

# Results Series BXT216 Treadmill: Why is the belt not moving or stopping on its own?

ID: 12221.1

Follow this troubleshooting guide to help resolve issues involving the walking belt on the Results Series BXT216 Treadmill.

Some common complaints may include:

- Belt moves momentarily then stops
- Belt doesn't move

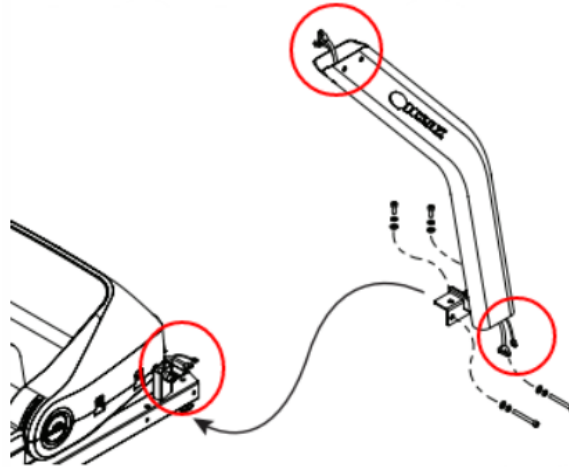
## Follow these steps to troubleshoot the issue

Tools you may need:

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

1. Check if the console powers on. If the console powers up and the start button beeps or causes the display to change, the console is not defective. If the console does not power on, please visit [Results Series BXT216 Treadmill: Why is there no power to my machine or console?](#) to continue troubleshooting.
2. Hold onto something to keep yourself balanced and push the belt with your foot. It may take considerable effort to move the belt manually. If the belt does not move freely, the rollers may be seized. Unplug your machine from power and wait 5 minutes before continuing. Remove the motor cover and drive belt - refer to the "Replace the Motor Control Board Cover" section of the [service manual](#) for more detailed instructions on removing both parts.
3. Check to see if the front roller, rear roller, and motor can turn. If either roller will not move, it is seized and needs to be replaced. [Order a Front or Rear Roller](#) (whichever roller is affected) [\[12221.A\]](#). If the motor is seized, [order a Motor \[12221.B\]](#).
4. If the belt moves when pushed with your foot, turn your treadmill off and wait at least 5 seconds before turning it back on. Confirm that the console is on the Welcome screen - the belt will not start unless it is on the Welcome screen [\[12221.C\]](#). Press the Start button to begin a workout and watch the belt for movement.
5. If the belt moves, time how long it moves for. If it moves for 5 seconds or less, skip to Step 7. If it moves for longer than 5 seconds, skip to Step 8. If it doesn't move at all, proceed to the next step.
6. If the belt didn't move in Step 4, turn the power off and unplug the power cord. Remove the safety key and plug the power cord back in. Flip the power switch on and insert the safety key when prompted by the console [\[12221.D\]](#). If the issue persists, check the input/output cables following this guide: [BowFlex Results Series Treadmill - MCB Communications Test \(I/O Cable Test\)](#). If the communication test fails, [order MCB and Upright Cables \[12221.E\]](#).
7. If the communication test passes or the belt moves for 5 seconds and stops, inspect the input/output cables and connector pins. Unplug each connection (**reference 1**) and inspect for damage, such as cuts, crimps, or bent pins (**reference 2**) [\[12221.F\]](#). If damage is present, [order MCB and Upright Cables \[12221.G\]](#). If the issue persists after replacing the cables, check that your firmware version is up to date with this guide: [BowFlex Results Series Treadmill - Check Firmware Version and Error Log \[12221.H\]](#).

(Reference 1)



The cables to check are located at the bottom and top of the right upright, circled in red.

