

C6/IC4 Bikes: Handlebar foam damaged by zip-ties

ID: 15793.1

Common issue descriptions:

- Foam on the handlebars was cut out of box
- Marks or indentations on the handlebars from zip-ties
- Handlebar foam is deformed
- Foam on the handlebars is damaged from the packaging materials

Tools used in this guide: Hair dryer with a low heat setting

Estimated time to complete: Less than 5 minutes

Let's get started! We will check each of the components below to determine which is causing the issue.

1. [Wait to return to shape, or warm the handlebars](#)

Wait to return to shape, or warm the handlebars

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>
Hair dryer with a low heat setting	Less than 5 minutes

These marks are sometimes caused by the zip-ties used to secure the packaging materials protecting your bike during shipping.

1. The foam will return to its regular shape within a few days of being unpacked.
2. If desired, a hair dryer on a low heat setting can be used to help the foam return to shape faster [\[15793.A\]](#):
 - a. Set the hair dryer to a low heat setting. Setting the temperature too high can cause damage to the foam.
 - b. Gently wave the hair dryer side to side to heat the area evenly.
 - c. The indentations should disappear within approximately 10 seconds.
 - d. Stop using the hair dryer once the marks have disappeared and allow the foam to cool before use.

Step 1



Step 2

[Click here to watch a video of our team performing this process.](#)

Need additional assistance?

1 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

2 Customer Care Contact Information

Please contact Customer Care at [1-800-605-3369](tel: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.