

VeloCore 16 and 22: How do I adjust the resistance?

ID: 13924.1

Follow this troubleshooting guide to help adjust the resistance on the VeloCore 16 and 22 bikes.

Some common complaints may include:

- Too easy to pedal
- Too difficult to pedal

Follow these steps to troubleshoot the issue

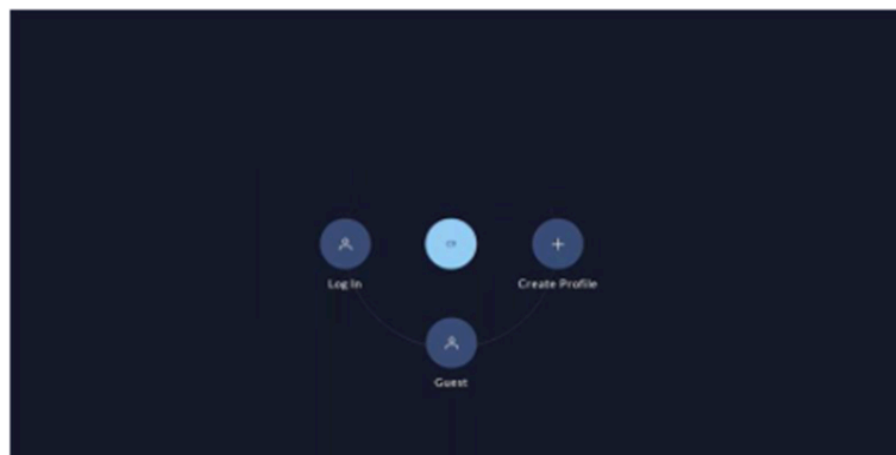
1. Check for updates on your machine. Verify you have a good Wi-Fi connection. Unplug your machine and plug it back in. When the BowFlex or JRNY page displaying serial numbers in the 4 corners appears, tap the upper right corner 10 times within 3 seconds (**reference 1.1**). If you are unable to reach this screen, log out and tap the upper right corner 10 times within 3 seconds from the Log In screen (**reference 1.2**).

(Reference 1.1)



The initial screen showing the BowFlex or JRNY logo appears with serial numbers in each corner. Tap the upper right corner 10 times within 3 seconds to access the menu to force an update.

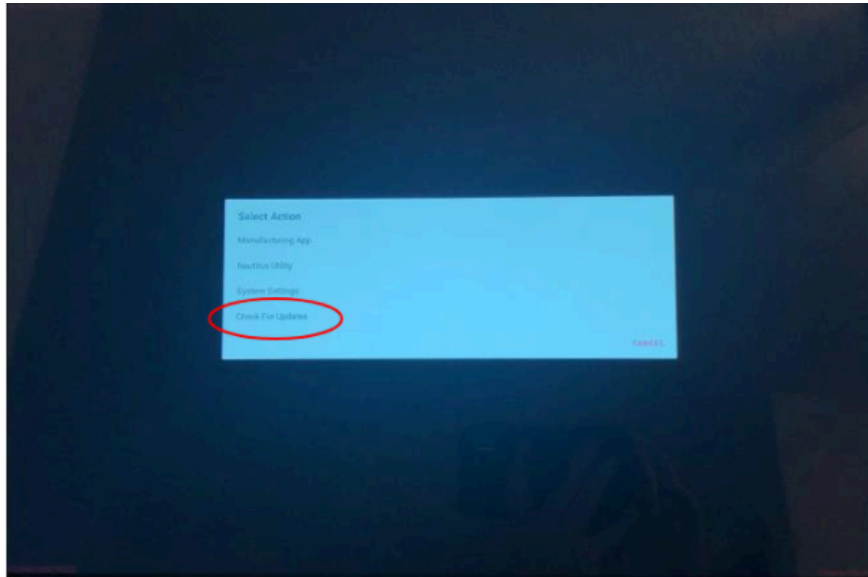
(Reference 1.2)



The Log In screen appears after logging out or if you missed the opportunity to access the menu from the previous screen. Tap the upper right corner 10 times within 3 seconds to access the menu to force an update.

