

Schwinn 810: Resolving Error Codes

ID: 14603.1

Follow this troubleshooting guide to define and resolve error codes on your Schwinn 810 Treadmill.

Some common complaints may include:

- Console displays an error code
- Error message on display

Select an Error Code to Troubleshoot:

1 Schwinn 810: E0 Error Code

Follow these steps to troubleshoot the issue

1. To clear the error, remove the safety key and reinsert it, making sure it is fully pressed into the socket [\[14604.A\]](#).
2. If the error does not go away, remove the safety key again. Inspect the safety key and safety key socket on your machine for damage. If undamaged, reinsert the safety key and test if the error persists [\[14604.B\]](#). If the safety key is damaged, [order a Safety Key \[14604.C\]](#).
3. If the error persists, [order a Safety Key \[14604.D\]](#).
4. If the issue persists after replacing the Safety Key, please contact Customer Care to submit an [Advanced Troubleshooting Case \[14604.E\]](#).

Need to order replacement parts?

Part Description	Part SKU
Safety Key	8006259

2 Schwinn 810: E1 Error Code

Follow these steps to troubleshoot the issue

<i>Tools you may need:</i>
Phillips head screwdriver

1. Power cycle your machine:
 - a. Unplug the power cord from your machine
 - b. Wait 30 seconds to allow the machine to completely power down

- c. Plug the power cord back into your machine and test if the error re-appears [\[14605.AA\]](#).
2. If the issue persists, unplug your machine from power and wait 5 minutes before continuing. Using a Phillips head screwdriver, remove the two Phillips head screws securing the motor cover. Refer to the "Replace the Speed Sensor" section of the [service manual](#) for instructions - **STOP** once the motor cover has been removed.
3. Check that the speed sensor is closely positioned to the drive pulley - there should be a space approximately the thickness of a penny between the speed sensor and drive pulley [\[14605.A\]](#).
4. Check the wiring from the speed sensor to the MCB, checking for damage such as cuts or crimps. If damage is present, [order a Speed Sensor \[14605.B\]](#).
5. If the issue persists, [order a Speed Sensor \[14605.C\]](#).
6. If the issue persists after replacing the Speed Sensor, please contact Customer Care to submit an [Advanced Troubleshooting Case \[14605.D\]](#).

Need to order replacement parts?

<i>Part Description</i>	<i>Part SKU</i>
Speed Sensor	8006240

3 Schwinn 810: E2 Error Code

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

1. Unplug your machine from power, wait a few seconds, then plug it back in. Check if the error returns [\[14606.A\]](#).
2. If the issue persists, start a workout from the Welcome screen on the console. Observe your treadmill while it runs, making sure the walking belt and motor are able to move freely [\[14606.B\]](#).
3. If the issue persists or the belt does not move freely, please visit [Schwinn 810: How do I adjust the tension of the walking belt?](#) to loosen the walking belt [\[14606.C\]](#).
4. If the issue persists after adjusting the walking belt, please contact Customer Care to submit an [Advanced Troubleshooting Case \[14606.D\]](#).

4 Schwinn 810: E4 Error Code

Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver

1. Unplug your machine from power and wait 5 minutes before continuing. Use a Phillips head screwdriver to remove the motor cover. Refer to the "Replace the Motor" section of the [service manual](#) for instructions - **STOP** once the motor cover has been removed.
2. Inspect the wiring between the motor and the MCB. Look for any shorts or breaks in the wires. If the wiring is damaged, [order a Motor \[14607.A\]](#).
3. If no damage is present, but the issue persists, [order a Motor \[14607.B\]](#).
4. If the issue persists after replacing the motor, please contact Customer Care to submit an [Advanced Troubleshooting Case \[14607.C\]](#).

Need to order replacement parts?

<i>Part Description</i>	<i>Part SKU</i>
Motor	8020556

5 Schwinn 810: E5 Error Code

Follow these steps to troubleshoot the issue

<i>Tools you may need:</i>

Phillips head screwdriver 6mm hex/Allen wrench, or the wrench from the hardware card included with your machine
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1. Refer to the "Replace the Input/Output (I/O) Cable" section of the service manual for instructions on accessing the I/C Cable. Check for damage to the cable or connectors. Make sure that the cable connectors are securely connected and oriented in the proper direction. Test if the issue persists [\[14608.A\]](#).
2. If the cable is damaged or the issue persists, [order an I/O Cable \[14608.B\]](#)
3. If the issue persists after replacing the motor, please contact Customer Care to submit an [Advanced Troubleshooting Case \[14608.C\]](#).

