

# Results Series BXE216 Elliptical: Why is there no power to my machine or console?

ID: 12720.2

Follow this troubleshooting guide to help resolve power issues on your Results Series BXE216 Elliptical.

Some common complaints may include:

- Console does not power on
- No power to elliptical
- Machine won't turn on
- Display is dark
- Console doesn't light up

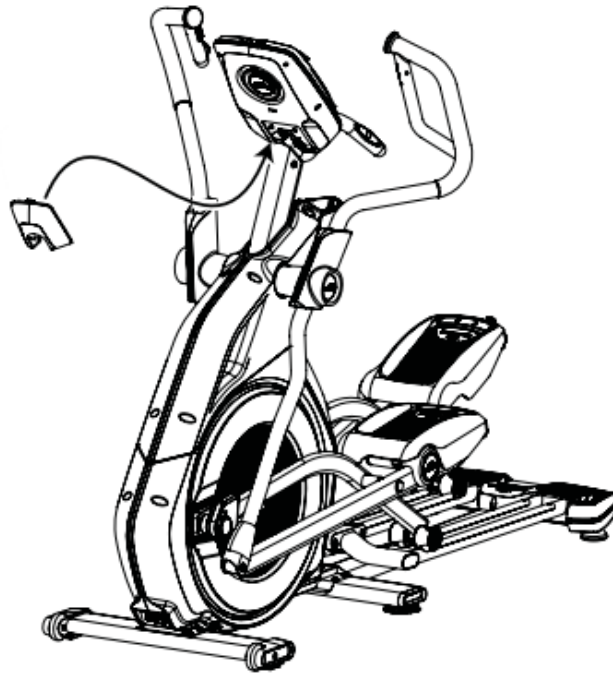
**Follow these steps to troubleshoot the issue**

*Tools you may need:*

Phillips head screwdriver  
Flathead screwdriver  
(2) 6mm hex/Allen wrenches or the wrench from the hardware card included with your machine  
Voltmeter

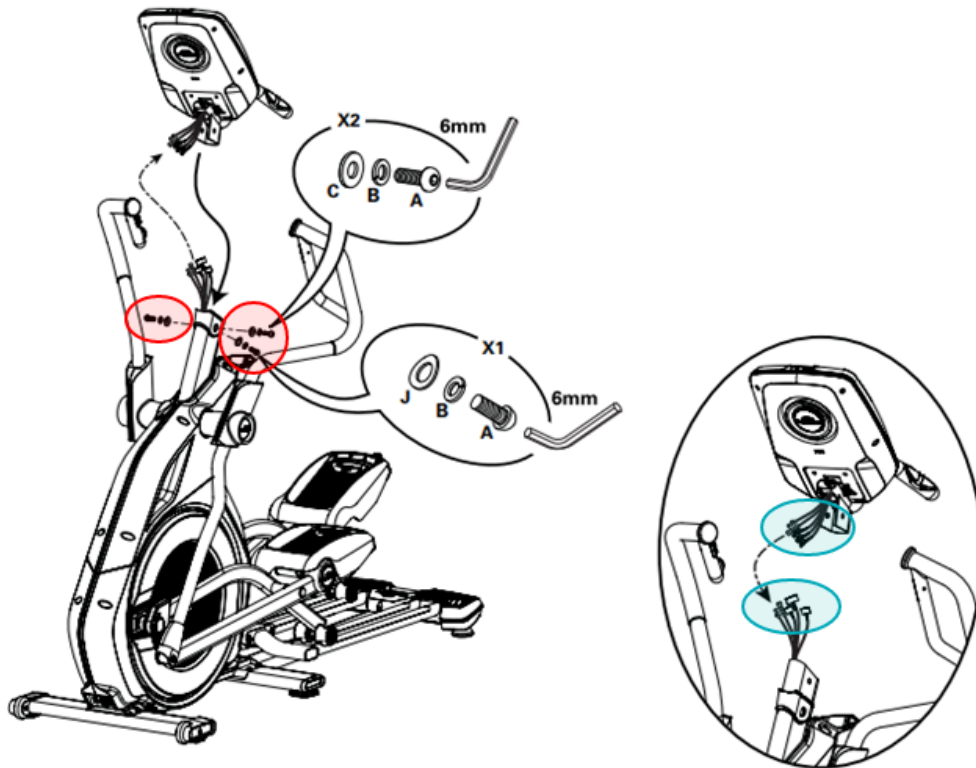
1. Unplug the power cord from both your machine and the wall outlet. Inspect the entire length of the cord for any damage or crimps. If undamaged, plug the power cord back in at both ends. Make sure it is securely connected. If damage is present, [order a Power Cord \[12720.A\]](#).
2. If the on/off switch does not glow, confirm that the wall outlet is working properly. The power cord must be plugged directly into a 3-prong outlet without the use of extension cords. Plug another device into the outlet, such as a lamp, to see if it turns on. If it is not working, try again with a working outlet [\[12720.B\]](#).
3. Inspect the cables at the console. Start by removing the shroud on the back side of the console (**reference 1**). Use the 6mm Allen wrench to remove the 3 bolts connecting the console to the mast and lift the console/handlebars up to expose the cables (**reference 2**). Disconnect and inspect the cables and connections coming from the console and the frame for damage, such as crimps, cuts, or bent pins. If the cables are undamaged, plug them back in, ensuring they are oriented in the correct direction, and retest your machine [\[12720.C\]](#). If the console or the cable coming from the console is damaged, [order a Console \[12720.D\]](#). If the cable coming from the frame is damaged, [order a Mast Cable \[12720.E\]](#).

**(Reference 1)**



*The shroud (pictured on the left) does not require any tools to remove.  
Pop it out of place to begin the console removal process.*

**(Reference 2)**



*The bolts circled in red need to be removed to access the cables between the console and the console mast.  
Inspect the cables circled in teal for damage.*

***Need to order replacement parts?***

## 1 Customer Care Contact Information

**Please contact Customer Care at [1-800-605-3369](tel: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>
<b>Console</b>	<b>8010046</b>
<b>Mast Cable</b>	<b>8009816</b>
<b>Power Cord</b>	<b>8005265</b>

## 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**