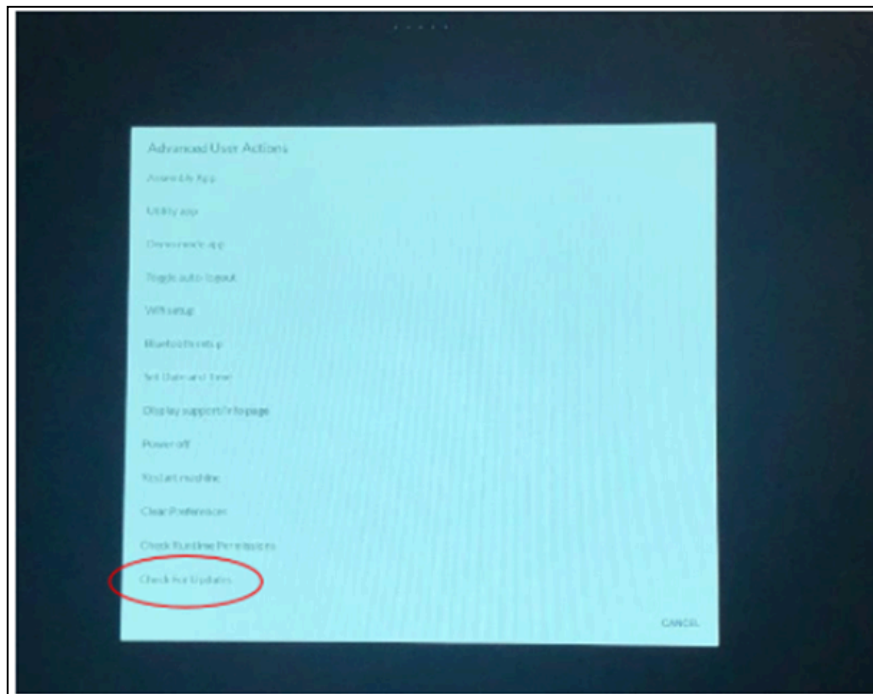
2. In the menu that appears, select **"Check for updates"** (reference 1.3 and 1.4). Allow the updates to download and install. Your machine will restart once all updates are installed. Allow the updates to finish installing once your machine has rebooted.

(Reference 1.3)



PLACEHOLDER IMAGE UNTIL BETTER RESOLUTION IS AVAILABLE.
Select CHECK FOR UPDATES from the bottom of the menu once it appears.

(Reference 1.4)



PLACEHOLDER IMAGE UNTIL BETTER RESOLUTION IS AVAILABLE.
Select CHECK FOR UPDATES from the bottom of the menu once it appears.

3. Retest your machine to determine if the original issue persists **[FW.A]**. If the issue persists, continue troubleshooting in the next section.

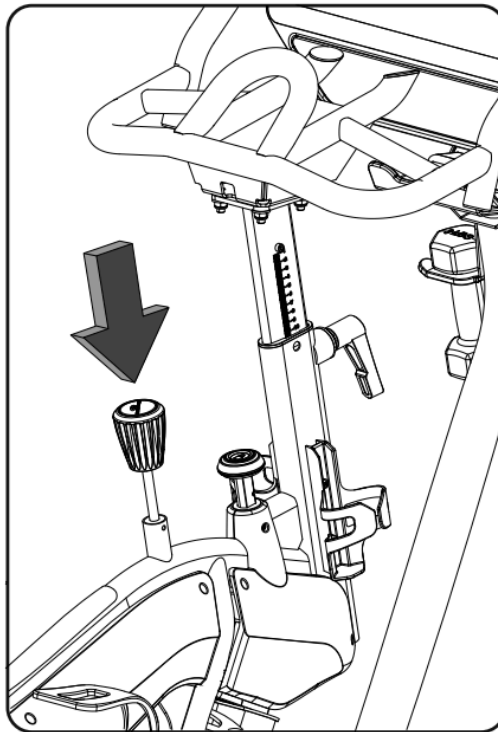
Bike is too easy or too difficult to pedal

Tools you may need:

Crank puller (if removing crank arms for troubleshooting)
Phillips head screwdriver

1. Resistance is adjusted by manipulating the resistance knob on your bike (**reference 1**). To increase the resistance, turn the resistance knob clockwise. To decrease resistance, turn the resistance knob counter-clockwise. Check if a change in resistance can be felt when adjusting with the resistance knob [\[13924.A\]](#).

