

Results Series BXT216 Treadmill: What is a Safety Key error and how can I clear it?

ID: 12231.1

Follow this troubleshooting guide to help resolve safety key error messages on your Results Series BXT216 Treadmill.

Some common complaints may include:

- Safety Key error message
- Can't start with safety key inserted
- Safety key not working

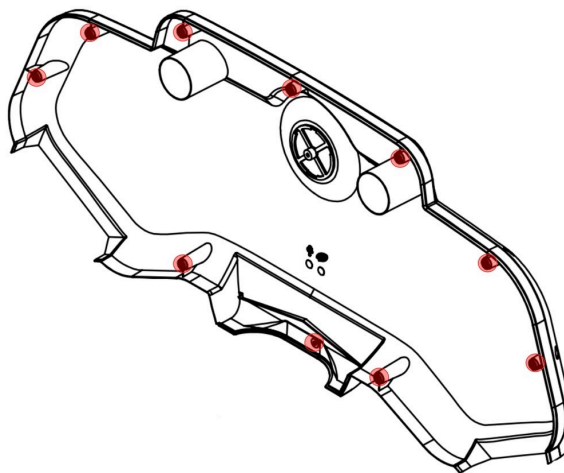
Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver
6mm hex/Allen wrench, or the wrench from the hardware card included with your machine

1. A safety key error appears when the safety key is not fully inserted or not inserted at all into your treadmill. To clear the error message, remove the safety key and reinsert it. Test your machine to see if the error message clears [\[12231.A\]](#).
2. If the issue persists, inspect the safety key for damage. If damage is present, [order a Safety Key \[12231.B\]](#).
3. If no damage is present, unplug your machine from power and wait 5 minutes before removing the back of the console. Refer to the "Replace the Console Assembly" section of the [service manual](#) for instructions on removing the console from your machine. Once removed, use a Phillips head screwdriver to remove the 10 screws from the back of the console (**reference 1**). Remove the back from the console and set it to the side.

(Reference 1)



BXT116 console back is shown, but screw locations are similar. The console back is pictured from the inside of the console. The red circles indicate the locations of the screws to remove; 3 on top, 3 on bottom, and 2 on either side near the top.

4. Check for damaged or disconnected wiring from the safety key socket to the console display. Using a Phillips head screwdriver, remove the 10 screws from the back of the console. Remove the back and set it to the side. Inspect the wire on the back side of where the safety key plugs into (**reference 2**). You may need a flashlight to better view the area. Look for a 2-pin wire that splits into two different connections. If the connections are loose or disconnected, reattach them and tighten the screws with a Phillips head screwdriver [\[12231.C\]](#). If damage is present, [order a Console \[12231.D\]](#).

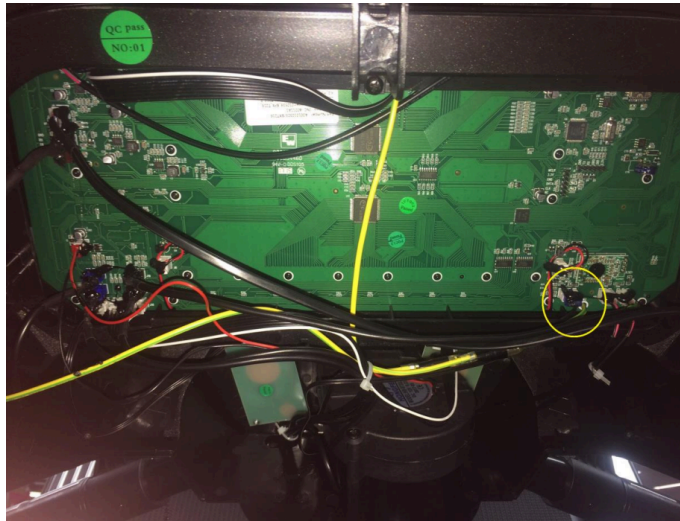
(Reference 2)



Inspect both connections pictured for damage. Make sure they are securely connected.

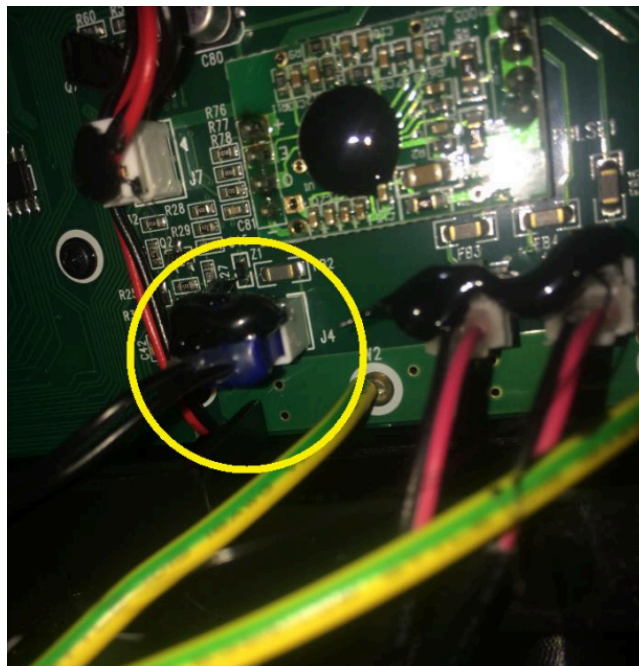
5. Follow the 2-pin wire to the other end of the control board. It will be connected to the lower right part of the board (**reference 3**). Make sure that the wire is properly connected. It should be firmly plugged into the connector. Hot glue may be present on the connection to ensure it stays connected (**reference 4**). If it is not firmly connected, unplug it and reseat the connection [\[12231.E\]](#). If damage is present, [order a Console \[12231.F\]](#).

(Reference 3)



Inspect the connection in the lower right corner of the control board (circled in yellow).

(Reference 4)



Another view of the connection (circled in yellow).
Note the black hot glue keeping the connection secured - hot glue application is standard for this purpose.

Need to order replacement parts?

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 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
Console	8010018
Safety Key	8010427

3 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.

4 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