

# BowFlex HVT: My rope is tangled or not moving on the pulley properly

ID: 13325.1

Follow this troubleshooting guide to help resolve rope issues on the BowFlex HVT. If your ropes are twisted, please visit [BowFlex HVT: How do I fix twisted ropes?](#) to correct twisted ropes.

Some common complaints may include:

- Ropes are twisted or tangled
- Ropes slip or catch during use
- Ropes don't pull out properly
- Ropes don't retract properly

## 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. If the ropes are slipping or catching during use, check if it is happening on both sides or if it is isolated to one side. It is typical for it to happen on both sides if one side is pulled faster than the other. The slower rope will have to catch up with the other and it causes a slipping feeling [\[13325.C\]](#).
2. If the issue is isolated to one side, check if the ropes fully retract. If they are not fully retracting, determine if one side seems to have no resistance or slips and then catches, becoming harder to pull. If this occurs, it may be an issue with the one-way bearing in your machine. [Order a Main Frame Assembly \[13325.D\]](#).
3. If the ropes work normally but sometimes get stuck, [order two pairs of Swivel Hand Grips \[13325.E\]](#). One pair will be for the top set and the second for the bottom set. The middle set does not need to be replaced.
4. If your ropes are also twisted (**reference 1**), please visit [BowFlex HVT: How do I fix twisted ropes?](#) to help untwist the ropes.

**(Reference 1)**



*An example of a twisted rope. Follow the instructions in the link above to fix twisting ropes.*

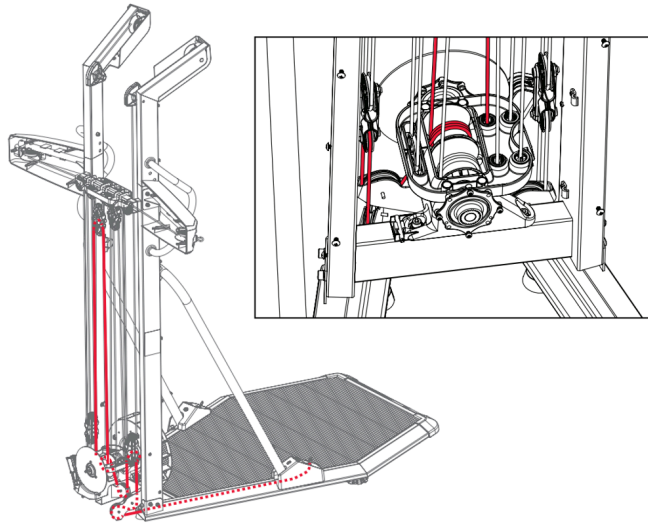
5. If the ropes are not working normally, inspect how the ropes are routed on the pulleys. Use a Phillips head screwdriver to remove the front shrouds (**reference 2**). Inspect each rope's route on the pulley (**references 3 through 5**) and make sure they are traveling off the pulleys as appropriate. If needed, reroute the ropes over the pulleys to match the references below. Refer to the "Replace the Lower Left Rope", "Replace the Lower Right Rope", and "Replace an Upper Rope" sections of the [service manual](#) as needed for additional assistance rerouting the ropes [\[13325.G\]](#).

**(Reference 2)**



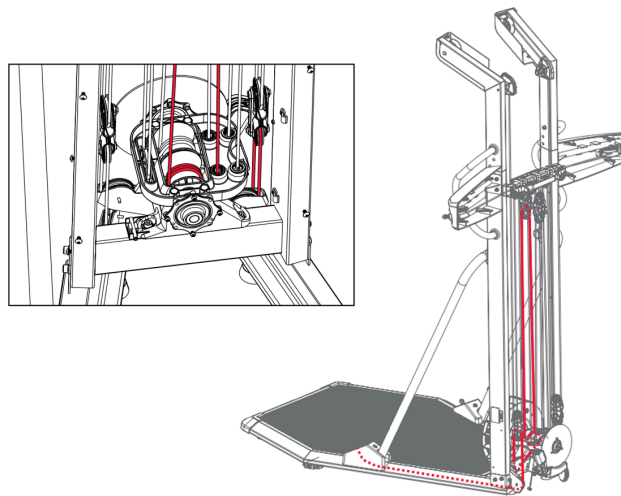
*Remove the 10 screws from the shrouds. Remove the shrouds and set them to the side to inspect the ropes/pulleys.*

