

Results Series BXT216 Treadmill: Why aren't the buttons on my console working?

ID: 12224.1

Follow this troubleshooting guide to help resolve issues with buttons not working on the console of the Results Series BXT216 Treadmill.

Some common complaints may include:

- Buttons don't respond
- Buttons aren't working
- Preset incline and speed buttons don't work

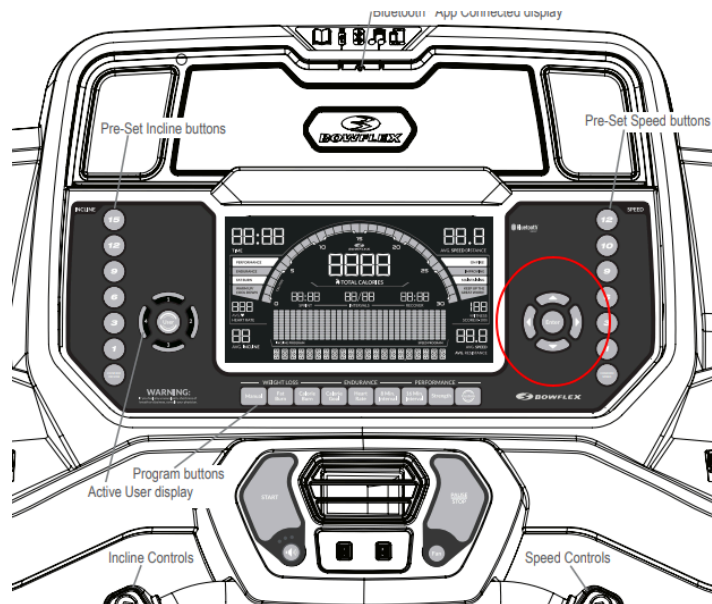
Follow these steps to troubleshoot the issue

Tools you may need:

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

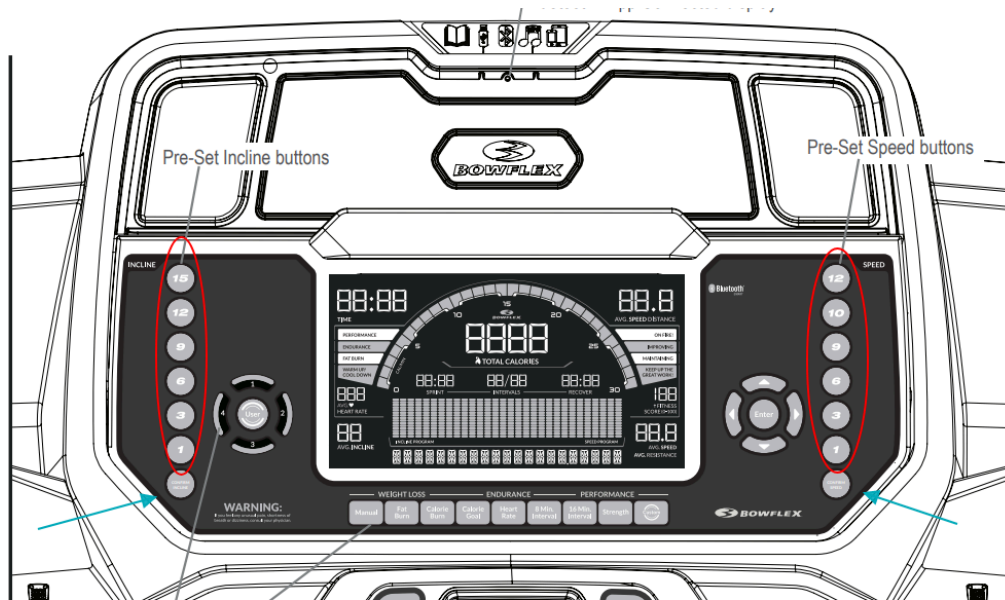
1. Check the console display. If the console is blank, please visit [Results Series BXT216 Treadmill: Why is there no power to my machine or console?](#) to continue troubleshooting.
2. If the display is prompting you to enter the date, time, or units of measurements, use the button pad on the right side of the console to select the proper values (**reference 1**). The left/right buttons change which segments are currently active. The increase/decrease buttons on the right side of the console adjust the values. Push the ENTER button in the center three times to set the values. Pressing START and CONFIRM will have no effect [\[12224.A\]](#).

(Reference 1)



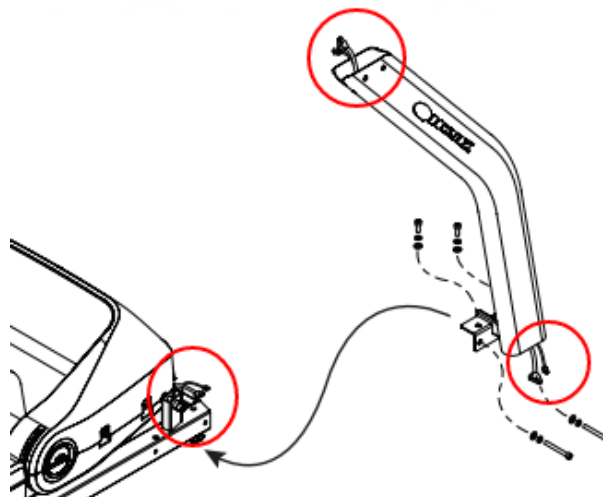
Use the button pad to select the proper values as prompted on the console display. Left/Right select which segments to adjust. Increase/Decrease select which values for each segment. ENTER locks in the values when pressed 3 times.