Need to order replacement parts?

<i>Part Description</i>	<i>Part SKU</i>
I/O Cable	8023382

6 Schwinn 810: E6 Error Code

Follow these steps to troubleshoot the issue

1. This error indicates the Motor Control Board (MCB) has failed and must be replaced; [order an MCB \[14609.A\]](#).

Need to order replacement parts?

<i>Part Description</i>	<i>Part SKU</i>
MCB	8020573

7 Schwinn 810: E7 Error Code

Follow these steps to troubleshoot the issue

<i>Tools you may need:</i>
Phillips head screwdriver 6mm hex/Allen wrench, or the wrench from the hardware card included with your machine

1. Recalibrate your machine following this procedure: [Schwinn 810 Treadmill - CALIBRATE MCB \[14610.A\]](#).
2. If the issue persists, use the Phillips head screwdriver and 6mm Allen wrench to access the incline motor. Refer to the "Replace the Incline Motor" section of the service manual for instructions. Inspect the incline motor wiring for damage. If damage is present, [order an Incline Motor \[14610.B\]](#).
3. If the issue persists, check if the incline motor is seized. If the incline motor is seized or the issue persists, [order an Incline Motor \[14610.C\]](#).
4. If the issue persists after replacing the incline motor, please contact Customer Care to submit an Advanced Troubleshooting Case [\[14610.D\]](#).

Need to order replacement parts?

<i>Part Description</i>	<i>Part SKU</i>
Incline Motor	8020577

8 Schwinn 810: E8 Error Code

Follow these steps to troubleshoot the issue

<i>Tools you may need:</i>

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

1. Recalibrate your machine following this procedure: [Schwinn 810 Treadmill - CALIBRATE MCB \[14611.A\]](#).
2. If the issue persists, use the Phillips head screwdriver and 6mm Allen wrench to access the speed sensor. Refer to the "Replace the Speed Sensor" section of the service manual for instructions. Inspect the speed sensor and speed sensor wire for damage. If damage is present, [order a Speed Sensor \[14611.B\]](#).
3. If the issue persists, [order a Speed Sensor \[14611.C\]](#).
4. If the issue persists after replacing the speed sensor, please contact Customer Care to submit an Advanced Troubleshooting Case [\[14611.D\]](#).

Need to order replacement parts?

<i>Part Description</i>	<i>Part SKU</i>
Speed Sensor	8006240

9 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.*

10 EAF Policy

EAF - Issues requiring Special Handling

ATTENTION: If the customer complains of any of the following, transfer the call to a Senior Rep in the **CS ESCALATION** queue.

- **NOTE THE CUSTOMER FILE:** "Transferred customer to Senior Rep/Sup due to escalated issue."

NOTE: This process is **ONLY** for Treadmills and TreadClimbers.

NOTE: This does not apply to second-hand purchases or unsupported products. The customer record must have a valid POP and serial number.

***Visible Smoke coming from machine:**

- Be sure to confirm specific color of smoke (blue, black, or white).
- NOTE: If complaint is a hot/smoky odor/smell, proceed with troubleshooting.

***Sparks or flames coming from their machine outside of the drive motor**

- (sparks from the brushes inside the drive motor are normal)

***Machine accelerates quickly (runs away) without user input/keypress**

***Belt moves without safety key in place**

***Strong Continuous Electric shock from machine frame** (beyond normal static shock, which is a single defined event and builds up prior to discharge)

***Belt stops suddenly without an error code, without user input, or the safety key being pulled.** Console remains on or working.

11 Contact Tech Team / Advanced Troubleshooting (TM/TC)

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**

Use these procedures as needed to gather more information to create the case:

Results Series Treadmills Procedures

Treadmill 7 Procedures

Treadmill 10 Procedures

Treadmill 22 Procedures

MY14/17 Treadmill Procedures