

Troubleshooting Static Shock

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Troubleshooting process compatible with all Johnson manufactured treadmills, not applicable for legacy Bowflex treadmills.

It's not uncommon for static to build up on any machine with a moving belt. Our machines are designed to properly minimize static build-up. There are some machine maintenance tips we can provide to help mitigate static build-up if it becomes a problem, though most causes are environmental and not machine issues.

Follow the steps below to troubleshoot possible machine issues causing static shock:

1. Lubrication: A lack of lubrication, or not lubricating enough, can cause excessive static buildup. To prevent this, the machine should be lubricated every 3 months, or 25 hours of use, whichever comes first. Refer to the **Owner's manual, page 52 for lubrication instructions and guidelines.**
2. Lift the walking belt and feel the underside, as close to the middle as possible. The belt should feel like denim. If the running belt is rough or worn in texture, or cotton residue comes off, replace it.
3. Unplug your treadmill from power and check the plastic covers that extend over the walking belt. Make sure that the covers are not rubbing on the belt. If it is, refer to the **"Aligning the walking belt"** procedure on page 51 of the owner's manual, adjusting until the covers are no longer rubbing on the belt. Belt rubbing can cause excessive friction buildup, causing static shock. If belt rubbing has caused fraying to the edges of the belt, replace the walking belt.
4. Ensure that your treadmill is plugged into a properly wired 3-prong outlet. It is not recommended to use an extension cord for your treadmill as they may not be sufficiently grounded. A 3-prong outlet is required for proper grounding.
5. It is possible the machine is not properly grounded. If all the above criteria have been met, and we are still having issues, send grounding wiring, along with the heart rate handlebars. Please note, there are grounding wires in the console, as well as in the motor cover area, both should be sent with the appropriate quantities.
6. If the issue persists, we have reached a point where we cannot mechanically assist, and can confirm the issue is environmental.
 - a. **Other recommendations:** These are possible resolutions the customer can try, that are outside of our control. If all the above steps have been attempted and the issue is still present, please recommend the following:
 - Avoid baggy or loose-fitting clothing while using the machine
 - Put long hair in a ponytail
 - Wear an anti-static wristband or strap
 - Use an anti-static spray on the machine and on carpet under machine if on carpet
 - Ensure shoes are clean, without dirt or dust
 - Wear natural fibers like cotton, linen, etc.
 - Put a humidifier in the room, keeping room between 45-65% humidity
 - Use an anti-static mat

REPLACEMENT PARTS BY MACHINE/REFERENCE NUMBER:

	Deck Grounding Wires	Console Grounding Wires	Handlebars/handlebar wiring	Walking belt
T101-08	P10 (x2)	N73 (x2)	N200 (x2)	R02
T101-07	P10 (x2)	N73	N200 (x2)	R02
T202-06	P14 (x2)	N73	N200 (x2)	R02
7.0AT-05	P20 (x2)	N67 (x2)	1 (L) 2 (R)	R02
7.0AT-04	P20 (x2)	N67 (x2)	1 (L) 2 (R)	R02
7.4AT-04	P20 (x4)	N68 (x2)	4 (L) 5 (R)	R02
T6	P20 (X2)	N/A	9 (L) 10 (R)	R02
T9	P21 (x2)	N74	4 (L) 5 (R)	R02