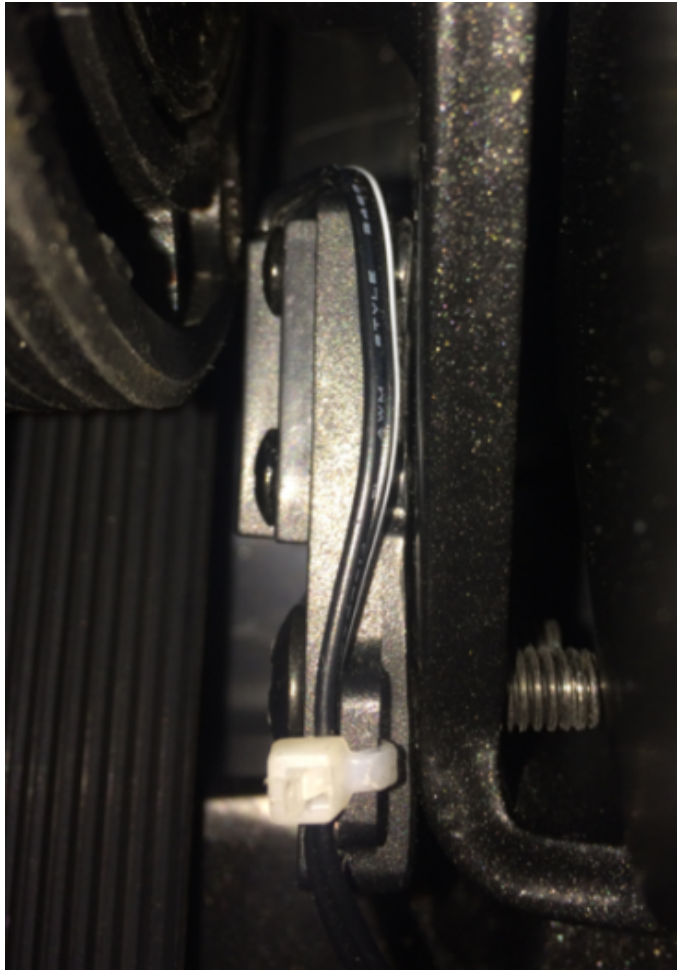
**(Reference 2)**



An example of a damaged connector with a bent pin.

8. If the belt moved, turn off your machine and wait 5 minutes before continuing. Use a Phillips head screwdriver to remove the motor and motor control board (MCB) covers. Refer to the "Replace the Motor Control Board Cover" section of the [service manual](#) for additional instructions on removing the cover.
9. Inspect the speed sensor and speed sensor wire for damage (**reference 3**). The sensor mount should not be loose and the wire should not be pinched. Make sure that the bracket is flush with the frame and adjust as needed with a Phillip head screwdriver [\[12221.I\]](#). If damage is present to the speed sensor and/or wire, [order a Speed Sensor Assembly \[12221.J\]](#).

**(Reference 3)**



*An example of a properly positioned speed sensor and wire.*

10. Plug your treadmill back into power and test to see if the original issue is still present [\[12221.K\]](#). If it persists, disconnect the power again and wait 1 minute. Follow both of the guides below to reset the console and calibrate the MCB. Once complete, test to see if the original issue persists [\[12221.L\]](#).
  - [BowFlex Results Series Treadmill - Reset Machine](#)
  - [BowFlex Results Series Treadmill - Calibrate MCB](#)
11. If the issue persists, additional assistance to diagnose the issue may be required. Please contact Customer Care to submit an Advanced Troubleshooting case for troubleshooting assistance. Our contact information is located at the bottom of this page [\[12221.M\]](#).

### ***Need to order replacement parts?***

## 1 Customer Care Contact Information

**Please contact Customer Care at [1-800-605-3369](tel: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>
<b>Front Roller</b>	<b>8010006</b>
<b>MCB Cables</b>	<b>8018009</b>
<b>Motor</b>	<b>8010893</b>
<b>Rear Roller</b>	<b>8010005</b>
<b>Speed Sensor Assembly</b>	<b>8015423</b>
<b>Upright Cables</b>	<b>8009990</b>

## 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**