

# Results Series BXE116 Elliptical: How do I clear the "Please Stride" error message?

ID: 12643.1

Follow this troubleshooting guide to help resolve a "Please Stride" error message on the console of your Results Series BXE116 Elliptical.

Some common complaints may include:

- Error code displayed
- Please Stride message
- Stride error code

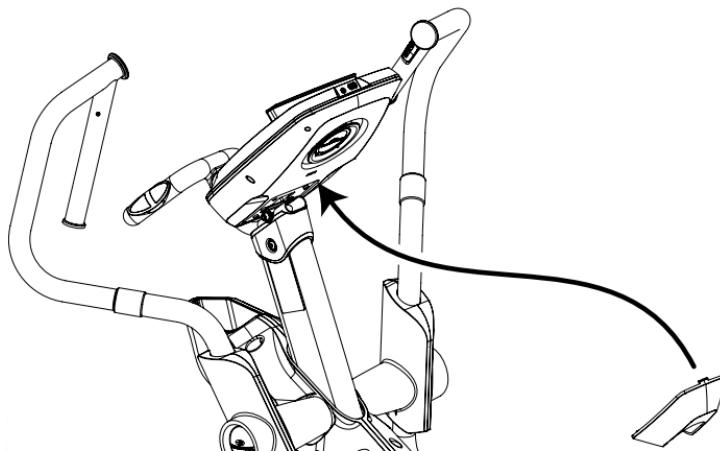
**Follow these steps to troubleshoot the issue**

*Tools you may need:*

Phillips head screwdriver  
Flathead screwdriver  
(2) 6mm hex/Allen wrenches or the wrench from the hardware card included with your machine  
Magnet  
Voltmeter  
Crank puller (if removing crank arms for troubleshooting)

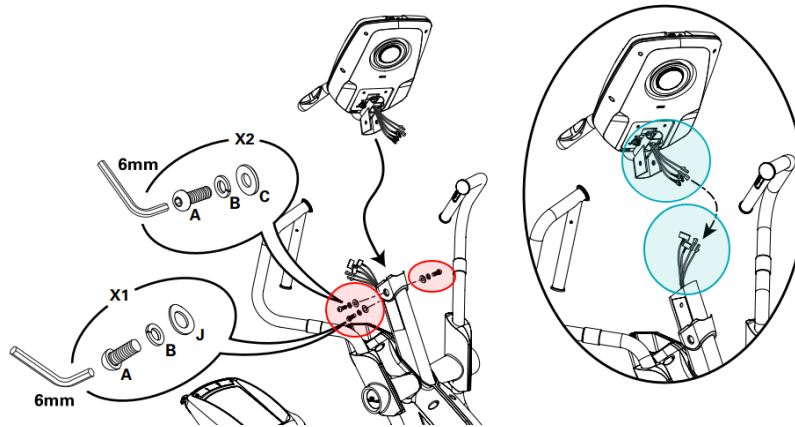
1. Inspect the cables at the console. Start by removing the shroud on the rear side of the console (**reference 1**). Use the 6mm Allen wrench to remove the 3 bolts connecting the console to the mast and lift the console/handlebars up to expose the cables (**reference 2**). Disconnect and inspect the cables and connections coming from the console and the frame for damage, such as crimps, cuts, or bent pins.

**(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.*

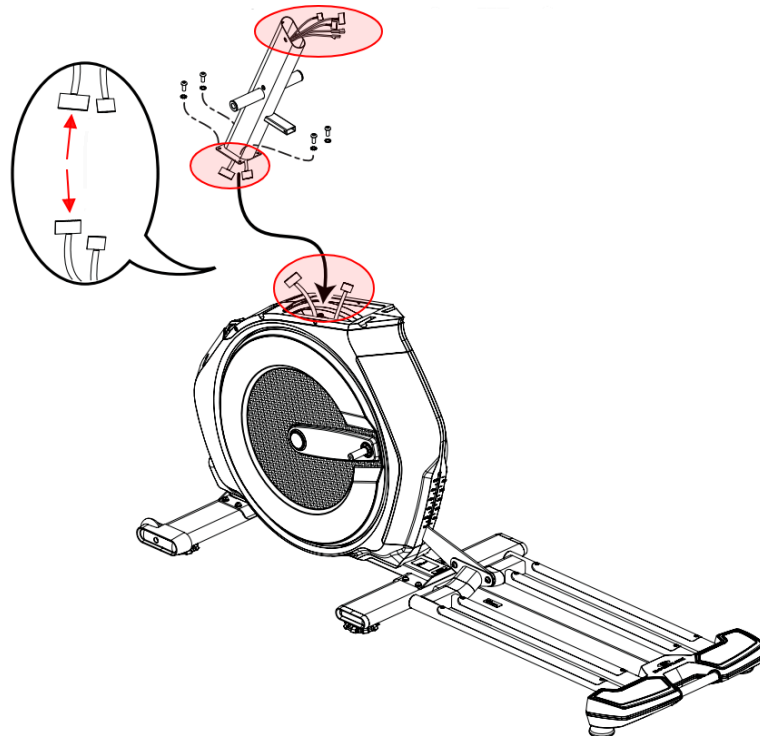
**(Reference 2)**



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.

