

Schwinn 411: How do I clear the "Please Stride" error message? ID: 12838.1

Follow this troubleshooting guide to help resolve a "Please Stride" error message on the console of your Schwinn 411 Elliptical.

Some common complaints may include:

- Error code displayed
- Please Stride message
- Stride error code

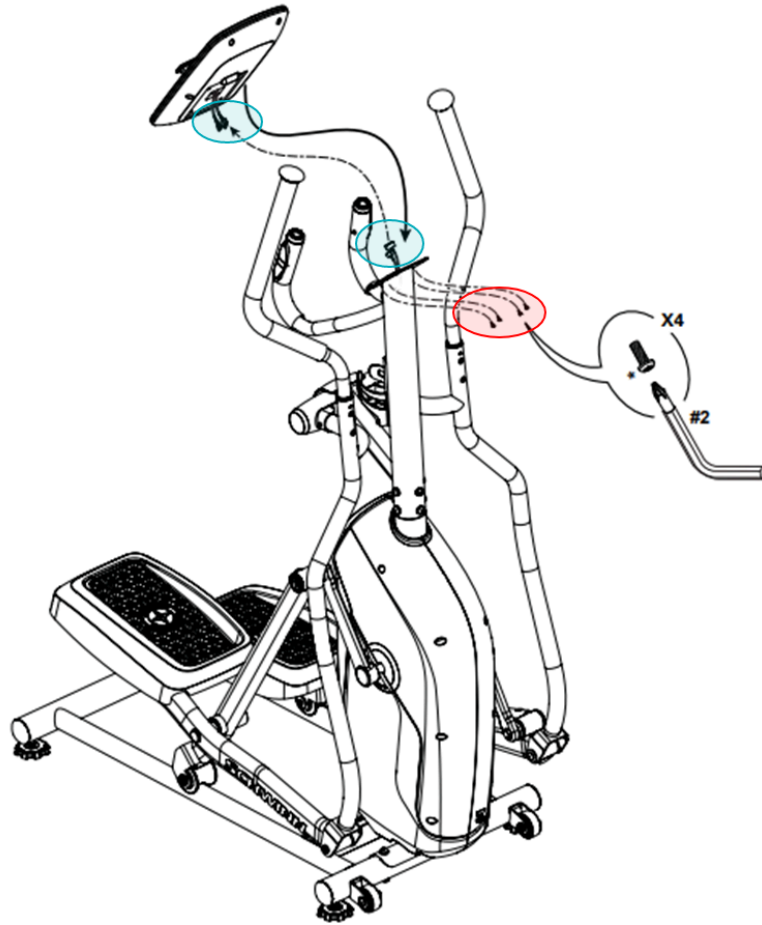
Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver
Flathead screwdriver
(2) 6mm hex/Allen wrenches or the wrench from the hardware card included with your machine
Magnet
Voltmeter

1. Inspect the cables at the console. Unplug your machine from power. Use a Phillips head screwdriver to remove the 4 screws connecting the console to the mast. Lift the console up to expose the cables (**reference 1**). Disconnect and inspect the cables and connections coming from the console 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 [\[12838.A\]](#). If the console or the cable coming from the console is damaged, [order a Console \[12838.B\]](#). If the cable coming from the mast is damaged, [order a Console Mast Cable \[12838.C\]](#)

