

# BowFlex HVT: Why are the power and/or calorie readings incorrect on the console?

ID: 13328.1

Follow this troubleshooting guide to help resolve issues with the power and calorie readings on the BowFlex HVT.

Some common complaints may include:

- Power is not registering on console
- Calories do not show up on console
- Power and/or calorie readings are incorrect

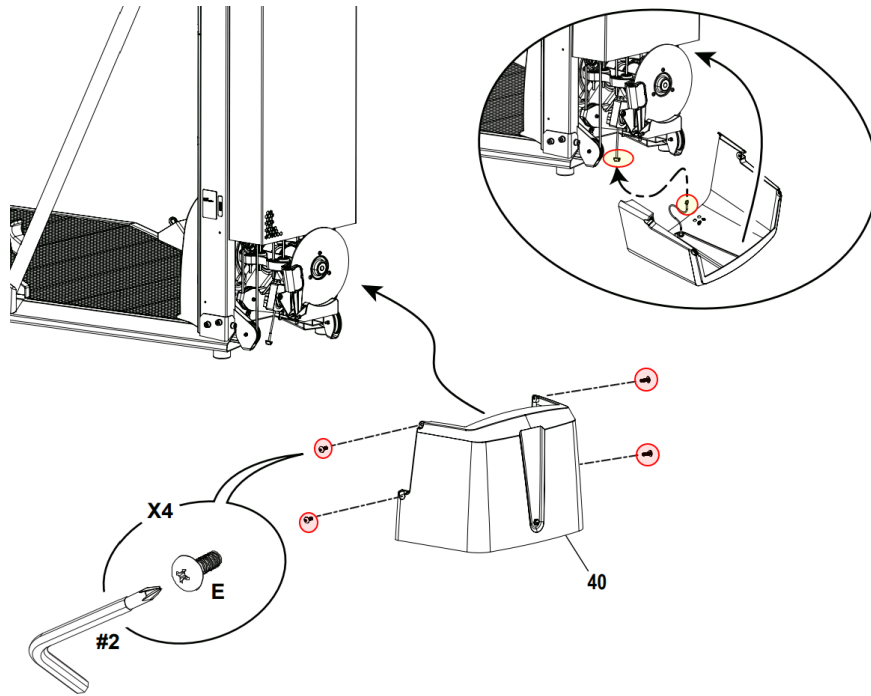
**Follow these steps to troubleshoot the issue**

*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. Inspect the speed sensor for damage. Unplug your machine from power and remove the lower rear cover (**reference 1**) 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 speed sensor (**reference 2**). Inspect the speed sensor and cable for damage. Unplug the speed sensor cable and firmly plug it back in. Test to see if the issue persists [\[13328.A\]](#). If the speed sensor is damaged or the issue persists after reseating the cable, [order a Speed Sensor Assembly \[13328.B\]](#).

**(Reference 1)**



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

**(Reference 2)**



The speed sensor is circled in red. Reseat the cable connection and inspect for damage.

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

## 1 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
<b>Speed Sensor Assembly</b>	<b>8011944</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**