

# Results Series BXE116 Elliptical: Why aren't the heart rate contact plates working?

ID: 12611.1

Follow this troubleshooting guide to help resolve issues with the heart rate contact sensors on the Results Series BXE116 Elliptical. To troubleshoot issues with the heart rate chest strap or other Bluetooth-connected heart rate monitors, please visit [Results Series BXE116 Elliptical: I'm having issues with my heart rate chest strap](#).

Some common complaints may include:

- Heart rate does not register
- Heart rate is erratic or intermittent

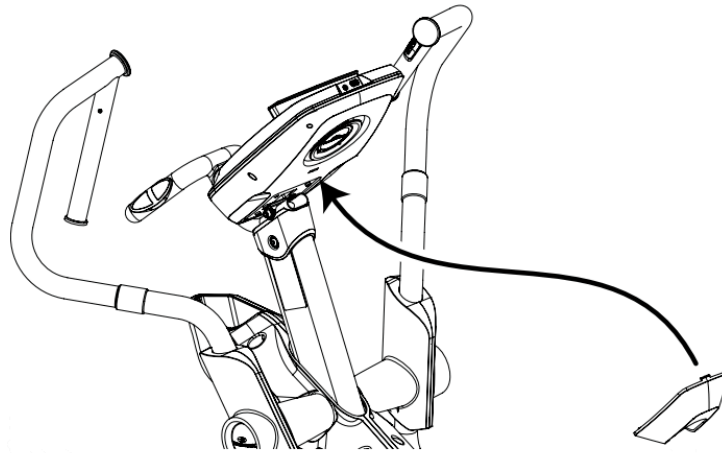
## Follow these steps to troubleshoot the issue

*Tools you may need:*

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

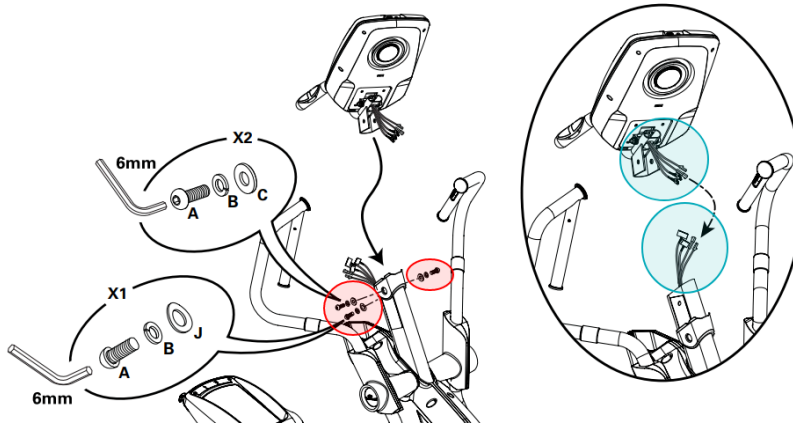
1. Ensure your hands are centered on the heart rate sensors with equal pressure. Try to move as little as possible without touching the metal frame [\[12611.A\]](#).
2. Dry or heavily calloused hands may need a heart rate cream to make better contact. **Buh-Bump Heart Rate Cream** is a recommended cream to use and can be found at various retailers online [\[12611.B\]](#).
3. Check that the connections between the handlebars and the console are secure [\[12611.C\]](#).
4. 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 of minutes. Try to keep your hands still during this time [\[12611.D\]](#). If you need a quicker heart rate reading, a heart rate chest strap monitor may be a better option. If you do not have one already, you can [order a Heart Rate Chest Strap](#) (see [Heart Rate Monitor Compatibility by Model](#)) [\[12611.E\]](#).
5. Move all devices generating wireless or Wi-Fi signals into another room, preferably on the other side of the house. This includes the wireless chest strap [\[12611.F\]](#).
6. If the issue persists, inspect the cables at the console. Start by removing the shroud on the back side of the console (**reference 1**). Use the 6mm Allen wrench to remove the 3 bolts connecting the console to the mast and lift the console/handlebars up to expose the cables (**reference 2**). Disconnect and inspect the cables and connections coming from the console and the frame for damage, such as crimps, cuts, or bent pins. If the cables are undamaged, plug them back in and retest your machine [\[12611.G\]](#). If the cable coming from the console is damaged, [order a Static Handlebar](#) [\[12611.H\]](#). If the cable coming from the frame is damaged, [order a Mast Cable](#) [\[12611.I\]](#).

(Reference 1)



The shroud (pictured in the lower right corner) does not require any tools to remove. Pop it out of place to begin the console removal process.

**(Reference 2)**



The bolts circled in red need to be removed to access the cables between the console and the console mast. Inspect the cables circled in teal for damage.

7. If the issue persists after inspecting the cables, [order a Static Handlebar \[12611.I\]](#).
8. If the issue persists after replacing the Static Handlebars, [order a Console \[12611.J\]](#).

**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>Console</b>	<b>8010064</b>
<b>Heart Rate Chest Strap</b>	<b>8006265</b>
<b>Mast Cable</b>	<b>8009816</b>
<b>Static Handlebar</b>	<b>8009687</b>

## 3 Contact Tech Team / Advanced Troubleshooting

**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**