

# Results Series BXT116 Treadmill: I'm having issues with my heart rate chest strap

ID: 12208.2

Follow this troubleshooting guide to help resolve issues involving the heart rate chest strap on the Results Series BXT116 Treadmill. Troubleshooting for the heart rate sensors on your treadmill can be found here: [Results Series BXT116 Treadmill: Why aren't the heart rate contact plates working?](#)

Some common complaints may include:

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

## Follow these steps to troubleshoot the issue

1. Ensure the chest strap is "POLAR" compatible and uncoded. Place the heart rate chest strap against bare skin, just below the chest muscles, and buckle it [\[12208.A\]](#).
2. Make sure the heart rate strap transmitter operates in the 4.5 - 5.5 kHz range [\[12208.B\]](#)
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 [\[12208.C\]](#).
4. Move your treadmill away from any sources of potential electromagnetic interference, such as TV, computers, microwave, cordless or cell phones, etc. [\[12208.D\]](#).
5. If the issue persists, [order a Heart Rate Chest Strap](#) (see [Heart Rate Monitor Compatibility by Model](#)) [\[12208.E\]](#).

## 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

Part Description	Part SKU
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<b>Heart Rate Chest Strap</b>	<b>8011909</b>
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### 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**