Treadmill 7: Why aren't the heart rate sensors on the handlebar working?

ID: 11683.2

Follow this troubleshooting guide to help resolve issues with the heart rate contact plate sensors on the BowFlex Treadmill 7.

Some common complaints may include:

- *Handlebars not reading heart rate*
- *Heart rate sensors not working*
- *Handlebar heart rate plates not working*

Follow these steps to troubleshoot the issue

1. Check for updates on your machine. See the *Updates* section of [JRNY Basic App Troubleshooting](#) for instructions to check for and install any available updates, then retest your machine to determine if the issue persists **[FW.A]**.

2. Ensure that your hands are centered on the sensors with equal pressure. Try to move as little as possible, it may take a minute for your heart rate to appear **[11433.A]**.

3. Your heart rate may spike at a high rate when initially touching the contact plates. This is normal and will level out after a couple minutes. Try to keep your hands still during this time **[11433.B]**.

4. Dry or heavily calloused hands may need a heart rate cream to make better contact. **Buh-Bump Heart Rate Cream** is a recommended cream to use and can be found at various retailers online **[11433.C]**.

5. Keep hands clean and avoid using hand creams or lotions **[11433.D]**.

6. Disconnect the cable connectors between the heart rate sensors and the console. Inspect for any damage to the wires or connectors, such as cuts or crimps and bent or missing pins. Ensure the cables are orientated properly and securely connected **[11433.E]**. If damage is present or the issue persists, **order a Console** **[11433.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

Part Description	Part SKU
Console	**8023667**

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