

Schwinn 490 Elliptical: Console shuts off during use

ID: 15341.2

Common issue descriptions:

- Console shuts off mid-workout
- Console goes dark in the middle of working out
- Console turns off while using machine
- Display goes blank during use
- Machine turned itself off

Tools used in this guide: Phillips head screwdriver, 6mm hex key/Allen wrench

Estimated time to complete: Approximately 30 to 40 minutes - two people may be required when checking cables.

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

1. [Power reset](#)
2. [Power cord](#)
3. [Electrical outlet](#)
4. [Cable connections](#)
 - o [Connection behind console](#)
 - o [Connection at bottom of console mast](#)

Power reset

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>
None	3 minutes

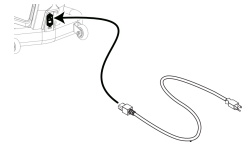
1. Unplug the power cord from your machine and the wall outlet.
2. Leave the power cord unplugged for three minutes to allow power to fully dissipate.
3. After three minutes have passed, we'll plug the power cord back at both ends and test if the issue persists [\[15341.L\]](#).

Check the power cord

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>
None	Less than 5 minutes

1. Gently unplug the power cord from both the front of your machine and the electrical outlet.
2. Check the entire length of the power cord (including the tip and power plug) for visible damage, such as cuts, crimps, or exposed wiring - [order a Power Cord](#) if damaged [\[15341.A\]](#).
3. Next, check the power inlet plug for damage, such as a loose connection - [order a Power Inlet Plug](#) if damaged [\[15341.B\]](#).
4. If no damage was visible, plug the power cord back into your machine and the electrical outlet. Make sure both ends are securely connected, then test if your machine powers on [\[15341.C\]](#).
5. If the issue persists, check the next component in the section below.

Steps 1 & 3



Check the electrical outlet

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>
None	Less than 5 minutes

1. The power cord should be plugged directly into a 3-prong receptacle on the electrical outlet.
2. It is not recommended to use an extension cord with your machine
 - See [Surge Protectors & Extension Cords & GFI Outlets \[15341.D\]](#).
3. If the issue persists, plug another device (such as a lamp) into the electrical outlet to see if it powers on.
 - If the outlet works, skip to the next section below.
 - If the outlet is not working, plug your machine into a different electrical outlet and test again [\[15341.F\]](#)
4. If the issue persists, check the cable connection in the section below.

Inspect the console and console cable connection

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>	<i>Service Manual Procedure:</i>
Phillips head screwdriver	10 - 15 minutes	Replace the Console

Access the connection

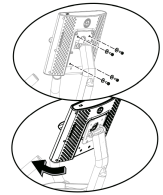
Important: Unplug the power cord from both the front of your machine and the electrical outlet before continuing

1. Lift to remove the console rear cover.
2. Using a Phillips head screwdriver, carefully remove the four screws that attach the console to the mast and set them to the side.
3. Carefully lift the console from the mast to expose the cable connection.

Step 1



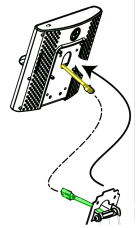
Step 2



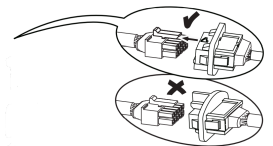
Check the cables

1. Inspect the console for any visible signs of damage, such as a cracked display or housing. [Order a Console](#) if damaged [15341.G].
2. If no damage is present, check the console cable connection. There is one cable connection between the console and console mast. **Be careful to not allow the cable to fall into the frame while troubleshooting.**
3. Unplug the cables; check the following items before reconnecting:
 - **Damage** - Check for cut, crimped, or frayed wires, loose connectors, and missing/bent pins within the connectors. If a cable or connector is damaged, the replacement item depends on which cable is affected:
 - Console cable: [order a Console](#) [15341.H1].
 - Console Mast cable: [order a Mast Cable](#) [15341.H2].
 - **Connector Orientation** - the color of the wires should match on both sides of the connection (e.g., red wire matches red wire).
 - **Connection Tightness** - the cable connectors must be firmly pressed together to properly secure the connection. The connectors have a latching mechanism where a plastic tab on the male connector slides over a small ridge on the female connector.
 - These latch components can also be used to confirm the connectors are secured in the correct orientation.
4. Once the cable is reconnected, install the console onto the mast and test if the issue persists. Be careful not to pinch the wire when reinstalling the console [15341.I].
5. If the issue persists, check the next connection in the section below.

Step 1



Step 2



Inspect the cable connection at the bottom of the console mast

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>	<i>Service Manual Procedure:</i>
6mm hex key/Allen wrench	10 - 15 minutes	Replace the Console Mast

Access the connection

Important: Unplug the power cord from both the front of your machine and the electrical outlet before continuing

1. Starting with the console removed from the section above, use a 6mm Allen wrench to loosen and remove the four bolts attaching the handlebar assembly to the console mast.
2. There is one bolt on either side of the mast and two bolts on the user's side.
3. Slightly pull up on the console mast to expose the cable connection.

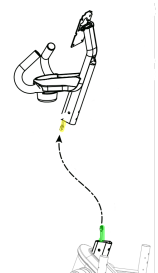
Step 1



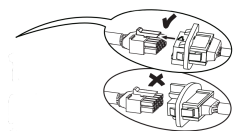
Check the cables

1. There is one cable connection from the Base Hub to the console mast. **Be careful to not allow the cable to fall into the frame while troubleshooting.**
2. Unplug the cables; check the following items before reconnecting:
 - **Damage** - Check for cut, crimped, or frayed wires, loose connectors, and missing/bent pins within the connectors. If a cable or connector is damaged, the replacement item depends on which cable is affected:
 - Cable from Mast: [order a Mast Cable \[15341.J1\]](#).
 - Cable from Frame: [order a Mast to Base Hub Cable \[15341.J2\]](#).
 - **Connector Orientation** - the color of the wires should match on both sides of the connection (e.g., red wire matches red wire).
 - **Connection Tightness** - the cable connectors must be firmly pressed together to properly secure the connection. The connectors have a latching mechanism where a plastic tab on the male connector slides over a small ridge on the female connector.
 - These latch components can also be used to confirm the connectors are secured in the correct orientation.
3. Once all cables are reconnected, reinstall the console mast and console, then test if the issue persists. Be careful not to pinch any wires when reinstalling the parts [\[15341.K\]](#).
4. If the issue persists, check the next component in the section below.

Step 1



Step 2



Need to order replacement parts?**1 Parts Reference Table**

<i>Part Description</i>	<i>Part SKU</i>
Console	8027023
Flywheel	8025782
Mast Cable	8028068
Mast to Base Hub Cable	8027278
Power Cord	8005265
Power Inlet Plug	8028648
Speed Sensor	8030902

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