

Treadly F.A.Q

Can Treadly be used on a rug or carpet?

Due to Treadly's unique and minimalistic design to allow for easy movement and storage, Treadly's belt is closer to the ground, which can create friction and leave marks if used on a carpet or rug. Therefore, we recommend that you only use your Treadly on a hard, flat surface.

How long can I use Treadly in a single workout?

Due to Treadly's unique, portable size, Treadly has a small engine that works optimally for workouts up to 60 minutes and may be used for a total of 100 minutes at a time.

Why isn't my Treadly turning on?

Thanks to Treadly's built-in safety features, the belt will not turn on simply by standing on the machine. To start your Treadly and begin your workout, please follow Treadly's three-step start process explained above.

Why can't I reach the maximum 5mph speed?

There are two reasons why you may not be reaching maximum speed. First, Treadly's safety features require that the handrail is raised in order to reach maximum 5mph speed. If you still aren't reaching maximum speed, make sure the cable is connected to the bottom of your machine. (A disconnected cable will cause slower speeds.)

Who can use Treadly?

Treadly can be used safely by any able-bodied adult. Children under the age of 18 and adults with limited physical abilities should not use Treadly without supervision.

Does Treadly have a weight limit?

Treadly's compact design means that the machine is at optimal use for weights up to 220 pounds.

Why is there a noise coming from the belt?

When working properly, Treadly is almost completely silent. If you are hearing a noise, the belt is out of alignment. Check your manual for instructions on how to adjust the belt alignment.

Why does my screen look faded?

Your Treadly comes with a protective film over the screen to protect it during shipping. Simply remove the film and you are ready to go!

What does the E error code mean?

An error code may be displayed on the screen if your Treadly is not operating in its optimal state. Please refer to your user manual for guidance on how to identify and resolve the issue.