**(Reference 3)**



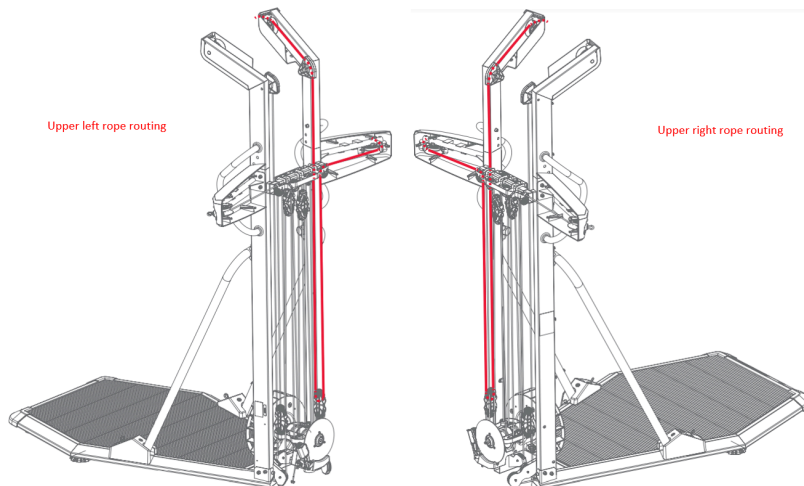
Click to expand. The lower left rope is shown and the route over the pulleys is highlighted in red.

**(Reference 4)**



Click to expand. The lower right rope is shown and the route over the pulleys is highlighted in red.

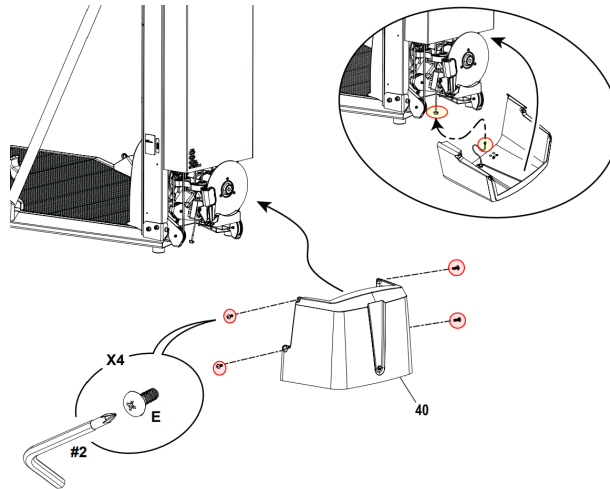
**(Reference 5)**



Click to expand the image. The upper rope routes on the pulleys are shown highlighted in red.

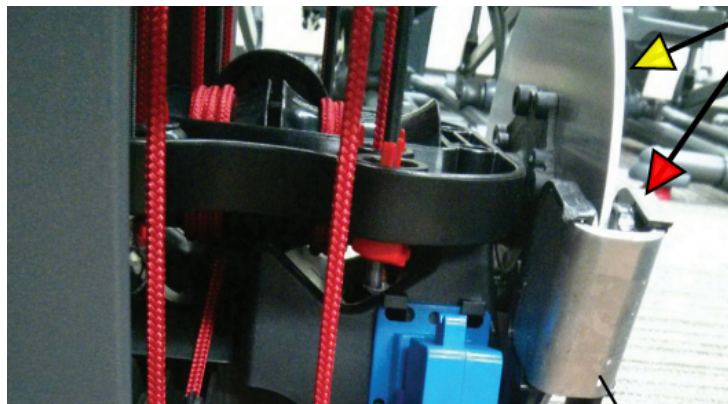
6. If the issue persists, inspect the brake disc for contact with the magnets. Remove the lower rear cover (**reference 6**) using a Phillips head screwdriver. The power inlet wire must be unplugged prior to fully removing the cover. Once the cover is removed, locate the brake disc and magnet (**reference 7**). The magnets should not be making contact with the brake disc. If they are making contact, check if the magnets have broken off of the brake arm (**reference 8**). If the magnets are broken off of the brake arm or continue to rub on the brake disc, [order a Brake Arm Assembly \[13325.H\]](#).

