



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.

SHUTS DOWN DURING A WORKOUT

If you can walk on your treadmill but it shuts down during a workout, it is normally caused by a friction problem with the belt and deck. Here are the most common symptoms and solutions:

- 1) **Symptom:** The treadmill operates for a given period of time and the circuit breaker on the treadmill (if equipped) trips causing you to have to reset the breaker, or let it cool off then reset the breaker. The amount of time required to shut down will progressively get shorter.

Solution: The walking belt is worn. The incline test is the best test for it if you don't have a way to take a DC amp draw. Put the treadmill at full incline and walk normally. If it takes it longer to shut off or does not shut off at all, you need to replace the walking belt. Be sure to inspect the deck for wear too. If you want to go for a cheap fix (that we don't recommend) try lubricating the walking belt. The best fix is to replace the walking belt and then regularly maintain it and keep the treadmill clean.
- 2) **Symptom:** The treadmill will show power but after a given period of time, the treadmill will simply shut down. Once you let it cool off, you can restart it back up but it shuts down faster and the time required before it shuts down gets progressively shorter.

Solution: Your treadmill is most likely equipped with a heat sensor which shuts down the motor and/or electronics to prevent them from burning up. If this is the case, replace the walking belt. Be sure to inspect the deck for wear too. If you want to go

for a cheap fix (that we don't recommend) try lubricating the walking belt. The best fix is to replace the walking belt and then regularly maintain it and keep the treadmill clean.

- 3) **Symptom:** The treadmill shuts down in an intermittent pattern...there is no rhyme or reason to when it will shut down. I get an error code or nothing shows up on the panel. I have to either unplug the treadmill or reset it to restart the treadmill.
Solution: If you get an error code, contact us with the code and make and model and we will try to help you figure out what is going on. Typically we either find a loose wire, an intermittent short, a bad power board, or a bad control panel in service calls that we do locally. Unplug your treadmill and then check all your wiring to make sure nothing is pinched, crimped or loose. Remove and replace each connector in case corrosion is causing the problem. If the problem persists, you most likely have a bad control panel or some call it a console.

If you have questions, email us at doc@treadmilldoctor.com

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