

LateralX LX5+: I'm having issues with my heart rate chest strap ID: 13303.1

Follow this troubleshooting guide to help resolve issues involving the heart rate chest strap on the BowFlex LateralX LX5+. Troubleshooting for the heart rate sensors on your machine can be found here: [LateralX LX5+: Why aren't the heart rate contact plates working?](#)

Some common complaints may include:

- Heart rate chest strap will not connect
- Heart rate does not register on machine

Follow these steps to troubleshoot the issue

1. Ensure the chest strap is "POLAR" compatible and uncoded. Place the heart rate chest strap against bare skin just below the chest muscles, and buckle it [\[13303.A\]](#).
2. Make sure the heart rate strap transmitter operates in the 4.5 - 5.5 kHz range [\[13303.B\]](#)
3. Ensure the strap is facing up and the contact areas are damp. If the strap is dirty, remove it and clean it with mild soap and water. Thoroughly dry once clean. Do not submerge the strap in water [\[13303.C\]](#).
4. Move your machine away from any sources of potential electromagnetic interference, such as TV, computers, microwave, cordless or cell phones, etc. [\[13303.D\]](#).
5. If the issue persists, [order a Heart Rate Chest Strap](#) (see [Heart Rate Monitor Compatibility by Model](#)) [\[13303.E\]](#).

Need to order replacement parts?

1 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
Heart Rate Chest Strap	8010278

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