

# Schwinn 430: I'm having issues adjusting the incline on my elliptical

ID: 12754.1

Follow this troubleshooting guide to help resolve incline issues on your Schwinn 430 Elliptical.

Some common complaints may include:

- Can't adjust incline/incline not working
- Incline handle won't move
- Incline handle won't lock into place

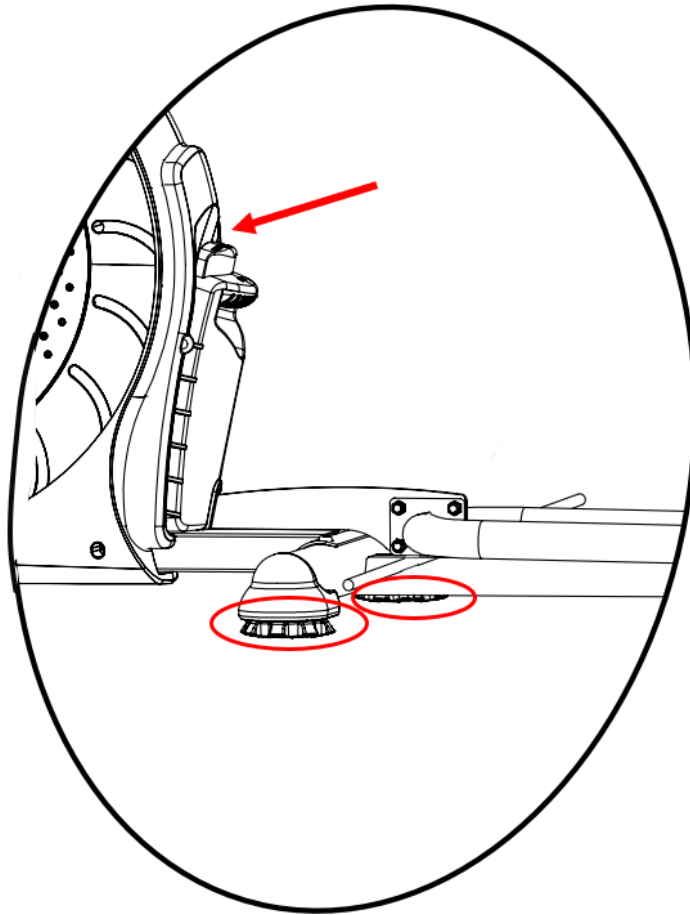
## Follow these steps to troubleshoot the issue

*Tools you may need:*

Phillips head screwdriver  
6mm hex/Allen wrench, or the wrench from the hardware card included with your machine  
13mm open-ended wrench

1. Check if your elliptical is set on a solid and level surface. Adjust the leveler feet as needed to level your machine [\[12754.A\]](#).
2. Check all hardware installed during assembly, tightening as needed with a Phillips head screwdriver, 6mm Allen wrench, and 13mm open-ended wrench. Refer to the [assembly manual](#) for guidance on hardware to tighten [\[12754.B\]](#).
3. Inspect all plastic shrouds/covers and make sure they are aligned properly and secured to your machine. If needed, remove or loosen the hardware attaching the shrouds and adjust the shroud's position. Once properly aligned, reinstall/tighten the hardware to secure it [\[12754.C\]](#).
4. If the issue persists, adjust the leveler feet until there is a space between the top of the incline assembly and the main unit shroud (**reference 1**) that measures between 1/4" and 1/2" (6mm to 12.5mm) [\[12754.D\]](#).

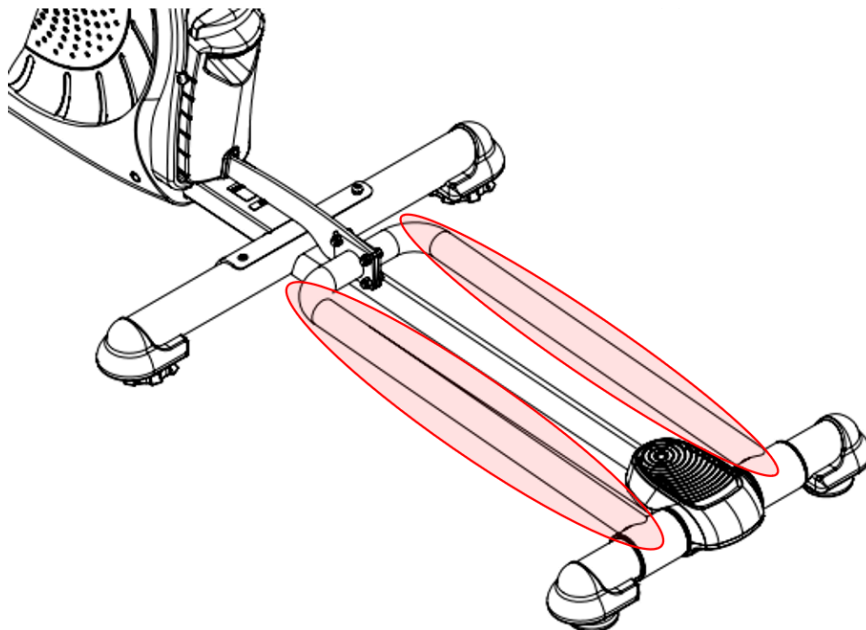
**(Reference 1)**



Adjust the leveler feet until the space between the main shroud and incline motor measures between 1/4" and 1/2" (6mm to 12.5mm).

