

# Results Series BXT216 Treadmill: How do I adjust the walking belt tension?

ID: 12237.1

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

Some common complaints may include:

- Belt is too loose
- Belt is too tight
- Belt is slipping or skipping

## 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. If the side rails cover both sides of the walking belt, the alignment is ok. If the side rails do not cover both sides of the belt, please visit [Results Series BXT216 Treadmill: How do I adjust the walking belt alignment?](#) to continue troubleshooting.
2. Check if the belt is slipping by running the belt at a slow speed. Holding onto something for balance, push your foot on the belt and see if it stops. If the belt slips, refer to the "Adjusting the Belt Tension" section of the [owner's manual](#) to adjust the tension of the walking belt [\[12237.A\]](#).
3. If the belt doesn't slip or the issue persists, disconnect your treadmill from power and wait 5 minutes before continuing.
4. Using a Phillips head screwdriver, remove the motor cover. Inspect the drive belt for damage and check if the drive belt is tight. If it is not tight, refer to the "Replace the Drive Belt" section of the [owner's manual](#) to adjust the tension of the drive belt [\[12237.B\]](#). If the drive belt is damaged, [order a Drive Belt \[12237.C\]](#).
5. If the issue persists, it may be best to get additional assistance. Please contact Customer Care to submit an Advanced Troubleshooting case for troubleshooting assistance. Our contact information is located at the bottom of this page [\[12237.D\]](#).

## 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

Part Description	Part SKU
<b>Drive Belt</b>	<b>8015035</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**

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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**