- If the cables are undamaged, plug them back in, ensuring they are oriented in the correct direction, and retest your machine [\[12643.A\]](#). If the console or the cable coming from the console is damaged, [order a Console \[12643.B\]](#). If the cable coming from the frame is damaged, [order a Mast Cable \[12643.C\]](#).
- If the issue persists, remove the console mast to inspect the cable inside. Working backward, refer to steps 10 through 3 in the [assembly manual](#). You will need a Phillips head screwdriver and a 6mm Allen wrench to complete the steps. Once the mast is removed, inspect the entire length of the 12-pin cable inside and the connections on both ends ([reference 3](#)). If undamaged, firmly reconnect the cables and make sure they are oriented in the proper direction [\[12643.D\]](#). If the cable inside the mast is damaged, [order a Mast Cable \[12643.E\]](#). If the cable coming from the frame is damaged, [order a Servo Assembly \[12643.F\]](#).

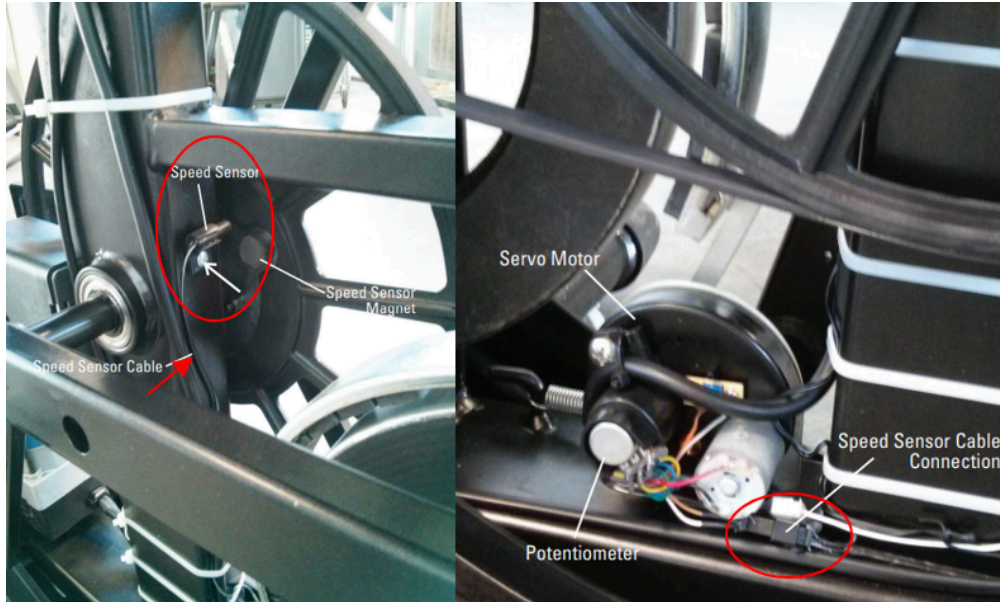
#### (Reference 3)



Inspect the 12-pin cables circled in red for damage.

4. If the issue persists, check the speed sensor for damage. Unplug your machine from power and remove the right side crank cover. You do not need a crank puller to remove this part. Refer to the "Replace the Speed Sensor" section of the **service manual** for instructions on removing the shrouds and accessing the speed sensor. Once you are able to access the speed sensor, inspect for damage and follow the wire to the opposite end that connects to the servo motor harness (reference 4). Make sure all connections are secure and oriented properly [12643.G]. If the speed sensor or wire is damaged, [order a Speed Sensor \[12643.H\]](#).

(Reference 4)



The speed sensor is circled in red on the left side. Inspect the speed sensor and wire (red arrow) for damage. Follow the wire back to the servo motor harness connection (circled in red on the right) and make sure it is securely connected.

5. If the issue persists, test the 2-pin cable from the speed sensor using a voltmeter as you move a magnet in front of the speed sensor. Measure pins 1 and 2 - the black lead should go to pin 1 (black) and the red lead should go to pin 2 (red). If the speed sensor is not responding or you do not have a voltmeter, [order a Speed Sensor \[12643.I\]](#).
6. If the issue persists, check the drive pulley for a large magnet. If the magnet is present, [order a Servo Motor and a Mast Cable \[12643.J\]](#). If the magnet is not present, please contact Customer Care to troubleshoot further [12643.K].

### 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>Mast Cable</b>	<b>8009816</b>
<b>Servo Motor</b>	<b>8012011</b>
<b>Speed Sensor</b>	<b>8010698</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**