

BowFlex HVT: My tablet is not working

ID: 13321.1

Follow this troubleshooting guide to help resolve tablet issues for the BowFlex HVT.

Some common complaints may include:

- Tablet damaged during shipping
- Tablet does not work out of box
- Tablet stopped working after some time

Tablet damaged during shipping or not working out of the box

1. If the tablet arrived damaged, please contact BowFlex Customer Care to order a replacement tablet. Our contact information is listed at the bottom of this guide [\[13321.A\]](#).

Tablet stopped working after some time

1. Please contact BowFlex Customer Care. We will help get you in contact with Samsung to diagnose tablet issues [\[13321.B\]](#). Please have the following information on hand prior to calling:
 - Your contact information (Name, phone number, email address)
 - Shipping address
 - Serial number for the tablet

1 Samsung Contact Information (Business Line)

In the event that you need to transfer a customer to Samsung for tablet issues that are not out-of-box issues, please call **866SAM4BIZ (866-726-4249)**. Hours of operation are 8 am – 9 pm EST. [\[11212.A\]](#)

On the warm transfer, please provide the following information to the Samsung representative:

- Customer Name
- Business Phone Number - Customer's phone number
 - If that is not found, provide 1-800-BOWFLEX or 1-800-605-3369
- Alt Phone Number (if applicable)
- POC Email - Customer's email address
- Address for shipping - Customer's shipping address

- Serial Number - Serial number from the tablet. You will need to have this prior to the warm transfer and it is not stored in NetSuite