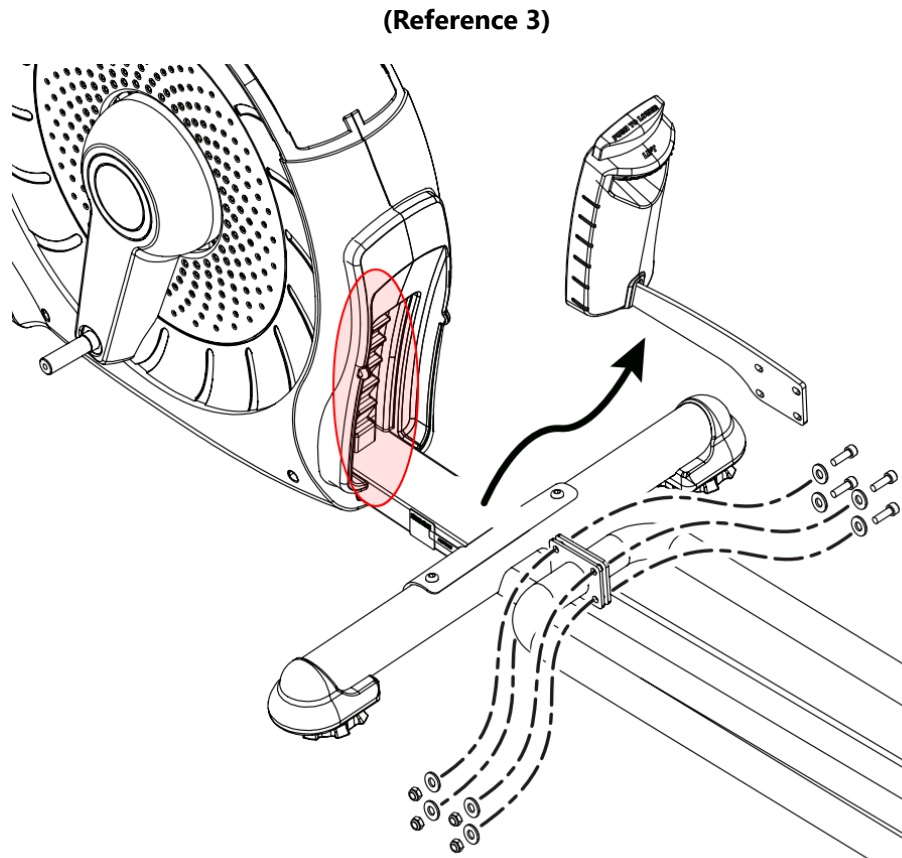
5. Inspect the adjustable ramp assembly for damage (**reference 2**) and make sure that it is operating smoothly during the entire incline cycle. If damage is present or there are issues with smooth operation, [order an Adjustable Ramp Assembly \[12754.E\]](#).

**(Reference 2)**



Inspect the ramp assembly for damage and check for smooth operation during the incline cycle. The leg assemblies are not pictured for clarity.

6. If the issue persists, inspect the ratchet and ratchet handle assemblies (**reference 3**) for bends, breaks, or other damage that hinders or prevents proper incline operation. To inspect the ratchet assembly, remove the ratchet handle. Refer to the [assembly manual](#) and work backward to Step 3 to remove other parts blocking access to the handle. You will need a 6mm Allen wrench and a 13mm open-ended wrench to perform these steps. Check that the handle can reach from the ramp to the ratchet and will set firmly into each ratchet slot. If the handle is damaged or will not set into the slots properly, [order a Ratchet Handle \[12754.F\]](#). If the ratchet assembly is damaged or the issue persists, [order a Ratchet Assembly \[12754.G\]](#).
- **Please note**, *a crank puller is required to remove the main shroud and replace the ratchet assembly (not required for ratchet handle replacement only). If you are replacing the ratchet assembly, [order a Crank Puller](#) if you do not already have one.*



The ratchet assembly is circled in red and is located on the interior of the machine. The ratchet handle is the part detached from the machine in this image with the black arrow pointing to it.

### **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>
<b>Adjustable Ramp Assembly (2013 model)</b>	<b>8001011</b>
<b>Adjustable Ramp Assembly (2017 model)</b>	<b>8011478</b>
<b>Crank Puller</b>	<b>74025</b>
<b>Ratchet Assembly</b>	<b>8002347</b>
<b>Ratchet Handle</b>	<b>8001083</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**