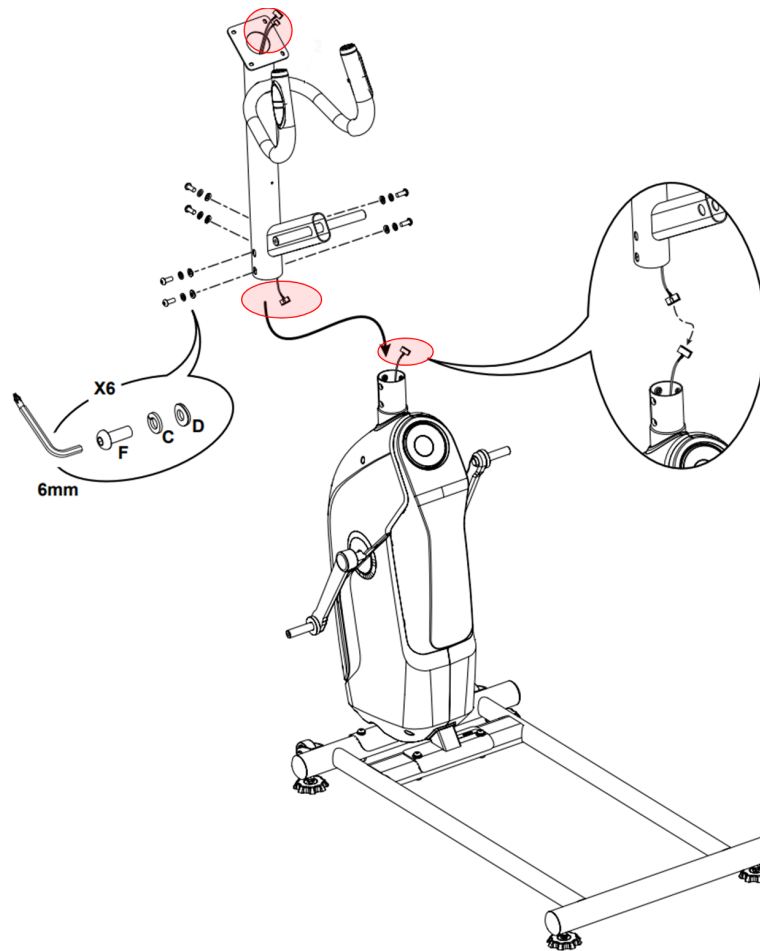
(Reference 1)



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.

2. If the issue persists, remove the console mast to inspect the cable inside. Working backward, refer to steps 10 through 2 in the [assembly manual](#). You will need a Phillips head screwdriver, a 6mm Allen wrench, and a 4mm Allen wrench to complete the steps. Once the mast is removed, inspect the entire length of the 10-pin cable inside and the connections on both ends (**reference 2**). If undamaged, firmly reconnect the cables and make sure they are oriented in the proper direction [\[12838.D\]](#). If the cable inside the console mast is damaged, [order a Console Mast Cable \[12838.E\]](#).

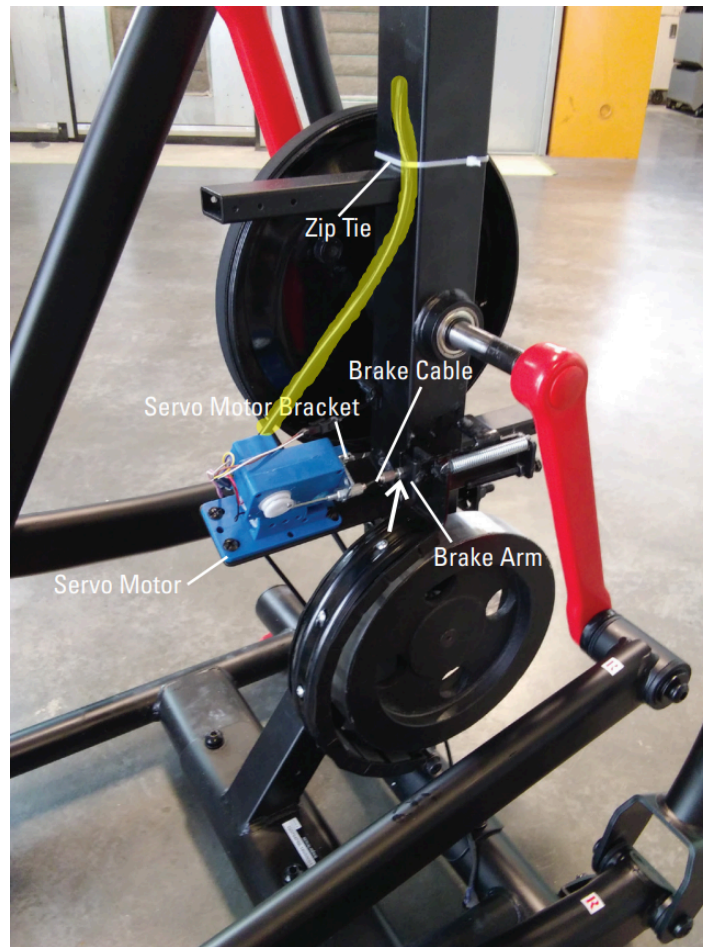
(Reference 2)



Inspect the 10-pin cables circled in red for damage.

