Schwinn 230: Why isn't my speed reading properly?

ID: 11341.1

Follow this troubleshooting guide to help resolve issues involving incorrect speed readings on the Schwinn 230 recumbent bike.

Some common complaints may include:

- *Speed is displayed incorrectly*
- *Speed is not displayed*
- *Console turns off during a workout*
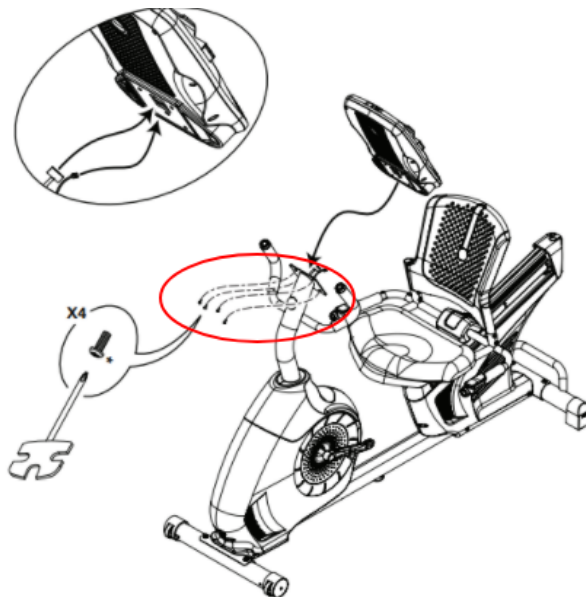- *Console displays "Please Pedal" error*

Follow these steps to troubleshoot the issue

Tools you may need:
Phillips head screwdriver
Flathead screwdriver
Pedal wrench or 15mm open ended wrench
6mm hex/Allen wrench, or the wrench from the hardware card included with your machine

1. Begin a workout using the Quick Start or Manual Workout button on your console. Pedal your bike while checking for speed, RPM, or intensity change on the display. The speed and RPM should display on the lower display and the intensity bar should go up while pedaling **[11341.A]**.

2. If the issue persists, inspect the console for any damage. If damage is present, **order a Console** **[11341.B]**.

3. Using a Phillips head screwdriver, remove the console and disconnect the upper Mast Cable connector (**reference 1**). Inspect the cable for crimps, cuts, bent pins, or other damage. If damage is present, **order a Mast Cable** **[11341.C]**.
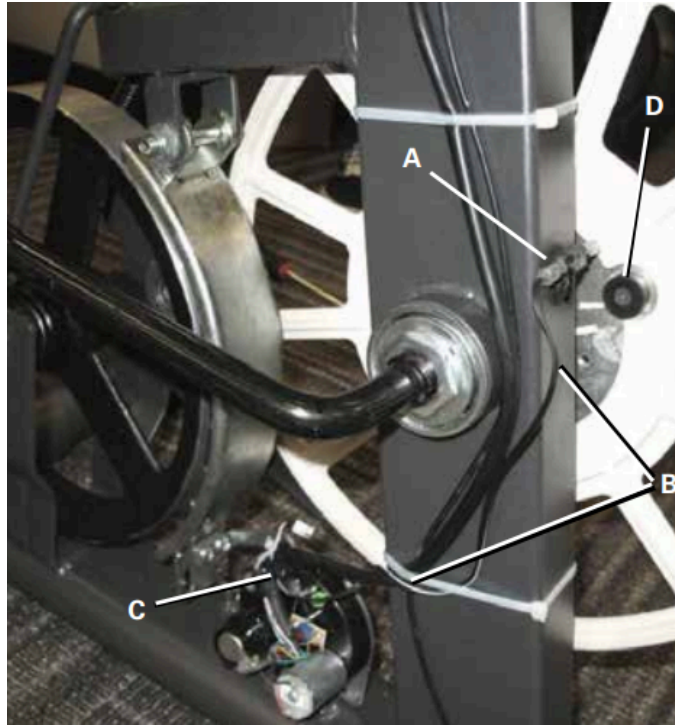
(Reference 1)

The screws attaching the console to the mast are on the back side of the console, circled in red in this image. Remove the screws to remove the console from the mast.