3. If only the preset Incline and Speed buttons are not responding, turn your treadmill on and press START. When the belt begins to move, press one of the preset Speed buttons and press CONFIRM SPEED. Next, press one of the preset Incline buttons and then press CONFIRM INCLINE. The confirm buttons must be pressed immediately after selecting a preset speed or incline (**reference 2**) [\[12224.B\]](#).

(Reference 2)

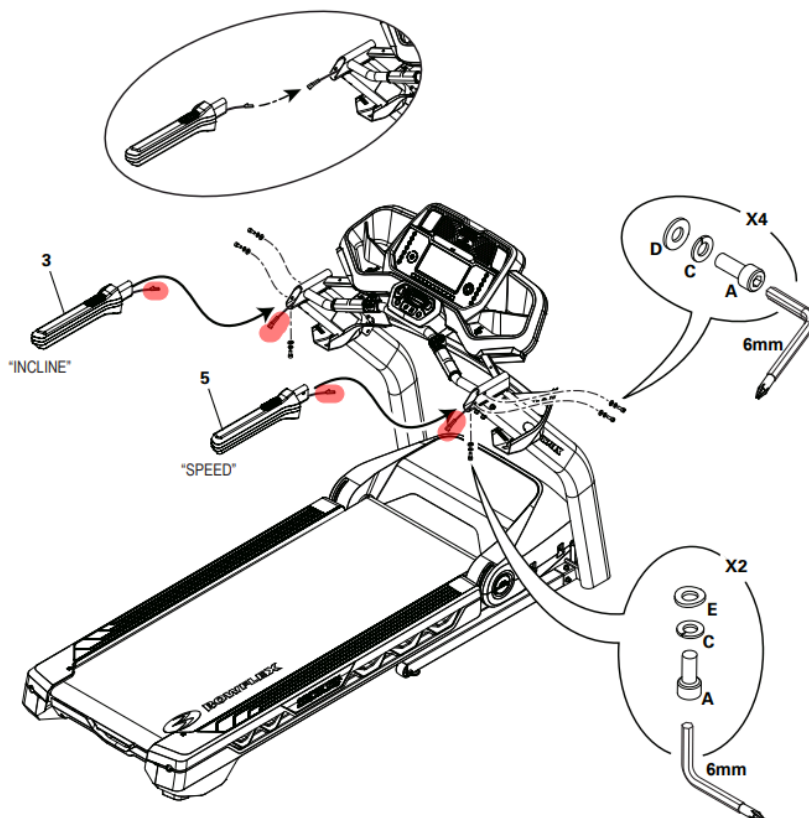
The preset Incline and Speed buttons are circled in red. The CONFIRM INCLINE/SPEED button locations are indicated with the teal arrows.

4. Check if your console is in demonstration mode. If demonstration mode is enabled, exit by pressing and holding the ENTER and PAUSE/STOP buttons together for 3 seconds [\[12224.C\]](#).
5. If it has not been checked already, check the input/output cables located at the top and bottom of the right upright (**reference 3**). If needed, use a 6mm Allen wrench to remove the crossbar, junction covers, and console/handlebars to access the cables. Unplug each cable and inspect for damage. Securely reconnect undamaged cables, making sure that they are oriented in the proper direction [\[12224.D\]](#). If any cables are damaged, [order Upright and MCB I/O Cables \[12224.E\]](#).

(Reference 3)

The cable connections to check are circled in red.

6. If the issue persists, perform a button test following this guide: [BowFlex Results Series Treadmill - Button \(Key\) Test](#). The buttons that are necessary to check are listed below. 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 [\[12224.F\]](#). If any of these buttons do not respond on the button test, [order a Console \[12224.G\]](#).
- Pre-Set Incline & Speed buttons
 - User buttons
 - Enter button
 - The Arrow buttons
 - The Program buttons
 - The START button
 - The PAUSE/STOP button The Incline Rapid Control buttons
 - The Speed Rapid Control buttons
 - The Sound button
 - The Fan button
7. If the above buttons are all working, test the incline and speed buttons on the handlebars. Press each button one at a time [\[12224.H\]](#).
8. If the handlebar buttons do not respond, disconnect the cable connections for both handlebars and make sure to reconnect them securely (**reference 4**). Refer to Steps 6 and 7 in the [assembly manual](#) for instructions on removing the junction covers and handlebars. If a handlebar is still not functioning, [order a Left or Right Handlebar](#) (whichever handlebar is affected) [\[12224.I\]](#).

(Reference 4)

Once the junction covers are removed, the handlebars can be unplugged at the highlighted connections and plugged back in for testing.

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
Console	8010018
Left Handlebar	8010271
MCB Cable	8018009
Right Handlebar	8010269
Upright Cable	8009990

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