

Schwinn Classic Cruiser: Why is there no power to my machine? ID: 13071.1

Follow this troubleshooting guide to help resolve power issues on the Schwinn Classic Cruiser.

Some common complaints may include:

- Console will not turn on
- Machine will not turn on
- Console turns on partially
- Console turns off or goes to sleep during use

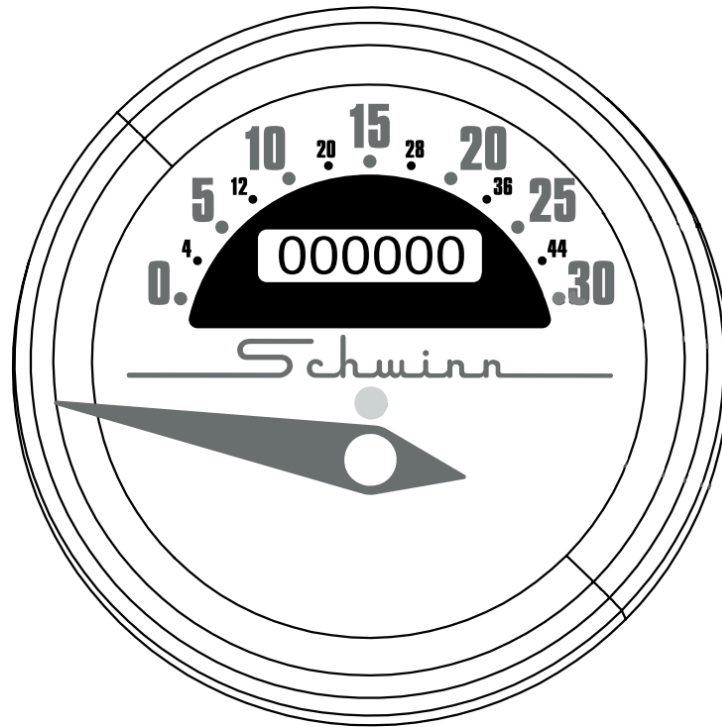
Follow these steps to troubleshoot the issue

Tools you may need:

Flathead screwdriver
Phillips head screwdriver
14mm socket wrench
(2) 10mm open-ended wrench
16mm, 17mm open-ended wrench
Crank puller (if removing crank arms for troubleshooting)

1. Test the wall outlet using another device (such as a lamp) to ensure it is working properly. If the outlet is not working, try another outlet and test your machine again [\[13071.A\]](#).
2. If the issue persists, inspect the power adapter for damage. Unplug the cord from both your bike and the wall outlet. Inspect the entire length of the cord for damage, such as cuts or exposed wires. If the cord is undamaged, firmly plug it back into the wall outlet and your bike and test if the issue persists [\[13071.B\]](#). If damage is present, [order a Power Adapter \[13071.C\]](#).
3. Look at the speedometer and check for lights (**reference 1**). If the speedometer is lit, pedal your bike for several rotations and watch to see if the needle moves. If the needle doesn't move, please visit [Schwinn Classic Cruiser: Why is the speed not displayed or displayed incorrectly?](#)

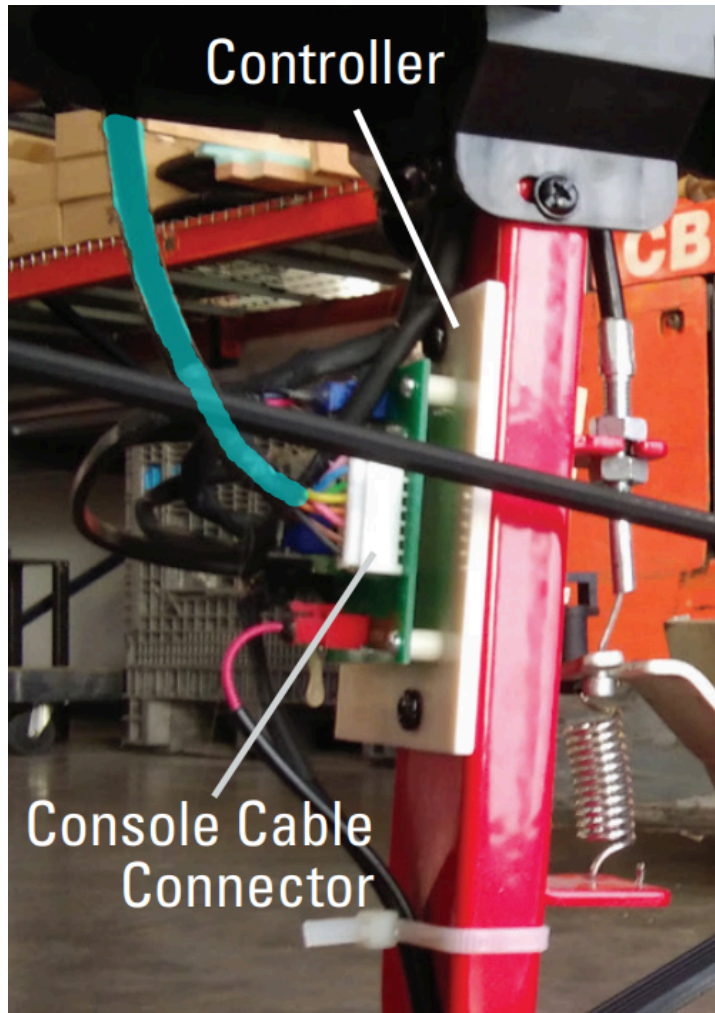
(Reference 1)



