HEARTBEAT FITNESS REPAIR

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Why Your Treadmill Belt Slips — and What to Do About It

OWNER CARE GUIDE | BELT SLIPPING, HESITATION & TENSION

> If the belt hesitates or slips underfoot, stop using the treadmill until the cause is understood. Belt or deck wear, incorrect tension, friction, and drive or control faults can feel similar. Do not assume tightening or lubricant will fix it. This guide explains safe checks and when to call; your exact model's manual governs adjustment.

WHAT YOU'LL NEED

Your Model Manual

Confirm permitted maintenance, products, and tension checks for the exact model.

Your Hex (Allen) Key

Only if your model permits owner adjustment using its specified procedure.

Know When to Stop

No safe model-specific instructions? Stop and request service.

FIRST, WHICH PROBLEM DO YOU ACTUALLY HAVE?

WHAT YOU FEEL OR SEE	WHAT IT USUALLY MEANS	WHAT TO DO
Belt hesitates or "sticks" as your foot lands; console speed looks normal	Dry deck (friction) or a loose belt	Work Steps 1–4 below.
Belt drifts toward one side	Tracking — not tension	See our Treadmill Belt Tracking guide.
Belt surges, speed jumps on the console, or the motor sounds like it is racing	Drive belt, motor, or motor control issue	Stop and call us. Tightening will not help.
Belt stops under load, or you smell something hot	Overloaded motor, dry deck, or an over-tight belt	Stop, unplug, and call us.

STEP-BY-STEP INSTRUCTIONS

1 Check the exact model's requirements

Check the exact model's manual before adding lubricant or adjusting tension. Some belts and decks must not receive added lubricant. If lubrication is required, use only the specified product, amount, and interval. Do not test a slipping belt by walking on it; unresolved hesitation requires diagnosis.

2 Make sure the belt is centered

With the machine stopped, look for rubbing or drift and check leveling as the manual directs. Tracking and tension are different adjustments. If alignment is wrong, follow the model's procedure or use our Belt Tracking guide to understand when to request help.

3 Use only the model's tension check

Switch off, remove the key, and unplug. Only perform a belt-lift test if your exact model permits it. Use its specified location, force, and measurement; there is no universal lift height. If those instructions are unavailable, do not infer tension from a diagram.

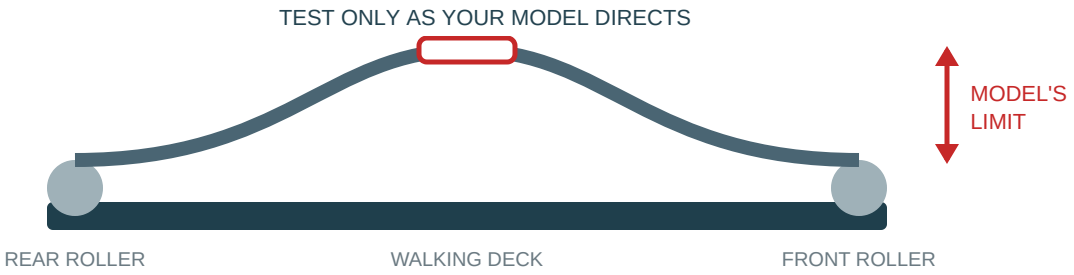

Illustration only, not a measurement standard. Compare only with your exact model's specified test; do not guess or automatically tighten.

4 Adjust only if the model permits owner adjustment

Follow the exact model's power-state, bolt, direction, increment, and total-adjustment limits. Do not apply a universal quarter-turn or full-turn rule. Record any movement and follow the prescribed empty-belt test. Do not keep tightening or walk on an unresolved slipping belt; stop and request service.

DO NOT OVER-TIGHTEN

Hesitation, heat, humming, squealing, or an error can have several causes; these signs do not diagnose tension by themselves. Excess tension can damage components. Stop if the manual's limit is reached, the belt still slips, the adjustment history is unclear, or symptoms worsen. Do not keep tightening to compensate for wear or a drive fault.

PLEASE AVOID

- ✕ Tightening or lubricating without model-specific instructions.
- ✕ Changing tracking and tension by guesswork.
- ✕ Touching moving parts or adjusting without the model's procedure.
- ✕ Exceeding the model's adjustment increments or limits.
- ✕ Spraying WD-40, household oil, or grease on the deck or belt.
- ✕ Ignoring surging or racing — those are not belt problems.

WHEN TO CALL US

Call for unresolved slipping, surging, unexpected speed changes, heat, burning smells, grinding, damage, or errors. Stop use rather than repeating adjustments or lubricant applications. Belt, deck, roller, drive, and control faults require different repairs; safe diagnosis comes before further testing.

Not sure, or would rather we handle it?

We inspect the drive system and wiring, check tracking and tension to the model's specification, lubricate only where required, and perform the applicable safety and functional tests. Findings and recommended repairs are explained before additional work.

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General guidance for common treadmill designs. Roller-bolt location, tension specification, and adjustment procedure vary by manufacturer and model — your owner's manual always takes priority.