

Bowflex® TreadClimber® TC20 Service Manual

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Important Safety Instructions and General Troubleshooting Information for the Bowflex® TreadClimber® TC20

NOTICE: This document provides important safety instructions, adjustments, and general troubleshooting information for the maintenance of the Bowflex® TreadClimber® TC20.

If you need assistance, please call Bowflex Customer Service at 1-800-605-3369.



This icon means a potentially hazardous situation which, if not avoided, could result in death or serious injury. Read and understand all Warnings on this machine.

Nautilus, Inc., (800) 605-3369, www.NautilusInc.com - Customer Service: North America (800) 605-3369, csnls@nautilus.com | outside U.S. www.nautilusinternational.com | Printed in China | © 2014 Nautilus, Inc. | ® indicates trademarks registered in the United States. These marks may be registered in other nations or otherwise protected by common law. Bowflex, the B logo, and TreadClimber are trademarks owned by or licensed to Nautilus, Inc. WD-40°, and Lube-N-Walk° are trademarks of their respective owners.

Important Safety Instructions



This icon means a potentially hazardous situation which, if not avoided, could result in death or serious injury. Read and understand all Warnings on this machine.

Before servicing or using this equipment, obey the following warnings:

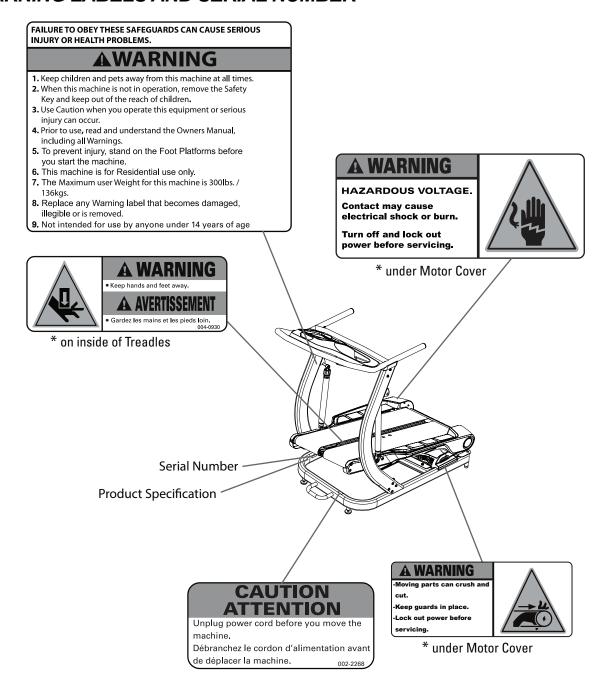


Read and understand the Service Manual before working on the machine. Failure to obey the instructions and safety warnings could cause injury to the service technician or bystanders.

ADANGER To reduce the risk of electrical shock or unsupervised usage of the equipment, always unplug the power cord from the wall outlet and/or the machine and wait 5 minutes before cleaning, maintaining or repairing the machine. Place the power cord in a secure location.

- Keep bystanders and children away from the product being serviced at all times.
- Make sure that the repair is done in an appropriate work space away from foot traffic and exposure to bystanders.
- Some components of the equipment can be heavy or awkward. Enlist the service of a second person when you do maintenance steps involving these components. Do not try to do heavy or awkward steps on your own.
- Use only replacement parts and hardware that are supplied or approved by Nautilus. Failure to use Nautilus-approved replacement parts can adversely affect the safety and functionality of the equipment creating a risk to users and will void the warranty.
- Be sure that all warning stickers and instructional placards applied to the product stay present and in good condition when doing
 maintenance or replacing components. If necessary, request replacement warning stickers or placards from Nautilus customer
 service.
- Do not try to change the design or functionality of the machine being serviced as this can adversely affect user safety and will void
 the warranty.
- Do not put the machine back in service until all shrouds, instructions, warning labels and correct functionality have been verified and tested for correct performance.

SAFETY WARNING LABELS AND SERIAL NUMBER



SPECIFICATIONS

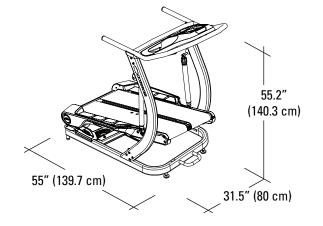
Maximum User Weight: 300 lbs (136 kgs)

Power Requirements:

Operational Voltage: 120VAC 60 Hz
Operating Current: 10A max



This product, its packaging, and components contain chemicals known to the State of California to cause cancer, birth defects, or reproductive harm. This Notice is provided in accordance with California's Proposition 65. If you would like additional information, please refer to our web site at www.nautilus.com/prop65.



Moving Your Machine

The TreadClimber® fitness machine weighs approximately 200 lbs (91 kg) when fully assembled and requires caution when being moved. Use the Transport Handle found under the front of the machine to move it. To get access to the Transport Handle, turn the Levelers until you have sufficient clearance between the machine and floor.

Your machine can be rolled on the transport wheels to a new location. Lower your machine slowly into its new location without injury to your head or fingers.

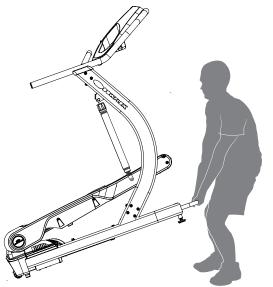


Do not use the uprights, handlebars, or the Console to lift or move the machine. Injury to you or damage to the machine can occur.

The machine may be moved by one or more persons depending on their physical abilities and capacities. Make sure that you and others are all physically fit and able to move the machine safely.

Place the machine on a clean, hard, level surface, free from unwanted material or other objects that may hamper your ability to move freely. A rubber mat should be used below the machine to prevent the release of static electricity and protect your flooring.

For safe storage of the machine and to prevent unsupervised operation of the machine always remove the Safety Key and disconnect the power cord from the wall outlet and the AC input. Place the power cord in a secure location.



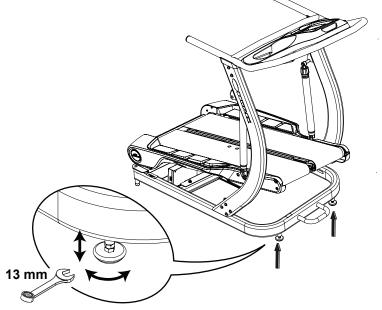
Leveling Your Machine

Levelers are found on the front of the TreadClimber® machine. Make sure the TreadClimber® machine is level and stable before you exercise. To adjust:

- 1. Loosen the upper locking nut.
- 2. Turn the leveler to adjust the height.
- 3. Tighten the upper locking nut to lock the leveler.



Do not adjust the levelers to such a height that they detach or unscrew from the machine. Injury to you or damage to the machine can occur.



MAINTENANCE

Read all maintenance instructions fully before you start any repair work. In some conditions, an assistant is required to do the necessary tasks.



Equipment must be regularly examined for damage and repairs. The owner is responsible to make sure that regular maintenance is done. Worn or damaged components must be repaired or replaced immediately. Only manufacturer supplied components can be used to maintain and repair the equipment.

ADANGER To reduce the risk of electrical shock or unsupervised usage of the equipment, always unplug the power cord from the wall outlet and/or the machine and wait 5 minutes before cleaning, maintaining or repairing the machine. Place the power cord in a secure location.

Daily: Before each use, inspect for loose, broken, damaged, or worn parts. Do not use the machine if any of these conditions exist. Use a

dry cloth to wipe off any perspiration after each use.

Weekly: Check for smooth roller operation. Clean the machine to remove dust, dirt, or grime. Clean the top of the belt with a slightly damp,

soapy cloth and wipe carefully and thoroughly with a dry cloth. Do not let any liquid get below the belts or into the Base Frame.

Monthly: Make sure all bolts and screws are tight. Tighten if necessary.

NOTICE: Do not clean with a petroleum based solvent or an automotive cleaner. Be sure to keep the Console free of moisture.

Walking Belt and Deck Lubrication

The TreadClimber® machine is equipped with a low maintenance deck and belt system. Belt friction can affect the function and life of the machine. Your TreadClimber® fitness machine came with a starter supply of lubrication for the belts.

Lubrication Schedule

User Level	Total Workout Hours per Week	When to Lubricate	
Light	less than 3 hours	every 3 months	
Moderate	3 to 5 hours	every 2 months	
Heavy	5 or more hours	every month	

We recommend that you use one of the following:

- Lube-N-Walk® Treadmill Lubrication Kit (available from www.bowflex.com or your local specialty fitness dealer)
- 100% pure silicone, available at most hardware and auto parts stores.

As you use your fitness machine, the Console will show "LUbE" at set times. This is only a reminder and should be added to your inspection schedule. Only apply lubricant as necessary. Push the START button to accept the reminder.

For the best results lubricate the Treadles periodically with a silicone lubricant, using the following instructions:

1. Unplug the machine fully from the wall outlet, and remove the power cord from the machine. Place the power cord in a secure location.

2. Carefully lift each belt and apply silicone lubricant in the center of the Treadle deck along the entire reachable length of the deck. Apply 0.5 to 1.5 oz. of the lubricant on the deck underneath each belt.

NOTICE: Always use a 100% pure silicone lubricant. Do not use a degreaser like WD-40® or a petroleum based product as this could seriously impact performance.

Note: The Walking Belts may need to be loosened to allow for access during lubrication. Consult the "Adjusting the Walking Belts" procedure if necessary.

- 3. Connect the power cord back into the machine and then into the wall outlet.
- 4. Stay to one side of your machine.
- 5. Switch on your machine and start the belts at the slowest speed. Let the belts operate for approximately 15 seconds.
- 6. Switch off your machine.
- 7. Take care to clean up any excess lubricant from the Treadles. We also recommend a periodic inspection of the Treadle surfaces below the belts. If the decks appear worn, contact a TreadClimber Representative (refer to the Contacts section of this manual).

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To decrease the possibility of slipping, be sure the Treadle area is free from grease or oil. Clean off any excess oil from the machine surfaces.

Walking Belt Alignment

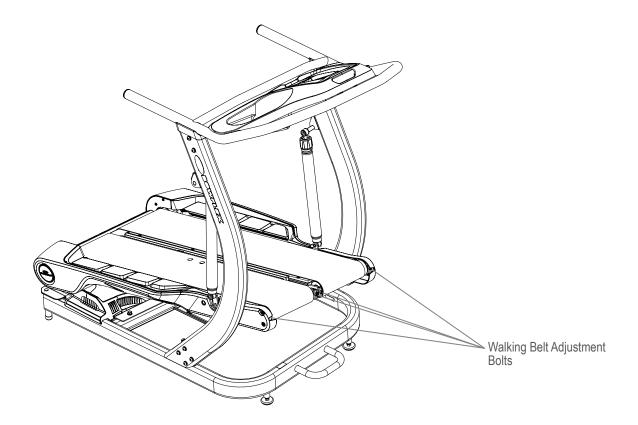
The walking belts need to be adjusted if they are out of center enough to cause a rubbing or scraping sound. Adjustments can be made at the Front Roller of each Treadle.

Adjusting the Walking Belts – While operating the machine, notice where the belts run on each Treadle. The Walking Belt Adjustment Bolts are on the front end of each Roller. If the belt is tracking too far to the right, use a properly sized Hex Key to turn the right adjustment bolt clockwise on that belt in full turn increments. If the belt tracks too far to the left, do the same thing on the left adjustment bolt.

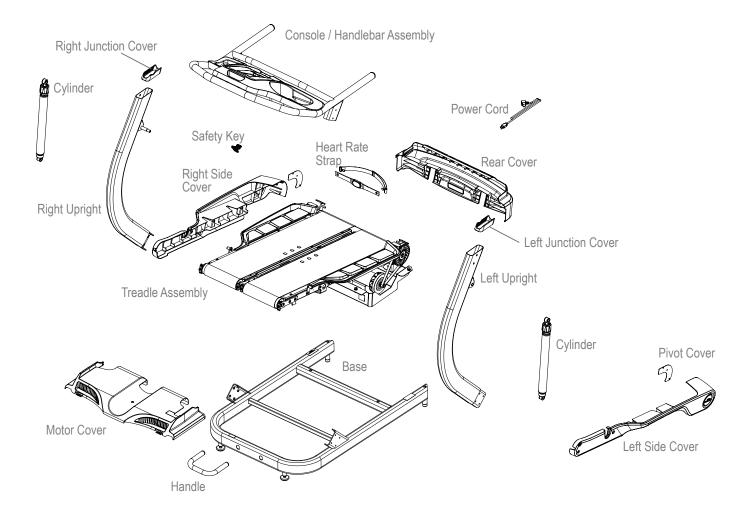
Note: Do not turn the bolts counterclockwise when you adjust the belt alignment.

Belt Tension Check – Check the belt tension only when the machine is unplugged. From the belt's midpoint, a correctly tensioned belt should only have an inch of give. To check, pull the belt upward at its midpoint and measure the distance to the deck. If the distance is more than an inch, the belt is loose. To tighten, turn both Walking Belt Adjustment Bolts clockwise one-half a turn and check tension again. Repeat this step if necessary.

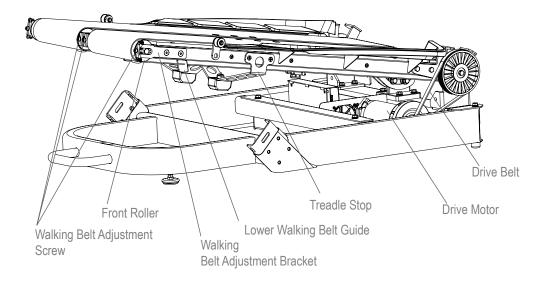
Note: Bolts are turned counterclockwise equally to decrease belt tension.

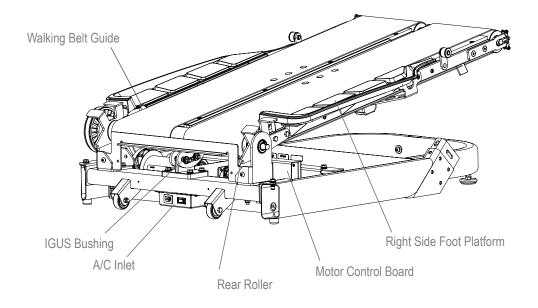


Maintenance Parts



Maintenance Parts (Treadle Assembly)





TROUBLESHOOTING

Condition/Problem	Things to Check	Solution
Unit will not turn on, power switch does NOT light up	Outlet	Make sure outlet is functioning correctly. Verify this by plugging another device (ex: lamp) into the outlet. If outlet is connected to a light switch, check to make sure it is on. If outlet is not functioning find a working outlet.
	Power cord not plugged in	Make sure the power cord is firmly secured to A/C inlet on the unit and firmly inserted into a non-GFI wall socket.
	Power switch turned off	Make sure the power switch at the rear of the unit is in the "ON" position. Switch will light up red to indicate power is present.
	Safety key not plugged in	Plug Safety Key into Console (See Safety Key - Emergency Stop Procedures within Features section).
Power switch is lit but display screen does not turn on	I/O Cable	Check I/O Cable connections at back of console. If display still will not light up, replace I/O Cable.
	If problem persists	Contact Customer Service.
Speed displayed is not accurate	Display set to wrong unit of measure. (English/Metric)	Change display units.
Console displays drive error code ("C", "S", or "H" with a number)	Unit needs to be restarted	Cycle power off for 10 seconds using power switch at rear of unit, then restart.
	Error code diagnostic	Contact Customer Service.
Console displays "LUbE" code	Belt lubrication	Consult lubrication schedule and apply if necessary. Push START button.
Heart rate not displayed while using chest strap	Transmitter not making good contact with skin	Moisten skin contact area on the chest strap.
	Electromagnetic interference	Turn off any television, AM radio, microwave, or computer within 6 feet (2 meters) of the fitness machine.
	Chest strap transmitter	Test chest strap with another HR monitoring device such as HR watch or a machine at a gym. If transmitter has good skin contact and still is not found to be emitting HR signal, replace chest strap transmitter.
	HR receiver	If chest strap is known to work with other devices and no sources of interference are present, or console has been tested with a Pulse Simulator and is not receiving the signal, contact Customer Care for replacement HR receiver.
Walking belt misalignment	Rear belt guides	Belts should ride on top of walking belt guides at the outside edge of treadles.
	Tracking adjustment	Belts are not required to be perfectly centered and are typically farther out in the rear than they are in the front. This may vary depending on user's stride. If belt is tracking to one side far enough to cause rubbing of belt, follow the "Adjusting the Walking Belts" procedure.
	If problem persists	Contact Customer Care for further assistance.
Speed dependent grinding or scraping noise	Belt alignment	Check walking belt alignment. Belt contact with metal guides under Treadle can make a loud grinding sound. If belts are misaligned, follow the "Adjusting the Walking Belts" procedure.
	Rollers or motor	Contact Customer Care for further assistance.
Knocking noises when unit is operating	IGUS bushing	If knocking sound seems to be coming directly from the rear roller, check IGUS (yellow "hat" shaped) bushings and replace if cracked.
	Hydraulic cylinder bolts	Check and tighten both upper and lower bolts that connect the hydraulic cylinders to the unit.
"Tick" sound once per revolution or scraping noise from under Treadle	Belt alignment	Belt seam may be contacting metal belt guide under treadle. Slight adjustment of belt should alleviate noise. Follow the "Adjusting the Walking Belts" procedure.