The speedometer (numbers above odometer reading) should be lit up if properly powered.

4. If there is no light present on the speedometer, inspect the console (**reference 1** above) for damage. If damage is present, [order a Console \[13071.D\]](#).
5. If the issue persists, inspect the power inlet plug for damage. Please note, this step requires a crank puller to access the power inlet. Please [order a Crank Puller](#) if you do not already have one. Unplug your machine from power. Refer to the "Replace the Power Inlet" section of the service manual (linked at the **bottom of this page**) for instructions on accessing the power inlet from the right side cover. Inspect the plug and wire for damage, such as cuts or crimps. If the inlet wire was undamaged, firmly plug it back in and test your machine [\[13071.E\]](#). If damage is present, [order a Power Inlet Wire Plug \[13071.F\]](#).
6. If the issue persists, inspect the main input/output cable that runs from the console to the controller board (**reference 2**). To access this area of your bike, you will need a crank puller. Please [order a Crank Puller](#) if you do not already have one. Refer to the "Replace the Console Cable" section of the service manual (linked at the **bottom of this page**) for instructions on accessing the controller. Inspect the entire length of the cable for damage. Unplug the cable from the controller and plug it back in if undamaged [\[13071.G\]](#). If damage is present, [order a Console Cable \[13071.H\]](#).

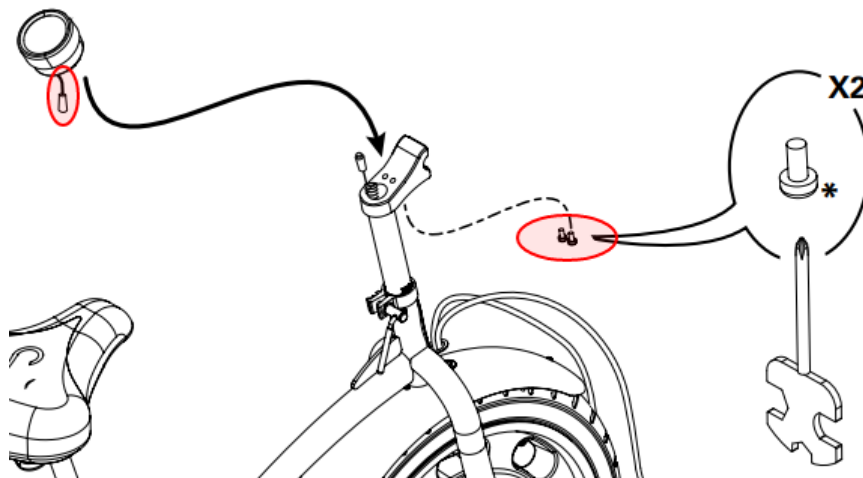
(Reference 2)



The controller is located on the frame of your bike (under the shrouds) between the seat and handlebar. Inspect the cable highlighted in blue.

7. If the issue persists, use a Phillips head screwdriver to remove the 2 screws below the console (**reference 3**). Remove the console and inspect the cable attached to the console for damage. If undamaged, plug the console back in firmly and test if your issue persists [\[13071.I\]](#). If damage is present, [order a Console \[13071.J\]](#).

(Reference 3)



Once the console is removed, inspect the cable from the console.

8. If the issue persists, [order a Power Adapter \[13071.K\]](#).

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 Schwinn Classic Cruiser Service Manual

Click the link below to open the service manual:

[**Schwinn Classic Cruiser Service Manual.pdf**](#)

3 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
Console	8016136
Console Cable	8016412
Crank Puller	74025
Power Adapter	8015921
Power Inlet Wire Plug	8016083

4 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