

Results Series BXT216 Treadmill: How do I clear a stuck button error code?

ID: 12211.2

Follow this troubleshooting guide to help resolve issues with stuck buttons on the Results Series BXT216 Treadmill.

Some common complaints may include:

- Stuck button error code
- Stuck button message on console

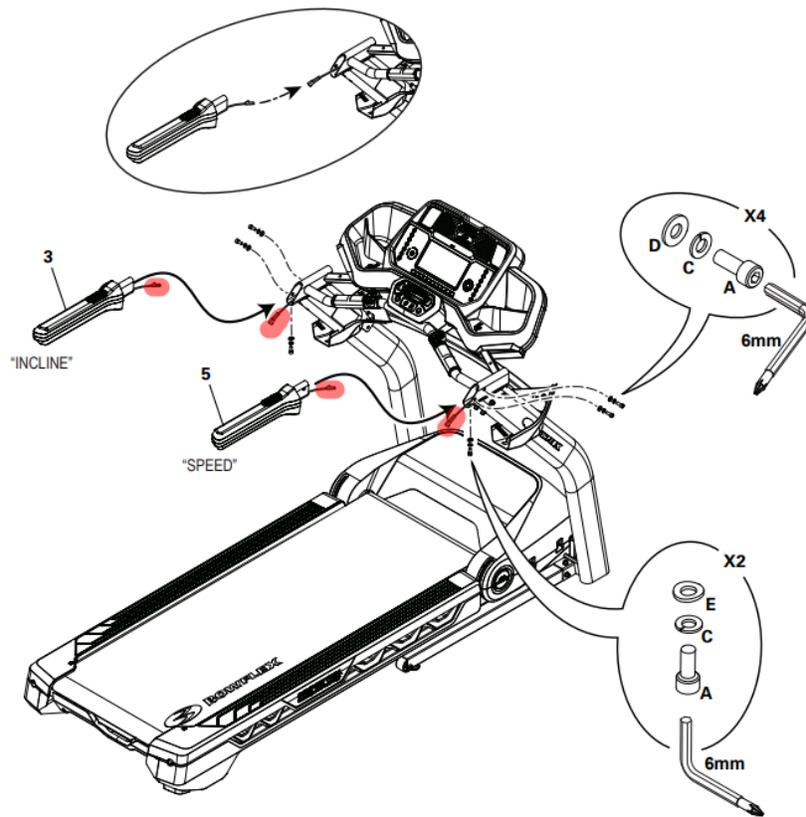
Follow these steps to troubleshoot the issue

Tools you may need:

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

1. Turn your treadmill off and turn it back on. Wait for your treadmill to boot up. Watch the console and see if the stuck button error code returns [\[12211.A\]](#).
2. If the error code returns, press every button on your console one at a time [\[12211.B\]](#).
3. If the error code does not clear, test the incline and speed buttons on the handlebars. Turn your treadmill's power switch off and then unplug the power cord. Remove the upper and lower junction covers - refer to Step 7 in the [assembly manual](#) for additional instructions on removing the covers. Carefully pull the wires out of the handlebar area and unplug the wire connections to both handlebars. You may need to use a 6mm Allen wrench to access the connections (**reference 1**). Plug the power cord in, flip the power switch on, and check if the stuck button error code is still displayed. If the stuck button error code returns with the handlebars removed, [order a Console \[12211.C\]](#).

(Reference 1)



Once the junction covers are removed, the handlebars can be unplugged at the highlighted connections to retest for the stuck button error.

4. If the error code clears, flip the power switch off and unplug your treadmill again. Carefully pull the left handlebar (handlebar with incline buttons) out and securely reconnect the wire connections. Make sure that they are firmly connected and oriented properly. Plug your treadmill back into power and flip the power switch on. If the stuck button error code returns, [order a Left Handlebar \[12211.D\]](#).
5. If the error code is still clear, repeat the prior step for the right handlebar (handlebar with the speed buttons). If the stuck button error code returns, [order a Right Handlebar \[12211.E\]](#).
6. If the error code is clear after reinstalling both handlebars, the wiring may have been loosely installed during assembly. The issue should be resolved once the wires are firmly reconnected [\[12211.F\]](#).

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
Left Handlebar	8010271
Right Handlebar	8010269

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](#)