

Results Series BXT116 Treadmill: Why aren't the heart rate contact plates working?

ID: 12207.2

Follow this troubleshooting guide to help resolve issues with the heart rate contact sensors on the Results Series BXT116 Treadmill.

Some common complaints may include:

- Heart rate does not register
- Heart rate is erratic or intermittent

Follow these steps to troubleshoot the issue

1. Ensure your hands are centered on the heart rate sensors with equal pressure. Try to move as little as possible without touching the metal frame [\[12207.A\]](#).
2. Dry or heavily calloused hands may need a heart rate cream to make better contact. **Buh-Bump Heart Rate Cream** is a recommended cream to use and can be found at various retailers online [\[12207.B\]](#).
3. Check that the connections between the handlebars and the console are secure [\[12207.C\]](#).
4. Your heart rate may spike at a high rate when initially touching the contact plates. This is normal and will level out after a couple of minutes. Try to keep your hands still during this time [\[12207.D\]](#). If you need a quicker heart rate reading, a heart rate chest strap monitor may be a better option. If you do not have one already, you can [order a Heart Rate Chest Strap](#) (see [Heart Rate Monitor Compatibility by Model](#)) [\[12207.E\]](#).
5. Move all devices generating wireless or Wi-Fi signals into another room, preferably on the other side of the house. This includes the wireless chest strap [\[12207.F\]](#).

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>
Heart Rate Chest Strap	8011909

3 EAF Policy

EAF - Issues requiring Special Handling

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.

***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**

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