

VeloCore 22: Why isn't the resistance shown on the console?

ID: 11869.1

Follow this troubleshooting guide to help resolve resistance issues on the VeloCore 22 bike. If you need assistance adjusting the resistance level, please visit [VeloCore 16 and 22: How do I adjust the resistance?](#) for assistance.

Some common complaints may include:

- Resistance is not registering on console
- Resistance level doesn't show up
- Console doesn't display resistance

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.

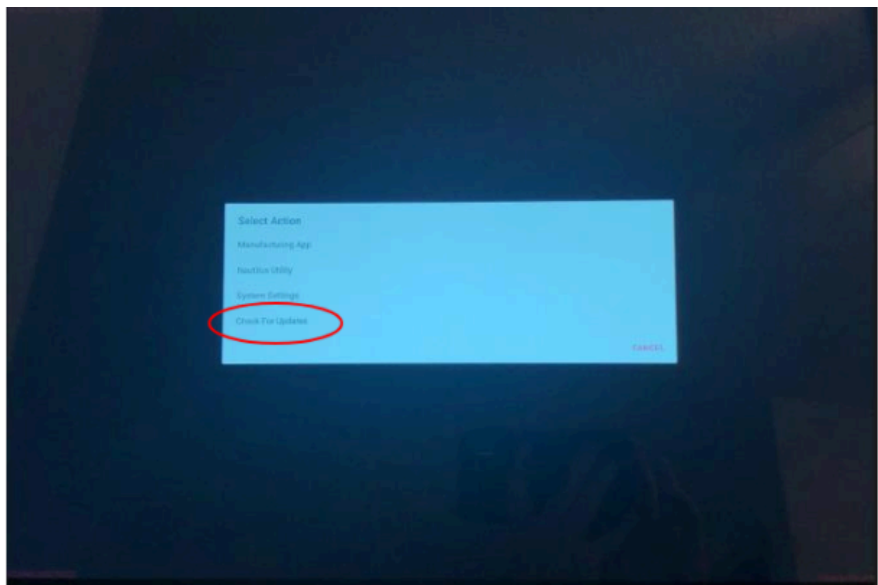
(Reference 1.2)



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.

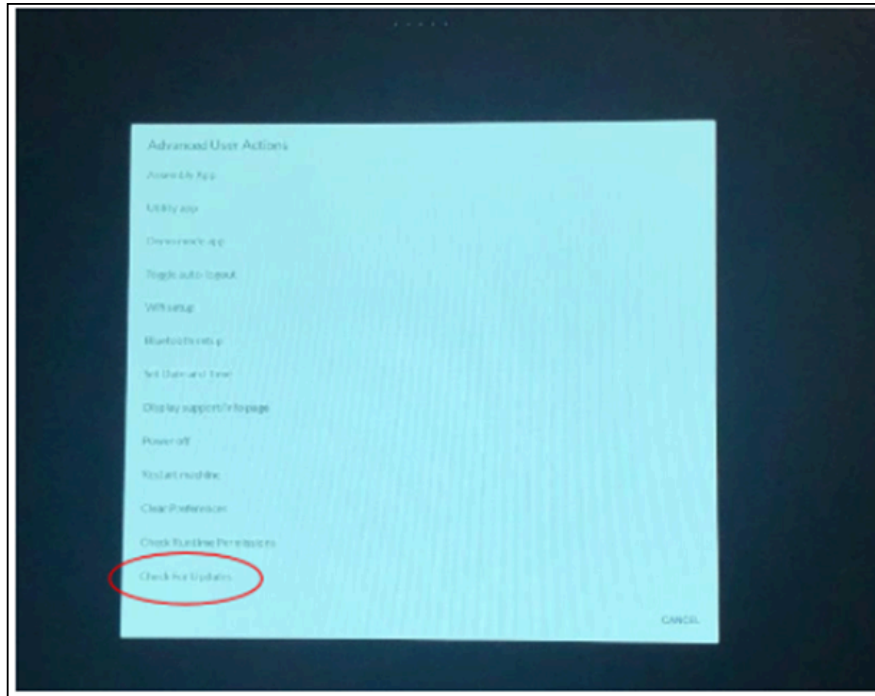
- 2. In the menu that appears, select **"Check for updates"** (reference 1.3 and 1.4). Allow the updates to download and install. Your machine will restart once all updates are installed. Allow the updates to finish installing once your machine has rebooted.

(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.

