

Schwinn 430: I'm having issues connecting my heart rate monitor ID: 12737.1

Follow this troubleshooting guide to help resolve issues involving the heart rate chest strap on the Schwinn 430 Elliptical. Troubleshooting for the heart rate sensors on your elliptical can be found here: [Schwinn 430: 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 [\[12737.A\]](#).
2. Make sure the heart rate strap transmitter operates in the 4.5 - 5.5 kHz range [\[12737.B\]](#)
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 [\[12737.C\]](#).
4. Move your elliptical away from any sources of potential electromagnetic interference, such as TV, computers, microwave, cordless or cell phones, etc. [\[12737.D\]](#).
5. Check the Wireless HR settings in Edit User Profile mode. From the Power-Up Mode screen, press the Increase or Decrease buttons to select a user. Push the OK button to confirm your selection. The console will display an EDIT prompt along with the current user name. Press the OK button again to enter Edit User Profile mode. Use the button pad to select the WIRELESS HR setting and ensure that the current value is set to ON. You can use the increase/decrease buttons to scroll through the settings and the left/right buttons to choose a value. Once selected, use the Enter button to confirm your selection. Pressing the PAUSE/END button will exit the Edit User Profile mode **(reference 1)** [\[12737.E\]](#).

(Reference 1)

2 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
Heart Rate Chest Strap	8006265
Console	8003813

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