Condition/Problem	Things to Check	Solution
Belts stop turning while in use	Safety key	Plug Safety Key into Console (See Safety Key -Emergency Stop Procedures within Features section).
	Motor overload	Unit may be overloaded and drawing too much current, causing unit to shut power down to protect motor. Consult belt lubrication schedule to determine if belts need lubrication, check walking belt tension, and restart unit.
	Outlet	Outlet may not have enough power available for the machine due to other devices on same circuit. Remove any devices from power circuit and restart machine.

ERROR CODES

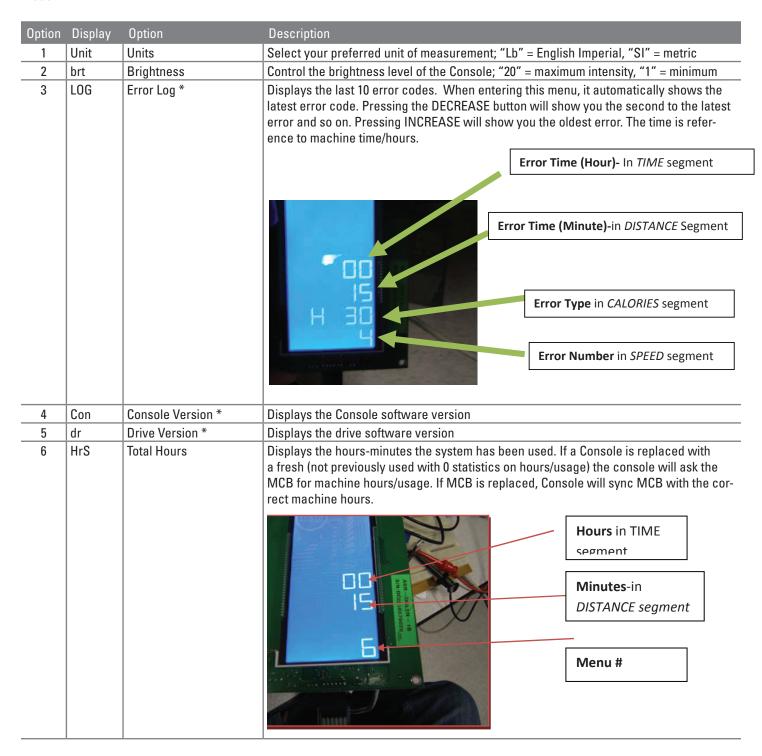
- If the error code has never appeared before, the first step should always be to power the machine off/on, and see if the code reappears. If the code re-appears, or has been seen before, then proceed with the steps below.
- After completion of each resolution step, restart the machine and see if the error returns. If not, proceed to the next resolution step. If issue persists, after all steps followed, contact Customer Service for advanced troubleshooting assistance.
- If multiple codes are present attempt to resolve "Hxx" code before troubleshooting "Cxx" codes. After "Hxx" codes are resolved "Cxx" codes may not re-appear.

Error Code	Error Name	Resolution
EStP	Estop Error	Check and make sure the E-Stop is plugged in and fitted correctly.
		2. Replace the upper electronics
C01	Console over voltage	Check all three I/O cable connections (MCB, bottom of upright, back of console)
		2. Replace I/O cables
		3. Replace MCB (Motor Control Board)
C02	Console under voltage	Check all three (MCB, bottom of upright, back of console) I/O cable connections
		2. Replace I/O cables
		3. Replace MCB
C03/C04/C05/C06/C07	Console current/hdw errors	Troubleshoot other codes first and restart macine.
		2. Replace console
C08	Wrong MCB	Replace MCB with correct part for machine
	·	
H03	Critical motor current	Check that all MCB wiring is secure
		2. Replace MCB
H05	Communication lost	Check all three I/O cable connections (MCB, bottom of upright, back of console)
		2. Replace I/O cables
		Seek advanced troubleshooting assistance
H06	Communication issue	If issue returns after power off/on seek advanced troubleshooting assistance
H07	Over speed condition	If error occurs when machine is powered up or when start button is pressed, replace MCB
		If error occurs due to pushing belts beyond motor speed, advise not to push belts beyond motor speed
		3. Seek advanced troubleshooting assistance
H08	No tach detected	Check that motor tach I/O cable is connected at both ends
		2. Replace motor assembly
H11	Power supply voltage low	If error has occurred multiple times replace MCB
H12	Memory error	If error has occurred multiple times replace MCB
H13	Hardware failure	If error has occurred multiple times replace MCB
H15	Over current	Check belt lubrication/tension
		If heavier user at low speeds set shocks to MIN travel and try shorter workout at higher speed (over 2.0MPH)
		3. If problem has slowly developed over a long period of time and has been getting worse, replace motor.

H16	Over speed condition	If error occurs when machine is powered up or when start button is pressed, replace MCB	
		2. If error occurs due to pushing belts beyond motor speed, advise not to push belts beyond motor speed	
		3. Seek advanced troubleshooting assistance	
H17	Motor wiring	Check motor wiring connections to MCB	
		2. Replace motor	
		3. Replace MCB	
H18	Wiring short	Check all wiring connections at MCB	
		2. Replace MCB	
H19	Voltage issue	1. Check all wiriing connections at MCB, AC plug assembly, and power cord	
		2. If error has occurred multiple times, replace MCB	
H20	MCB backup monitor error	If error has occurred multiple times replace MCB	
H22	Voltage issue	If error has occurred multiple times replace MCB	
H23	No tach signal	Check motor power wire connection and tach I/O cable connection at both ends	
		2. Check that tach wheel is mounted securely to motor shaft. If not, tighten wheel.	
		3. Replace motor	
H24	Current issue	Troubleshoot any other error first. If other errors resolved, and error has occurred multiple times, replace MCB.	
H26/28/H29	Circuitry issue	If error has occurred multiple times replace MCB	
H30	Estop Error	Check and make sure the E-Stop is plugged in and fitted correctly.	
		2. Replace console	
		3. Replace MCB	
H31	Speed higher than current	Check all motor connections at MCB	
		2. Seek advanced troubleshooting assistance	

Console Service Mode

The Console has a Service Mode. Some options in the Service Mode can be adjusted to the users preferences, but most are helpful for service of the machine. To access the Service Setup Mode, hold down the Increase and Decrease buttons for 2 seconds when in Idle Mode.



7	diSt	Total Distance	Displays total distance. Distance in DISTANCE segment
8	HiSt	Motor Current History *	Displays the average motor current for the current maintenance interval. Push the decrease button to view the average of previous intervals. Every 40 machine hours, the interval increases. Average Interval Current – in DISTANCE segment
			Interval Number – in SPEED segment
9	Hd	Hardware Type *	Displays the hardware type

Curr Motor Current * 10 Displays the instantaneous motor current. This menu can be used to troubleshoot machine for high current/high friction. Pressing STOP in this menu will cause the machine to stop right away. User should no be on the machine when stopped is pressed. When we enter this Menu, a 3 seconds count down starts (just like a regular workout) and then machine starts moving. User can change speed with INCREASE and DE-CREASE buttons. Workout Time - in Time segment Instantaneous Current - in **DISTANCE** segment **Speed** – in *SPEED* segment 11 CoAS Coast Time * A test to see how long it takes the belts to come to complete stop. This is used to determine how "smooth" the machine is as far as mechanical friction goes. Pressing STOP in this menu will cause the machine to stop right away. User should no be on the machine when stopped is pressed. When we enter this Menu, a 3 seconds count down starts (just like a regular workout) and then machine starts moving. User can change speed with INCREASE and DE-CREASE buttons. When stop is pressed, machine will immediately try to stop. Once belts stop moving completely, a total coast time is displayed in the Distance segment. Workout Time – in Time segment Coast down Time - in **DISTANCE** segment **Speed** – in *SPEED* segment

12	LOOP	Loop Back *	Test to see if the Console is receiving data. (Currently not used and will display FAIL after a few seconds if entered.)
13	Str	Set Time Reference	Sets the current day and time as the start of the workout week for all users. Here the user can reset their workout statistics/Go Coach time reference back to default date. Press Increase/Decrease button to select between option of Yes(y) or NO(n).
14	CSn	Console Serial Number*	This menu will display the serial number of the console across all the displays. It will start with a C showing the type of serial number (Console) with digits after that. Console Serial Number in this image is 3572
15	dSn	Drive Serial Number *	This menu will display the serial number of the MCB across all the displays. It's starts with a "d" and follows the same number rule as console.
16	dES	Drive Error Statistics *	Displays the latest hard error statistics for the MCB. Push the increase and Decrease buttons to view all error statistics. The display toggles between BUS, MOT, Curr, tArS, ActS, 12S. Record all values for these displays.
17	Prog	Program Drive *	Updates the program with the USB Drive. This menu will dump all machine stats, Error Log, Firmware Version, Drive Error Statistics onto a USB stick which can then be emailed to NLS for further troubleshooting. Customer needs to plug in a USB stick and then go to this and press START key to begin
			dumping the data. It will only take a few seconds and then the machine goes back to the USB menu. The file name will be saved as "TC20LOG.CSV". Attached is the sample log file.

^{*} for Service Technicians

Use the Increase and Decrease buttons to cycle through the Options. To change the value of an Option, push START and use the Increase and Decrease buttons to select the new value. Push START to assign the new value to the Option.

Push STOP to exit an Option and the Service Mode.

Console Error Code Troubleshooting

Error Message	Description	Resolution	Console Service Mode Option Assist
H03. Critical Motor Current	Motor Control Board (MCB) saw Critical Current	1. What version of code? 2. Does this happen within a few seconds after the belts starts moving? with user on it? without user on it? If yes, replace Motor Control Board (MCB). 3. If no, check the Motor wiring connection and the AC wiring connection.	Option 8, 10, 15
H05. Communication Lost	Communication issue with MCB	1. Version 1.00? Does it happen during power UP? If yes on both, power up the console, unplug the communication cable from the MCB. Plug the cable back in. Did H05 go away? Did another error appear? 2. Disconnect the communication cables at the top of the right upright. Reconnect the cables. Did H05 go away? Did another error appear? 3. Contact Customer Service.	
H06. Multiple communication Packets Failed	Communication issue with MCB	1. Contact Customer Service and file an Advanced Troubleshooting Form.	
H07. System Over Speed	Over speed condition was detected.	Does error happen as soon as machine starts the workout or turns ON? -Replace MCB Is this error combined with any other error? -troubleshoot other errors along with error. Is the user backpushing the belt or intentionally pushing back on the belts? - Avoid pushing back on the belts Contact Customer Service and file an Advanced Troubleshooting Form.	8, 10, 15
H08. No Tach is Plugged in	MCB detected that there was no Tach plugged in.	Check to see the Tach cable is plugged in correctly to the MCB. Check the Tach Assembly. Replace Tach Assembly. Replace MCB.	15
H11. Power supply Supply Low	MCB Saw that The one of it's power supply is under operation voltage	Replace MCB. Replace Console.	15
H12. Memory Initialization failed	Software update failed or MCB is not programmed	Restart the device. Does issue still occur? If YES, replace the MCB. If NO, contact Customer Service.	
H13. Hardware Failure	MCB detected that one of the main hardware components has failed or is not working properly.	Does this occur all the time? -If YES, Check all wirings. Replace MCB. Contact Customer Service and file an Advanced Troubleshooting Form.	8, 10, 15
H15. Over Current	MCB Saw excessive current during workout that could potentially damage the motor or heat up	1. Does this issue happen without the user on the machine? If Yes: -Check the motor wiring and Inlet wiringReplace MotorReplace MCB. If NO: -user weights between 200-300 at lower speeds of 0.5-2.0 MPH? Then lube the Belt, increase shock settings (less travel), and increase speed.	8, 10, 15

Error Message	Description	Resolution	Console Service Mode Option Assist
H16. Backup protecion saw over Speed	Backup Monitor saw over speed	Did this issue happen as soon as workout was about to start? If YES: Check wiring and if all is well, replace MCB. If NO: Was there an H07 error as well? Yes- Troubleshoot H07.	8, 10, 15
H17. Motor is OPEN	MCB detected an Motor Open condition	Was this error received as soon as the workout countdown? If YES: Check motor leads. Check motor connection to MCB. If all is good, replace MCB. Replace Motor.	15
H18. Possible Short deteted in MCB	MCB detected a short	1. Does this error occur as soon as the machine workout starts? -If YES: Replace MCB -If NO: 2. Any other errors that are shown with H18? H03? -If YES: Trouble shoot H03If NO: Contact Customer Service.	8, 10, 15
H19. Motor Supply too low	MCB saw supply for motor is below operation voltage	Does this happen all the time when machine is about to start a workout? -If YES: Check AC Line In. If AC Line In is good, check all other wirings. If all is good, replace MCBIf NO: Contact Customer Service and file an Advanced Troubleshooting Form.	10, 15
H20. Backup Micro did not respond	Backup Monitor did not respond to turn- ing on relay	Does this happen all the time? -If YES: replace MCBIf NO: restart machine, contact Customer Service and file an Advanced Troubleshooting Form.	15
H22. Supply too High	MCB Saw that the power supply is over safe operating voltage	Does this error occur all the time? -If YES: replace MCBIf NO: restart machine.	10, 15
H23. No Tach Pulse is seen	MCB Detected that tach was plugged in but saw no tach pulses	Does this error happen at the beginning of the workout (within a few seconds of entering workout screen)? Does the motor move? Do the belts move? If YES: Check motor wire leads. Check Tach Wheel. Check tach wiring on both MCB and Tach assembly. If NO: restart machine if error presists, contact Customer Service and file an Advanced Troubleshooting Form.	10, 15
H24. Backup Micro saw exessive Current	Backup Monitor saw excessive Current Limit and shut off the system.	Does this error happen all the time? When machine is turned ON? When Machine is about to start a workout? -If YES: replace MCBIf NO: any other error show up with this error? Troubleshoot other error (H03,H15)	8, 10, 15
H25. Backup Safety Internal Fault	Backup monitor could not configure correctly due to hardware malfunction	Restart machine. Error keeps happening? Replace MCB.	
H26. BackupSafety Idmag bad circuitry	Backup Monitor detected a bad Over Current Detection Circuitry	Restart machine. Error keeps happening? Replace MCB.	8, 10, 15

H28. Backup Has relay On without Permission	Backup Monitor had relay ON without permission	Restart machine. Does the error happen still? Replace MCB.	16
H29. Possible Stuck Relay	MCB wanted relay OFF but did not see bus volts dropping.	Turn off machine and wait a couple of minutes. Turn on the machine. Does error presist? Can you hear a "relay" click? If not, replace MCB. Contact Customer Service and file an Advanced Troubleshooting Form.	6, 7, 8, 16
H30. Possible ESTOP detection out of sync	Console ESTOP detection might be out of sync with MCB	Check and make sure the E-Stop is plugged in and fitted correctly. Check console E-Stop cable connection. Replace console. Replace MCB.	16
H31. Motor Short	MCB detected a fast over speed could not see any current (due to fet being off)	Does this error happen when machine is about to start a workout? -check motor connections and make sure they are not looseContact Customer Service and file an Advanced Troubleshooting Form.	8, 10, 16

REPLACEMENT PROCEDURE SKILL LEVEL

Level I:

Low - very little mechanical knowledge or exposure. Intermediate - some experience with mechanical procedures Level II: Level III: Advanced - knowledgeable about mechanical procedures



Replacing the Bezel Electronics Assembly on the TC20 fitness machine

Replacement Procedure
Skill Level: I
8006721,101514.A

NOTICE: This document provides instructions for the replacement of the Bezel Electronics Assembly on the Bowflex® TC20 fitness machine.

If you need assistance, please call Bowflex Customer Service at 1-800-605-3369.



This icon means a potentially hazardous situation which, if not avoided, could result in death or serious injury. Read and understand all Warnings on this machine.

