

# Results Series BXE216 Elliptical: Why is the resistance not changing when adjusted?

ID: 12725.1

Follow this troubleshooting guide to help resolve resistance 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

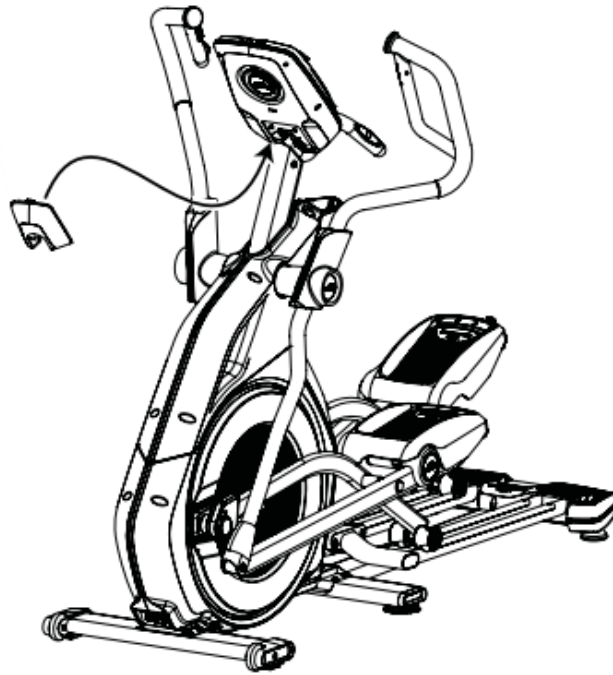
## Follow these steps to troubleshoot the issue

*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

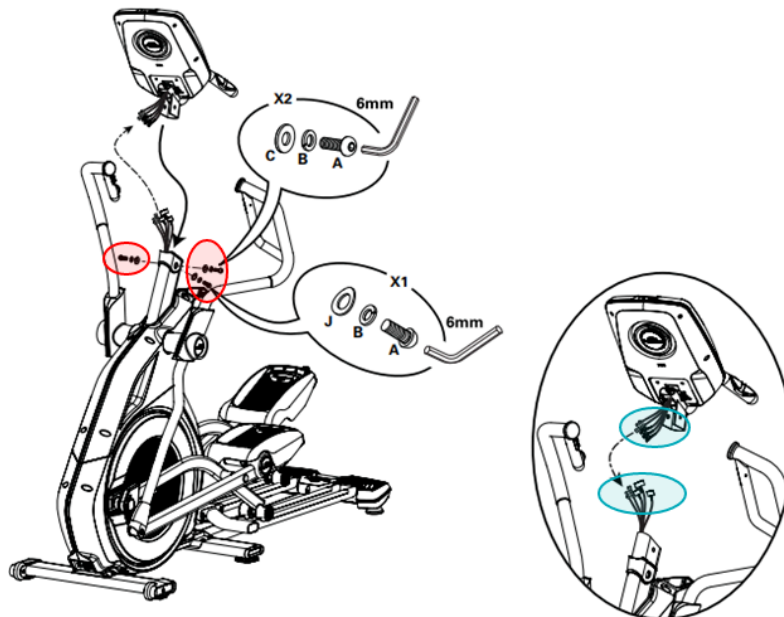
1. Inspect the cables at the console. Unplug your machine from power. Start by removing the shroud on the back side of the console (**reference 1**). Use the 6mm Allen wrench to remove the 3 bolts connecting the console to the mast and lift the console/handlebars up to expose the cables (**reference 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 [\[12725.A\]](#). If the console or the cable coming from the console is damaged, [order a Console \[12725.B\]](#). If the cable coming from the frame is damaged, [order a Mast Cable \[12725.C\]](#).

**(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.

2. If the issue persists, plug your machine back in and refer to the "Machine Settings Mode" section of the ***owner's manual***. When prompted "RESET CONSOLE NO" on the display, use the increase/decrease buttons to change the value to "RESET CONSOLE YES" and confirm your selection by pressing the ENTER button **[12725.D]**.
3. If the issue persists, plug your elliptical back into power and remove the right side crank cover. You do not need a crank puller for this step. Refer to the "Replace the Servo Motor" section of the ***service manual*** for instructions on removing the shrouds to access the servo motor.