3. If the issue persists, unplug your elliptical and wait 5 minutes before continuing. Watch this video for help accessing the servo motor: [How to Replace the Servo Motor on a Bike or Elliptical](#). Refer to the "Replace the Shrouds" section of the [service manual](#) for instructions on removing the shrouds. With the shrouds removed, unplug and inspect the entire length of cable running through the frame to the servo motor for damage (**reference 3**). If undamaged, plug the cable back in and test your machine [\[12838.F\]](#). If damage is present, [order a Mast to Servo Cable \[12838.G\]](#).

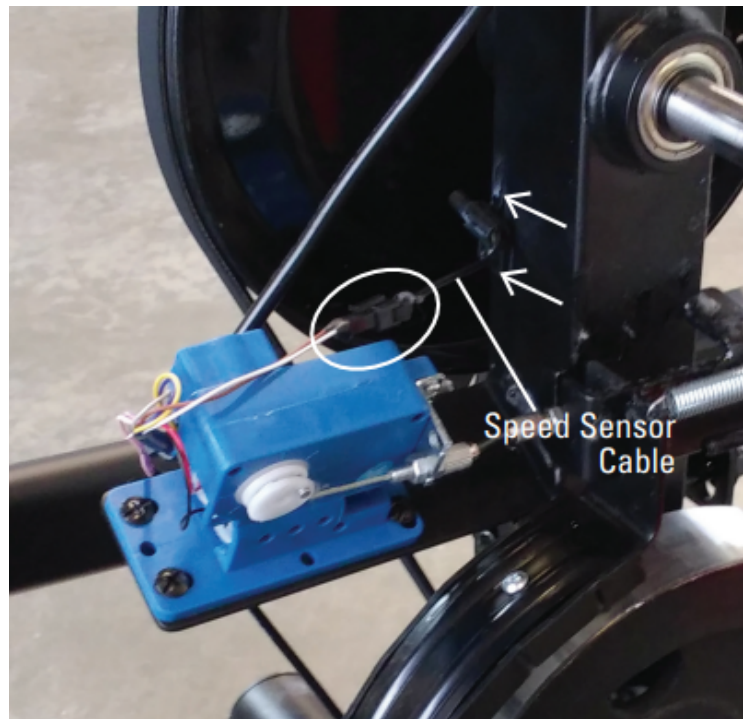
(Reference 3)



The mast to servo cable is highlighted in yellow. Inspect the entire length for damage and a secure connection.

4. If the issue persists, check the speed sensor for damage. Unplug your machine from power and remove the right side crank cover. Refer to the "Replace the Speed Sensor" section of the [service manual](#) for instructions on removing the shrouds and accessing the speed sensor. Once you are able to access the speed sensor, inspect for damage and follow the wire to the opposite end that connects to the servo motor harness (**reference 4**). Make sure all connections are secure and oriented properly [\[12838.H\]](#). If the speed sensor or speed sensor cable are damaged, [order a Speed Sensor \[12838.I\]](#).

(Reference 4)



The speed sensor is located on the frame between the two white arrows. Inspect the speed sensor and the speed sensor cable for damage. Unplug the connection circled in white and securely reconnect.

5. If the issue persists, test the brown and white 2-pin cable from the speed sensor using a voltmeter as you move a magnet in front of the speed sensor. If the speed sensor is not responding or you do not have a voltmeter, [order a Speed Sensor \[12838.J\]](#).
6. If the issue persists, [order a Speed Sensor \[12838.K\]](#).
7. If the issue persists, the malfunctioning part may be irreplaceable. Please contact Customer Care to [discuss options](#) to resolve the issue. Our contact information is located at the bottom of this page [\[12838.L\]](#).

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 Troubleshooting WGR Hard Stops

If troubleshooting advises to discuss options to resolve the issue with the machine

The referenced part cannot be repaired/replaced. The recommended solution is a Whole Good Replacement.

Please refer to the [Whole Good Replacement Options Flow](#) for next steps.

3 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
Console	8016344
Console Mast Cable	8015621
Mast to Servo Cable	8016207
Speed Sensor	8015580

4 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