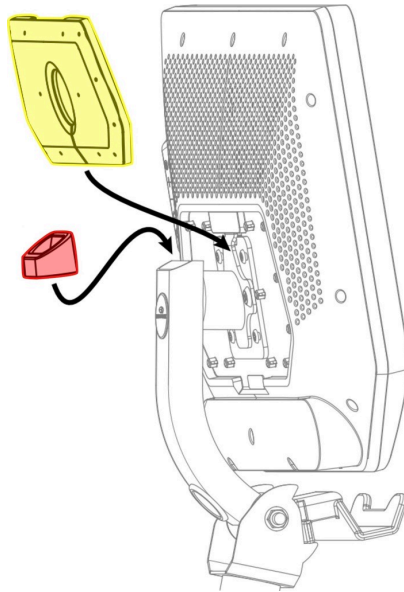
3. Retest your machine to determine if the original issue persists **[FW.A]**. If the issue persists, continue troubleshooting in the next section.

Follow these steps to troubleshoot the issue

<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. Disconnect your bike from power by unplugging it. Remove the console mast end cap and rear console cover (**reference 1**) from your bike and set them to the side.

(Reference 1)

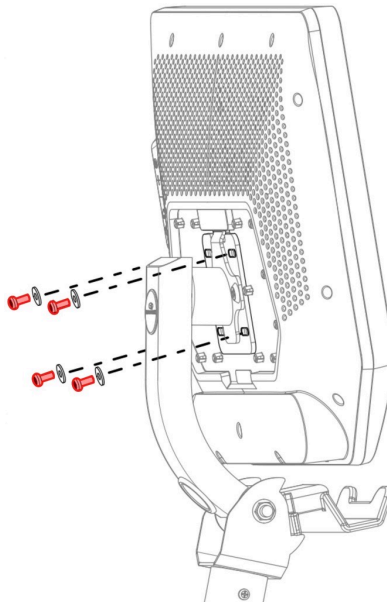


VeloCore 22 shown. Your bike may vary.

The console mast end cap (red) and console rear cover (yellow) easily pop off to expose the cables and console mounting screws.

- Using a Phillips head screwdriver, remove the screws from the rear of the console (**reference 2**). Carefully lift the console and inspect the cable connection coming from the console mast for damage. If damage is present, [order a Console Mast Cable \[11869.G\]](#). Inspect the cable coming from the console for crimps, cuts, or other damage. If damage is present, [order a Console \[11869.J\]](#).

(Reference 2)

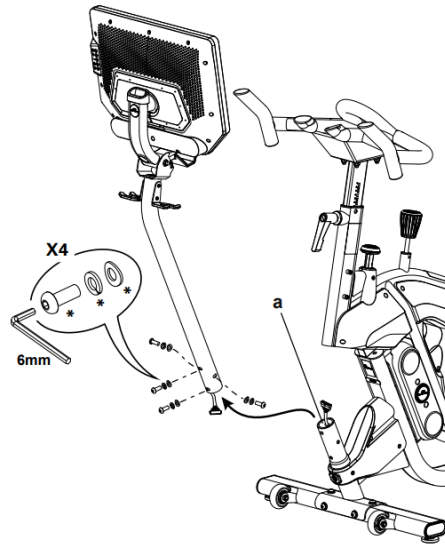


VeloCore 22 shown. Your bike may vary.

Remove the 4 indicated screws with a Phillips head screwdriver and remove the console to expose the cable connection inside the mast.

- If the issue persists, remove the 4 bolts attaching the console mast to the frame using a 6mm Allen wrench (**reference 3**). Carefully lift the console and mast and inspect the cable connection for damage. If damage is present, [order a Frame Harness \[11869.H\]](#).

(Reference 3)



The connection to check is located inside the frame between the frame of the bike and the console mast. Carefully lift the console mast away from the frame to expose the connection (a).

4. If the issue persists, check the main cable connection. Locate the cable on the back of the console and follow it down towards the frame. The connection is located in between. Inspect the cable for damage and ensure that the two ends are securely connected. The arrows should line up when properly connected (**reference 4**) [\[11869.I\]](#).

