

# LateralX LX3: Why aren't the heart rate contact plates working?

ID: 13263.1

Follow this troubleshooting guide to help resolve issues with the heart rate contact sensors on the BowFlex LateralX LX3.

Some common complaints may include:

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

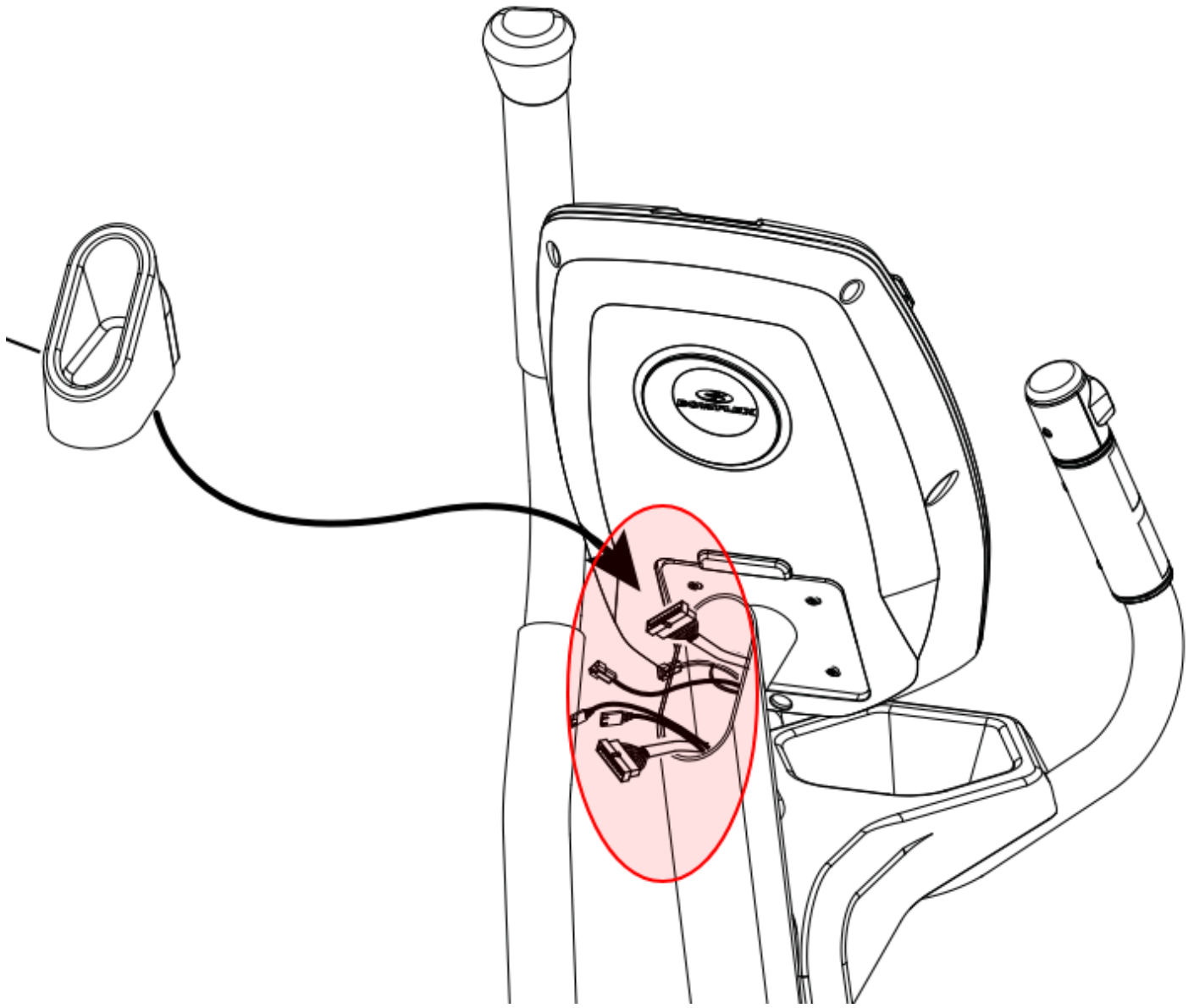
**Follow these steps to troubleshoot the issue**

*Tools you may need:*

Phillips head screwdriver (if removing console from mast)

1. If you have not removed the protective film covering the heart rate sensors yet, please do so now. Test to see if your heart rate is displayed [\[13263.A\]](#).
2. If the issue persists, 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 [\[13263.B\]](#).
3. 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 [\[13263.C\]](#).
4. Check that the connections between the handlebars and the console are secure [\[13263.D\]](#).
5. 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 [\[13263.E\]](#). 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](#)) [\[13263.F\]](#).
6. 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 [\[13263.G\]](#).
7. If the issue persists, remove the console mast end cap and inspect the cables inside the console mast (**reference 1**). One at a time, unplug and inspect the cables and connectors for damage, such as crimps, cuts, or bent pins. If the cables are undamaged, plug them back in and retest your machine [\[13263.H\]](#). If damage is present or the issue persists, [order a Static Handlebar](#) [\[13263.I\]](#).

(Reference 1)



*Inspect and reseat the cables located under the console mast end cap.*

***Need to order replacement parts?***

1 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
<b>Static Handlebar</b>	<b>8014277</b>

2 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**