Results Series BXT6 Treadmill: Why is the speed displayed different from actual speed?

ID: 12260.1

Follow this troubleshooting guide to help resolve speed issues on your Results Series BXT6 Treadmill.

Some common complaints may include:

- *Speed displayed is different from actual speed*
- *Wrong speed is shown*
- *Speed reading is incorrect*

Follow these steps to troubleshoot the issue

1. Refer to the "Edit User Profile" section of the owner's manual to confirm that the correct unit of measurement is selected. Unplug your machine from power and wait 1 minute before continuing **[12260.A]**.

2. If the issue persists, you must reset your machine. Disconnect your machine from power for 1 minute, then follow the instructions on resetting your console here: ***BowFlex Results Series Treadmill - Reset Machine*** **[12260.B]**.

3. If the issue persists, you should recalibrate the motor control board (MCB). Instructions on calibrating your treadmill can be found here: ***BowFlex Results Series Treadmill - Calibrate MCB*** **[12260.C]**

Need additional assistance?

1 Customer Care Contact Information

> **Please contact Customer Care at *1-800-605-3369* for additional help or to order replacement parts.**
> **Some replacement parts may also be available for purchase *online here*.**
> **A list of part numbers referenced within this guide can be located at the bottom of this page.**
>
> **Customer Care - Hours of Operation:**
> *Monday - Friday 6:00am - 5:00pm PST*
>
> *The replacement part will be provided to you at no cost assuming your machine meets the warranty eligibility requirements. A Customer Care Agent will be able to assess your current warranty eligibility and provide you with your options.*
> *Please note that if you did not purchase your machine directly from BowFlex, Schwinn, or Nautilus, we will need a copy of your purchase receipt in order to register your machine for warranty.*

2 EAF Policy

EAF - Issues requiring Special Handling

ATTENTION: If the customer complains of any of the following, transfer the call to a Senior Rep in the **CS ESCALATION** queue.

- **NOTE THE CUSTOMER FILE**: "Transferred customer to Senior Rep/Sup due to escalated issue."

NOTE: This process is **_ONLY_** for Treadmills and TreadClimbers.

NOTE: This does not apply to second-hand purchases or unsupported products. The customer record must have a valid POP and serial number.

***Visible Smoke coming from machine**:

- Be sure to confirm specific color of smoke (blue, black, or white).

- NOTE: If complaint is a hot/smoky odor/smell, proceed with troubleshooting.

***Sparks or flames coming from their machine outside of the drive motor**

- (sparks from the brushes inside the drive motor are normal)

***Machine accelerates quickly (runs away) without user input/keypress**

***Belt moves without safety key in place**

***Strong Continuous Electric shock from machine frame** (beyond normal static shock, which is a single defined event and builds up prior to discharge)

***Belt stops suddenly without an error code, without user input, or the safety key being pulled**. Console remains on or working.

3 Contact Tech Team / Advanced Troubleshooting (TM/TC)

If the issue was not resolved in the steps listed, contact the Tech Team or send an Advanced Troubleshooting case.

Submit a Case with case type **Advanced Troubleshooting**

Use these procedures as needed to gather more information to create the case:

Results Series Treadmills Procedures

Treadmill 7 Procedures

Treadmill 10 Procedures

Treadmill 22 Procedures

MY14/17 Treadmill Procedures

3/12/24, 9:10 AM

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