

# JRNY Embedded Consoles: What is a System Failure error? ID: 14725.2

**The following models come equipped with JRNY embedded in their consoles:**

**BowFlex C7**

**VeloCore 16 & 22**

**Max Trainer M9**

**Max Trainer Max Total 16**

**Treadmill 7**

**Treadmill 10 & 22**

Follow this troubleshooting guide to help identify & resolve System Failure error messages displayed on the console of your compatible machine. A list of compatible machines is listed above.

Some common complaints may include:

- Communication error
- Base Serial Number error
- Serial Number Not Set or Incorrect error
- Unknown Error:2.; Could not retrieve initial data from EEPROM
- Sensor error
- System Failure error

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## **Important:**

Steps must be followed **exactly**. Very similar error message texts can have a different resolution, so it is very important to check the **exact** wording on the screen.

**If unsure at any step, please consult with the JRNY team.**

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**For all error codes, follow these steps to troubleshoot the issue before following any error code-specific troubleshooting below:**

1. First, check for and apply any available updates. Refer to the *Updates* section of [JRNY Basic App Troubleshooting](#) for instructions.
3. Once updates are complete, power cycle your machine by unplugging it and plugging it back in.
4. While your machine is power cycling, watch the screen until the JRNY screen is loaded, checking for the base serial number (BSN) to appear in the bottom left of the loading screen in red.

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## **Was the Base Serial Number (BSN) visible?**

1. If the **BSN was visible** at some point during boot-up (it may disappear after being visible), the issue is firmware related. Please contact the JRNY Support team for advanced troubleshooting and resolution [\[14725.A\]](#).

2. If you could not tell/were unsure whether the BSN was visible during boot-up, please contact the JRNY Support team for advanced troubleshooting and resolution [\[14725.B\]](#).
3. If a ***BSN was not visible*** at any point during the start-up, wait for the System Failure error message to re-appear and note the **exact** wording of the error. Select the appropriate error message from the list below to continue troubleshooting the issue.

Which error message is displayed on the console? Be sure the message matches exactly:

There was a communication error, please unplug your machine for 30 seconds

There was a base serial number error, please unplug your machine for 30 seconds.

There was a base serial number error, the serial number was not set or incorrect.

There was a sensor error, please unplug your machine for 30 seconds