

# Results Series BXT216 Treadmill: Why did my treadmill stop during a workout?

ID: 12223.1

Follow this troubleshooting guide to help resolve issues involving workouts stopping suddenly or your Results Series BXT216 Treadmill shutting itself off.

Some common complaints may include:

- Belt stops during workout
- Treadmill turns off on its own
- Treadmill stops suddenly
- Workout stopped without input

## Follow these steps to troubleshoot the issue

1. If the display remains on after your treadmill shuts off or quits the workout, look for an error message on the screen that reads "+SAFETY KEY." If this message is present, remove the safety key and reinsert it [\[12223.A\]](#). If this does not resolve the issue, continue troubleshooting here: [Results Series BXT216 Treadmill: Why is the belt not moving or stopping on its own?](#)
2. If the display is dark, check to see if a breaker is tripped at your electrical panel. If the breaker is tripped, use a different outlet - your treadmill may not work with some older GFI/AFI or if the circuits are improperly grounded [\[12223.B\]](#). If you are using an extension cord, plug your treadmill directly into an outlet [\[12223.C\]](#). If the issue persists, consult an electrician [\[12223.D\]](#).
3. If the electrical panel breaker is not tripped, check the circuit breaker on your treadmill. The breaker is located in the front next to the main power switch. If it is tripped, reset the breaker by pushing it in [\[12223.E\]](#). If it continues to trip, [order a Circuit Breaker \[12223.F\]](#).
4. If the issue persists, inspect the entire length of the power cord for damage. Look for cuts, crimps, or exposed wire on the cord. Inspect the connections for bends or other damage as well. If damage is present, [order a Power Cord \[12223.G\]](#).
5. If the issue persists, disconnect your treadmill from power for 1 minute before continuing. Plug your treadmill back in and reset the console following this guide: [BowFlex Results Series Treadmill - Reset Machine \[12223.H\]](#).
6. If the issue persists, it may be best to contact Customer Care to submit an Advanced Troubleshooting case for troubleshooting assistance. Our contact information is located at the bottom of this page. It is immensely helpful if you have answers to the questions below to better assist you [\[12223.I\]](#).
  - a. When the power shuts off, is the on/off switch still glowing?
  - b. Did any other appliances shut off when it occurred?
  - c. Does the display go blank?
  - d. If the display is not blank, what exactly is on the display?
  - e. Is the display frozen?
  - f. Do the buttons respond?
  - g. How long into a workout does the issue happen?
  - h. What speed are you using when it happened?
  - i. User weight?
  - j. Have you ever lubricated the belt?

- k. When was the last time you lubricated the belt?
- l. Have you adjusted anything recently?
- m. What room of the house is the machine kept in?
- n. Is the machine on an extension cord?

### **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>
<b>Circuit Breaker</b>	<b>8004775</b>
<b>Power Cord</b>	<b>8005317</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**