

BowFlex HVT: Why aren't the buttons working properly?

ID: 13320.1

Follow this troubleshooting guide to help resolve issues with the console buttons on the BowFlex HVT.

Some common complaints may include:

- Buttons do not respond
- Buttons aren't responding correctly
- Buttons don't work

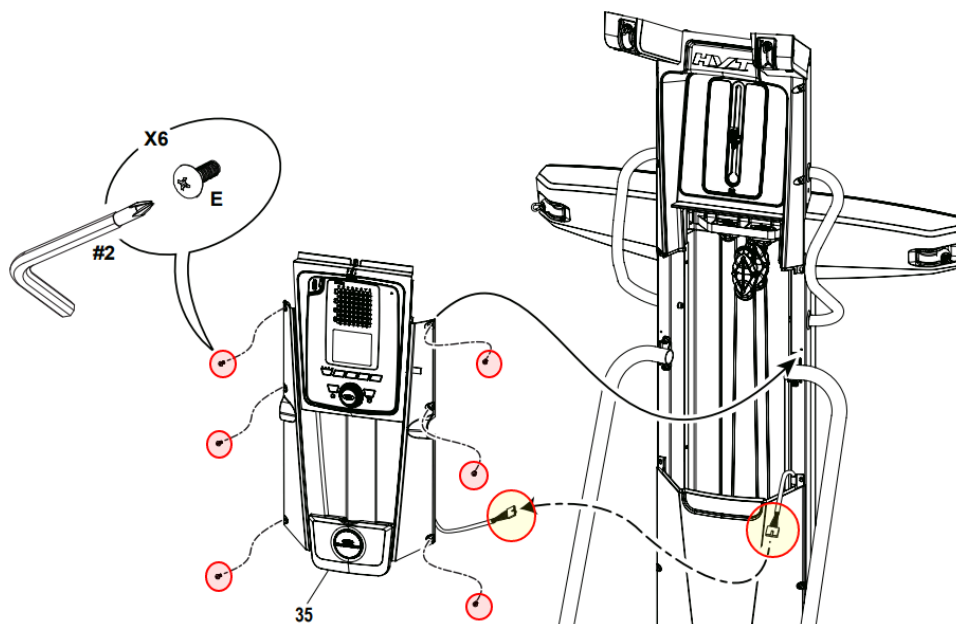
Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver

1. Check for lights on the console. If the console does not light up, please visit [BowFlex HVT: Why is there no power to my machine or console?](#) to continue troubleshooting.
2. Turn off your machine or unplug it from power. Wait a few moments, then turn it back on again and see if the buttons respond correctly [\[13320.A\]](#).
3. If the issue persists, inspect the console and console/lower chassis cable connection. Remove the 6 screws attaching the console assembly to your machine using a Phillips head screwdriver (**reference 1**). Pivot the console assembly, remove the console from the body, and unplug the cable. Inspect the cable and cable connectors for damage. Look for cuts, crimps, and exposed wire on the cable and bent or missing pins in the connectors. If undamaged, reconnect the cable and secure the console assembly on your machine. Test to see if the buttons respond [\[13320.B\]](#). If the console is damaged or the issue persists, [order a Console \[13320.C\]](#)

(Reference 1)



*There are 6 screws (red) attaching the console assembly to the machine.
Remove the screws and assembly, then inspect the cable connection (red/yellow circle).*

Need to order replacement parts?

1 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
Console	8013419

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