

# Results Series BXT116 Treadmill: How do I adjust the walking belt alignment?

ID: 13670.1

Follow this troubleshooting guide to help resolve issues involving walking belt alignment on the Results Series BXT116 Treadmill.

Some common complaints may include:

- Belt is out of place
- Belt isn't aligned
- Belt rubbing on other parts of the treadmill or making rubbing noises

## Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver  
6mm hex/Allen wrench or the wrench from the hardware card included with your machine

1. The walking belt will not stay aligned if your treadmill is not level. Ensure that your treadmill is properly leveled, especially if it is located in the garage, the basement, or in a room with a water heater. If you need assistance with leveling, refer to the "Leveling Your Machine" section of the [owner's manual \[12195.A\]](#).
2. Inspect the side rails/step covers and check if the belt is covered by the rails on either side. If the rails are damaged or deformed, [order a Right or Left Side Rail](#) (whichever rail is affected) [\[12195.B\]](#).
3. If the belt is covered on both sides by the side rails, please visit [Results Series BXT116 Treadmill: How do I adjust the tension of the walking belt?](#) to continue troubleshooting.
4. If the side rails do not cover the belt on both sides, refer to the "Aligning the Walking Belt" section of the [owner's manual](#) for instructions on adjusting the belt alignment [\[12195.C\]](#). While adjusting alignment, watch the belt and make sure that it is moving over. If the belt doesn't move, [order a Rear Roller \[12195.D\]](#).

## Need to order replacement parts?

### 1 Customer Care Contact Information

**Please contact Customer Care at 1-800-605-3369 for additional help or to order replacement parts. Some replacement parts may also be available for purchase [online here](#). A list of part numbers referenced within this guide can be located at the bottom of this page.**

**Customer Care - Hours of Operation:**

Monday - Friday 6:00am - 5:00pm PST

The replacement part will be provided to you at no cost assuming your machine meets the warranty eligibility requirements. A Customer Care Agent will be able to assess your current warranty eligibility and provide you with your options.

Please note that if you did not purchase your machine directly from BowFlex, Schwinn, or Nautilus, we will need a copy of your purchase receipt in order to register your machine for warranty.

## 2 Parts Reference Table

| <i>Part Description</i> | <i>Part SKU</i> |
|-------------------------|-----------------|
| <b>Left Side Rail</b>   | <b>8009936</b>  |
| <b>Rear Roller</b>      | <b>8009813</b>  |
| <b>Right Side Rail</b>  | <b>8009935</b>  |

## 3 EAF Policy

### **EAF - Issues requiring Special Handling**

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**ATTENTION:** If the customer complains of any of the following, transfer the call to a Senior Rep in the **CS ESCALATION** queue.

- **NOTE THE CUSTOMER FILE:** "Transferred customer to Senior Rep/Sup due to escalated issue."

**NOTE:** This process is **ONLY** for Treadmills and TreadClimbers.

**NOTE:** This does not apply to second-hand purchases or unsupported products. The customer record must have a valid POP and serial number.

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#### **\*Visible Smoke coming from machine:**

- Be sure to confirm specific color of smoke (blue, black, or white).
- NOTE: If complaint is a hot/smoky odor/smell, proceed with troubleshooting.

#### **\*Sparks or flames coming from their machine outside of the drive motor**

- (sparks from the brushes inside the drive motor are normal)

#### **\*Machine accelerates quickly (runs away) without user input/keypress**

#### **\*Belt moves without safety key in place**

**\*Strong Continuous Electric shock from machine frame** (beyond normal static shock, which is a single defined event and builds up prior to discharge)

**\*Belt stops suddenly without an error code, without user input, or the safety key being pulled.** Console remains on or working.

## 4 Contact Tech Team / Advanced Troubleshooting (TM/TC)

***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**

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***Use these procedures as needed to gather more information to create the case:***

**Results Series Treadmills Procedures**

**Treadmill 7 Procedures**

**Treadmill 10 Procedures**

**Treadmill 22 Procedures**

**MY14/17 Treadmill Procedures**