

# BowFlex Results Series Treadmill - Reset Machine

ID: 12190.1

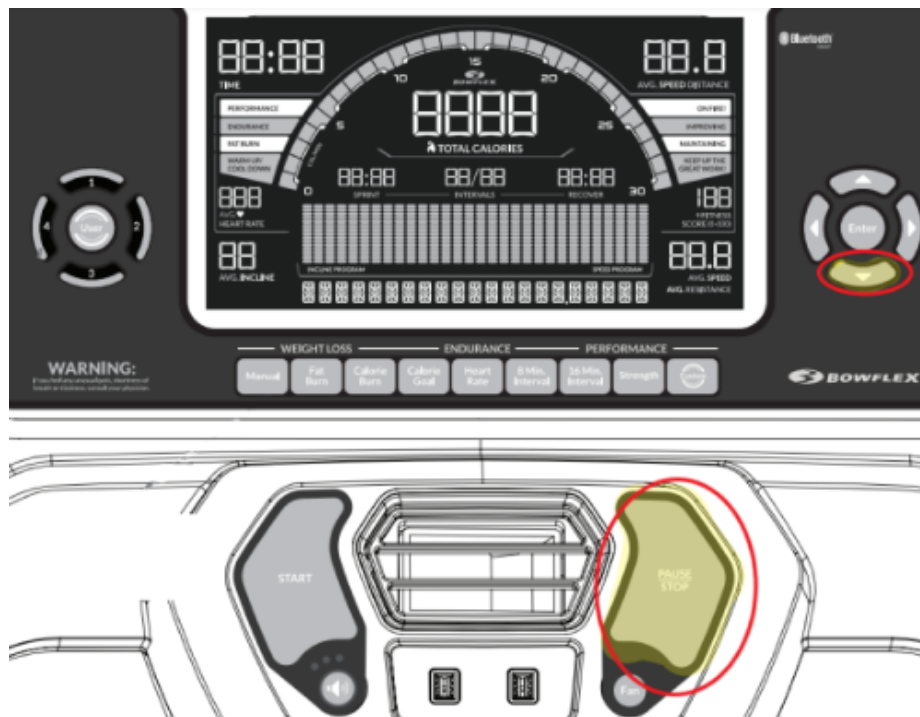
## "Procedure 3"

**Applicable for treadmill models: BXT116, BXT216, BXT6**

**Follow these steps to reset your treadmill and delete the workout data for troubleshooting**

1. **Note:** Workout data will be lost
2. From the **Welcome** (or **Power Up**) screen, hold down the **PAUSE/STOP** button and **Down** arrow button together for 3 seconds to enter **Machine Settings** mode.
3. The console will display the **TOTAL HOURS** screen.
4. Push the **Right** arrow button until the console displays **RESET CONSOLE NO.**
5. Push the **Up** arrow button to select **RESET CONSOLE YES**, and push **ENTER**.
6. Turn the machine off when the console displays **POWER CYCLE NOW** prompt.

Please reference this graphic for button positions:



**Need additional assistance?**

## 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 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**

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**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](#)**