

BowFlex HVT: How do I fix twisted ropes?

ID: 13937.1

Follow this troubleshooting guide to help resolve rope issues on the BowFlex HVT.

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

1. If your ropes are twisting (**reference 1**), check if you have swivel hand grips installed on your machine. If you do not have swivel hand grips installed, [order two pairs of Swivel Hand Grips \[13937.A\]](#). One pair will be for the top set and the second for the bottom set. The middle set does not need to be replaced. To fix twisted ropes in the interim, please visit our [HVT Care Tips](#) page for instructions and a video on adjusting the ropes. The steps are outlined below [\[13937.B\]](#).
 - a. Pull one of the lower ropes out all the way and hold it out.
 - b. Examine the rope sheath and look for signs of twisting along the length of the rope (**reference 1**).
 - c. Untwist the full length of the rope while allowing it to retract into the engine. It may help to have another person assist, holding the rope while you pull along its length to straighten it out.
 - d. Repeat these steps on the other lower rope.
 - e. Look through the rear shroud to visually check the ropes.
 - f. If twisting remains, repeat steps a-e until there are no more twists in the rope.
 - g. Repeat steps a-f for the middle and upper ropes.

(Reference 1)



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

Need to order replacement parts?

1 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
Swivel Hand Grips <i>(Order 2)</i>	8020869

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