

Results Series BXE216 Elliptical: Why aren't the buttons working on my console?

ID: 12723.1

Follow this troubleshooting guide to help resolve buttons not responding on the console of your Results Series BXE216 Elliptical.

Some common complaints may include:

- Buttons not working
- Can't adjust incline
- Can't adjust resistance
- Console controls don't work

Follow these steps to troubleshoot the issue

Tools you may need:

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

1. If the console is requesting the date and time be set, follow the "Initial Setup/Adjust Date and Time" section in the [owner's manual \[12723.A\]](#). If the display is completely blank, please visit [Results Series BXE216 Elliptical: Why is there no power to my machine or console?](#) to continue troubleshooting.
2. Check if your machine is set to Demonstration Mode. You can exit Demonstration Mode by pressing and holding the ENTER and PAUSE/STOP buttons together for 3 seconds (**reference 1**) [\[12723.B\]](#).

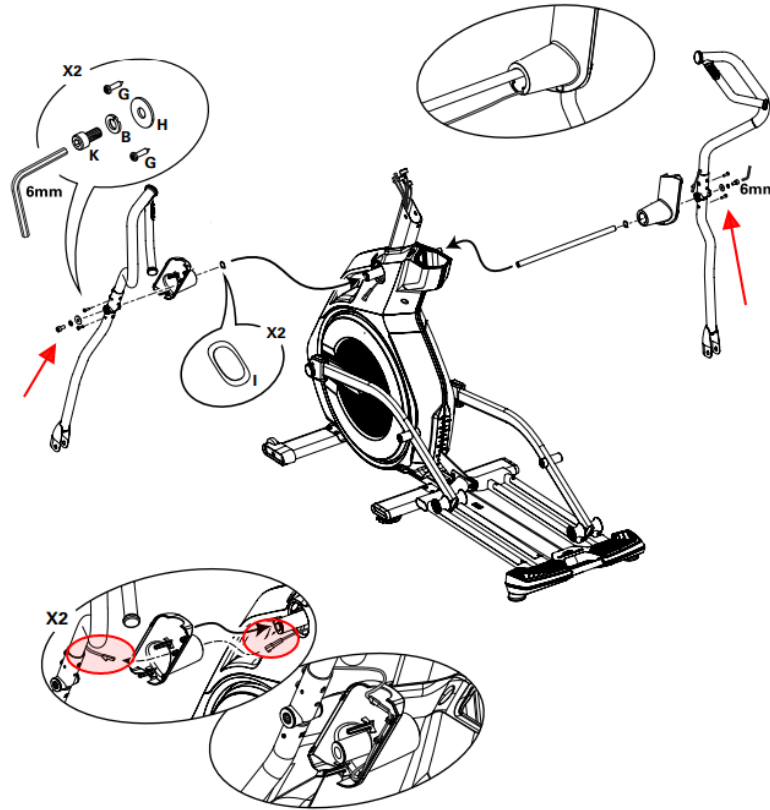
(Reference 1)



Press and hold the circled buttons for 3 seconds to exit Demonstration Mode.

3. If the issue persists, test all buttons on the console. Press each button to determine if a response is made. If only the resistance and incline controls on the upper handlebars are not working, make sure that the handlebars are installed on the proper side. The handlebar with resistance controls should be installed on the right side and the handlebar with incline controls on the left. If they are installed incorrectly, remove the handlebars with a 6mm Allen wrench and install them on the correct side [\[12723.C\]](#).
4. If the issue persists, check the wiring in the handlebars. Remove the handlebars from your machine using a 6mm Allen wrench (reference 2). Next, disassemble the handlebars using the 6mm Allen wrench, unplug the cables, and inspect both the cable and connection ends. If additional instructions are needed to remove and/or disassemble the upper handlebars, please refer to Steps 6 and 7 in the [assembly manual](#). If undamaged, plug the wires back in firmly, ensuring that the connections are oriented in the proper direction. Reinstall the handlebars and test if the issue persists [\[12723.D\]](#). If the wires inside the handlebars are damaged, [order a Left or Right Upper Handlebar](#), whichever is affected. Do not order both handlebars unless both handlebars/wiring are damaged [\[12723.E\]](#).

(Reference 2)



Remove and disassemble the upper handlebars to inspect the wiring contained inside. The wiring is circled in red and the locations of the bolts are shown using the red arrows.

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

Part Description	Part SKU
Left Upper Handlebar	8010330
Right Upper Handlebar	8010331

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