(Reference 1)

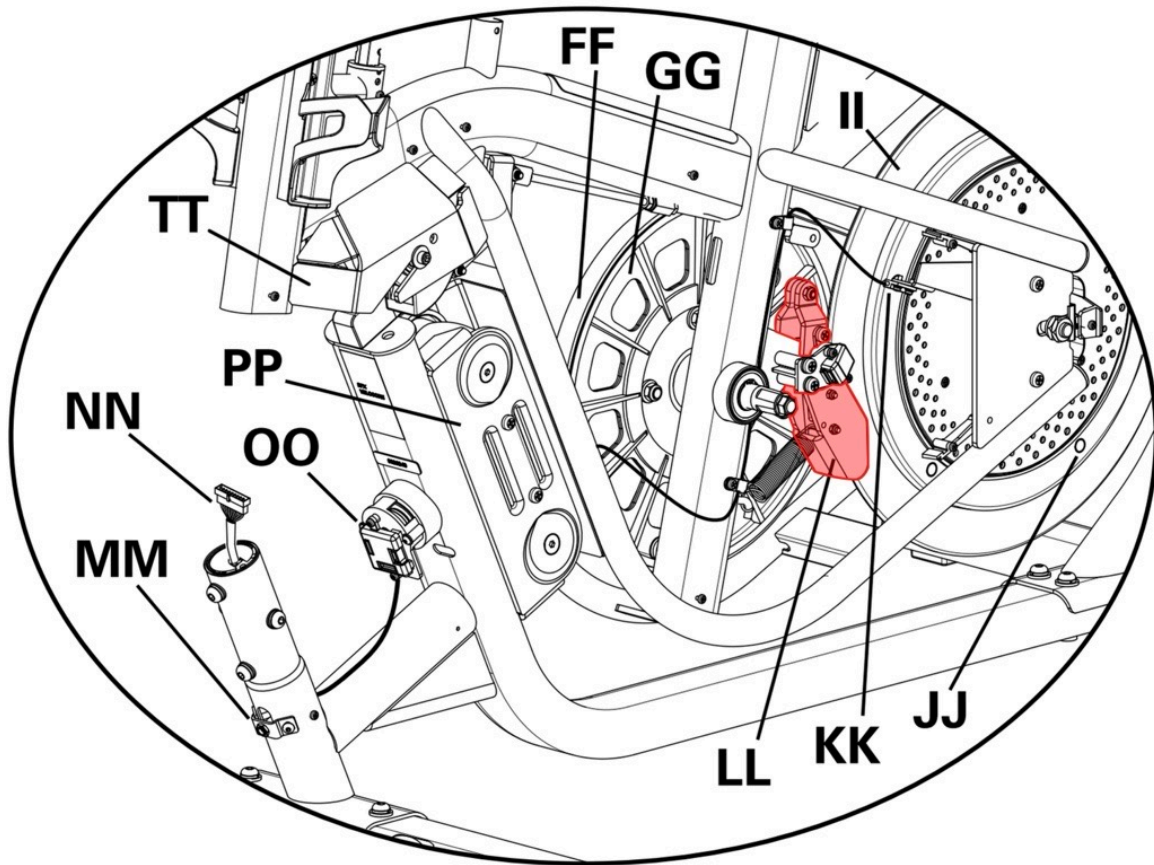


The large arrow is pointing to the resistance knob.

To increase the resistance, turn the resistance knob clockwise. To decrease resistance, turn the resistance knob counter-clockwise.

2. If the resistance does not adjust when turning the knob, pedal your bike and watch the flywheel for movement. If the flywheel does not move, [order a Drive Belt \[13924.B\]](#).
 - o **Important:** to replace the drive belt, a 25mm crank puller is required. If you do not have one already, [order a Crank Puller](#).
3. Turn the resistance knob several turns and watch the magnetic brake arm on the flywheel (**reference 2**). The brake arm should move when the resistance knob is turned. Turn the resistance knob all the way counter-clockwise and push the knob down. Release the knob and check if the issue is still present [\[13924.C\]](#).

(Reference 2)



The magnetic brake arm (red, labeled 'LL') is located on the flywheel.

4. If the brake arm does not move or the issue persists, remove the left main shroud using a Phillips head screwdriver. Check if the resistance knob is connected to the magnetic brake arm. Adjust the arm so that the magnets are just above the flywheel when set to the minimum resistance level [\[13924.D\]](#).
5. If the issue persists, check for any broken or missing parts. If you need assistance determining which parts are missing or broken, please contact Customer Care. Our contact information is located at the bottom of this page [\[13924.E\]](#).
6. If the issue persists, [order a Drive Belt \[13924.F\]](#).
 - o **Important:** to replace the drive belt, a 25mm crank puller is required. If you do not have one already, [order a Crank Puller](#).

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>
Crank Puller	8018316
Drive Belt	8023939

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