VeloCore 16 and 22: Speed/RPM needle bounces around during workout

ID: 15413.1

Read this guide for more information on erratic Speed/RPM readings on your BowFlex VeloCore 16 or VeloCore 22.

<u>Some common complaints may include:</u>

- RPM/Speed metrics are erratic, inconsistent, or unstable
- RPM/Speed needle spikes, jumps, or bounces around
- RPM/Speed reading changes excessively during workout

Follow these steps to troubleshoot the issue

1. The speed sensor uses a magnet on the flywheel to gauge user speed and interpret the user's Speed/Rotations Per Minute (RPM). As the magnet passes the speed sensor, the reed switch rapidly closes and can cause the needle to bounce a few times. This is normal.

2. If the machine is warmer or has been used at high speed/RPM, the sensor can have difficulty filtering out the "noise" in the signal. This results in the Speed/RPM needle bouncing more pronounced and erratically.

3. Replacing the machine's speed sensor will not resolve this issue. A firmware update is being planned to help filter the excess "noise" in the signal and provide a more accurate Speed/RPM reading; this will be released separately from JRNY firmware updates on your machine. We are working on this update and will provide an ETA for release once available **[15413.A]**.

Need additional assistance?

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.

<u>Customer Care - Hours of Operation:</u>
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 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**