**(Reference 6)**



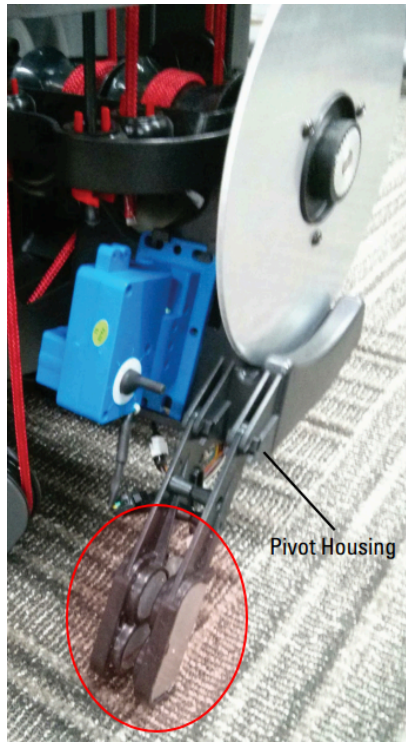
*Click to expand. The screws to remove are circled in red. Unplug the power inlet wire (red/yellow circles) before completely removing the rear cover.*

**(Reference 7)**



*Click to expand. Inspect the brake disc (yellow arrow) and the brake disc magnets (red arrow).*

**(Reference 8)**

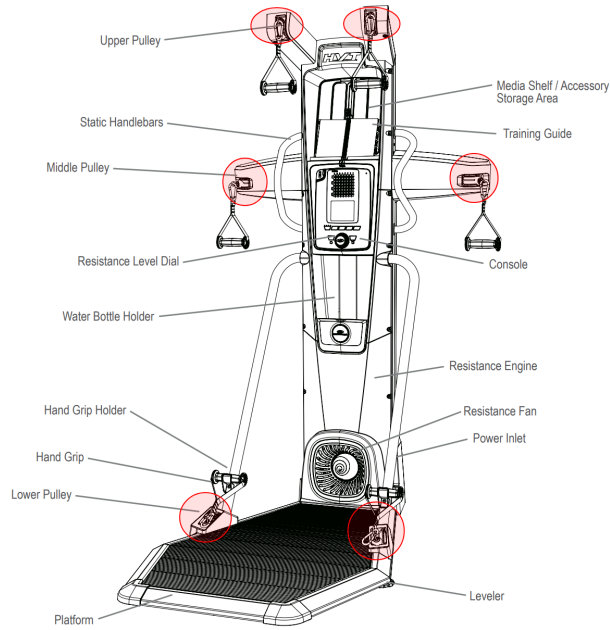


*Click to expand. A more detailed view of the magnets in the brake arm, all magnets should be present.*

7. If the issue persists, check if the brake magnets or fan are making contact with the frame. Spin the fan by hand (it will only spin in one direction) and check if it contacts the frame. Inspect the 4 round magnets on the fan and check if it contacts the frame. The lower shaft may be off-center if either the fan or magnets contact the frame; [order a Main Frame Assembly \[13325.I\]](#).
8. If the issue persists, inspect the ropes for damage. Return to the front of the machine with the front shrouds removed. Inspect all pulleys and the upper and lower ropes for damage (fraying, tangling that cannot be detangled, breaks, etc.). If a rope is damaged, [order a Lower Left, Lower Right, or Upper Rope](#) (whichever rope is affected) [\[13325.J\]](#). If the rope is tangled, refer to the "Replace the Lower Left Rope", "Replace the Lower Right Rope", and "Replace an Upper Rope" sections of the *service manual* for instructions on detaching the ropes so you can detangle and reroute the ropes [\[13325.K\]](#). If the pulleys are damaged, [order a Pulley](#) for the applicable pulley (**references 9 through 12** to help identify which pulley) [\[13325.L\]](#).

