

BowFlex HVT: I'm having difficulty assembling my machine ID: 13310.1

Follow this troubleshooting guide to help resolve some assembly issues with the BowFlex HVT.

Some common complaints may include:

- Front platform doesn't fit
- Can't install front platform
- Corners won't fit on HVT base plate

Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver

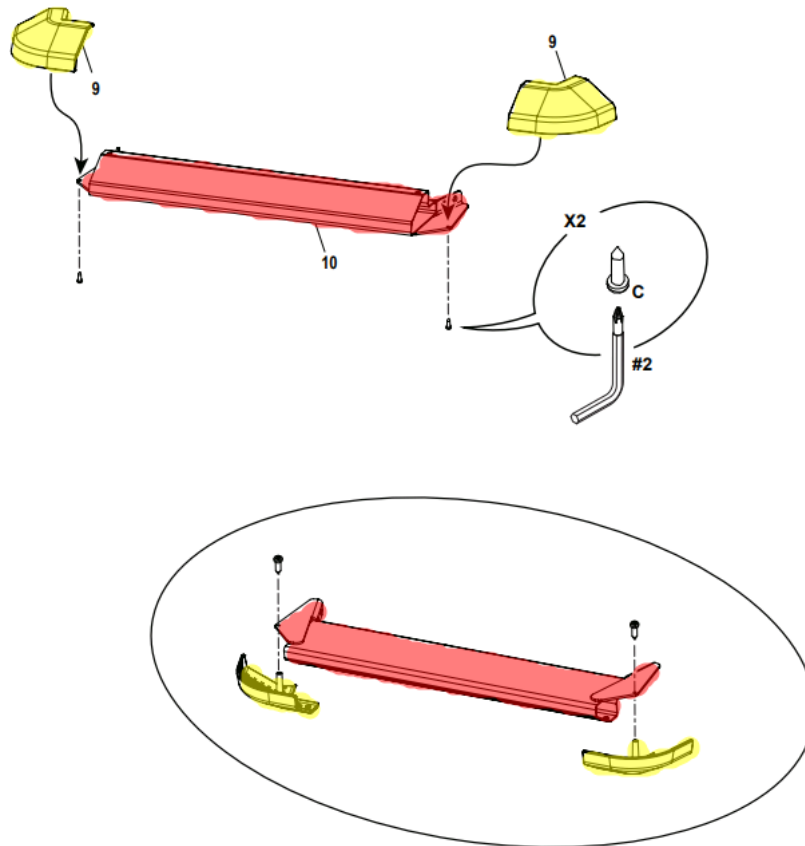
1. If you are having difficulty installing the front platform (**references 1 and 2**), remove any screws you have inserted so far. The screws should only be turned 2-3 rotations, just enough to start the screws and hold the parts in place until all parts have been installed. Refer to the [assembly manual](#) for further instructions if needed.

(Reference 1)



The front platform frame is highlighted in red with the coordinating corner pieces highlighted in yellow.

(Reference 2)



The front platform frame is highlighted in red with the coordinating corner pieces highlighted in yellow.

2. Slide one corner into place and start the screws for that side. Do not fully tighten the screws yet. There is a short post on the underside of the corner piece that must fit into the corresponding hole in the side frame. Repeat this step for the opposite corner piece.
3. Once both corner pieces are attached and the screws are started, you can fully tighten the screws using a Phillips head screwdriver [\[13310.A\]](#). If you are still having difficulty getting the screws installed, check the threads on the parts and screws. If damage is present on the platform, [order a Front Platform Frame \[13310.B\]](#). If damage is present on the corner pieces, [order a Corner Base Connector \[13310.C\]](#).

Need to order replacement parts?

1 Parts Reference Table

Part Description	Part SKU
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Front Platform Frame	8013421
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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