

BowFlex HVT: What do I do if the platform planks move excessively?

ID: 13330.1

Follow this troubleshooting guide to help resolve issues with gaps in the platform on the BowFlex HVT.

Some common complaints may include:

- Gaps in the platform
- Platform planks don't fit together well
- Planks have spaces
- Damaged platform planks
- Platform planks have too much movement

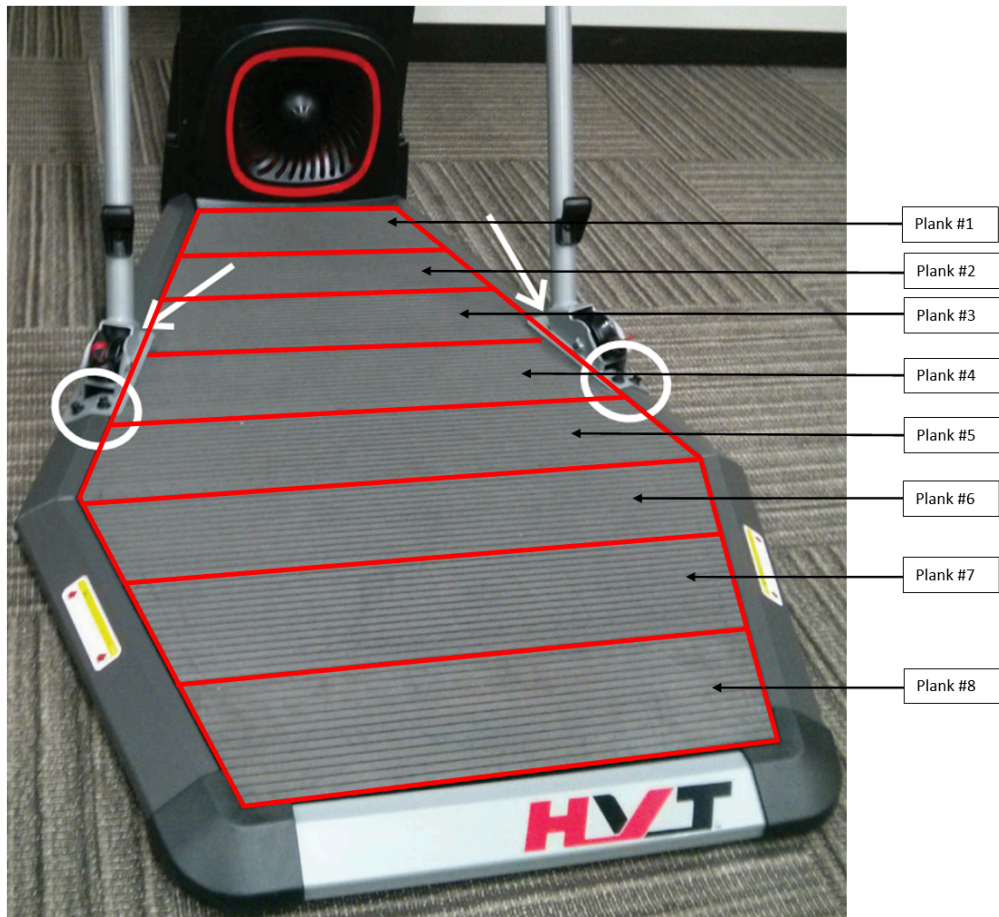
Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver
Flathead screwdriver
6mm hex/Allen wrench, or the wrench from the hardware card included with your machine

1. Gaps were designed in the platform to make assembly easier and to accommodate variances in the manufacturing process. If the gaps are too large, you can [order a Plank Shim Kit](#) to reduce the size of the gaps. The kit comes with installation instructions but can also be found in the "Install the Platform Decking Shim" section of the [service manual \[13330.A\]](#).
2. Inspect the platform planks for damage (**reference 1**). If any of the planks are damaged, [order a Plank](#) for the affected part [\[13330.B\]](#).

(Reference 1)



The 8 planks on the platform are numbered; refer to the parts table below for any planks that need to be replaced.

Need to order replacement parts?

1 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
Plank Shim Kit	8016641
Plank #1	8011222
Plank #2	8011221
Plank #3	8011220
Plank #4	8011219
Plank #5	8011218
Plank #6	8012118
Plank #7	8012119
Plank #8	8012120

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