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Important Safety Instructions - Before servicing or using this equipment, obey the following warnings:



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- Read and understand the Part Replacement Procedure before working on the machine. Failure to obey the instructions and safety warnings could cause injury to the service technician or bystanders.
- Keep bystanders and children away from the product being serviced at all times.
- Make sure that the repair is done in an appropriate work space away from foot traffic and exposure to bystanders.
- Disconnect all power and allow to sit for 5 minutes before you service this machine.
- Some components of the equipment can be heavy or awkward. Enlist the service of a second person when you do maintenance steps involving these components. Do not try to do heavy or awkward steps on your own.
- If replacement parts are necessary, use only genuine Nautilus replacement parts and hardware. Failure to use genuine replacement parts can cause a risk to users, keep the machine from operating correctly and will void the warranty.
- Be sure that all warning stickers and instructional placards applied to the product stay present and in good condition when doing maintenance or replacing components. If necessary request replacement warning stickers or placards from Nautilus customer service.
- Do not try to change the design or functionality of the machine being serviced as this can adversely effect user safety.
- Do not use the machine until all shrouds, instructions, warning labels and correct functionality have been verified and tested for correct performance.
- This product contains magnets. Magnetic fields can interfere with the normal use of certain medical devices at a close range. Users may come into proximity of the magnets in the assembly, maintenance, and/or use of the product. Given the obvious importance of these devices, such as a pacemaker, it is important that you consult with your medical provider in connection with the use of this equipment. Please consult the "Safety Warning Labels and Serial Number" section in the Owner's Manual to determine the location of the magnets on this product.

Tools Required (not included)

#2 Phillips screwdriver





ADANGER

To reduce the risk of electrical shock or unsupervised usage of the equipment, always unplug the power cord from the wall outlet and the machine and wait 5 minutes before cleaning, maintaining or repairing the machine. Place the power cord in a secure location.

1. Remove the indicated Phillips head screw and the Console Access Panel.



2. Disconnect the Upper Input/Output (I/O) Cable.



- 3. Remove the 4 indicated Phillips head screws securing the Bezel Electronics Assembly to the Console Shroud.
- ${\tt 4.}$ Carefully remove the Bezel Electronics Assembly from the front of the Console Shroud.
- 5. Install the new Bezel Electronics Assembly.
- 6. Reinstall the 4 Phillips head screws.
- 7. Connect the Upper I/O Cable.
- 8. Replace the Console Access Panel and secure with the Phillips head screw.
- 9. Final Inspection

Inspect your machine to ensure that all hardware is tight and components are properly assembled.



Do not use until the machine has been fully assembled and inspected for correct performance in accordance with the Owner's Manual.





Replacing the Console Assembly / Console Shroud on the TC20 fitness machine

Replacement Procedure
Skill Level: I
8006722.101514.A

NOTICE: This document provides instructions for the replacement of the Console Assembly / Console Shroud on the Bowflex® TC20 fitness machine.

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- Read and understand the Part Replacement Procedure before working on the machine. Failure to obey the instructions and safety warnings could cause injury to the service technician or bystanders.
- Keep bystanders and children away from the product being serviced at all times.
- Make sure that the repair is done in an appropriate work space away from foot traffic and exposure to bystanders.
- Disconnect all power and allow to sit for 5 minutes before you service this machine.
- Some components of the equipment can be heavy or awkward. Enlist the service of a second person when you do maintenance steps involving these components. Do not try to do heavy or awkward steps on your own.
- If replacement parts are necessary, use only genuine Nautilus replacement parts and hardware. Failure to use genuine replacement parts can cause a risk to users, keep the machine from operating correctly and will void the warranty.
- Be sure that all warning stickers and instructional placards applied to the product stay present and in good condition when doing maintenance or replacing components. If necessary request replacement warning stickers or placards from Nautilus customer service.
- Do not try to change the design or functionality of the machine being serviced as this can adversely effect user safety.
- Do not use the machine until all shrouds, instructions, warning labels and correct functionality have been verified and tested for correct performance.
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Tools Required (not included)

#2 Phillips screwdriver





ADANGER

To reduce the risk of electrical shock or unsupervised usage of the equipment, always unplug the power cord from the wall outlet and the machine and wait 5 minutes before cleaning, maintaining or repairing the machine. Place the power cord in a secure location.

1. Remove the indicated Phillips head screw and the Console Access Panel.



2. Disconnect the Upper Input/Output (I/O) Cable.



- 3. Remove the 6 indicated screws from the Console Assembly using a #2 Phillips screwdriver.
- 4. Lift the Console Assembly off of the Handlebar Frame and replace with new Console Assembly.
- 5. Installation is the reverse procedure.
- 6. Final Inspection

Inspect your machine to ensure that all hardware is tight and components are properly assembled.



Do not use until the machine has been fully assembled and inspected for correct performance in accordance with the Owner's Manual.





Replacing the A/C Inlet on the TC20 fitness machine

Replacement Procedure
Skill Level: I
8006723.101514.A

NOTICE: This document provides instructions for the replacement of the A/C Inlet on the Bowflex® TC20 fitness machine.

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- Keep bystanders and children away from the product being serviced at all times.
- Make sure that the repair is done in an appropriate work space away from foot traffic and exposure to bystanders.
- Disconnect all power and allow to sit for 5 minutes before you service this machine.
- Some components of the equipment can be heavy or awkward. Enlist the service of a second person when you do maintenance steps involving these components. Do not try to do heavy or awkward steps on your own.
- If replacement parts are necessary, use only genuine Nautilus replacement parts and hardware. Failure to use genuine replacement parts can cause a risk to users, keep the machine from operating correctly and will void the warranty.
- Be sure that all warning stickers and instructional placards applied to the product stay present and in good condition when doing maintenance or replacing components. If necessary request replacement warning stickers or placards from Nautilus customer service.
- Do not try to change the design or functionality of the machine being serviced as this can adversely effect user safety.
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Tools Required (not included)

#2 Phillips screwdriver





ADANGER

To reduce the risk of electrical shock or unsupervised usage of the equipment, always unplug the power cord from the wall outlet and the machine and wait 5 minutes before cleaning, maintaining or repairing the machine. Place the power cord in a secure location.

1. Remove the 2 indicated screws from the Rear Cover using a #2 Phillips screw-driver.



2. Remove the Rear Cover.

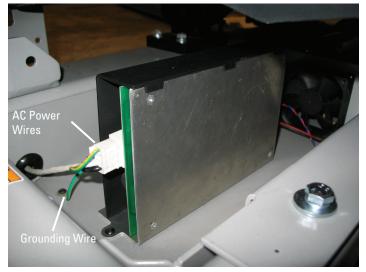


3. Using a #2 Phillips screwdriver, remove the two indicated screws from the Motor Cover. Lift up on the front of the Motor Cover, releasing it from the Base Assembly. Slide the Motor Cover out from beneath the Treadles.

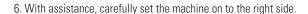


4. On the Motor Control Board, disconnect the Motor Power Wires by pulling straight out on the Connectors — do not pull on the wire itself.

Note: The Motor Control Board is located under the right Treadle.









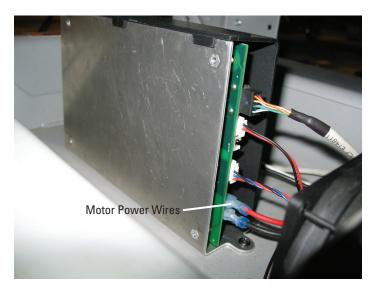
Do not move the machine without aid. Injury to you or damage to the machine can occur. The Treadles and Walking Belts can abruptly move. To avoid possible serious injury, keep hands away from the inside of the Treadles and the edges of the Walking Belts.

- 7. Remove the 4 indicated screws from the A/C Inlet housing using a #2 Phillips screwdriver.
- 8. Remove the A/C Inlet, pulling the detached wires from the Control Board compartment.
- 9. From the new A/C Inlet, push the Grounding and Motor Power Wires into the Control Board compartment.
- 10. Attach the Motor Power Wires and the Grounding Wire to the Control Board.
- 11. Attach the new A/C Inlet using a #2 Phillips screwdriver. **Note:** Do not crimp any wires.
- 12. Attach the Motor Cover using the #2 Phillips screwdriver.
- 13. Attach the Rear Cover using the #2 Phillips screwdriver.
- 14. Final Inspection

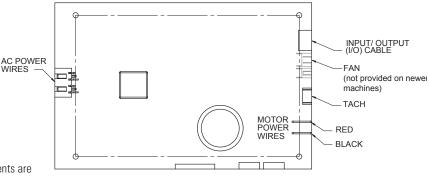
Inspect your machine to ensure that all hardware is tight and components are properly assembled.



Do not use until the machine has been fully assembled and inspected for correct performance in accordance with the Owner's Manual.







MOTOR CONTROL BOARD



Replacing the Drive Belt on the TC20 fitness machine

Replacement Procedure
Skill Level: II
8006724.101514.A

NOTICE: This document provides instructions for the replacement of the Drive Belt on the Bowflex® TC20 fitness machine.

If you need assistance, please call Bowflex Customer Service at 1-800-605-3369.



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- Keep bystanders and children away from the product being serviced at all times.
- Make sure that the repair is done in an appropriate work space away from foot traffic and exposure to bystanders.
- Disconnect all power and allow to sit for 5 minutes before you service this machine.
- Some components of the equipment can be heavy or awkward. Enlist the service of a second person when you do maintenance steps involving these components. Do not try to do heavy or awkward steps on your own.
- If replacement parts are necessary, use only genuine Nautilus replacement parts and hardware. Failure to use genuine replacement parts can cause a risk to users, keep the machine from operating correctly and will void the warranty.
- Be sure that all warning stickers and instructional placards applied to the product stay present and in good condition when doing maintenance or replacing components. If necessary request replacement warning stickers or placards from Nautilus customer service.
- Do not try to change the design or functionality of the machine being serviced as this can adversely effect user safety.
- Do not use the machine until all shrouds, instructions, warning labels and correct functionality have been verified and tested for correct performance.
- This product contains magnets. Magnetic fields can interfere with the normal use of certain medical devices at a close range. Users may come into proximity of the magnets in the assembly, maintenance, and/or use of the product. Given the obvious importance of these devices, such as a pacemaker, it is important that you consult with your medical provider in connection with the use of this equipment. Please consult the "Safety Warning Labels and Serial Number" section in the Owner's Manual to determine the location of the magnets on this product.

Tools Required (not included)

#2 Phillips screwdriver





ADANGER

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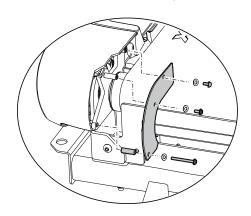
- 1. Remove the 2 indicated screws from the Rear Cover using a #2 Phillips Screw-driver.
- 2. Remove the Rear Cover.



3. Using a #2 Phillips screwdriver, remove the two indicated screws from the Motor Cover. Lift up on the front of the Motor Cover, releasing it from the Base Assembly. Slide the Motor Cover out from beneath the Treadles.



- 4. Using a #2 Phillips screwdriver, remove the 3 indicated screws from the left Pivot Cover.
- 5. Remove the left Pivot Cover and Spacer.





6. Tilt unit carefully onto the right side.



Do not move the machine without aid. Injury to you or damage to the machine can occur. The Treadles and Walking Belts can abruptly move. To avoid possible serious injury, keep hands away from the inside of the Treadles and the edges of the Walking Belts.

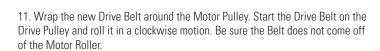
- 7. Remove the lower mounting bolt from the left Cylinder. Leave attached at top.
- 8. Remove the 5 indicated screws using a #2 Phillips screwdriver from the left Side Cover.
- 9. Remove the left Side Cover.



10. Turn the Drive Pulley clockwise while forcing the Drive Belt to the outside. Belt will come off of the Drive and Motor Pulley.



Keep fingers out of any pinch opportunities when turning the Pulleys.





Keep fingers out of any pinch opportunities when turning the Pulleys.

- 12. Roll the Drive Pulley clockwise until the Drive Belt is fully installed. Continue to roll the Belt forward while adding side pressure with fingers to align as necessary.
- 13. Replace the Side Cover and secure with side cover screws.
- 14. Reconnect Cylinder and secure with Cylinder mounting bolt.
- 15. With assistance, carefully set the machine upright.



Do not move the machine without aid. Injury to you or damage to the machine can occur. The Treadles and Walking Belts can abruptly move. To avoid possible serious injury, keep hands away from the inside of the Treadles and the edges of the Walking Belts.

- 16. Replace Spacer, Pivot Cover, and screws.
- 17. Replace the Motor Cover and secure with screws.
- 18. Replace Rear Cover and secure with screws.
- 19. Final Inspection

Inspect your machine to ensure that all hardware is tight and components are properly assembled.



Do not use until the machine has been fully assembled and inspected for correct performance in accordance with the Owner's Manual.







Replacing the Motor on the TC20 fitness machine

Replacement Procedure Skill Level: II 8006725.101514.A

NOTICE: This document provides instructions for the replacement of the Motor on the Bowflex® TC20 fitness machine.

If you need assistance, please call Bowflex Customer Service at 1-800-605-3369.



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- Keep bystanders and children away from the product being serviced at all times.
- Make sure that the repair is done in an appropriate work space away from foot traffic and exposure to bystanders.
- Disconnect all power and allow to sit for 5 minutes before you service this machine.
- Some components of the equipment can be heavy or awkward. Enlist the service of a second person when you do maintenance steps involving these components. Do not try to do heavy or awkward steps on your own.
- If replacement parts are necessary, use only genuine Nautilus replacement parts and hardware. Failure to use genuine replacement parts can cause a risk to users, keep the machine from operating correctly and will void the warranty.
- Be sure that all warning stickers and instructional placards applied to the product stay present and in good condition when doing maintenance or replacing components. If necessary request replacement warning stickers or placards from Nautilus customer service.
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- Do not use the machine until all shrouds, instructions, warning labels and correct functionality have been verified and tested for correct performance.
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Tools Required (not included)

#2 Phillips screwdriver







5mm wrench

ADANGER

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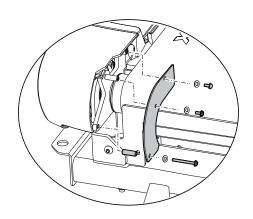
- 1. Using a #2 Phillips screwdriver, remove the 2 indicated bolts from the Rear Cover.
- 2. Remove the Rear Cover.



3. Using a #2 Phillips screwdriver, remove the 2 indicated screws from the Motor Cover. Lift up on the front of the Motor Cover, releasing it from the Base Assembly. Slide the Motor Cover out from beneath the Treadles.



- 4. Using a #2 Phillips screwdriver, remove the 3 indicated screws from the left Pivot Cover.
- 5. Remove the left Pivot Cover and Spacer.

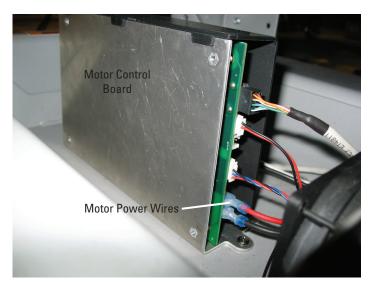


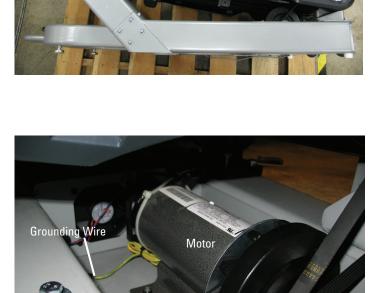


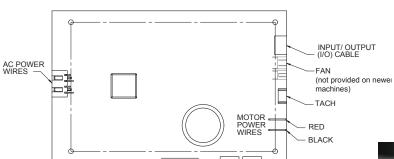
- 6. Remove the 5 indicated screws using a #2 Phillips screwdriver from the left Side Cover.
- 7. Slide the left Side Cover off of the machine.

8. On the Motor Control Board, disconnect the Motor Power Wires by pulling straight out on the Connectors – do not pull on the wire itself. Push the loose wires through to the Motor compartment. Using a #2 Phillips screwdriver, detach the Grounding Wire from the Base Assembly.

Note: The Motor Control Board is located under the right Treadle.





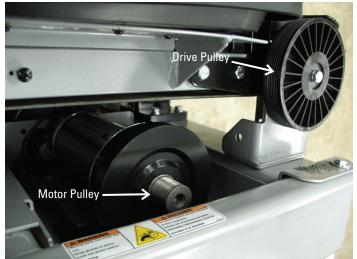


MOTOR CONTROL BOARD

9. Remove the Drive Belt. Turn the Drive Pulley clockwise while forcing the Drive Belt to the outside. Belt will come off of the Drive and Motor Pulley.



