

Results Series BXE216 Elliptical: Why isn't distance recording during my workout?

ID: 12727.1

Follow this troubleshooting guide to help resolve issues with distance not recording during a workout on your Results Series BXE216 Elliptical.

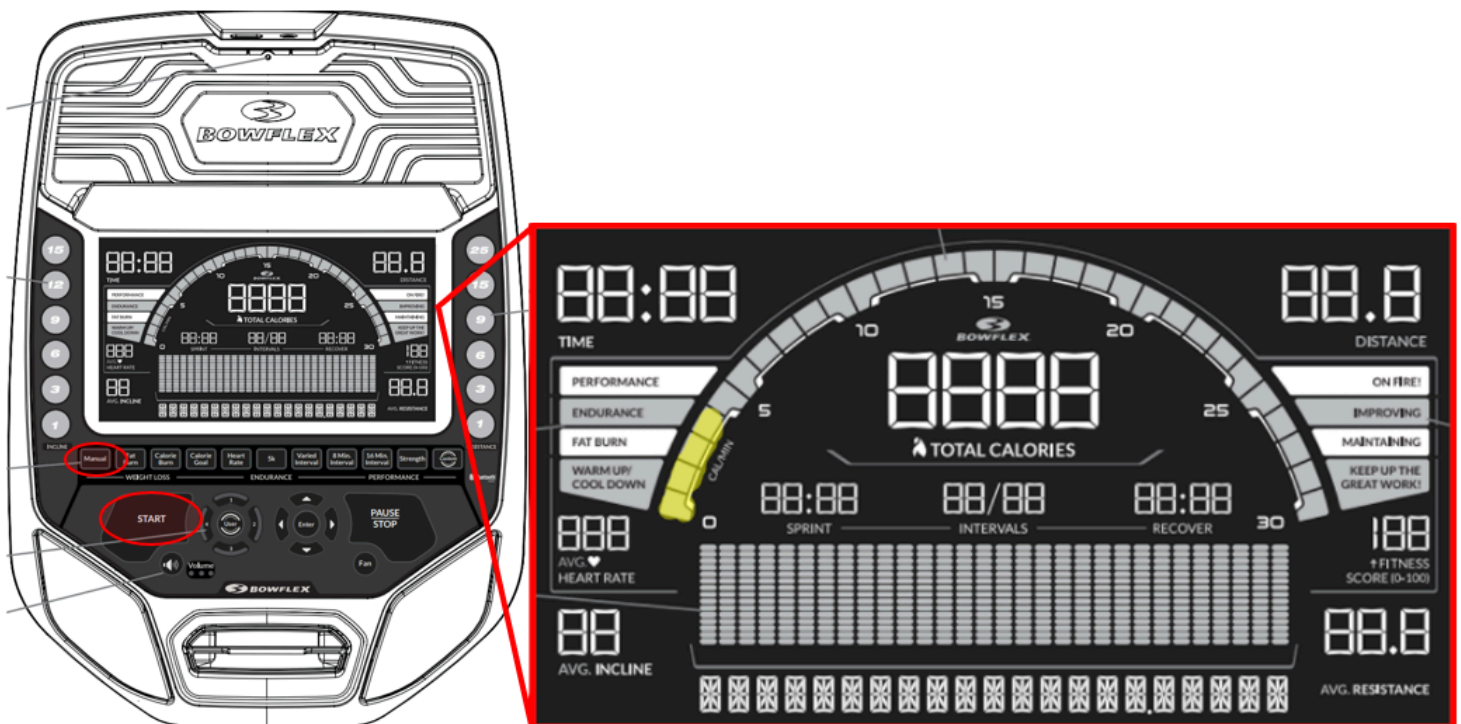
Some common complaints may include:

- Distance not recording
- Distance not shown on the console
- Distance is incorrect
- Distance displayed is wrong

Follow these steps to troubleshoot the issue

1. Turn your elliptical on and press the Manual program button. Press the START button to begin a workout. Begin pedaling your elliptical slowly, then increase your pace while watching the CAL/MIN meter on your console display (**reference 1**). If the CAL/MIN meter is moving during your workout, the console is functioning normally and distance is accruing at the correct pace [12727.A]. Speed is a relationship based upon perceived intensity relative to other exercises and how fast miles accrue. Pretend you are on a one-speed bicycle on a flat surface at a constant rate. Now work harder. By working harder you increase speed. On exercise equipment, the "working harder" is translated to show as an equivalent increase in distance accrued. If you'd like the distance to accrue more quickly, increase your resistance. Increasing the incline does not have any effect on distance or CAL/MIN [12727.B].

(Reference 1)



Press the Manual button then the START button (both circled in red) to begin a workout, watching the CAL/MIN meter (highlighted in yellow in the enlarged section) as you pedal.

2. If the CAL/MIN meter does not move when you increase your pace, check the console for a "Please Stride" error message. If the error message is present, please visit [Results Series BXE216 Elliptical: How do I clear the "Please Stride" error message?](#) to continue troubleshooting.
3. If the issue persists, increase the resistance to the highest setting. Use your elliptical and watch the CAL/MIN meter or the console for movement [\[12727.C\]](#). If the meter is moving while pedaling at an increased resistance, the console is functioning normally and distance is accruing at the correct pace. If the meter still does not move, it may be best to contact Customer Care to submit an Advanced Troubleshooting case for further troubleshooting. Our contact information is located at the bottom of this page [\[12727.D\]](#).

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](#)