

# Caring for Your Treadmill

## *Residential & Light Commercial Treadmills*



**MATRIX**



**VISION**  
FITNESS



**HORIZON**  
FITNESS



**MERIT** FITNESS



**BowFlex**



**SCHWINN**

Caring for and maintaining your equipment will help extend the life of your product, prevent noises, and keep the product running smoothly. This document will provide you with information regarding these topics.

*This document applies to BowFlex and Schwinn models manufactured in 2024 or later. For legacy BowFlex and Schwinn models, please refer to your product's service manual.*

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## Moving and Leveling

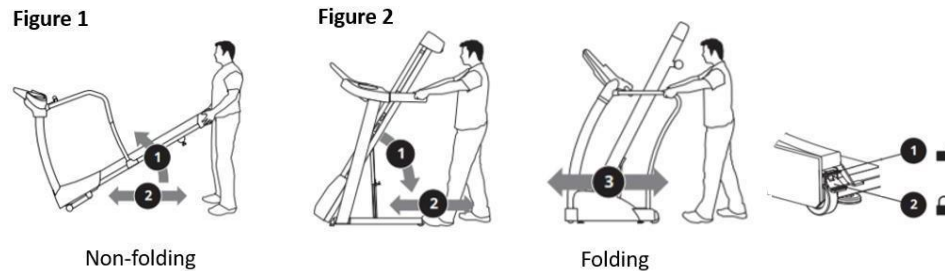
### Moving

There will be times when you need to move your treadmill to clean underneath it or retrieve an object that may have gotten kicked under it. When moving the treadmill, it is important to first remove the power cord from the frame and wall outlet, so it is out of the way and doesn't get damaged.

**Note:** With some style treadmills, you may need to remove the side handrails to move through a doorway or hallway.

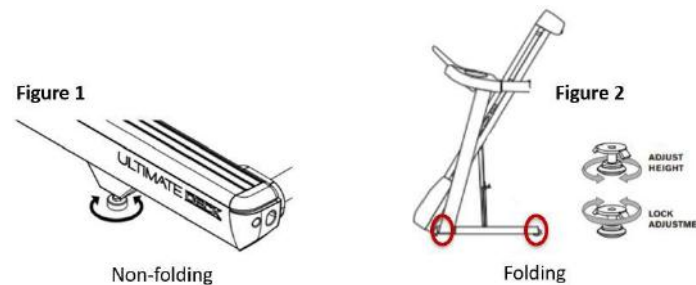
Non-folding (figure 1) – Grasp the rear of the treadmill around the end caps and lift onto the transport wheels located on the front of the treadmill

Folding (figure 2) - Make sure the treadmill is folded and securely latched. Then firmly grasp the handlebars, tilt the treadmill back (1) and roll (2). Make sure to unlock the transport wheels before moving then locking once in place. Wheels must be locked before using.



### Leveling

It is important to start with the leveling feet all the way up (turn clockwise). Once the treadmill is in its intended location, if the treadmill is not level, adjust the leveling feet by turning counterclockwise. Tighten the jam nut or locking mechanism on the leveling feet with an adjustable wrench. Depending on your model of treadmill, you may have leveling feet at the rear of the treadmill (figure 1) or towards the front and middle of the treadmill (figure 2).



## Care and Maintenance

### Approved Cleaners and Proper Cleaning Technique

Johnson Health Tech recommends using a mild soap and water solution (1:10 soap to water dilution) for cleaning surfaces. To disinfect surfaces, distilled vinegar and water solution (1:20 vinegar to water dilution) can be used along with other store-bought disinfectants. Make sure you are using a diluted disinfectant solution. Be careful when choosing your disinfectant however as strong concentrate disinfectants can damage plastics and metal surfaces over time.

**Always spray a clean cloth then wipe surfaces.** NEVER spray the frame or console directly. Spraying directly on the unit can cause corrosion over time as over-spray occurs, and it is not wiped off.

Touchscreen consoles – to clean, use a micro-fiber cloth and an [LCD screen cleaner](#)

### Preventive Maintenance

Before performing any maintenance, unplug the power cord from the outlet and wait 2-3 minutes to allow power to dissipate from all the electronics.

#### Monthly

TASKS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Move treadmill and vacuum under it												
Clean console and hand grips with approved cleaner												
Wipe entire frame and shrouds with approved cleaner												
Inspect power cord for damage												
Test the emergency stop & inspect tether/clip												
Inspect frame bolts to ensure they are secure - see <a href="#">Frame Bolts</a>												
Test running belt tension and check alignment - refer to the <a href="#">Treadmill Deck and Belt Guide for instruction</a>												

**IMPORTANT:** For silicone running surfaces, it’s important to reapply silicone every 150 mi/241 km or 3 months. Refer to the [Treadmill Deck and Belt Guide](#) for more detail. For waxed running surfaces, please do not add anything as these surfaces were designed to be maintenance-free.

