

Schwinn 810: Why aren't the buttons on my console working? ID: 12395.1

Follow this troubleshooting guide to help resolve issues with buttons not working on the console of the Schwinn 810 Treadmill.

Some common complaints may include:

- Buttons don't respond
- Buttons aren't working
- Preset incline and speed buttons don't work

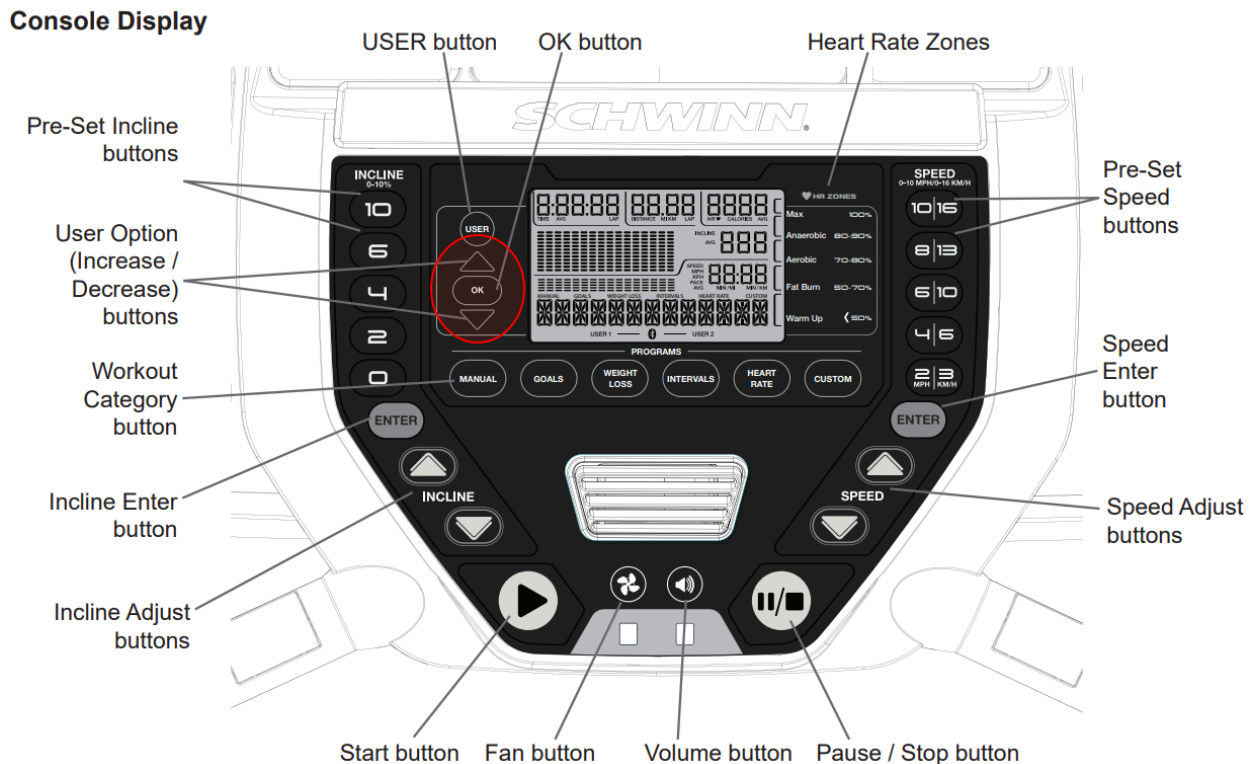
Follow these steps to troubleshoot the issue

Tools you may need:

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

1. Check the console display. If the console is blank, unplug your treadmill and plug it back in [\[12395.A\]](#). If the console remains blank, please visit [Schwinn 810: Why is there no power to my machine or console?](#) to continue troubleshooting.
2. If the display is prompting you to enter the date, time, or units of measurements, use the up and down buttons on the left side of the console to select the proper values (**reference 1**). Press the OK button to confirm the values you select. Pressing ENTER will have no effect [\[12395.B\]](#).

