

VeloCore 16 and 22: Why is the speed inconsistent when I workout?

ID: 13922.1

Follow this troubleshooting guide to help resolve speed issues with the VeloCore 16 and 22 bikes.

Some common complaints may include:

- Speed doesn't register
- Speed is inconsistent
- Speed is displayed incorrectly

Follow these steps to troubleshoot the issue

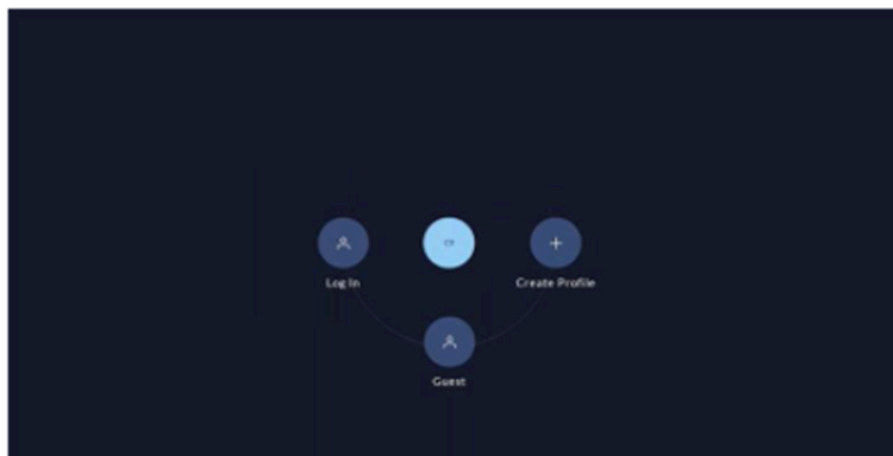
1. Check for updates on your machine. Verify you have a good Wi-Fi connection. Unplug your machine and plug it back in. When the BowFlex or JRNY page displaying serial numbers in the 4 corners appears, tap the upper right corner 10 times within 3 seconds (**reference 1.1**). If you are unable to reach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

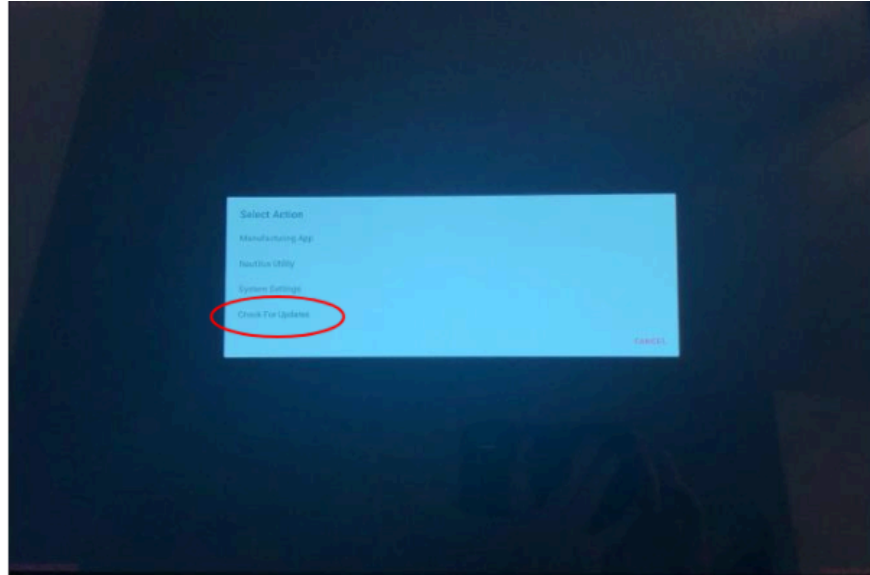
(Reference 1.2)



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.

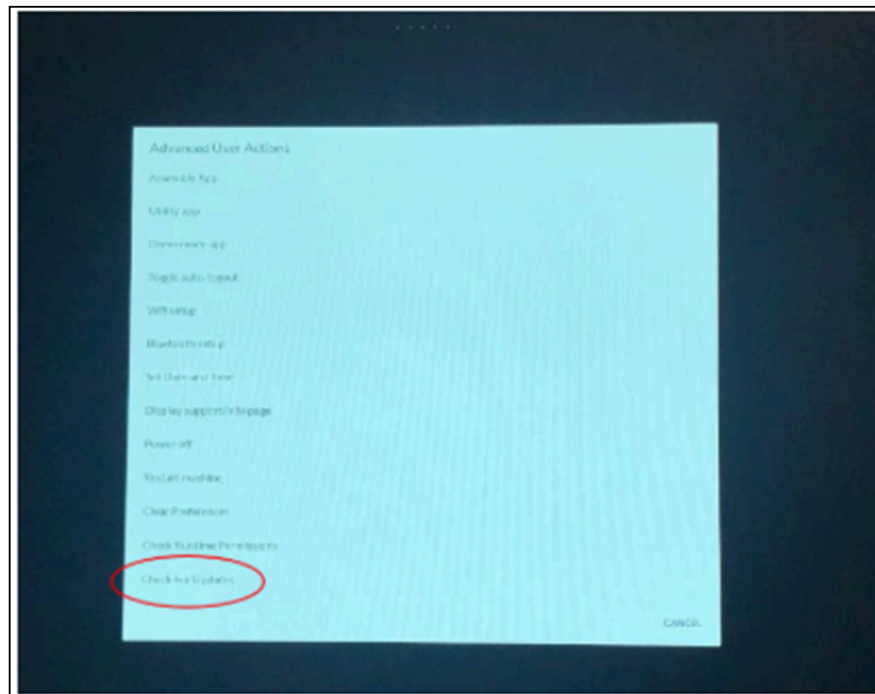
2. In the menu that appears, select **"Check for updates"** (reference 1.3 and 1.4). Allow the updates to download and install. Your machine will restart once all updates are installed. Allow the updates to finish installing once your machine has rebooted.

(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.

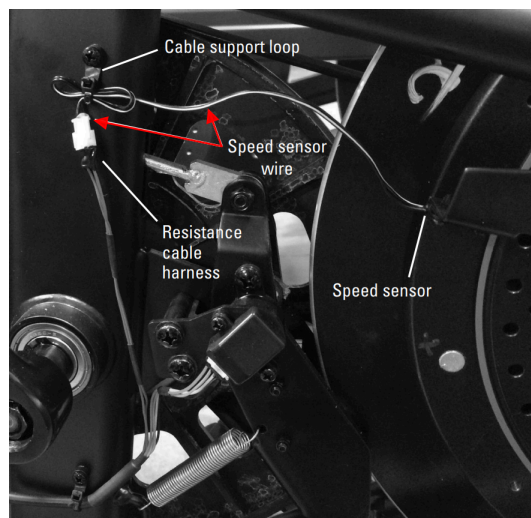
Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver

1. Use a Phillips head screwdriver to remove the left main shroud. Refer to the "Replace the Speed Sensor" section of the [service manual](#) for instructions on removing the shrouds to access the speed sensor.
2. Check the connection to the speed sensor and inspect for damage. Unplug the connection and reconnect if no damage is present [\[13922.A\]](#). Verify that the speed sensor is aligned with the flywheel (**reference 1**) and adjust if needed to realign [\[13922.B\]](#). Instructions on adjusting the speed sensor can also be found in the "Replace the Speed Sensor" section of the [service manual](#). If damage is present, [order a Speed Sensor \[13922.C\]](#).

(Reference 1)



The speed sensor is located near the flywheel. Check the cable connection (red arrows) for damage and ensure it is firmly connected.

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>
Speed Sensor	8024486

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