

Results Series BXE216 Elliptical: I'm having issues with my heart rate chest strap

ID: 12714.1

Follow this troubleshooting guide to help resolve issues involving the heart rate chest strap on the Results Series BXE216 Elliptical. Troubleshooting for the heart rate sensors on your elliptical can be found here: [Results Series BXE216 Elliptical: 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 [\[12714.A\]](#).
2. Make sure the heart rate strap transmitter operates in the 4.5 - 5.5 kHz range [\[12714.B\]](#)
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 [\[12714.C\]](#).
4. Move your elliptical away from any sources of potential electromagnetic interference, such as TV, computers, microwave, cordless or cell phones, etc. [\[12714.D\]](#).
5. Check the Wireless HR settings in Edit User Profile mode by pressing and holding the User button for 3 seconds. Use the button pad to select the WIRELESS HR setting and ensure that the current value is set to ON. You can use the increase/decrease buttons to scroll through the settings and the left/right buttons to choose a value. Once selected, use the Enter button to confirm your selection. Pressing the STOP/PAUSE button will exit the Edit User Profile mode (**reference 1**) [\[12714.E\]](#).

(Reference 1)



Use the User button (circled in red) to enter the Edit User Profile mode. Use the button pad (circled in teal) to enable the Wireless HR settings, if needed. Press the PAUSE/STOP button (gold arrow) to exit the Edit User Profile mode.

6. If the issue persists, [order a Heart Rate Chest Strap](#) (see [Heart Rate Monitor Compatibility by Model](#)) [12714.F].
7. If the issue persists after replacing the heart rate chest strap, [order a Console](#) [12714.G].

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> |
|-------------------------------|-----------------|
| Heart Rate Chest Strap | 8006265 |
| Console | 8010046 |

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