

# BowFlex HVT: I'm having issues connecting my heart rate monitor

ID: 13312.1

Follow this troubleshooting guide to help resolve issues involving the heart rate chest strap on the BowFlex HVT.

Some common complaints may include:

- Heart rate chest strap or monitor will not connect
- Heart rate does not register on machine

## Follow these steps to troubleshoot the issue

1. Ensure the heart rate monitor is "POLAR" compatible and uncoded. Place the heart rate chest strap against bare skin, just below the chest muscles, and buckle it [\[13312.A\]](#).
2. Make sure the heart rate strap transmitter operates in the 4.5 - 5.5 kHz range [\[13312.B\]](#)
3. Ensure the strap is facing up and the contact areas are damp. If the strap is dirty, remove it and clean it with mild soap and water. Thoroughly dry once clean. Do not submerge the strap in water [\[13312.C\]](#).
4. Move your machine away from any sources of potential electromagnetic interference, such as TV, computers, microwave, cordless or cell phones, etc. [\[13312.D\]](#).
5. If the issue persists, try to connect with another heart rate monitor or chest strap [\[13312.E\]](#). The HVT is compatible with the BowFlex Heart Rate Chest Strap, available for purchase separately. You can [order a Heart Rate Chest Strap](#) as an optional accessory [\[13312.F\]](#).

## Need to order replacement parts?

### 1 Parts Reference Table

Part Description	Part SKU
<b>Heart Rate Chest Strap</b>	<b>8010278</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**