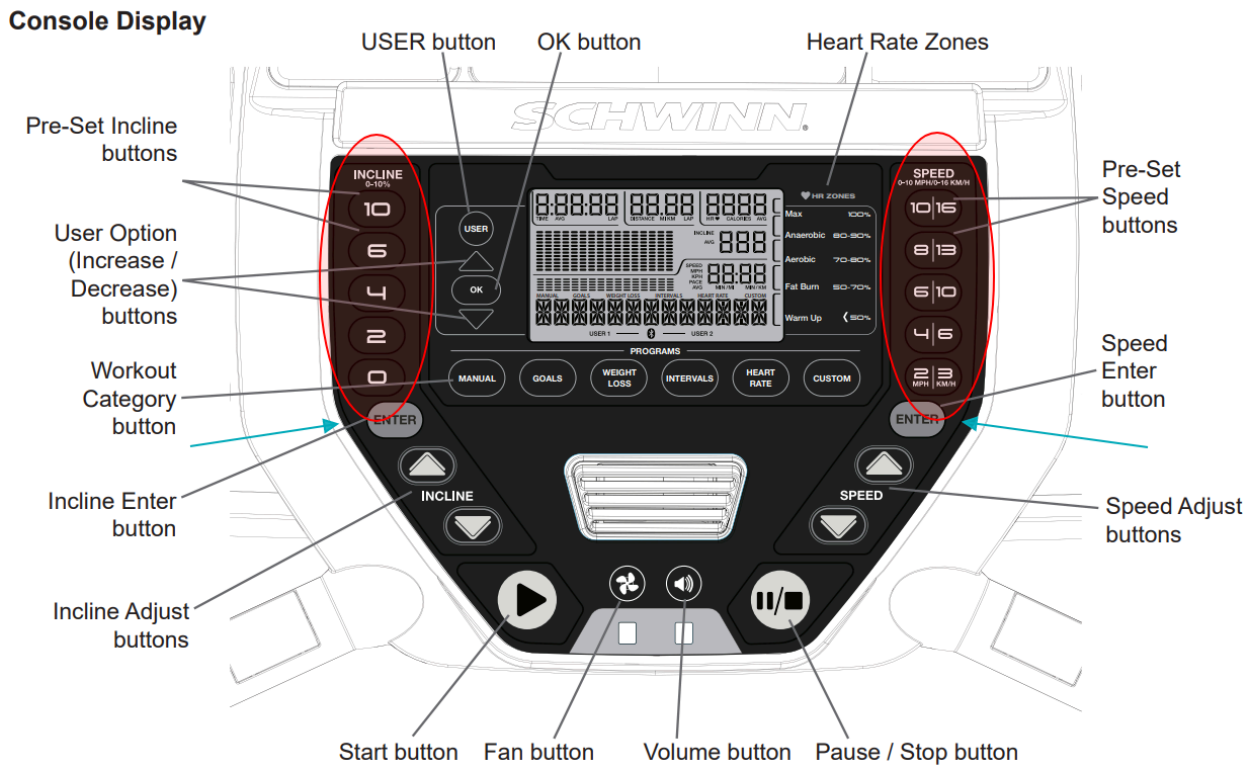
(Reference 1)



Use the button pad and OK button (circled in red) to select the proper values as prompted on the console display.

3. If only the preset Incline and Speed buttons are not responding, turn your treadmill on and press START. When the belt begins to move, press one of the preset Speed buttons and press ENTER. Next, press one of the preset Incline buttons and then press ENTER. The ENTER buttons must be pressed immediately after selecting a preset speed or incline (**reference 2**) [\[12395.C\]](#).

(Reference 2)

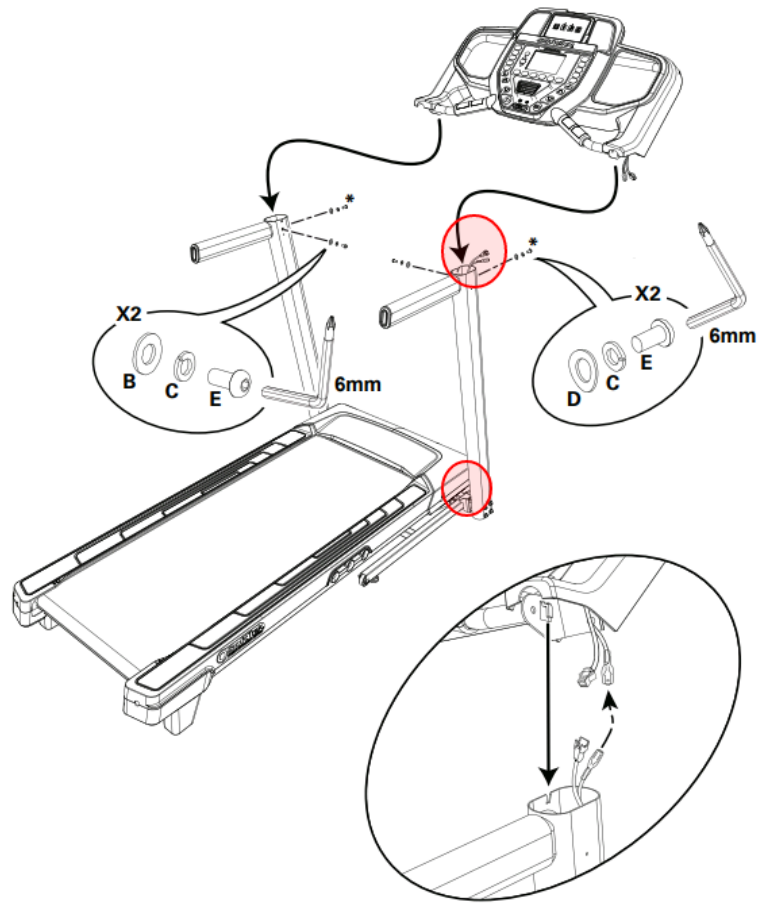


The preset Incline and Speed buttons are circled in red.

The ENTER buttons are located directly below the preset buttons as indicated by the teal arrows.

4. If it has not been checked already, check the input/output cables located at the top and bottom of the right upright (**reference 3**). If needed, use a 6mm Allen wrench to remove the console/handlebars to access the cables. Unplug each cable and inspect for damage. Securely reconnect undamaged cables, making sure that they are oriented in the proper direction [\[12395.D\]](#). If any cables are damaged, [order an MCB to Console Cable \[12395.E\]](#).

(Reference 3)



The cable connections to check are circled in red.

5. If the issue persists, [order a Console \[12395.H\]](#).

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 |
|------------------|----------|
|------------------|----------|

| | |
|-----------------------------|----------------|
| Console | 8020609 |
| MCB to Console Cable | 8023382 |

3 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.

4 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