

# Schwinn 411: How do I clear a Stuck Button error message?

ID: 12851.1

Follow this troubleshooting guide to help resolve a stuck button error on the console of your Schwinn 411 Elliptical.

Some common complaints may include:

- Stuck button error
- Error message
- Can't use buttons on console
- Buttons aren't working

## Follow these steps to troubleshoot the issue

1. Turn your elliptical off and back on again either using the power switch or the power cord. After turning your machine back on, see if the button remains stuck or if the error message returns [\[12851.A\]](#).
2. If the issue persists, press each button on your elliptical (including the buttons on the handlebars), one at a time and see if the affected button(s) unstick [\[12851.B\]](#).
3. If the error message remains, [order a Console \[12851.C\]](#).

## 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
<b>Console</b>	<b>8016344</b>

### 3 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**