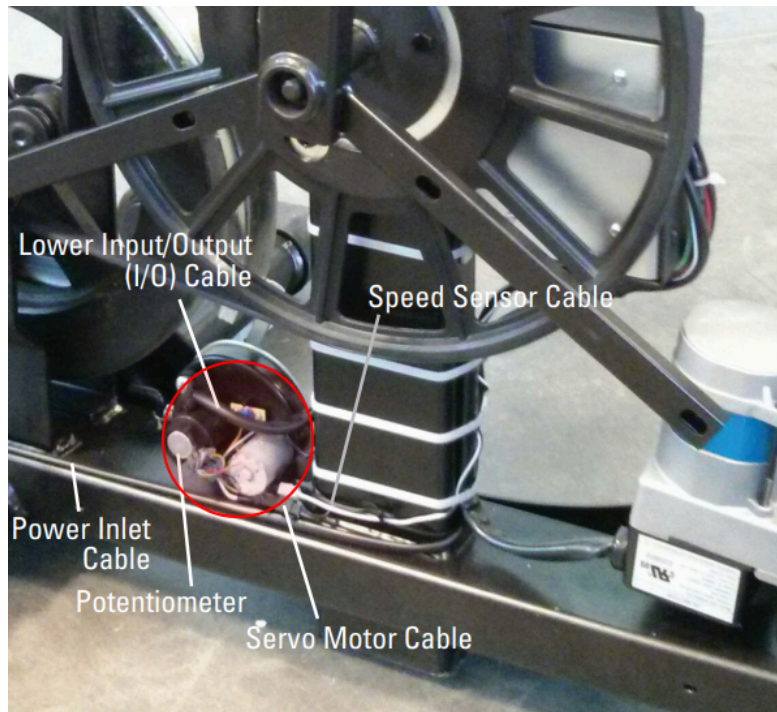
- 4. Watch this video for help accessing the servo motor: [How to Replace the Servo Motor on a Bike or Elliptical](#). With the shrouds removed, press the START/ENTER button twice to begin a workout and adjust the resistance level using the Quick Resistance and/or increase/decrease buttons (**reference 3**). Watch the servo motor for movement while you adjust the resistance level (**reference 4**).

(Reference 3)



First, press the button circled in red twice, then attempt to increase the resistance using the buttons circled in teal and gold. Listen for servo motor movement.

(Reference 4)



*The servo motor is circled in red. Watch the motor for movement as you adjust the resistance.*

5. If the servo motor responds appropriately to console commands, test the cable from the servo motor with a voltmeter. Measure the black and red wires - the black lead should go to the black wire and the red lead should go to the red wire. Press the resistance up/down buttons and watch the voltmeter - the voltage should spike to approximately 2.5 VDC. If the voltage is incorrect at the servo motor, skip to Step 7. If you do not have a voltmeter, [order a Servo Motor \[12725.E\]](#).
6. If the servo motor does not move or is responding abnormally to console commands, inspect the brake assembly to make sure that the brake and servo motor linkage is configured correctly. Your elliptical should look like **reference 5**. If needed, follow the "Set the Brake Tension (Calibration)" procedure in the *service manual* to adjust the brake tension [\[12725.F\]](#). If the linkage is incorrectly configured, incomplete, or resetting the brake tension did not resolve the issue, [order an Eddy Brake Assembly \[12725.G\]](#).

**(Reference 5)**



*Your brake and servo motor linkage should look the same as this image.*

7. If the voltage in step 5 was incorrect or the brake assembly is the same as pictured above, test the voltage at the rear of the console with a voltmeter. At the 12-pin wire, measure the red and black wires - the black lead should go to the black wire and the red lead should go to the red wire. Press the resistance up/down buttons and watch the voltmeter the voltage should spike to approximately 2.5 VDC. If the voltage is incorrect, [order a Console \[12725.H\]](#).
8. If the issue persists, [order a Mast Cable \[12725.I\]](#).

### ***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>Eddy Brake Assembly</b>	<b>8013652</b>
<b>Mast Cable</b>	<b>8009816</b>
<b>Servo Motor</b>	<b>8012011</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**