

Results Series BXE216 Elliptical: Why isn't my speed shown on the console?

ID: 12728.1

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

Some common complaints may include:

- Speed isn't shown on console
- Speed doesn't register
- Speed reading missing

Follow these steps to troubleshoot the issue

1. If a "Please Stride" error message is displayed on the console, please continue troubleshooting here: [Results Series BXE216 Elliptical: How do I clear the "Please Stride" error message?](#)
2. Speed readings are not displayed on the console. The console will perform speed calculations for CAL/MIN metrics and other purposes, but will not be displayed on the console. If you want to track your speed, you can download the Explore the World app from the [Apple App Store](#) or the [Google Play Store \[12728.A\]](#).

Need additional assistance?

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 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