

# BowFlex Results Series Ellipticals - Check Firmware Version and Error Log

ID: 127191

## "Procedure 1"

**Applicable for elliptical models: BXE116, BXE216**

### **Follow these steps to check the firmware version and error log for troubleshooting**

1. From the **Welcome** (or **Power Up**) screen, hold down the **PAUSE/STOP** button and **Down** arrow button together for 3 seconds to enter **Console Setup** mode.
2. Console will display the **TOTAL HOURS** screen.
3. Record the **TOTAL HOURS** numbers shown.
4. Push the **Right** arrow button to go to the next option.
5. Console **Firmware Version** is displayed, record the version.
6. Push the **Right** arrow button 4 times until the Console displays **VIEW ERROR MSG NO**.
7. Press the **Up** arrow button to select **VIEW ERROR MSG YES**, and press **ENTER**.
8. The Console will display **ERROR LOG VER2**, press **ENTER** to access the log.
9. Record the error code shown.
10. Press the **Right** Arrow and record the next number shown until screen displays **RESET LOG:NO**.
11. Repeat until you have recorded all the numbers, then press the **ENTER** button.
12. The screen will display **ERROR LOG RESET YES**, press **ENTER**.
13. Press **PAUSE/STOP** to return to **Welcome** screen.

**Please reference this graphic for button positions:**



## 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 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**