not too tight. Overtightened belts can cause the walking belt to slow during use.

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