

## CHAPTER 4: TROUBLESHOOTING

### 4.5 Troubleshooting – Noise Issues

#### **Symptom :**

1. Thumping noise twice per rotation on a new machine.
2. Rubbing / grinding noise.
3. High pitched “bell-like” sound from under the motor cover.
4. Banging or clunking sound.
5. Slapping / thumping / squeaking sound with each footstep.
6. Rubbing sound underneath the treadmill.
7. Squeaking noise when raising / lowering the deck into storage positions.
8. Squeaking / grinding noise when using elevation.

#### **Reason :**

1. Roller or belt noise.
2. Moving component is rubbing.
3. Optic disk rubbing.
4. The unit is not level.
5. Running deck or belt system is not tight.
6. The running belt is rubbing on something.
7. The air shock needs lubrication.
8. The incline motor is missing washers or needs lubrication.

#### **Solution :**

1. This noise is from the roller or running belt.
  - a. If this is a new unit, some noise is normal as the running belt forms around the rollers.
  - b. Check that the belt is centered and tensioned correctly.
  - c. Remove and clean the rollers if needed.
  - d. Replace the rollers or running belt as needed.
2. This sound is likely a moving component.
  - a. Remove the motor cover and check the drive belt for alignment and make sure it is not slipping or is frayed / cut in any way. Replace the drive belt if needed.
  - b. Make sure the optic disk on the motor is not rubbing the speed sensor.
  - c. Turn the motor by hand to see if motor brushes or bearings are rubbing. Replace the motor if needed.
  - d. Check the front and rear rollers, replace if needed.

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### **4.5 Troubleshooting – Noise Issues - Continued**

3. This sound is likely caused by the optic disk.
  - a. Check that the optic disk is tight on the motor and not rubbing the speed sensor.
  
4. The sound is likely due to the unit not being level.
  - a. Check that all levelers are touching the ground.
  - b. Move the treadmill to another flat surface.
  
5. This sound is likely from the running deck / belt.
  - a. Check that the running deck is tightly attached to the frame.
  - b. Check the deck shocks for deterioration or crumbling. Replace if needed.
  - c. Check to see if the air shock is making this noise, lubricate or replace if needed.
  
6. This sound is likely due to the belt rubbing on something.
  - a. Make sure the belt is not rubbing on the deck, side rails, or deck shocks.
  - b. Check that the running belt is tensioned correctly.
  
7. This sound is likely due to the air shock.
  - a. Lubricate or replace the air shock as needed.
  
8. This sound is likely from the incline motor.
  - a. Check that the incline motor connection points include Teflon washers.
  - b. Lubricate the incline motor worm screw and connection points with grease.
  - c. Replace the incline motor.