

Results Series BXE216 Elliptical: Why isn't the incline changing when adjusted?

ID: 12731.1

Follow this troubleshooting guide to help resolve incline issues with your Results Series BXE216 Elliptical.

Some common complaints may include:

- Buttons not working
- Can't adjust incline
- Incline not adjusting properly

Follow these steps to troubleshoot the issue

Tools you may need:

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

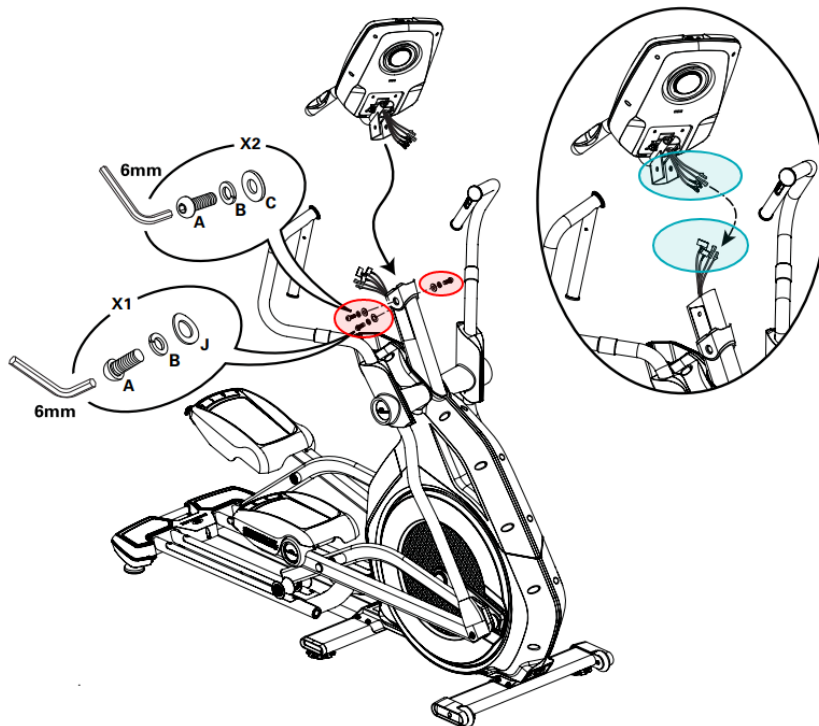
1. Flip the power switch on your elliptical off. After a few seconds, flip it back on. Once the console displays the welcome screen, test the Quick Incline buttons on the left side of the console (**reference 1**). Please note that adjusting the incline has no effect on CAL/MIN or Distance calculations. If you are looking to increase how fast the distance accrues or increase your CAL/MIN reading, increase the resistance [\[12731.A\]](#).

(Reference 1)



Adjust the incline using the quick incline buttons on the left side, circled in red.

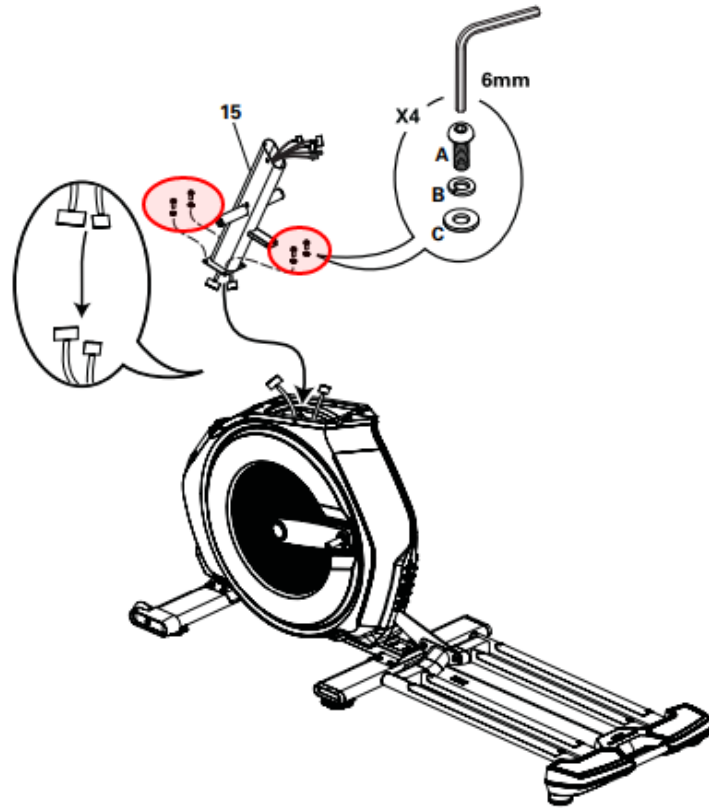
2. If the incline responds when adjusted using the quick incline buttons, listen for any rubbing or "popping" noises made by the incline motor while it is adjusting. If rubbing or "popping" noises are heard, continue troubleshooting in the "Rubbing Noises" section of [Results Series BXE216 Elliptical: Why is my machine making a weird noise?](#) If no noises are heard, please visit [Results Series BXE216 Elliptical: Why aren't the buttons working on my console?](#) to continue troubleshooting.
3. If the incline does not change when adjusted through the quick incline buttons, unplug your machine and remove the console from the console mast using a 6mm Allen wrench (**reference 2**). Inspect the 12-pin and 5-pin cables and connectors for damage, such as cuts, crimps, exposed wires, or bent pins. If the cables are undamaged, plug them back in firmly, ensuring they are oriented in the proper direction, and retest to determine if the issue persists [\[12731.B\]](#). If one of the cables coming from the console mast are damaged, [order a 12-pin or a 5-pin Mast Cable \[12731.C\]](#). If the console or one of the cables coming from the console are damaged, [order a Console \[12731.D\]](#).

(Reference 2)

Remove the bolts circled in red to remove the console and inspect the cables circled in teal.

4. If the cables are undamaged, enter Console Setup mode and test the incline buttons following this guide: [BowFlex Results Series Ellipticals - Button \(Key\) Test](#). If any of the buttons fail or if the incline motor only operates while in Console Setup mode, [order a Console \[12731.E\]](#).
5. If the issue persists, unplug your machine again, use a 6mm Allen wrench to remove the console mast (**reference 3**), and inspect the 5-pin cable inside. Inspect the entire length of the cable for damage. Unplug the cable to inspect the connectors for damage as well. If undamaged, plug the cables back in securely, ensuring they are oriented in the proper direction, and retest to see if the issue persists [\[12731.F\]](#). If the cable is damaged, [order a 5-pin Mast Cable \[12731.G\]](#).

(Reference 3)



Remove the bolts circled in red to remove the console mast and inspect the cables inside.

6. If the issue persists, check the connections to the motor control board (MCB). Use a flathead screwdriver to remove the crank cover on the right side. You do not need a crank puller to remove the cover. Full instructions on accessing the MCB can be found in the "Replace the MCB" section of the [service manual](#). Remove the square plastic cover from the MCB (**reference 4**) and check each connection on the MCB (**reference 5**). If any wires are unplugged or loose, firmly plug them back in [\[12731.H\]](#). Inspect the cables for damage. If damage is present or the issue persists after checking the connections, [order an MCB \[12731.I\]](#).

(Reference 4)



Remove the MCB cover to access the MCB and cable connections inside.

(Reference 5)



The MCB is pictured - check each cable connected to the MCB for damage and a secure connection.

7. If the issue persists after replacing the MCB, [order an Incline Motor \[12731.J\]](#).

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>
5-Pin Mast Cable	8009817
12-Pin Mast Cable	8009816
Console	8010046
Incline Motor	8003582
MCB	8006269

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