



## PRODUCT SUPPORT BULLETIN

**Title: Removing Wax Build-up From Treadmill Tail Rollers**

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### Symptoms of the Wax Build-up

The following symptoms may occur if a treadmill has excessive wax build-up on the tail roller:

- Low pitch rumbling noise as the belt runs.
- A thumping noise from the back
- The running belt tracks to one side (in extreme cases)

When wax build up is extreme, it can be seen as bumps under the running belt as it passes over the roller

To clean the tail roller, remove the roller from the treadmill. Hold the roller over a trash can. Use an old credit card or any tool with a plastic edge to scrape the wax off of the roller. Do not use anything that will scratch the roller surface. It is not necessary to use cleaners or detergents to remove the wax. The wax will flake away when scraped.

If you have any questions about this procedure, call Star Trac Product Support at (800) 503-1221 or e-mail at [support@startrac.com](mailto:support@startrac.com).