4. Using a crank puller and flathead and Phillips head screwdrivers, open the shrouds to access the RPM sensor (**reference 2**). Instructions on removing the shrouds and accessing the speed sensor can be found in your ***service manual***. Inspect the position of the RPM sensor and inspect the cable for damage. If the sensor is out of position, adjust the sensor until it is in position (**reference 2**). Close the shrouds and test for speed/RPM readings **[11341.D]**. If the trouble persists or the RPM sensor or cable are damaged, **order an RPM Sensor [11341.I]**.
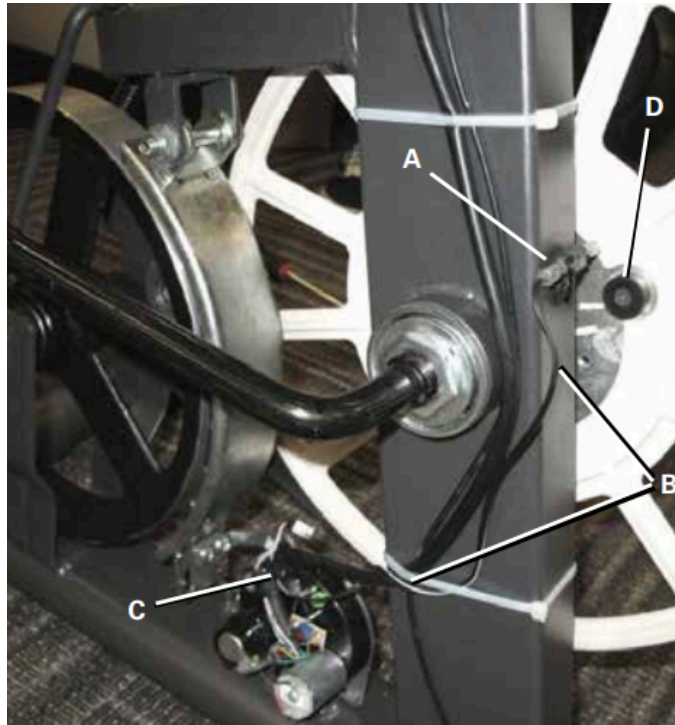
(Reference 2)

The RPM Sensor (A) is located on the frame of the bike. Inspect both the sensor (A) and cable (B).

5. Check the drive pulley and inspect the RPM sensor magnet. The magnet is located on the pulley (**reference 3**). If the magnet is not in place or is missing, **order a Crank Assembly [11341.G]**.
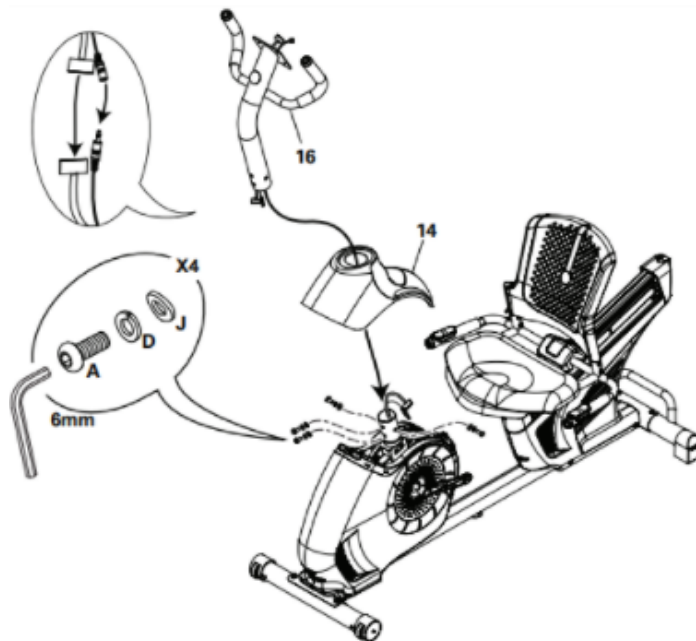
(Reference 3)

Inspect the RPM sensor magnet (D) and ensure it is securely in place and undamaged.

6. Using a 6mm Allen wrench, remove the 4 bolts attaching the mast to the frame (**reference 4**). Lift and remove the mast. Disconnect the lower mast cable connector and inspect for crimps, cuts, bent pins, or other damage. If the cable on the mast side is damaged, **order a Mast Cable [11341.E]**. If the cable on the engine side is damaged, **order a Servo Motor [11341.F]**.

(Reference 4)

Remove the 4 bolts (A) from the mast to remove the mast (16) from the frame.

7. If the issue persists, **order a Mast Cable [11341.H]**.

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

Part Description	Part SKU
Console (2014 model)	8003813
Console (2017 model)	8011182
Console (2020 model)	8025643
Crank Assembly	8001693
Mast Cable	8003189
Mast Cable (2020 model only)	8025563
RPM Sensor	8005830
Servo Motor	8002336

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**