

## Treadmill 7: Why won't my heart rate monitor connect?

ID: 11735.2

Follow this troubleshooting guide to help resolve issues connecting Bluetooth heart rate devices to the BowFlex Treadmill 7

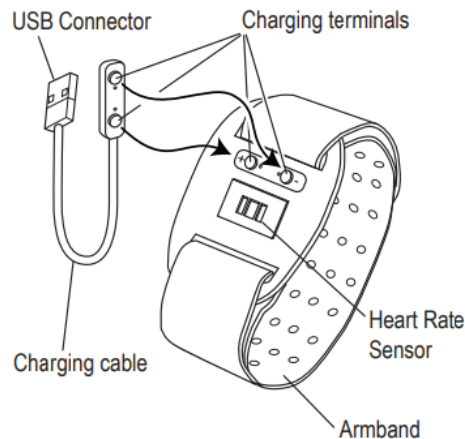
Some common complaints may include:

- Can't connect to heart rate monitor
- Heart rate doesn't show up on console

### Follow these steps to troubleshoot the issue

1. Connect to your Bluetooth heart rate monitor through the Bluetooth Settings menu on the console of your treadmill. You can access the Bluetooth settings by tapping the 3 horizontal lines in the upper right corner [\[11735.A\]](#).
2. If you are not using a BowFlex/Schwinn/Nautilus heart rate strap, or the strap that came with your machine, and are still having difficulty connecting, please refer to the device's manual or contact the manufacturer [\[11735.B\]](#).
3. If you are using the BowFlex/Schwinn/Nautilus heart rate strap, or the strap that came with your machine, check if the battery needs to be charged. Press the On/Off LED button and watch the lights. If the light flashes red several times, the battery is low and needs to be charged. Instructions on charging the heart rate strap are located in the manual included with the strap and can also be viewed [here](#) [\[11735.C\]](#).
4. If you are still unable to connect to the heart rate strap, check that the optical sensor on the underside of the device is clean and that the plastic protective sheet has been removed (**reference 1**). Place the strap against your bare skin, on the underside of your forearm. Once your heart rate has been detected, the flashing blue light will slow to match your heart rate [\[11735.D\]](#).

#### (Reference 1)



The optical sensor is the clear window located in the center of the underside of the monitor, just below the charging terminals.

### Need additional assistance?

#### 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 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.

## 3 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**