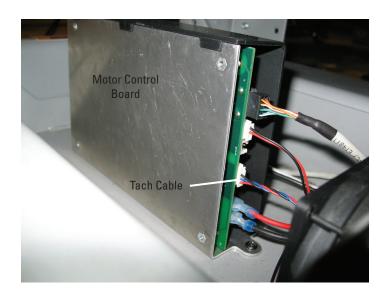
Keep fingers out of any pinch opportunities when turning the Pulleys.



10. Remove the indicated nuts and washers using a 5 mm wrench from the Motor Assembly. There are two in front (shown) and two behind (not shown) the Motor Assembly.



11. Disconnect the Tach Cable from the Motor Control Board.



12. Remove and replace with the new Motor.



13. Installation is the reverse procedure.

Drive Belt Replacement:

Wrap the new Drive Belt around the Motor Pulley. Start the Drive Belt on the Drive Pulley and roll it in a clockwise motion. Be sure the Belt does not come off of the Motor Roller.



Keep fingers out of any pinch opportunities when turning the Pulleys.

Roll the Drive Pulley clockwise until the Drive Belt is fully installed. Continue to roll the Belt forward while adding side pressure with fingers to align as necessary.

14. Final Inspection

Inspect your machine to ensure that all hardware is tight and components are properly assembled.



Do not use until the machine has been fully assembled and inspected for correct performance in accordance with the Owner's Manual.





Replacing the Treadle Assembly on the TC20 fitness machine

Replacement Procedure Skill Level: II 8006726.101514.A

NOTICE: This document provides instructions for the replacement of the Treadle Assembly on the Bowflex® TC20 fitness machine.

If you need assistance, please call Bowflex Customer Service at 1-800-605-3369.



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- Keep bystanders and children away from the product being serviced at all times.
- Make sure that the repair is done in an appropriate work space away from foot traffic and exposure to bystanders.
- Disconnect all power and allow to sit for 5 minutes before you service this machine.
- Some components of the equipment can be heavy or awkward. Enlist the service of a second person when you do maintenance steps involving these components. Do not try to do heavy or awkward steps on your own.
- If replacement parts are necessary, use only genuine Nautilus replacement parts and hardware. Failure to use genuine replacement parts can cause a risk to users, keep the machine from operating correctly and will void the warranty.
- Be sure that all warning stickers and instructional placards applied to the product stay present and in good condition when doing maintenance or replacing components. If necessary request replacement warning stickers or placards from Nautilus customer service.
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Tools Required (not included)

#2 Phillips screwdriver







13mm (1/2") wrench

A DANGER

To reduce the risk of electrical shock or unsupervised usage of the equipment, always unplug the power cord from the wall outlet and the machine and wait 5 minutes before cleaning, maintaining or repairing the machine. Place the power cord in a secure location.

- 1. Using a #2 Phillips screwdriver, remove the 2 indicated screws from the Rear Cover.
- 2. Remove the Rear Cover.



3. Using a #2 Phillips screwdriver, remove the 2 indicated screws from the Motor Cover. Lift up on the front of the Motor Cover, releasing it from the Base Assembly. Slide the Motor Cover out from beneath the Treadles.



4. On the Motor Control Board, disconnect the Lower Input/Output (I/O) Cable by pulling straight out on the Connectors — do not pull on the wire itself. Push the cable out of the Motor compartment.



- 5. Remove the lower mounting bolt from the Cylinders. Leave the tops attached.
- 6. Disconnect the Cylinder from the Treadle, and lower the Treadle gently.



The Treadle will fall abruptly if not supported. Keep hands away from the inside of the Treadles to avoid possible serious injury.



7. Using a 13 mm (1/2") wrench, remove the indicated bolts from both sides of the Treadle Assembly.



8. Carefully lift the front of the Treadle Assembly onto the Transport Wheels. Roll the Treadle Assembly off of the rear of the machine.

Note: THIS STEP REQUIRES TWO PEOPLE.



Do not move the machine without aid. Injury to you or damage to the machine can occur. The Treadles and Walking Belts can abruptly move. To avoid possible serious injury, keep hands away from the inside of the Treadles and the edges of the Walking Belts.



The Walking Belts can abruptly move. To avoid possible serious injury, keep hands away from the edges of the Walking Belts.

9. Installation is the reverse procedure.

10. Final Inspection

Inspect your machine to ensure that all hardware is tight and components are properly assembled.







Replacing Motor Control Board on the TC20 fitness machine

Replacement Procedure

Skill Level: III
8000799.101514.C

NOTICE: This document provides instructions for the replacement of the Motor Control Board on the Bowflex® TC20 fitness machine.

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- Make sure that the repair is done in an appropriate work space away from foot traffic and exposure to bystanders.
- Disconnect all power and allow to sit for 5 minutes before you service this machine.
- Some components of the equipment can be heavy or awkward. Enlist the service of a second person when you do maintenance steps involving these components. Do not try to do heavy or awkward steps on your own.
- If replacement parts are necessary, use only genuine Nautilus replacement parts and hardware. Failure to use genuine replacement parts can cause a risk to users, keep the machine from operating correctly and will void the warranty.
- Be sure that all warning stickers and instructional placards applied to the product stay present and in good condition when doing maintenance or replacing components. If necessary request replacement warning stickers or placards from Nautilus customer service.
- Do not try to change the design or functionality of the machine being serviced as this can adversely effect user safety.
- Do not use the machine until all shrouds, instructions, warning labels and correct functionality have been verified and tested for correct performance.
- This product contains magnets. Magnetic fields can interfere with the normal use of certain medical devices at a close range. Users may come into proximity of the magnets in the assembly, maintenance, and/or use of the product. Given the obvious importance of these devices, such as a pacemaker, it is important that you consult with your medical provider in connection with the use of this equipment. Please consult the "Safety Warning Labels and Serial Number" section in the Owner's Manual to determine the location of the magnets on this product.

Tools Required (not included)

#2 Phillips screwdriver





ADANGER To reduce the risk of electrical shock or unsupervised usage of the equipment, always unplug the power cord from the wall outlet and the machine and wait 5 minutes before cleaning, maintaining or repairing the machine. Place the power cord in a secure location.

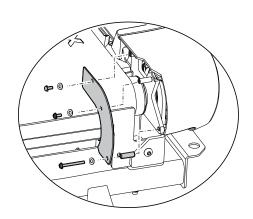
- 1. Using a #2 Phillips Screwdriver, remove the 2 indicated screws from the Rear Cover.
- 2. Remove the Rear Cover.



3. Using a #2 Phillips screwdriver, remove the 2 indicated screws from the Motor Cover. Lift up on the front of the Motor Cover, releasing it from the Base Assembly. Slide the Motor Cover out from beneath the Treadles.



- 4. Using a #2 Phillips screwdriver, remove the 3 indicated screws from the right Pivot Cover.
- 5. Remove the right Pivot Cover and Spacer.





6. Tilt unit carefully onto the left side.



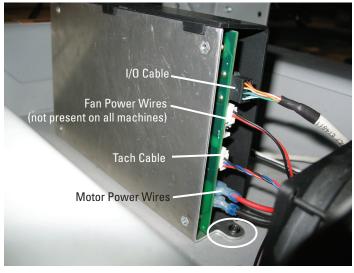
Do not move the machine without aid. Injury to you or damage to the machine can occur. The Treadles and Walking Belts can abruptly move. To avoid possible serious injury, keep hands away from the inside of the Treadles and the edges of the Walking Belts.

- 7. Remove the lower Cylinder mounting bolt and disconnect the Cylinder. Leave it attached at the top.
- 8. Remove the 5 indicated screws using a #2 Phillips screwdriver from the right Side Cover.
- 9. Remove the right Side Cover.

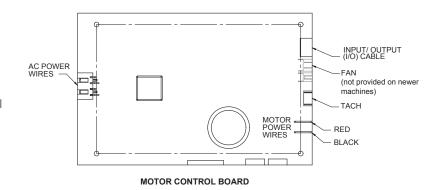


- 10. Record the location of where each wire connects to the Control Board. You will have to reattach each wire to the new Control Board.
- 11. Disconnect the Motor Power Wires noting their location.
- 12. Disconnect the Tach Cable (or Step Sensor Cable) and Fan Power Wires (if present) noting their location.
- 13. Disconnect the AC Power Wires noting their location.
- 14. Disconnect the Tach Cable from the Motor Control Board.
- 15. Carefully remove the two indicated screws from the Motor Control Board.





- 16. Remove the Motor Control Board and replace.
- 17. Re-install the two Phillips head screws into the new Motor Control Board
- 18. Connect AC Power Wires.



19. Connect the Tach Cable.

Note: If present, the Motor Fan is not used for the operation of the machine. The Fan Power Wires should not be connected to the new Motor Control Board. If desired, the Fan Assembly can be removed from the machine. Otherwise, be sure to place the Wires away from the Motor Control Board.

- 20. Connect Motor Power Wires. NOTE: Red wire connects to terminal labeled "M+RED". Black wire connects to terminal labeled "M-BLK".
- 21. Connect the I/O Cable to the Motor Control Board.
- 22. Replace the right Side Cover and screws.
- 23. Connect the Cylinder and secure with the lower Cylinder mounting bolt.
- 24. With assistance, carefully set the machine upright.



Do not move the machine without aid. Injury to you or damage to the machine can occur. The Treadles and Walking Belts can abruptly move. To avoid possible serious injury, keep hands away from the inside of the Treadles and the edges of the Walking Belts.

- 25. Replace the right Pivot Cover, the Motor Cover, and the Rear Cover.
- 26. Replace Power Cord and test machine for proper operation. NO CALIBRATION IS NECESSARY for this model.
- 27. Final Inspection

Inspect your machine to ensure that all hardware is tight and components are properly assembled.





Replacing a Walking Deck on the TC20 fitness machine

Replacement Procedure Skill Level: II

8002282.101514.A

NOTICE: This document provides instructions for the replacement of a Walking Deck on the Bowflex® TC20 fitness machine.

If you need assistance, please call Bowflex Customer Service at 1-800-605-3369.



This icon means a potentially hazardous situation which, if not avoided, could result in death or serious injury. Read and understand all Warnings on this machine.

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Important Safety Instructions - Before servicing or using this equipment, obey the following warnings:



This icon means a potentially hazardous situation which, if not avoided, could result in death or serious injury. Read and understand all Warnings on this machine.

- Read and understand the Part Replacement Procedure before working on the machine. Failure to obey the instructions and safety warnings could cause injury to the service technician or bystanders.
- Keep bystanders and children away from the product being serviced at all times.
- Make sure that the repair is done in an appropriate work space away from foot traffic and exposure to bystanders.
- Disconnect all power and allow to sit for 5 minutes before you service this machine.
- Some components of the equipment can be heavy or awkward. Enlist the service of a second person when you do maintenance steps involving these components. Do not try to do heavy or awkward steps on your own.
- If replacement parts are necessary, use only genuine Nautilus replacement parts and hardware. Failure to use genuine replacement parts can cause a risk to users, keep the machine from operating correctly and void the warranty.
- Be sure that all warning stickers and instructional placards applied to the product stay present and in good condition when doing maintenance or replacing components. If necessary request replacement warning stickers or placards from Nautilus customer service.
- Do not try to change the design or functionality of the machine being serviced as this can adversely effect user safety.
- Do not use the machine until all shrouds, instructions, warning labels and correct functionality have been verified and tested for correct performance.
- This product contains magnets. Magnetic fields can interfere with the normal use of certain medical devices at a close range. Users may come into proximity of the magnets in the assembly, maintenance, and/or use of the product. Given the obvious importance of these devices, such as a pacemaker, it is important that you consult with your medical provider in connection with the use of this equipment. Please consult the "Safety Warning Labels and Serial Number" section in the Owner's Manual to determine the location of the magnets on this product.

Tools Required (not included)

#2 Phillips screwdriver



5 mm hex wrench





ADANGER

To reduce the risk of electrical shock or unsupervised usage of the equipment, always unplug the power cord from the wall outlet and the machine and wait 5 minutes before cleaning, maintaining or repairing the machine. Place the power cord in a secure location.

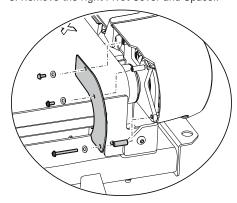
- 1. Unplug the power cord from the machine and wait 5 minutes.
- 2. Using a #2 Phillips Screwdriver, remove the 2 indicated screws from the Rear Cover.
- 3. Remove the Rear Cover.



4. Using a #2 Phillips screwdriver, remove the 2 indicated screws from the Motor Cover. Lift up on the front of the Motor Cover, releasing it from the Base Assembly. Slide the Motor Cover out from beneath the Treadles.



- 5. Using a #2 Phillips screwdriver, remove the 3 indicated screws from the right Pivot Cover.
- 6. Remove the right Pivot Cover and Spacer.





7. Tilt the machine carefully onto the right side.



Do not move the machine without aid. Injury to you or damage to the machine can occur. The Treadles and Walking Belts can abruptly move. To avoid possible serious injury, keep hands away from the inside of the Treadles and the edges of the Walking Belts.

- 8. Using the 5 mm hex wrench, remove the lower mounting bolt from the Cylinder.
- 9. Disconnect the Cylinder from the Treadle indicated by the arrow. Leave the top attached.
- 10. Using a #2 Phillips screwdriver, remove the 5 indicated screws from the Side Cover.
- 11. Slide the Side Cover off of the machine.
- 12. Using the 5 mm hex wrench, loosen the Belt Tensioning Screws on both Treadles (2 screws on each Treadle).

Note: Be sure to record how many turns it takes to loosen the screws to assist with reassembly.





- 13. Using a #2 Phillips screwdriver, remove the 6 indicated screws from each of the Foot Support Platforms.
- 14. With assistance, carefully set the machine upright.



Do not move the machine without aid. Injury to you or damage to the machine can occur. The Treadles and Walking Belts can abruptly move. To avoid possible serious injury, keep hands away from the inside of the Treadles and the edges of the Walking Belts.



15. With the Walking Belt loose, shift the belt to the center of the machine and remove the 3 deck screws and 1 belt guide screw using a #2 Phillips screwdriver.



16. Shift the belt to the outside and remove the 4 deck screws using a #2 Phillips screwdriver.



- 17. Lift the belt slightly and slide the Walking Deck out from under the belt.
- 18. Slide the new deck in with the laminated side facing up.
- 19. Repeat procedure on the other side of machine if replacing both Walking Decks.



20. Installation is the reverse procedure.

21. With the Belt Tensioning Screws and Brackets replaced, check the walking belt tension. To check, pull the belt upward at it's midpoint and measure the distance to the deck.

If the distance is more than an inch, the belt is loose. To tighten, turn both bolts clockwise one-half a turn and check tension again. Repeat this step if necessary. Be sure not to over-tighten the belts.



- 22. Inspect the alignment of the Walking Belts. If the belt is tracking too far on a side, turn the Belt Tensioning Screw on that side a full turn.
- 23. Plug in the fitness machine into an appropriately rated outlet.

Note: The TC20 TreadClimber® fitness machine is designed to plug directly into a properly wired and grounded three prong 120V outlet. If you connect the machine to an outlet with GFI (ground fault interrupt) or AFI (arc fault interrupt), machine operation can cause the circuit to trip.

- 24. Standing adjacent to the machine, turn on the belts and run at 1.5 mph for about a minute.
- 25. Inspect the alignment. If necessary, continue to adjust the Belt Tensioning Screw until aligned.

26. Final Inspection

Inspect your machine to ensure that all hardware is tight and components are properly assembled.







Replacing the Front Roller on the TC20 fitness machine

Replacement Procedure Skill Level: II 8006729.101514.A

NOTICE: This document provides instructions for the replacement of the Front Roller on the Bowflex® TC20 fitness machine.

If you need assistance, please call Bowflex Customer Service at 1-800-605-3369.



This icon means a potentially hazardous situation which, if not avoided, could result in death or serious injury. Read and understand all Warnings on this machine.

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Important Safety Instructions - Before servicing or using this equipment, obey the following warnings:



This icon means a potentially hazardous situation which, if not avoided, could result in death or serious injury. Read and understand all Warnings on this machine.