Quarterly

TASKS	Q1	Q2	Q3	Q4
Remove the motor cover and vacuum entire area with a soft bristled vacuum attachment. Be careful not to hit any wires or damage electronic connectors.				
Using a can of compressed air, blow dust out of the speed sensor – <i>see figure 1</i>				
With unit at max incline, turn off power or press the emergency stop – clean and grease* incline motor screw				
As needed: with unit at max incline, clean and lubricate** the joints in the elevation rack – <i>see figure 2</i>				
Folding treadmills only – with the treadmill folded, clean and grease* the gas shock and support tube – <i>see figure 3</i>				

\*[Super Lube w PTFE grease](#) is recommended to lubricate the incline motor screw

\*\*[Super Lube w PTFE spray](#) is recommended to lubricate the elevation rack



## Frame Bolts

From time to time, especially after a few uses when a product is new, you may see frame bolts starting to loosen. This can cause noise issues. This is natural and happens as the product settles to the floor and begins to be used. It is important after the first few uses, and then on a monthly basis, that you check the frame bolts. If you find loose bolts, it would be a good idea to add a medium-strength thread locker to the bolt threads before tightening. Once the thread locker cures, it will help prevent bolts from coming loose again. Cure times for thread locker is generally 24 hours so it is best to do this and not use the product during that time.

Tools needed for tightening bolts: metric Allen sockets (3mm-8mm) and ratcheting wrench



1. Vibra-tite blue is a medium-strength thread locker that comes in a pump gel and is available at most hardware stores or can be ordered on Amazon. [Blue Vibra-tite Thread Locker](#)
2. Loctite blue is a medium-strength thread locker that comes in a squeeze bottle in liquid form and is available at most hardware stores or can be ordered on Amazon. [Blue Loctite](#)



## Frequently Asked Questions

### **Are the sounds my treadmill makes normal?**

All treadmills make a certain type of thumping noise due to the belt riding over the rollers, especially new treadmills. This noise will diminish over time, although it may not totally go away.

### **Why is the treadmill I purchased louder than the one at the store?**

All fitness products seem quieter in a large store showroom because there is generally more background noise than in your home. Also, there will be less reverberation on a carpeted concrete floor than on a wood overlay floor. Sometimes a heavy rubber mat will help reduce reverberation through the floor. If a fitness product is placed close to a wall, there will be more reflected noise.

### **When should I be worried about a noise?**

If you can also feel the noise, it typically means something has come loose or there is a foreign object touching the running belt. Always check for loose hardware and check under your treadmill for foreign objects.

### **Why does my treadmill make a creaking noise when inclining?**

This is typically caused by dry joints on the elevation rack or a dry incline motor screw. Please refer to the Care and Maintenance section, sub-section Preventive Maintenance, of this document for how to lubricate those items.

## Useful Resources

Use the links below depending on the brand of treadmill you purchased. Here you will find **product registration**, **warranty information**, additional **FAQs**, **troubleshooting** information, **assembly/maintenance videos**, **\*Treadmill Deck and Belt Guide** showing you how to care for those components including how and when to lubricate the deck and belt, and see available **software updates** for consoles.

Horizon Fitness - <https://www.horizonfitness.com/support/product-support>

Vision Fitness - <https://www.visionfitness.com/us/eng/support>

Matrix Fitness - <https://www.matrixfitness.com/us/eng/home/support>

Schwinn Fitness - <https://www.schwinnfitness.com/customer-service.html>

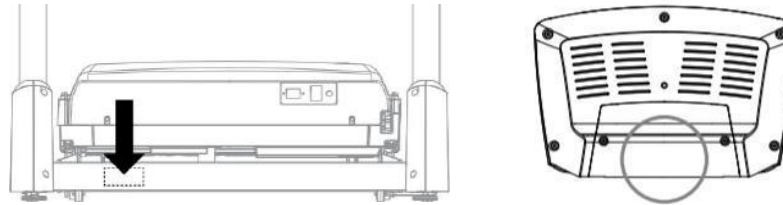
BowFlex Fitness - <https://www.bowflex.com/customer-service/customer-service.html>

*\*Treadmill Deck and Belt Guide explains care and maintenance related to your treadmill running deck and running belt.*

**Serial Numbers** - Please refer to your Owner’s Manual for serial number location for your product

Before you contact us for support, please have your product serial numbers ready. It is helpful if you are near the product when you contact us in case there are some simple things you could check before we send a technician.

Some products come with a console, meaning there will only be 1 serial number, however, some models have a console that is shared with other products and will have a separate serial number. Frame serial numbers are located on the front of the treadmill on the elevation rack. Console serial numbers are located on the back cover of the console.



**Customer Technical Support** - Please refer to your Owner’s Manual for warranty terms

**Warranty Product**

Brand	Phone	Email
Matrix & Vision	800-335-4348	<a href="mailto:info@johnsonfit.com">info@johnsonfit.com</a>
Horizon, Merit, AFG	800-244-4192	<a href="mailto:techsupport@horizonfitness.com">techsupport@horizonfitness.com</a>
BowFlex & Schwinn	800-605-3369	<a href="mailto:retaildispatch@johnsonfit.com">retaildispatch@johnsonfit.com</a>

**Out of Warranty Product**

Brand	Phone	Email
Matrix & Vision	888-993-3199	<a href="mailto:visionparts@johnsonfit.com">visionparts@johnsonfit.com</a>
Horizon, Merit, AFG, BowFlex, Schwinn	888-878-9011	<a href="mailto:support@horizonfitness.com">support@horizonfitness.com</a> <a href="mailto:parts@horizonfitness.com">parts@horizonfitness.com</a> <a href="mailto:customerservice@bowflex.com">customerservice@bowflex.com</a>