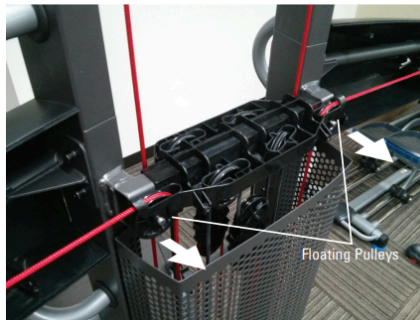
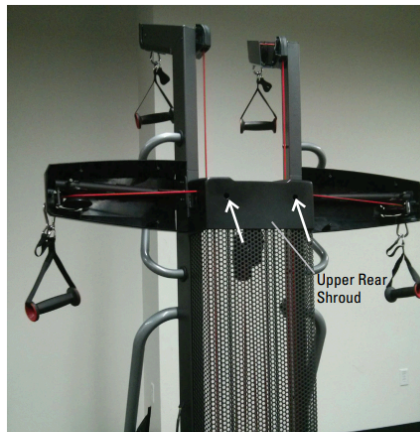
**(Reference 9)**

BowFlex HVT: &nbsp;    My rope is tangled or not moving on the pulley properly



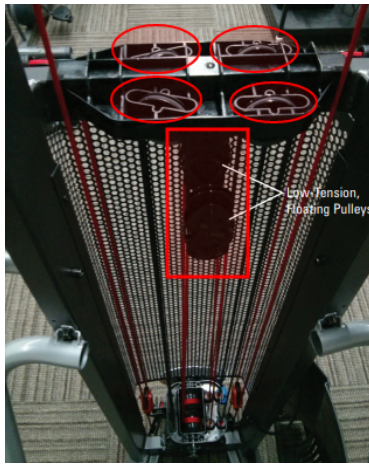
Click to expand. The red circles indicate the locations of Deep V Pulleys.

**(Reference 10)**



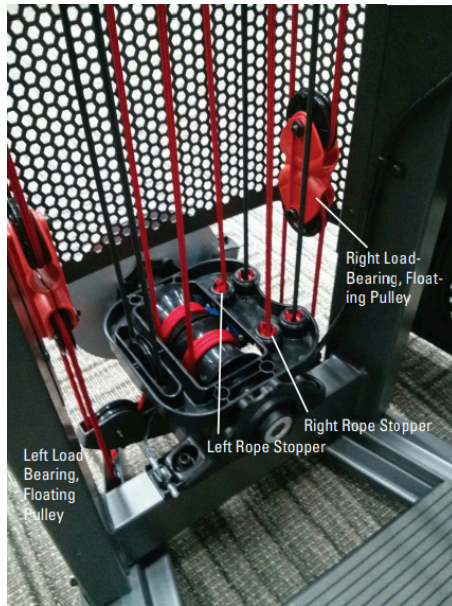
Click to expand. The Floating Pulley positions are labeled.

**(Reference 11)**



Click to expand. The red circles indicate the location of the Plain Bearing Pulleys. The red square indicates the location of the Low Tension Floating Pulleys.

**(Reference 12)**



Click to expand. The Load Bearing Floating Pulley positions are labeled.

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

**1 Parts Reference Table**

<i>Part Description</i>	<i>Part SKU</i>
<b>Brake Arm Assembly</b>	<b>8016292</b>
<b>Deep V Pulley</b>	<b>8013426</b>
<b>Floating Pulley</b>	<b>8010990</b>

<b>Floating Pulley, Load Bearing</b>	<b>8011106</b>
<b>Floating Pulley, Low-Tension</b>	<b>8011108</b>
<b>Lower Left Rope</b>	<b>8011760</b>
<b>Lower Right Rope</b>	<b>8011759</b>
<b>Main Frame Assembly</b>	<b>8014863</b>
<b>Plain Bearing Pulley</b>	<b>8011095</b>
<b>Swivel Hand Grips (Order 2)</b>	<b>8020869</b>
<b>Upper Rope</b>	<b>8011758</b>

## 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**