- Read and understand the Part Replacement Procedure before working on the machine. Failure to obey the instructions and safety warnings could cause injury to the service technician or bystanders.
- Keep bystanders and children away from the product being serviced at all times.
- Make sure that the repair is done in an appropriate work space away from foot traffic and exposure to bystanders.
- Disconnect all power and allow to sit for 5 minutes before you service this machine.
- Some components of the equipment can be heavy or awkward. Enlist the service of a second person when you do maintenance steps involving these components. Do not try to do heavy or awkward steps on your own.
- If replacement parts are necessary, use only genuine Nautilus replacement parts and hardware. Failure to use genuine replacement parts can cause a risk to users, keep the machine from operating correctly and will void the warranty.
- Be sure that all warning stickers and instructional placards applied to the product stay present and in good condition when doing maintenance or replacing components. If necessary request replacement warning stickers or placards from Nautilus customer service.
- Do not try to change the design or functionality of the machine being serviced as this can adversely effect user safety.
- Do not use the machine until all shrouds, instructions, warning labels and correct functionality have been verified and tested for correct performance.
- This product contains magnets. Magnetic fields can interfere with the normal use of certain medical devices at a close range. Users may come into proximity of the magnets in the assembly, maintenance, and/or use of the product. Given the obvious importance of these devices, such as a pacemaker, it is important that you consult with your medical provider in connection with the use of this equipment. Please consult the "Safety Warning Labels and Serial Number" section in the Owner's Manual to determine the location of the magnets on this product.

Tools Required (not included)

#2 Phillips screwdriver







5mm wrench

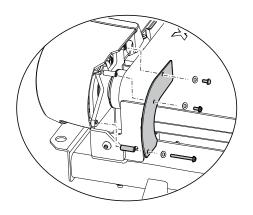
A DANGER

To reduce the risk of electrical shock or unsupervised usage of the equipment, always unplug the power cord from the wall outlet and the machine and wait 5 minutes before cleaning, maintaining or repairing the machine. Place the power cord in a secure location.

- 1. Using a #2 Phillips Screwdriver, remove the 2 indicated screws from the Rear Cover.
- 2. Remove the Rear Cover.



- 3. Using a #2 Phillips screwdriver, remove the 3 indicated screws from the left Pivot Cover.
- 4. Remove the Pivot Cover and Spacer.





5. Tilt the machine carefully onto the right side.



Do not move the machine without aid. Injury to you or damage to the machine can occur. The Treadles and Walking Belts can abruptly move. To avoid possible serious injury, keep hands away from the inside of the Treadles and the edges of the Walking Belts.

- 6. Remove the lower mounting bolt from the Cylinder. Leave attached at top.
- 7. Disconnect the Cylinder from the Treadle.
- 8. Using a #2 Phillips screwdriver, remove the 5 indicated screws from the Side Cover.
- 9. Slide the Side Cover off of the machine.



10. Remove the Belt Tensioning Screws and Brackets using a 5 mm hex wrench.

NOTE: Be sure to record how many turns it takes to remove the screws to assist with reassembly.

Also note the orientation of the Brackets. The larger Bracket is to the outside of the machine



- 11. Remove the Front Roller by sliding it out of the belt.
- 12. Installation is the reverse procedure. Be sure to tension belts properly after reassembly following the procedures in the Owner's manual.

Walking Belt Adjustment

The walking belts need to be adjusted if they are out of center enough to cause a rubbing or scraping sound. Adjustments can be made at the Front Roller of each Treadle (Item A).

Belt Alignment Check — Stand adjacent to the unit and set the speed to 1.5 MPH. The alignment adjustment bolts are on the front end of each Roller. If the belt is tracking too far to the right, use a 5 mm Hex Key to turn the right adjustment bolt clockwise on that belt in full turn increments. If the belt tracks too far to the left, do the same thing on the left adjustment bolt.

 $\label{Note:Donot turn the bolts counterclockwise when you adjust the belt alignment.} \\$

Belt Tension Adjustment – Check the belt tension only when the machine is unplugged. From the belt's midpoint, a correctly tensioned belt should only have an inch of give. To check, pull the belt upward at it's midpoint and measure the distance to the deck. If the distance is more than an inch, the belt is loose. To tighten, turn both bolts clockwise one-half a turn and check tension again. Repeat this step if necessary. Be sure not to over-tighten the belts.

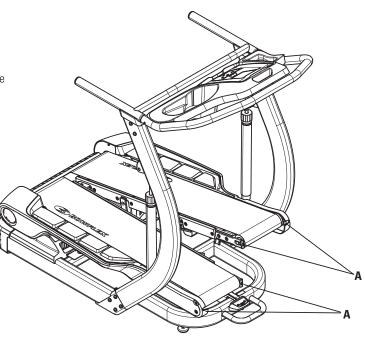
Note: Bolts are turned counterclockwise equally to decrease belt tension.



Inspect your machine to ensure that all hardware is tight and components are properly assembled.









Replacing the Rear Roller on the TC20 fitness machine

Replacement Procedure
Skill Level: III
8006730.101514.A

NOTICE: This document provides instructions for the replacement of the Rear Roller on the Bowflex® TC20 fitness machine.

If you need assistance, please call Bowflex Customer Service at 1-800-605-3369.



This icon means a potentially hazardous situation which, if not avoided, could result in death or serious injury. Read and understand all Warnings on this machine.

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Important Safety Instructions - Before servicing or using this equipment, obey the following warnings:



This icon means a potentially hazardous situation which, if not avoided, could result in death or serious injury. Read and understand all Warnings on this machine.

- Read and understand the Part Replacement Procedure before working on the machine. Failure to obey the instructions and safety warnings could cause injury to the service technician or bystanders.
- Keep bystanders and children away from the product being serviced at all times.
- Make sure that the repair is done in an appropriate work space away from foot traffic and exposure to bystanders.
- Disconnect all power and allow to sit for 5 minutes before you service this machine.
- Some components of the equipment can be heavy or awkward. Enlist the service of a second person when you do maintenance steps involving these components. Do not try to do heavy or awkward steps on your own.
- If replacement parts are necessary, use only genuine Nautilus replacement parts and hardware. Failure to use genuine replacement parts can cause a risk to users, keep the machine from operating correctly and will void the warranty.
- Be sure that all warning stickers and instructional placards applied to the product stay present and in good condition when doing maintenance or replacing components. If necessary request replacement warning stickers or placards from Nautilus customer service.
- Do not try to change the design or functionality of the machine being serviced as this can adversely effect user safety.
- Do not use the machine until all shrouds, instructions, warning labels and correct functionality have been verified and tested for correct performance.
- This product contains magnets. Magnetic fields can interfere with the normal use of certain medical devices at a close range. Users may come into proximity of the magnets in the assembly, maintenance, and/or use of the product. Given the obvious importance of these devices, such as a pacemaker, it is important that you consult with your medical provider in connection with the use of this equipment. Please consult the "Safety Warning Labels and Serial Number" section in the Owner's Manual to determine the location of the magnets on this product.

Tools Required (not included)

#2 Phillips screwdriver



13mm (1/2") socket and wrench



5mm wrench



Eye Protection

13mm (1/2") wrench



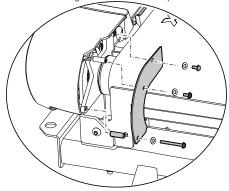


A DANGER

To reduce the risk of electrical shock or unsupervised usage of the equipment, always unplug the power cord from the wall outlet and the machine and wait 5 minutes before cleaning, maintaining or repairing the machine. Place the power cord in a secure location.

Note: This procedure is shown with the Treadle Assembly removed from the machine. This is not necessary to complete the procedure.

- 1. Using a #2 Phillips screwdriver, remove the 3 indicated screws from the right Pivot Cover.
- 2. Remove the right Pivot Cover and Spacer.





- 3. Remove the 5 indicated screws using a #2 Phillips screwdriver from the left Side Cover.
- 4. Slide the left Side Cover off of the machine.



5. Remove the Drive Belt. Turn the Drive Pulley clockwise while forcing the Drive Belt to the outside. Belt will come off of the Drive and Motor Pulley.



6. While holding a 13 mm (1/2") wrench on the Right Rear Roller Bolt steady, turn another 13 mm (1/2") wrench on the Drive Pulley Bolt counter-clockwise. Remove the Drive Pulley.





7. Loosen the Belt Tensioning Screws on both Treadles using a 5 mm hex wrench (total of 4 screws).

NOTE: Be sure to record how many turns it takes to loosen the screws to assist with reassembly.



- 8. Remove the 3 indicated bolts from the Left Side Bearing Plate and Rear Plate using two 13 mm (1/2") wrenches.
- 9. Remove the Left Side Bearing Plate.



Left Side Bearing Plate Rear Plate

10. Remove the Snap Rings from both sides of the Rear Roller.



To avoid possible injury, be sure to wear eye protection before removing the Snap Ring.

Note: The Snap Ring may be behind the Right Side Bearing Plate on some machines. If it is behind, remove the Right Side Bearing Plate before attempting to remove the Snap Ring.



- 11. Using a 13 mm (1/2") wrench and a 13 mm (1/2") socket and wrench, remove the 2 indicated bolts from the Left Rear Roller Bracket.
- 12. Remove the Left Rear Roller Bracket.



- 13. Slide the Rear Roller out of the belts.
- 14. Remove and replace with the new Rear Roller.
- 15. Assembly is the reverse procedure. Consult the Replace the Drive Belt procedure.



Walking Belt Adjustment

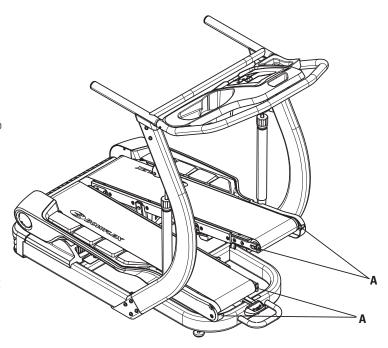
The walking belts need to be adjusted if they are out of center enough to cause a rubbing or scraping sound. Adjustments can be made at the Front Roller of each Treadle (Item A).

Belt Alignment Check — Stand adjacent to the unit and set the speed to 1.5 MPH. The alignment adjustment bolts are on the front end of each Roller. If the belt is tracking too far to the right, use a 5 mm Hex Key to turn the right adjustment bolt clockwise on that belt in full turn increments. If the belt tracks too far to the left, do the same thing on the left adjustment bolt.

 $\textbf{Note:} \ \, \textbf{Do not turn the bolts counterclockwise when you adjust the belt alignment.}$

Belt Tension Adjustment — Check the belt tension only when the machine is unplugged. From the belt's midpoint, a correctly tensioned belt should only have an inch of give. To check, pull the belt upward at it's midpoint and measure the distance to the deck. If the distance is more than an inch, the belt is loose. To tighten, turn both bolts clockwise one-half a turn and check tension again. Repeat this step if necessary. Be sure not to over-tighten the belts.

 $\label{Note:Note:Bolts} \textbf{Note:} \ \mbox{Bolts are turned counterclockwise equally to decrease belt tension.}$



16. Final Inspection

Inspect your machine to ensure that all hardware is tight and components are properly assembled.





Replacing a Walking Belt on the TC20 fitness machine

Replacement Procedure

Skill Level: III

8002008.101514.B

NOTICE: This document provides instructions for the replacement of a Walking Belt on the Bowflex® TC20 fitness machine.

If you need assistance, please call Bowflex Customer Service at 1-800-605-3369.



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Important Safety Instructions - Before servicing or using this equipment, obey the following warnings:



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- Read and understand the Part Replacement Procedure before working on the machine. Failure to obey the instructions and safety warnings could cause injury to the service technician or bystanders.
- Keep bystanders and children away from the product being serviced at all times.
- Make sure that the repair is done in an appropriate work space away from foot traffic and exposure to bystanders.
- Disconnect all power and allow to sit for 5 minutes before you service this machine.
- Some components of the equipment can be heavy or awkward. Enlist the service of a second person when you do maintenance steps involving these components. Do not try to do heavy or awkward steps on your own.
- If replacement parts are necessary, use only genuine Nautilus replacement parts and hardware. Failure to use genuine replacement parts can cause a risk to users, keep the machine from operating correctly and void the warranty.
- Be sure that all warning stickers and instructional placards applied to the product stay present and in good condition when doing maintenance or replacing components. If necessary request replacement warning stickers or placards from Nautilus customer service.
- Do not try to change the design or functionality of the machine being serviced as this can adversely effect user safety.
- Do not use the machine until all shrouds, instructions, warning labels and correct functionality have been verified and tested for correct performance.
- This product contains magnets. Magnetic fields can interfere with the normal use of certain medical devices at a close range. Users may come into proximity of the magnets in the assembly, maintenance, and/or use of the product. Given the obvious importance of these devices, such as a pacemaker, it is important that you consult with your medical provider in connection with the use of this equipment. Please consult the "Safety Warning Labels and Serial Number" section in the Owner's Manual to determine the location of the magnets on this product.

Tools Required (not included)

#2 Phillips screwdriver

Eye protection

(2) 13 mm (1/2") wrenches



5 mm hex wrench



Cir-Clip Pliers





A DANGER

To reduce the risk of electrical shock or unsupervised usage of the equipment, always unplug the power cord from the wall outlet and the machine and wait 5 minutes before cleaning, maintaining or repairing the machine. Place the power cord in a secure location.

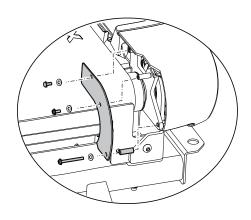
- 1. Using a #2 Phillips Screwdriver, remove the 2 indicated screws from the Rear Cover.
- 2. Remove the Rear Cover.



3. Using a #2 Phillips screwdriver, remove the 2 indicated screws from the Motor Cover. Lift up on the front of the Motor Cover, releasing it from the Base Assembly. Slide the Motor Cover out from beneath the Treadles.



- 4. Using a #2 Phillips screwdriver, remove the 3 indicated screws from the right Pivot Cover.
- 5. Remove the right Pivot Cover and Spacer.



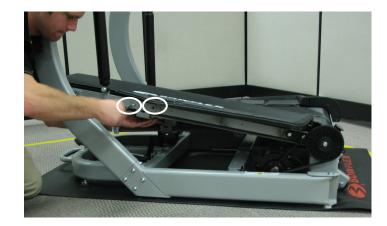


- 6. Using a #2 Phillips screwdriver, remove the 5 indicated screws from the left Side Cover.
- 7. Using a 5 mm hex wrench, remove the lower mounting bolt from the Cylinder. Leave it attached at the top.
- 8. Disconnect the Cylinder from the Treadle, and lower the Treadle gently.



The Treadle will fall abruptly if not supported. Keep hands away from the inside of the Treadles to avoid possible serious injury.

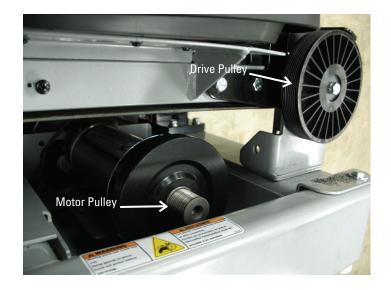
- 9. Slide the Side Cover off of the machine.
- 10. Reconnect the Cylinder to the Treadle and re-install the lower mounting bolt. Repeat the previous five steps to the right side of the machine.
- 11. Using a #2 Phillips screwdriver, remove the 4 bolts holding the Treadle Stop to the Left Treadle. There are two bolts on each side of the Treadle.
- 12. Remove the Treadle Stop.



13. Remove the Drive Belt. Turn the Drive Pulley clockwise while forcing the Drive Belt to the outside. Belt will come off of the Drive and Motor Pulley.



Keep fingers out of any pinch opportunities when turning the Pulleys.





14. Using a 5 mm hex wrench, remove the Belt Tensioning Screws and Brackets from the Front Roller.

NOTE: Be sure to record how many turns it takes to remove the screws to assist with reassembly. Also note the orientation of the Brackets. The larger Bracket is to the outside of the machine.

15. Remove the Front Roller from the belt.

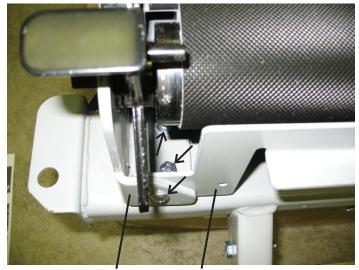


16. While holding a 13 mm (1/2") wrench on the Right Rear Roller Bolt steady, turn another 13 mm (1/2") wrench on the Drive Pulley Bolt counter-clockwise. Remove the Drive Pulley.





- 17. Remove the 2 bolts from the Rear Plate using a 5 mm hex wrench.
- 18. Remove the 2 bolts from the Left Side Bearing Plate using two 13 mm (1/2") wrenches.



Left Side Bearing Plate

Rear Plate

19. Using Cir-Clip Pliers, remove the Snap Ring from the Rear Roller Assembly.



To avoid possible injury, be sure to wear eye protection before removing the Snap Ring.

20. Using a 13 mm (1/2") wrench and a 13 mm (1/2") socket, remove the 2 indicated bolts from the Left Side Bearing Plate.

