

Results Series BXT216 Treadmill: How do I adjust the incline?

ID: 12229.1

Follow this troubleshooting guide to help resolve incline issues on the Results Series BXT216 Treadmill.

Some common complaints may include:

- Incline buttons don't work
- Incline doesn't change when adjusted
- Incline doesn't adjust the proper amount

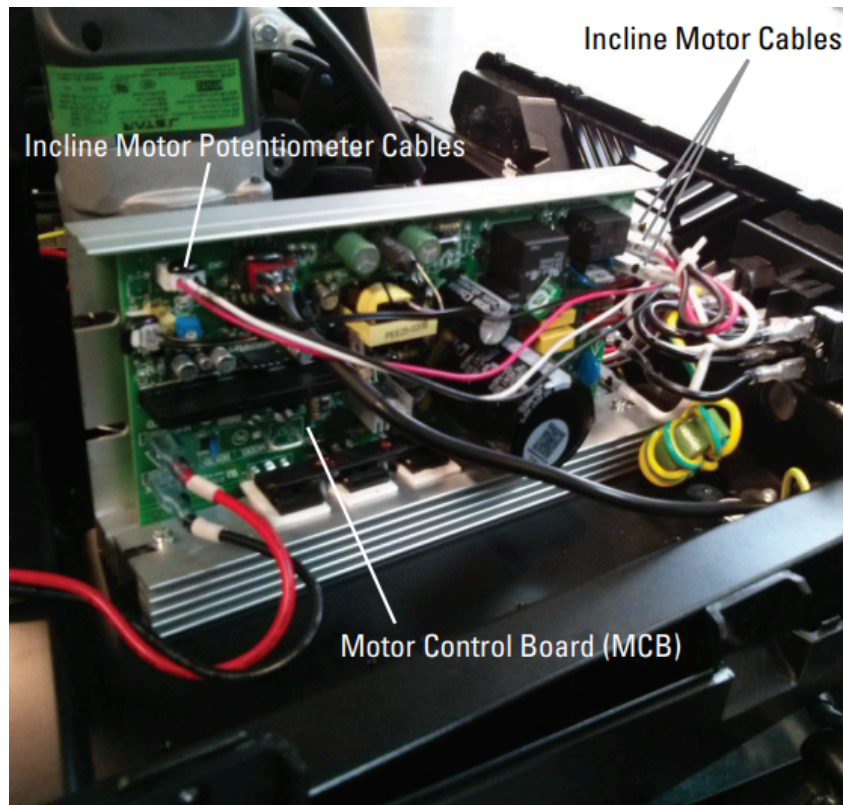
Walking belt alignment adjustment

Tools you may need:

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

1. Turn your treadmill off and turn it back on. When the display shows the Welcome screen, press one of the preset Incline buttons on the left side and then press the CONFIRM INCLINE button. Watch to see if the incline motor moves.
2. If it does move, observe and listen to the incline motor. Listen for grinding or clunking noises as the motor moves. Watch the rails for change in incline as it moves. This may take some time as the incline motor moves slowly. If the rails do not move or the grinding/clunking noise is present, [order an Incline Motor \[12229.A\]](#).
3. If the issue persists, turn your treadmill off and turn it back on. Recalibrate the MCB following this guide: [BowFlex Results Series Treadmill - Calibrate MCB \[12229.B\]](#). If this fails, resume troubleshooting at Step 6.
4. If the incline motor doesn't move, do an input/output cable test following this guide: [BowFlex Results Series Treadmill - MCB Communications Test \(I/O Cable Test\)](#). If the communication test fails, [order Upright and MCB I/O Cables \[12229.C\]](#).
5. If the communication test passes, check all cable connections from the motor control board (MCB) to the incline motor. Refer to the "Replace the Incline Motor Assembly" section of the [service manual](#) for instructions on accessing the MCB and checking the connections. Disconnect each cable (**reference 1**) and firmly reconnect them to the MCB [\[12229.D\]](#).

(Reference 1)



The MCB is shown with the incline motor and potentiometer cables identified.

6. If the issue persists, perform a button test following this guide: [BowFlex Results Series Treadmill - Button \(Key\) Test](#). You will need to test all of the incline buttons. If you are unable to access the button test, please contact Customer Care for additional assistance troubleshooting the buttons. Our contact information is located at the bottom of this page [\[12229.E\]](#).
7. If any of the incline buttons aren't working, please visit [Results Series BXT216 Treadmill: Why aren't the buttons or my console working?](#) to continue troubleshooting. If the buttons are working but the issue persists, [order an Incline Motor \[12229.F\]](#).

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>
<i>Incline Motor</i>	<i>8011317</i>
<i>MCB Cable</i>	<i>8018009</i>
<i>Upright Cable</i>	<i>8009990</i>

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](#)