(Reference 4)

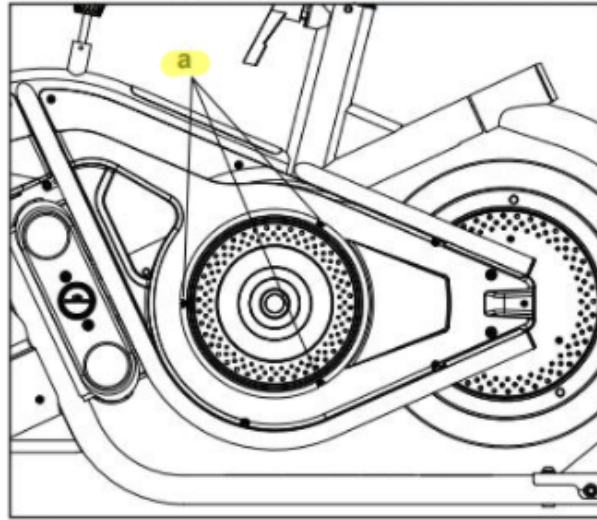


The arrows on the ends of the connection line up, showing it is properly oriented.

5. If the issue persists, check the resistance sensor. Using a Phillips head screwdriver, remove the 3 screws attaching the center disc to the left shroud (**reference 5**). Starting with the bottom screws, remove the remaining 8 screws from the left shroud and 1 screw from the right shroud (**reference 6**). The resistance sensor is located on the left side of the bike (**reference 7**). Unplug the sensor wire, plug it back in firmly, and test to see if the issue persists [\[11869.L\]](#).

(Reference 5)

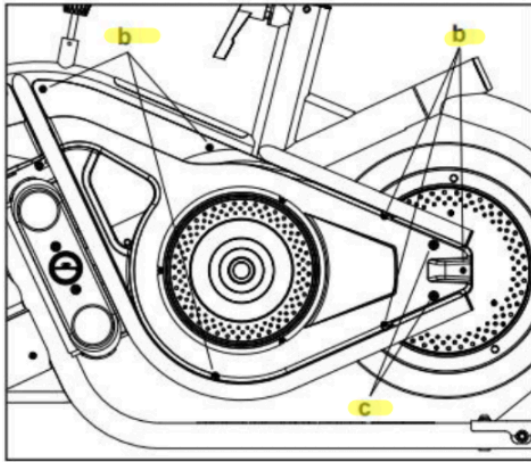
Left side (crank arm not shown for clarity)



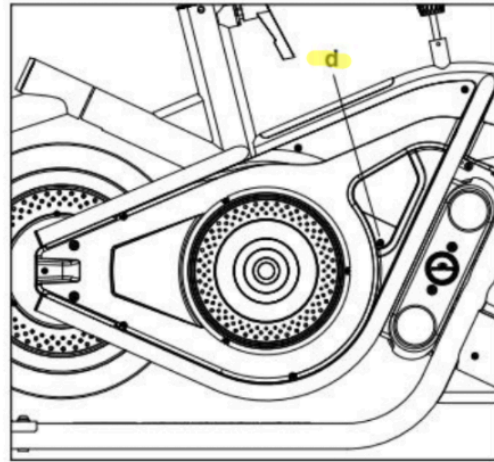
3 screws labeled **a** should be removed first.

(Reference 6)

Left side

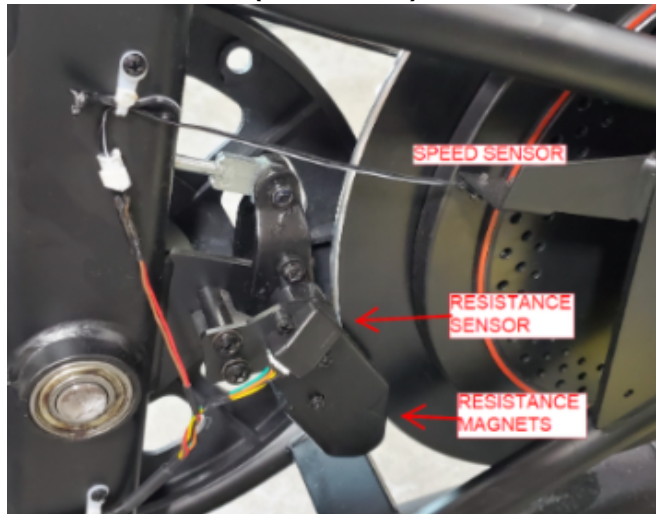


Right side (crank arm not shown for clarity)



Next, remove screws **b**, **c**, and **d**, starting with the bottom screws. Remove screw **d** last.

(Reference 7)



Finally, unplug the wire connecting the resistance sensor and firmly reconnect it.

7. If the issue persists or the resistance sensor is damaged, [order a Resistance Sensor \[11869.K\]](#).

Need to order replacement parts?

1 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
Console	8024029
Console Mast Cable	8023799
Frame Harness	8023802
Resistance Sensor	8026692

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