21. Remove the Left Rear Roller Bracket from the Rear Roller.



- 22. Remove the lower Cylinder bolt using a 5 mm hex wrench.
- 23. Disconnect the Cylinder from the Treadle, and lower the Treadle gently.



The Treadle will fall abruptly if not supported. Keep hands away from the inside of the Treadles to avoid possible serious injury.

- 24. Carefully slide the Walking Belt off of the deck.
- 25. Follow the same procedure for replacing the right Walking Belt.
- 26. Installation is the reverse procedure.





27. With the Belt Tensioning Screws and Brackets replaced, check the walking belt tension. To check, pull the belt upward at it's midpoint and measure the distance to the deck. If the distance is more than an inch, the belt is loose. To tighten, turn both bolts clockwise one-half a turn and check tension again. Repeat this step if necessary. Be sure not to overtighten the belts.



28. Inspect the alignment of the Walking Belts. If the belt is tracking too far on a side, turn the Belt Tensioning Screw on that side a full turn.

29. Plug in the fitness machine into an appropriately rated outlet. **Note:** The TC20 TreadClimber® fitness machine is designed to plug directly into a properly wired and grounded three prong 120V outlet. If you connect the machine to an outlet with GFI (ground fault interrupt) or AFI (arc fault interrupt), machine operation can cause the circuit to trip.

- 30. Standing adjacent to the machine, turn on the belts and run at 1.5 mph for about a minute.
- 31. Inspect the alignment. If necessary, continue to adjust the Belt Tensioning Screw until aligned.



32. Final Inspection

Inspect your machine to ensure that all hardware is tight and components are properly assembled.





Replacing the Virtual Pivot on the TC20 fitness machine

Replacement Procedure
Skill Level: III
8006732.101514.A

NOTICE: This document provides instructions for the replacement of the Virtual Pivot on the Bowflex® TC20 fitness machine.

If you need assistance, please call Bowflex Customer Service at 1-800-605-3369.



This icon means a potentially hazardous situation which, if not avoided, could result in death or serious injury. Read and understand all Warnings on this machine.

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Important Safety Instructions - Before servicing or using this equipment, obey the following warnings:



This icon means a potentially hazardous situation which, if not avoided, could result in death or serious injury. Read and understand all Warnings on this machine.

- Read and understand the Part Replacement Procedure before working on the machine. Failure to obey the instructions and safety warnings could cause injury to the service technician or bystanders.
- Keep bystanders and children away from the product being serviced at all times.
- Make sure that the repair is done in an appropriate work space away from foot traffic and exposure to bystanders.
- Disconnect all power and allow to sit for 5 minutes before you service this machine.
- Some components of the equipment can be heavy or awkward. Enlist the service of a second person when you do maintenance steps involving these components. Do not try to do heavy or awkward steps on your own.
- If replacement parts are necessary, use only genuine Nautilus replacement parts and hardware. Failure to use genuine replacement parts can cause a risk to users, keep the machine from operating correctly and will void the warranty.
- Be sure that all warning stickers and instructional placards applied to the product stay present and in good condition when doing maintenance or replacing components. If necessary request replacement warning stickers or placards from Nautilus customer service.
- Do not try to change the design or functionality of the machine being serviced as this can adversely effect user safety.
- Do not use the machine until all shrouds, instructions, warning labels and correct functionality have been verified and tested for correct performance.
- This product contains magnets. Magnetic fields can interfere with the normal use of certain medical devices at a close range. Users may come into proximity of the magnets in the assembly, maintenance, and/or use of the product. Given the obvious importance of these devices, such as a pacemaker, it is important that you consult with your medical provider in connection with the use of this equipment. Please consult the "Safety Warning Labels and Serial Number" section in the Owner's Manual to determine the location of the magnets on this product.

Tools Required (not included)

#2 Phillips screwdriver



(2) 13mm (1/2") wrench



5mm hex wrench



A DANGER

To reduce the risk of electrical shock or unsupervised usage of the equipment, always unplug the power cord from the wall outlet and the machine and wait 5 minutes before cleaning, maintaining or repairing the machine. Place the power cord in a secure location.

- 1. Using a #2 Phillips screwdriver, remove the 2 indicated screws from the Rear Cover.
- 2. Remove the Rear Cover.



3. Using a #2 Phillips screwdriver, remove the 2 indicated screws from the Motor Cover. Lift up on the front of the Motor Cover, releasing it from the Base Assembly. Slide the Motor Cover out from beneath the Treadles.



4. On the Motor Control Board, disconnect the Lower Input/Output (I/O) Cable by pulling straight out on the Connectors — do not pull on the wire itself. Push the cable out of the Motor compartment.



- 5. Remove the lower mounting bolt from the Cylinders. Leave the tops attached.
- 6. Disconnect the Cylinder from the Treadle, and lower the Treadle gently.



The Treadle will fall abruptly if not supported. Keep hands away from the inside of the Treadles to avoid possible serious injury.



7. Using a 13 mm (1/2") wrench, remove the indicated bolts from both sides of the Treadle Assembly.



8. Carefully lift the front of the Treadle Assembly onto the Transport Wheels. Roll the Treadle Assembly off of the rear of the machine.

Note: THIS STEP REQUIRES TWO PEOPLE.



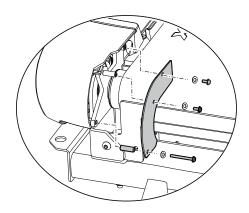
Do not move the machine without aid. Injury to you or damage to the machine can occur. The Treadles and Walking Belts can abruptly move. To avoid possible serious injury, keep hands away from the inside of the Treadles and the edges of the Walking Belts.



The Walking Belts can abruptly move. To avoid possible serious injury, keep hands away from the edges of the Walking Belts.



- 9. Using a #2 Phillips screwdriver, remove the 3 indicated screws from the right Pivot Cover.
- 10. Remove the right Pivot Cover and Spacer.



- 11. Remove the 5 indicated screws using a #2 Phillips screwdriver from the left Side Cover.
- 12. Slide the left Side Cover off of the machine.





13. Remove the Drive Belt. Turn the Drive Pulley clockwise while forcing the Drive Belt to the outside. Belt will come off of the Drive and Motor Pulley.



Keep fingers out of any pinch opportunities when turning the Pulleys.



14. While holding a 13 mm (1/2") wrench on the Right Rear Roller Bolt steady, turn another 13 mm (1/2") wrench on the Drive Pulley Bolt counter-clockwise. Note the orientation of the Drive Pulley with the Round Magnet on the inside.

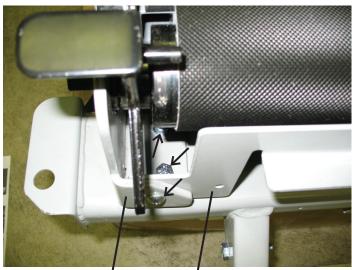




15. Remove the 3 indicated bolts from the Side Bearing Plate and Rear Plate using two 13 mm (1/2") wrenches. Repeat on other side of machine.



16. Remove the Side Bearing Plates and Rear Plate from the Bearing.



17. Remove the 4 indicated screws using two 13 mm (1/2") wrenches.



- 18. Disconnect the Tach Cable from the Motor Control Board.
- 19. With the help of another person, invert the Treadle Assembly.



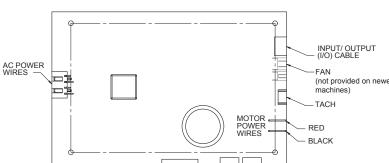
Do not move the machine without aid. Injury to you or damage to the machine can occur. The Treadles and Walking Belts can abruptly move. To avoid possible serious injury, keep hands away from the inside of the Treadles and the edges of the Walking Belts.



The Treadle will fall abruptly if not supported. Keep hands away from the inside of the Treadles to avoid possible serious injury.



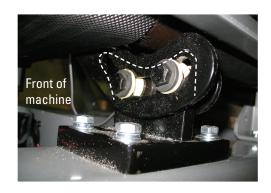
The Walking Belts can abruptly move. To avoid possible serious injury, keep hands away from the edges of the Walking Belts.

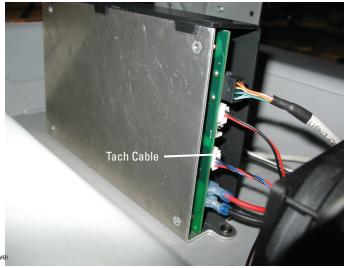


MOTOR CONTROL BOARD

20. Remove the 2 indicated bolts from the Virtual Pivot using two 13 mm (1/2") wrenches.

Note: When removing the Virtual Pivot, take note of the orientation. It must be replaced with the same orientation.







21. Install the IGUS ("hat" shaped) bushings into the pivot arms.



22. Install the metal spacers/ washers into the bushings.



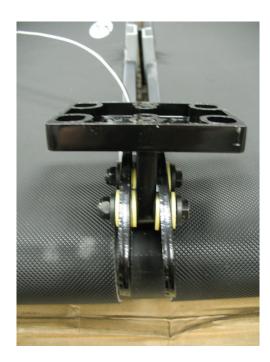
23. Add the washers to both sides of the Center Block as the bolt is installed. Tighten only until the nut has bottomed out on the metal spacers/ washers.

Note: Do not overtighten. Excessive tightening will cause the metal spacer to crack.

- 24. Remaining assembly is the reverse procedure.
- 25. Installation is the reverse procedure.
- 26. Final Inspection

Inspect your machine to ensure that all hardware is tight and components are properly assembled.







Replacing the Hydraulic Cylinder (shock) on the TC20 fitness machine

Replacement Procedure
Skill Level: I
8006733.101514.A

NOTICE: This document provides instructions for the replacement of the Hydraulic Cylinder on the Bowflex® TC20 fitness machine.

If you need assistance, please call Bowflex Customer Service at 1-800-605-3369.



This icon means a potentially hazardous situation which, if not avoided, could result in death or serious injury. Read and understand all Warnings on this machine.

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Important Safety Instructions - Before servicing or using this equipment, obey the following warnings:



This icon means a potentially hazardous situation which, if not avoided, could result in death or serious injury. Read and understand all Warnings on this machine.

- Read and understand the Part Replacement Procedure before working on the machine. Failure to obey the instructions and safety warnings could cause injury to the service technician or bystanders.
- Keep bystanders and children away from the product being serviced at all times.
- Make sure that the repair is done in an appropriate work space away from foot traffic and exposure to bystanders.
- Disconnect all power and allow to sit for 5 minutes before you service this machine.
- Some components of the equipment can be heavy or awkward. Enlist the service of a second person when you do maintenance steps involving these components. Do not try to do heavy or awkward steps on your own.
- If replacement parts are necessary, use only genuine Nautilus replacement parts and hardware. Failure to use genuine replacement parts can cause a risk to users, keep the machine from operating correctly and will void the warranty.
- Be sure that all warning stickers and instructional placards applied to the product stay present and in good condition when doing maintenance or replacing components. If necessary request replacement warning stickers or placards from Nautilus customer service.
- Do not try to change the design or functionality of the machine being serviced as this can adversely effect user safety.
- Do not use the machine until all shrouds, instructions, warning labels and correct functionality have been verified and tested for correct performance.
- This product contains magnets. Magnetic fields can interfere with the normal use of certain medical devices at a close range. Users may come into proximity of the magnets in the assembly, maintenance, and/or use of the product. Given the obvious importance of these devices, such as a pacemaker, it is important that you consult with your medical provider in connection with the use of this equipment. Please consult the "Safety Warning Labels and Serial Number" section in the Owner's Manual to determine the location of the magnets on this product.

Tools Required (not included)

5mm hex wrench





A DANGER

To reduce the risk of electrical shock or unsupervised usage of the equipment, always unplug the power cord from the wall outlet and the machine and wait 5 minutes before cleaning, maintaining or repairing the machine. Place the power cord in a secure location.

- 1. Remove the lower Cylinder bolt using a 5 mm hex wrench.
- 2. Disconnect the Cylinder from the Treadle, and lower the Treadle gently.



The Treadle will fall abruptly if not supported. Keep hands away from the inside of the Treadles to avoid possible serious injury.

- 3. Remove the upper Cylinder bolt using a 5 mm hex key.
- 4. Installation is the reverse of this procedure

Note: The white arrow on the Cylinders must be up and to the inside of the machine. Be sure to attach the cylinder to the Treadle before the Upright.

5. Final Inspection

Inspect your machine to ensure that all hardware is tight and components are properly assembled.







Replacing the Lower and Upper I/O Cables on the TC20 fitness machine

Replacement Procedure Skill Level: II 8006734.101514.A

NOTICE: This document provides instructions for the replacement of the Lower and Upper Input/Output (I/O) Cables on the Bowflex® TC20 fitness machine.

If you need assistance, please call Bowflex Customer Service at 1-800-605-3369.



This icon means a potentially hazardous situation which, if not avoided, could result in death or serious injury. Read and understand all Warnings on this machine.

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Important Safety Instructions - Before servicing or using this equipment, obey the following warnings:



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- Read and understand the Part Replacement Procedure before working on the machine. Failure to obey the instructions and safety warnings could cause injury to the service technician or bystanders.
- Keep bystanders and children away from the product being serviced at all times.
- Make sure that the repair is done in an appropriate work space away from foot traffic and exposure to bystanders.
- Disconnect all power and allow to sit for 5 minutes before you service this machine.
- Some components of the equipment can be heavy or awkward. Enlist the service of a second person when you do maintenance steps involving these components. Do not try to do heavy or awkward steps on your own.
- If replacement parts are necessary, use only genuine Nautilus replacement parts and hardware. Failure to use genuine replacement parts can cause a risk to users, keep the machine from operating correctly and will void the warranty.
- Be sure that all warning stickers and instructional placards applied to the product stay present and in good condition when doing maintenance or replacing components. If necessary request replacement warning stickers or placards from Nautilus customer service.
- Do not try to change the design or functionality of the machine being serviced as this can adversely effect user safety.
- Do not use the machine until all shrouds, instructions, warning labels and correct functionality have been verified and tested for correct performance.
- This product contains magnets. Magnetic fields can interfere with the normal use of certain medical devices at a close range. Users may come into proximity of the magnets in the assembly, maintenance, and/or use of the product. Given the obvious importance of these devices, such as a pacemaker, it is important that you consult with your medical provider in connection with the use of this equipment. Please consult the "Safety Warning Labels and Serial Number" section in the Owner's Manual to determine the location of the magnets on this product.

Tools Required (not included)

5mm hex wrench







A DANGER

To reduce the risk of electrical shock or unsupervised usage of the equipment, always unplug the power cord from the wall outlet and the machine and wait 5 minutes before cleaning, maintaining or repairing the machine. Place the power cord in a secure location.

- 1. Using a #2 Phillips Screwdriver, remove the 2 indicated screws from the Rear Cover.
- 2. Remove the Rear Cover.



3. Using a #2 Phillips screwdriver, remove the 2 indicated screws from the Motor Cover. Lift up on the front of the Motor Cover, releasing it from the Base Assembly. Slide the Motor Cover out from beneath the Treadles.



4. Unplug the lower Input/Output (I/O) Cable from the Motor Control Board.

Note: The Motor Control Board is located under the Right Treadle.

- 5. Plug in the new lower I/O Cable to the Motor Control Board.
- 6. Using a piece of wire or string, connect the loose ends of the new lower I/O Cable and the old lower I/O Cable. The old cable will pull the new cable into place when removed.



8. Disconnect the Cylinders from the Uprights, and lower the Cylinders and Treadles gently.



The Treadle will fall abruptly if not supported. Keep hands away from the inside of the Treadles to avoid possible serious injury.

9. Using a 5 mm hex wrench, remove the five bolts in the indicated areas on the left side of the Console/Handlebar/Upright Assembly. Repeat on the right side of the Console/Handlebar/Upright Assembly.





10. Remove the Console/Handlebar/Upright Assembly from the Base Assembly and gently lower it to the floor. THIS STEP REQUIRES TWO PEOPLE.

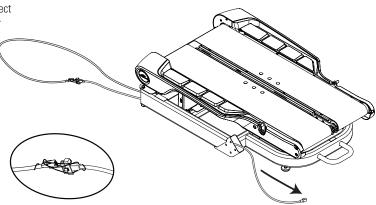


Do not move the machine without aid. Injury to you or damage to the machine can occur. The Treadles and Walking Belts can abruptly move. To avoid possible serious injury, keep hands away from the inside of the Treadles and the edges of the Walking Belts.



11. The connection of the lower and upper I/O Cable is now exposed. Disconnect the cables and gently pull the lower I/O Cable out while pulling the new lower I/O Cable in place.

Note: Do not crimp the cables.



