

# Schwinn 411: Why is there no power to my machine or console? ID: 12833.2

Follow this troubleshooting guide to help resolve power issues on your Schwinn 411 Elliptical.

Some common complaints may include:

- Console does not power on
- No power to elliptical
- Machine won't turn on
- Nothing displaying on console
- Console doesn't light up

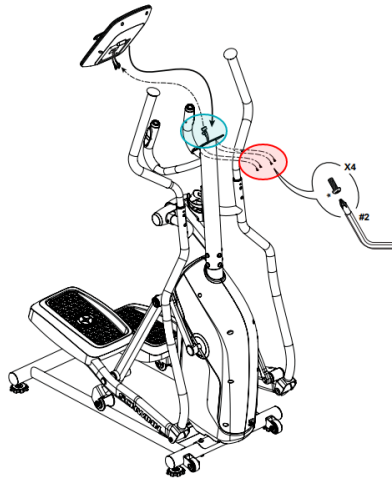
**Follow these steps to troubleshoot the issue**

*Tools you may need:*

Phillips head screwdriver  
Flathead screwdriver  
4mm, 6mm hex/Allen wrenches or the wrenches from the hardware card included with your machine

1. Unplug the power cord from both your machine and the wall outlet. Inspect the entire length of the cord for any damage or crimps. If undamaged, plug the power cord back in at both ends. Make sure it is securely connected. If damage is present, [order a Power Cord \[12833.A\]](#).
2. Check if the wall outlet is working properly. The power cord must be plugged directly into a 3-prong outlet without the use of extension cords. Plug another device into the outlet, such as a lamp, to see if it turns on. If it is not working, try again with a working outlet [\[12833.B\]](#).
3. Inspect the cables at the console. Use a Phillips head screwdriver to remove the 4 screws connecting the console to the mast. Lift the console/handlebars up to expose the cables (**reference 1**). Disconnect and inspect the cables and connections coming from the console and the frame for damage, such as crimps, cuts, or bent pins. If the cables are undamaged, plug them back in, ensuring they are oriented in the correct direction, and retest your machine [\[12833.C\]](#). If the console or the cable coming from the console is damaged, [order a Console \[12833.D\]](#). If the cable coming from the mast is damaged, [order a Console Mast Cable \[12833.E\]](#).

**(Reference 1)**



The bolts circled in red need to be removed to access the cables between the console and the console mast. Inspect the cables circled in teal for damage.

4. If the issue persists after all troubleshooting has been completed, [order a Console Mast Cable \[12833.F\]](#).

**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

Part Description	Part SKU
<b>Console</b>	<b>8016344</b>
<b>Console Mast Cable</b>	<b>8015621</b>
<b>Power Cord</b>	<b>8007982</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**