- 12. Remove the indicated Phillips head screw and the Console Access Panel from the Console Assembly.
- 13. Disconnect the upper I/O Cable from the Console.
- 14. Plug in the new upper I/O Cable to the Console.
- 15. Using a piece of wire or string, attach the loose ends of the new upper I/O Cable and the old upper I/O Cable. The old cable will pull the new cable into place when removed.
- 16. Gently pull the old upper I/O Cable from the bottom of the Upright toward the lower I/O Cable connection. Be sure not to crimp the new upper I/O Cable as it is routed.

Note: Do not crimp the cables.

17. Gently pull the old lower I/O Cable from the front of the Base Assembly toward the upper I/O Cable. Be sure not to crimp the new lower I/O Cable as it is routed.

Note: Do not crimp the cables.

18. Connect the new lower and upper I/O Cables.

Note: Do not crimp the cables.

19. Installation is the reverse of this procedure.



In order to avoid possible serious injury, when inserting the tube ends into the Base Assembly be careful to avoid fingers or hands being caught or pinched.

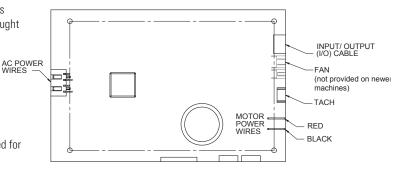
20. Final Inspection

Inspect your machine to ensure that all hardware is tight and components are properly assembled.



Do not use until the machine has been fully assembled and inspected for correct performance in accordance with the Owner's Manual.





MOTOR CONTROL BOARD



Replace the Treadle Assembly on a TC20 fitness machine - Version 1 with a Treadle Assembly - Version 2

Replacement Procedure
Skill Level: II
8005190.101514.B

NOTICE: This document provides instructions for the replacement of the Treadle Assembly on a Bowflex® TC20 fitness machine Version 1 with the Treadle Assembly - Version 2. Some of the parts removed during the procedure will be used on the final assembly. Be aware that some of the Hardware included in the Replacement Treadle Assembly Kit will not be used.

If you need assistance, please call Bowflex Customer Service at 1-800-605-3369.



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Important Safety Instructions - Before servicing or using this equipment, obey the following warnings:



This icon means a potentially hazardous situation which, if not avoided, could result in death or serious injury. Read and understand all Warnings on this machine.

ADANGER Disconnect all power and allow to sit for 5 minutes before you service this machine.

- Read and understand the Part Replacement Procedure before working on the machine. Failure to obey the instructions and safety warnings could cause injury to the service technician or bystanders.
- Keep bystanders and children away from the product being serviced at all times.
- Make sure that the repair is done in an appropriate work space away from foot traffic and exposure to bystanders.
- Some components of the equipment can be heavy or awkward. Enlist the service of a second person when you do maintenance steps involving these components. Do not try to do heavy or awkward steps on your own.
- Use only replacement parts and hardware that are supplied or approved by Nautilus. Failure to use Nautilus-approved replacement parts can adversely affect the safety and functionality of the equipment creating a risk to users and will void the warranty.
- Be sure that all warning stickers and instructional placards applied to the product stay present and in good condition when doing maintenance or replacing components. If necessary request replacement warning stickers or placards from Nautilus customer service.
- Do not try to change the design or functionality of the machine being serviced as this can adversely effect user safety and will void the warrantv.
- Do not use the machine until all shrouds, instructions, warning labels and correct functionality have been verified and tested for correct performance.
- This product contains magnets. Magnetic fields can interfere with the normal use of certain medical devices at a close range. Users may come into proximity of the magnets in the assembly, maintenance, and/or use of the product. Given the obvious importance of these devices, such as a pacemaker, it is important that you consult with your medical provider in connection with the use of this equipment. Please consult the "Safety Warning Labels and Serial Number" section in the Owner's Manual to determine the location of the magnets on this product.

Tools Required

Included

Not Included



5 mm



#2



13 mm



(recommended)

Parts

(3BOXES)

BOX 1

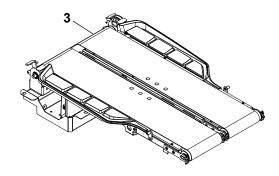
Item	Qty	Description	
1	1	Hardware Card	
2	1	Motor Cover	





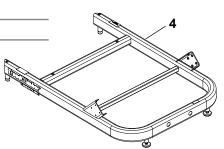
BOX 2

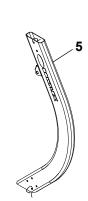
Item	Qty	Description	
3	1	Treadle Assembly	

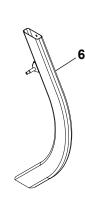


BOX 3

Item	Qty	Description	
4	1	Base Assembly	
5	1	Upright, Right	
6	1	Upright, Left	







Hardware















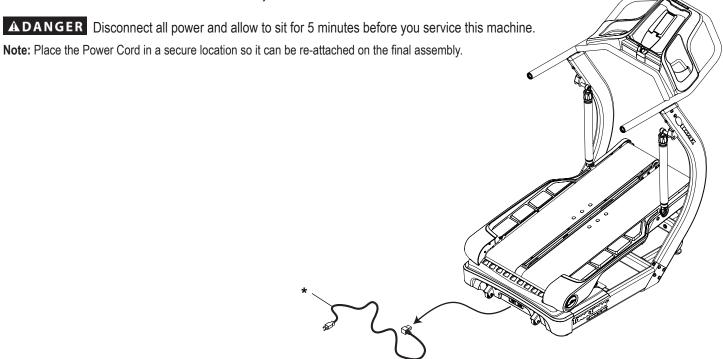


Item	Qty	Description	Item	Qty	Description
Α	20	Button Head Hex Screw, M8x20		8	Phillips Head Screw, Self Tapping M4x16
В	24	Lock Washer, M8x14	G	8	Flat Washer, M8x24
С	4	Hex Head Screw, M8x20	Н	10	Phillips Head Screw, M4x10
D	16	Flat Washer, M8x18	I	2	Spacer
Е	2	Phillips Head Screw, M4x40	J	10	Flat Washer, M4x10

SECTION A: Remove Parts from Current Machine Assembly

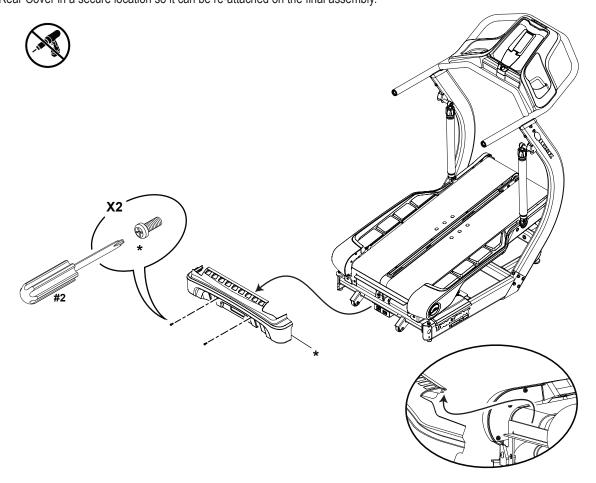
Be sure to place all parts and hardware in a secure location away from build area. Do not dispose of any parts until the assembly of the new machine is complete. Unused parts may be discarded or returned to Nautilus.

1. Remove the Power Cord from the Treadle Assembly



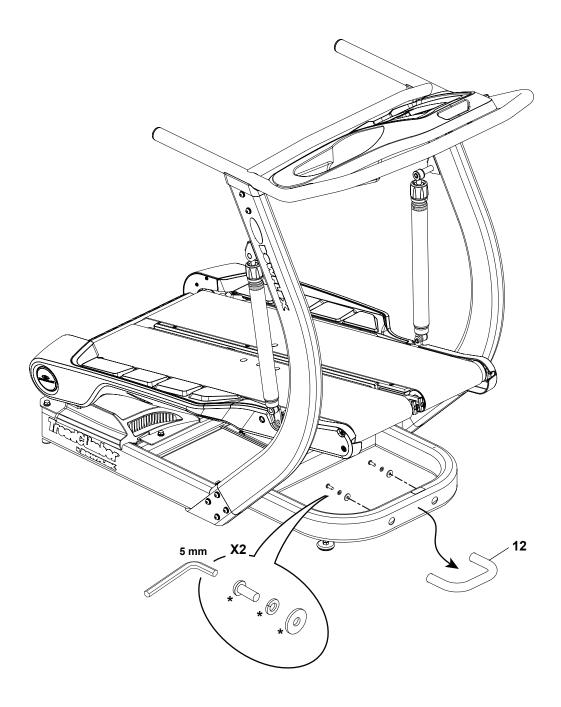
2. Remove the Rear Cover from the Treadle Assembly

Note: Place the Rear Cover in a secure location so it can be re-attached on the final assembly.



3. Remove the Transport Handle from the Treadle Assembly

Note: Place the Transport Handle and Hardware in a secure location so they can be re-attached on the final assembly.

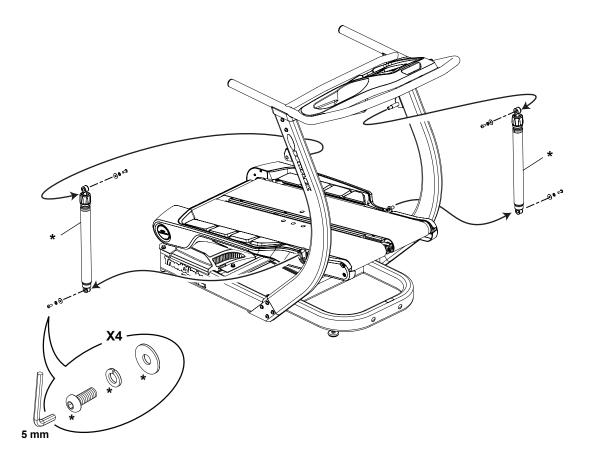


4. Remove the Cylinders from the Treadle Assembly and the Uprights



The Treadles do not have a locking mechanism and can move freely. Take care not to allow harm or injury to occur when lifting the Treadles.

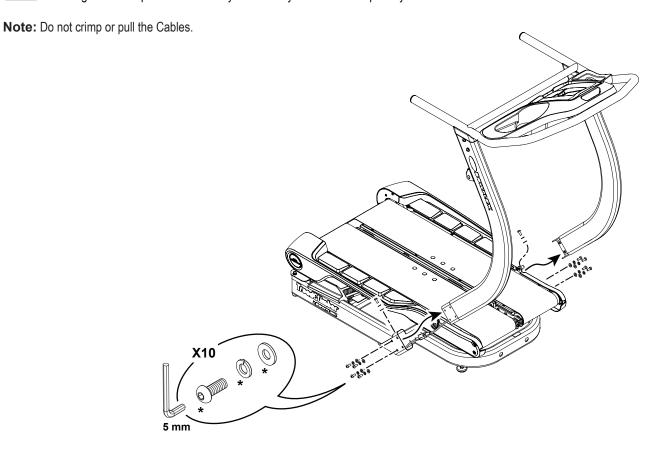
Note: Place the Cylinders in a secure location so they can be re-attached on the final assembly.



5. Carefully remove the Console/Handlebar/Upright Assembly from the Base Assembly.

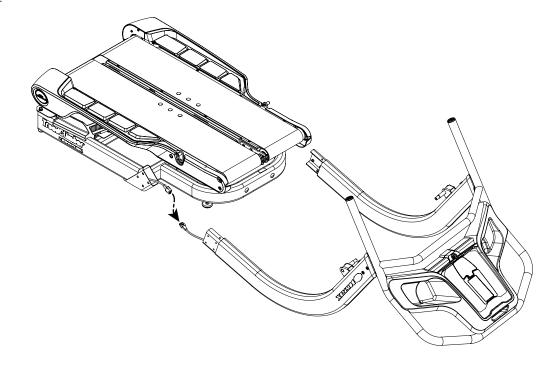


Some components of the equipment can be heavy or awkward. Enlist the service of a second person when you do maintenance steps involving these components. Do not try to do heavy or awkward steps on your own.



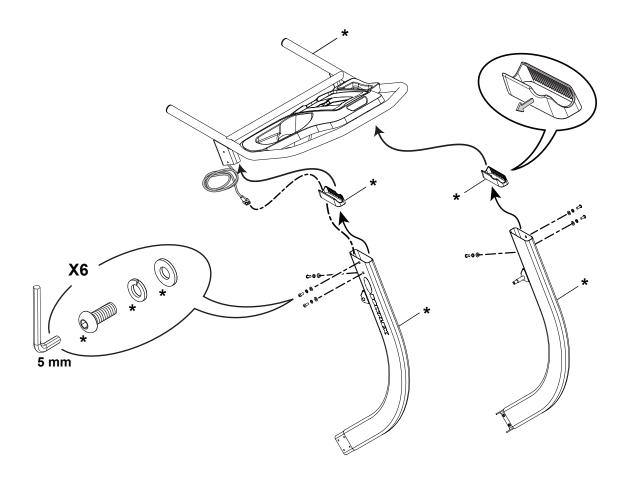
6. Disconnect the Input/Output (I/O) Cables.

Note: Do not crimp the Cables.



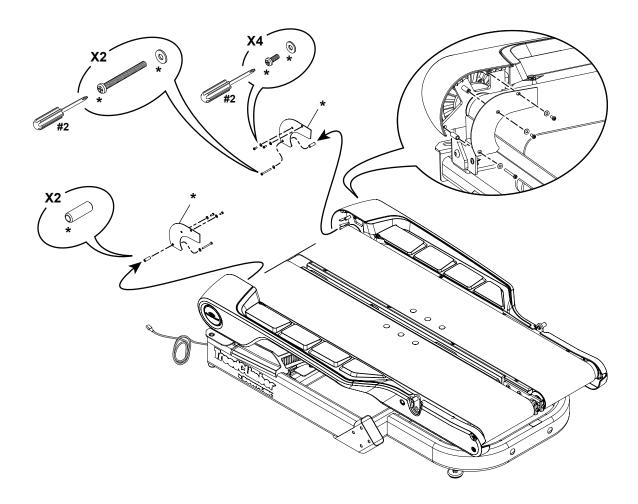
7. Remove the Console/Handlebar Assembly from the Uprights.

Note: Place the Console/Handlebar Assembly and Junction Covers in a secure location so they can be re-attached on the final assembly.



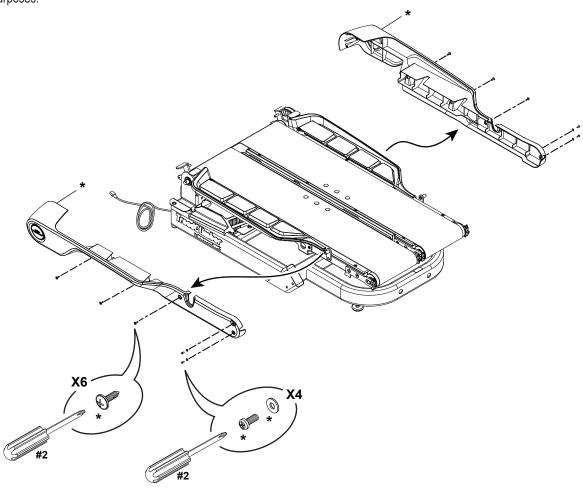
8. Remove the Pivot Covers and Spacers from the Treadle Assembly

Note: Place the Pivot Covers in a secure location so they can be re-attached on the final assembly. Be sure to note the orientation of the Spacers and Hardware for replacement purposes.



9. Remove the Side Covers from the Treadle Assembly

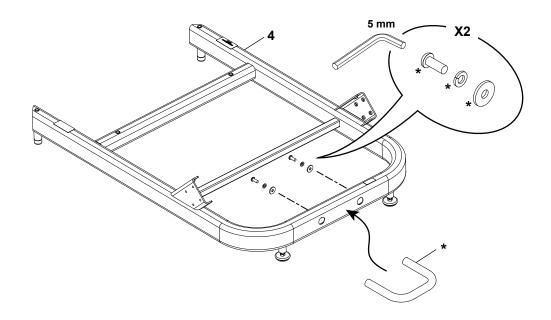
Note: Place the Side Covers in a secure location so they can be re-attached on the final assembly. Be sure to note the orientation of the Hardware for replacement purposes.



SECTION B: Begin the New Machine Assembly

10. Using the Base Assembly supplied with the replacement kit, attach the Transport Handle to the Base Assembly.

Note: Transport Handle and Hardware were removed from previous assembly and not included in Replacement Kit (*).



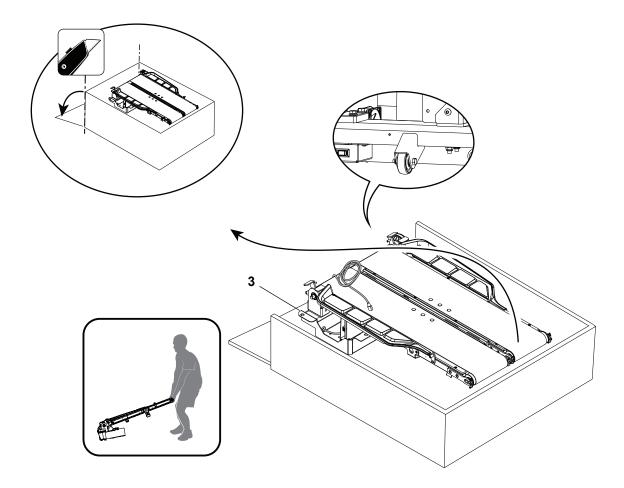
11. Cut open the end of Box 2 and move the new Treadle Assembly beside the Base Assembly.



Some components of the machine can be heavy or awkward. Use a second person when doing the assembly steps involving these parts.

Do not do steps that involve heavy lifting or awkward movements on your own.

Note: Do not cut the Shipping Zip-Tie until instructed.

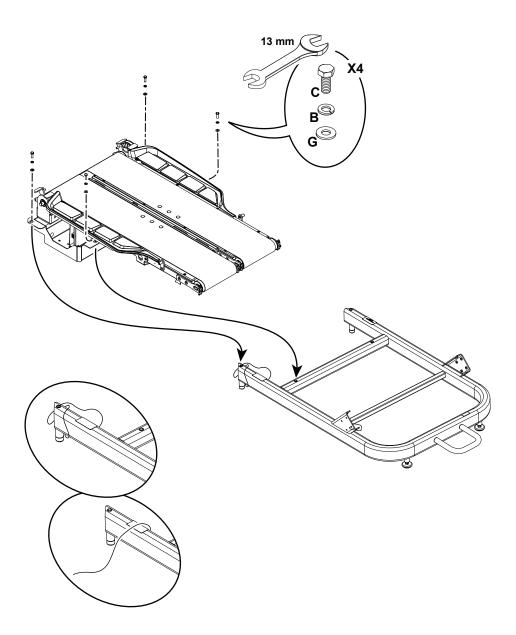


12. Attach the Treadle Assembly to the Base Assembly



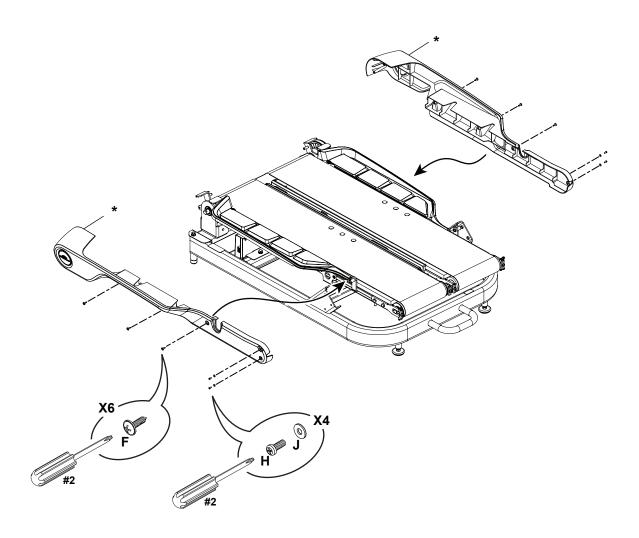
Some components of the machine can be heavy or awkward. Use a second person when doing the assembly steps involving these parts. Do not do steps that involve heavy lifting or awkward movements on your own.

Note: Do not crimp the Lower I/O Cable. Untie the Pull Cable from the rear of the Base Assembly and place it outside of the Base Assembly. Do not cut or allow it to fall into the Base Assembly.



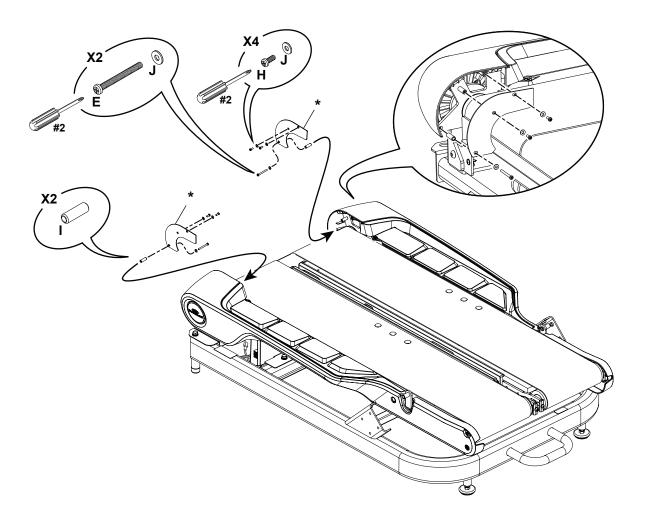
13. Attach the Side Covers to the Treadle Assembly

Note: Be sure to use indicated Hardware that was supplied in the Replacement Kit. Side Covers were removed from previous assembly and not included in Replacement Kit (*).



14. Attach the Pivot Covers and Spacers to the Treadle Assembly

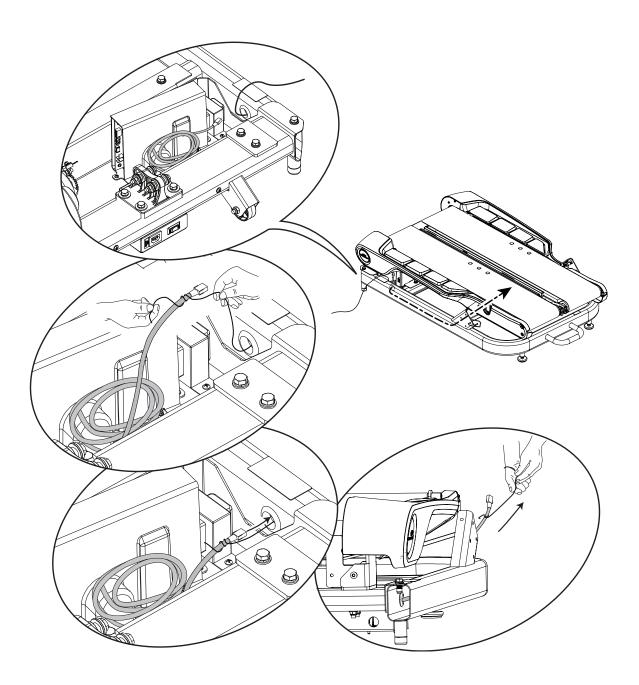
Note: Be sure to use indicated Hardware that was supplied in the Replacement Kit. Pivot Covers were removed from previous assembly and not included in Replacement Kit (*).



15. Insert the Lower I/O Cable into the Base Assembly and then Route to Front.

Note: Be sure to route the cable into the side opening of the Base Assembly. Do not crimp the Lower I/O Cable.

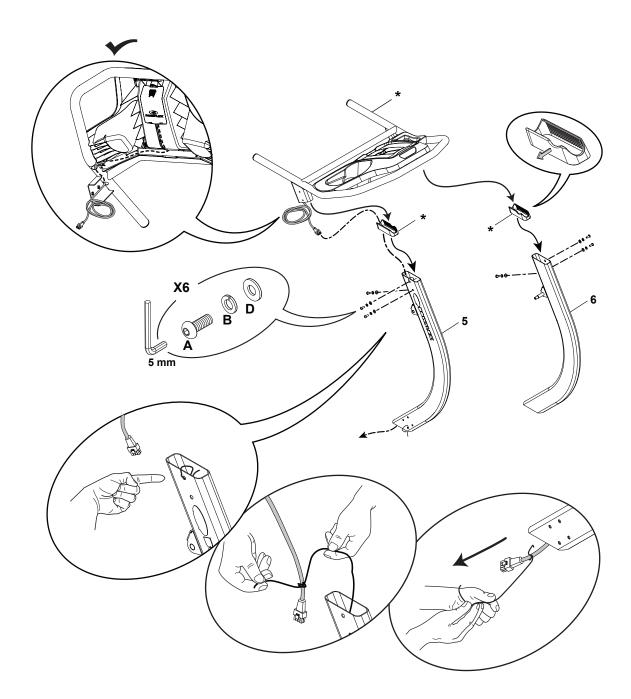
* Treadles removed for clarity.





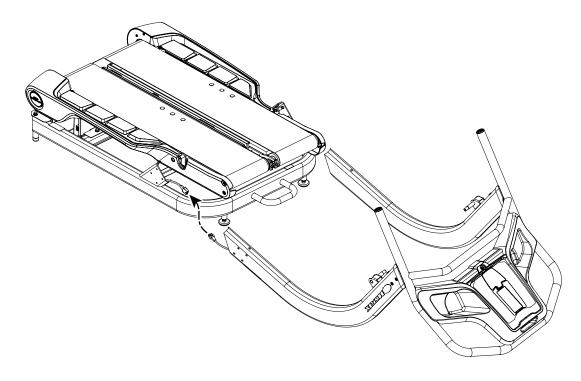
In order to avoid possible serious injury, when inserting the tube ends into the Console/Handlebar Assembly be careful to avoid fingers or hands being caught or pinched.

Note: Do not crimp the Console I/O Cable. Be sure to use indicated Hardware that was supplied in the Replacement Kit. The Junction Covers and Console/Handlebar Assembly were removed from previous assembly and not included in Replacement Kit (*).



17. Connect the I/O Cable to the Console I/O Cable

Note: Do not crimp the I/O Cable.

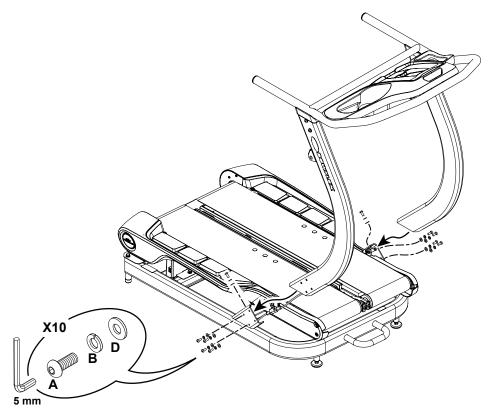


18. Attach the Console/Handlebar/Upright Assembly to the Base Assembly



In order to avoid possible serious injury, when inserting the tube ends into the Base Assembly be careful to avoid fingers or hands being caught or pinched. Be sure the excess length of the I/O Cable goes into the Upright and does not get crimped.

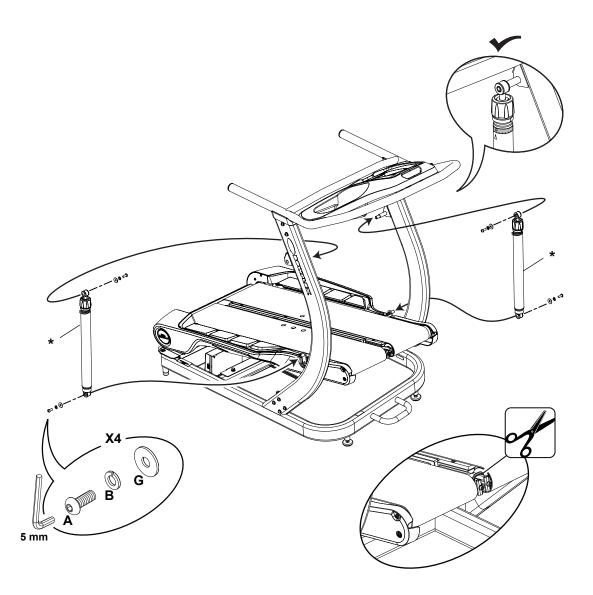
Note: Do not crimp the I/O Cables. This step may require two people. Do not fully tighten until all hardware has been installed.





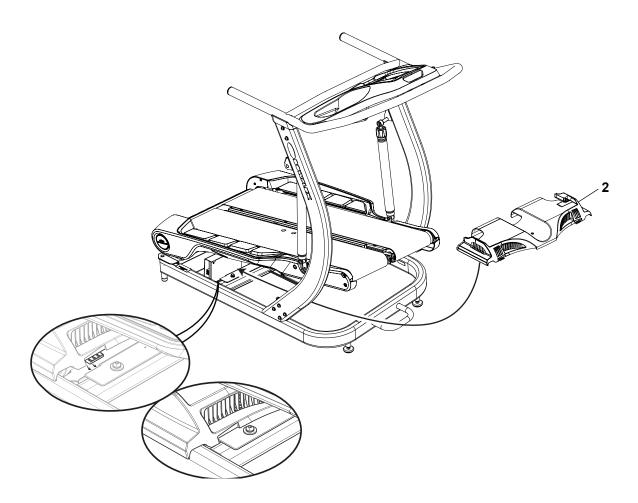
The Treadles do not have a locking mechanism and can move freely. Take care not to allow harm or injury to occur when lifting the Treadles.

Note: The settings dial on the cylinders must be up, with the white arrow to the inside of the machine. Attach to Treadles before the Uprights. Be sure to use indicated Hardware that was supplied in the Replacement Kit. Cylinders were removed from previous assembly and not included in Replacement Kit (*). Once attached, cut the Shipping Zip-Tie at the front of the Treadles.



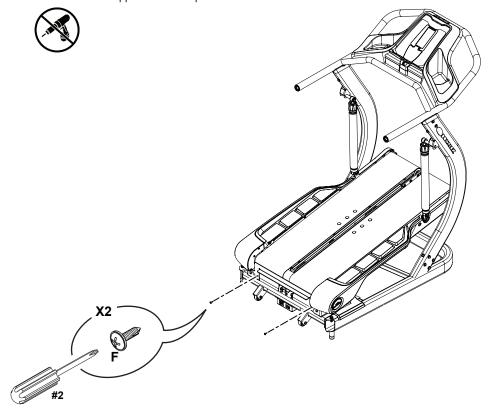
20. Attach the Motor Cover to the Base Assembly

Note: Be sure the safety tabs on the Motor Cover snap onto the Base Assembly. Be sure to use the Motor Cover that was supplied with the Replacement Kit.



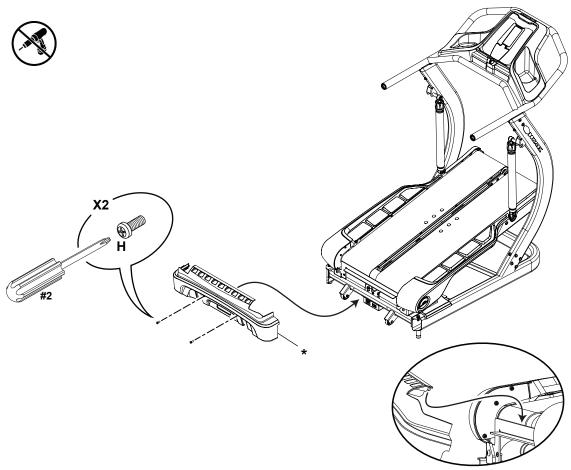
21. Secure the Motor Cover to the Base Assembly

Note: Be sure to use indicated Hardware that was supplied in the Replacement Kit.



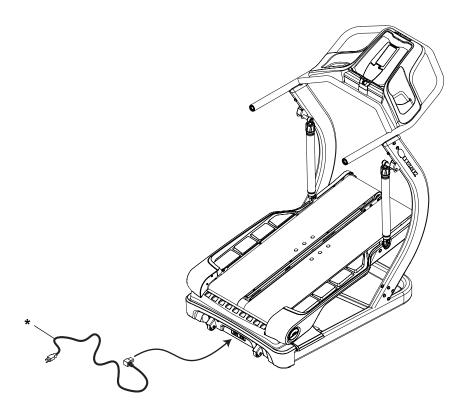
22. Attach the Rear Cover to the Treadle Assembly

Note: Be sure the safety tabs on the upper-inside of the Rear Cover snap onto the Base Assembly. Be sure to use indicated Hardware that was supplied in the Replacement Kit. The Rear Cover was removed from previous assembly and not included in Replacement Kit (*).



23. Connect Power Cord to Treadle Assembly

Note: The TC20 TreadClimber® fitness machine is designed to plug directly into a properly wired and grounded three prong 120V outlet. If you connect the machine to an outlet with GFI (ground fault interrupt) or AFI (arc fault interrupt), machine operation can cause the circuit to trip. The Power Cord was removed from previous assembly and not included in Replacement Kit (*).



24. Final Inspection

Inspect your machine to ensure that all hardware is tight and components are properly assembled.



Do not use until the machine has been fully assembled and inspected for correct performance in accordance with the Owner's Manual.