

BowFlex C7: Why isn't the resistance shown on the console?

ID: 12152.1

Follow this troubleshooting guide to help resolve resistance issues on the BowFlex C7 indoor cycling bike.

Some common complaints may include:

- Resistance is not registering on the console
- Resistance level is not shown on the console
- Console does not display resistance

Follow these steps to troubleshoot the issue

1. Check for updates on your machine. Verify you have a good Wi-Fi connection. Unplug your machine and plug it back in. When the BowFlex or JRNY page displaying serial numbers in the 4 corners appears, tap the upper right corner 10 times within 3 seconds (**reference 1.1**). If you are unable to reach this screen, log out and tap the upper right corner 10 times within 3 seconds from the Log In screen (**reference 1.2**).

(Reference 1.1)



The initial screen showing the BowFlex or JRNY logo appears with serial numbers in each corner. Tap the upper right corner 10 times within 3 seconds to access the menu to force an update.

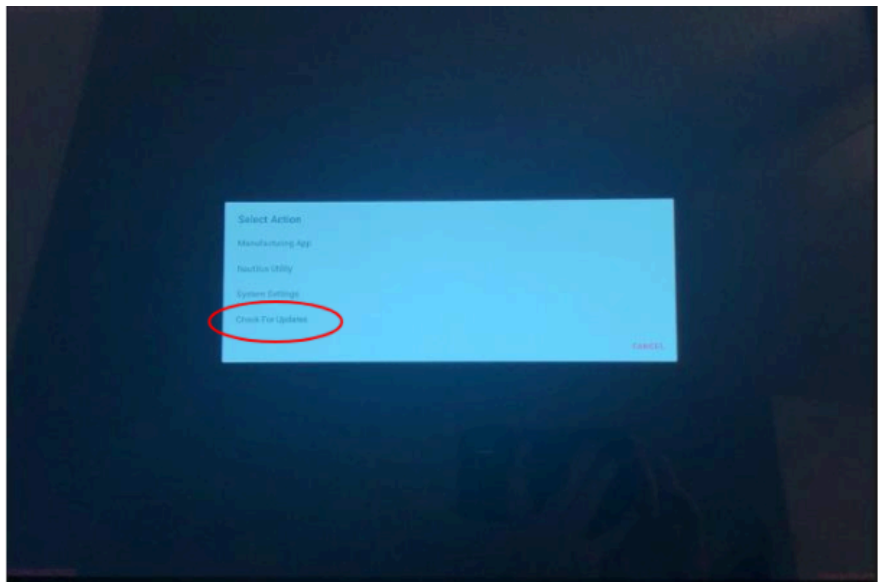
(Reference 1.2)



The Log In screen appears after logging out or if you missed the opportunity to access the menu from the previous screen. Tap the upper right corner 10 times within 3 seconds to access the menu to force an update.

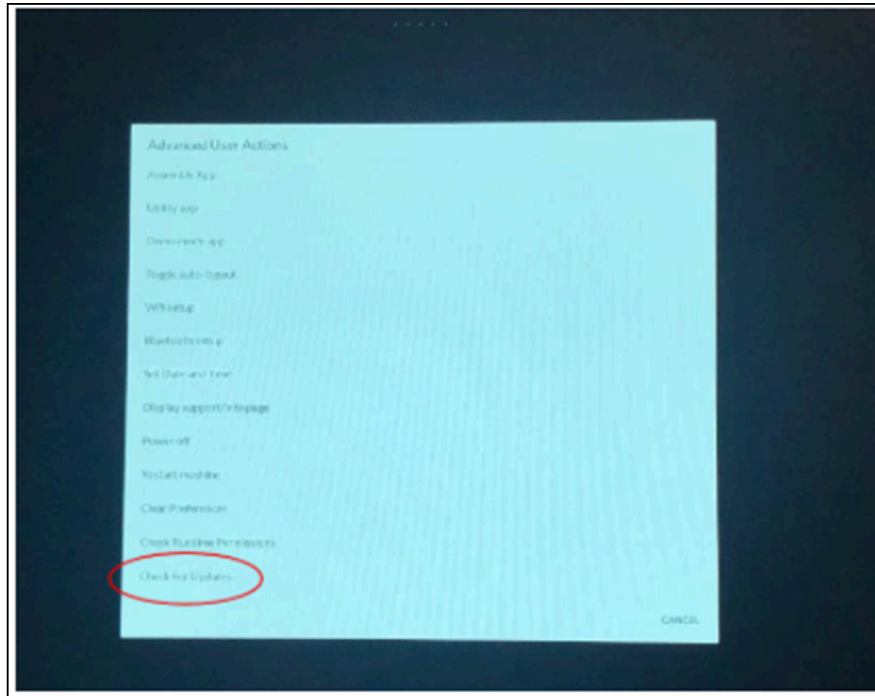
- 2. In the menu that appears, select **"Check for updates"** (reference 1.3 and 1.4). Allow the updates to download and install. Your machine will restart once all updates are installed. Allow the updates to finish installing once your machine has rebooted.

(Reference 1.3)



PLACEHOLDER IMAGE UNTIL BETTER RESOLUTION IS AVAILABLE.
Select CHECK FOR UPDATES from the bottom of the menu once it appears.

(Reference 1.4)



*PLACEHOLDER IMAGE UNTIL BETTER RESOLUTION IS AVAILABLE.
Select CHECK FOR UPDATES from the bottom of the menu once it appears.*

3. Retest your machine to determine if the original issue persists [\[FW.A\]](#). If the issue persists, continue troubleshooting in the next section.

Follow these steps to troubleshoot the issue

<i>Tools you may need:</i>
Phillips head screwdriver

1. Check the main connection, located in between the frame of the bike and the rear side of the console. Unplug the connection and reconnect, making sure the two arrows are lined up **(reference 1)** [\[12152.G\]](#).

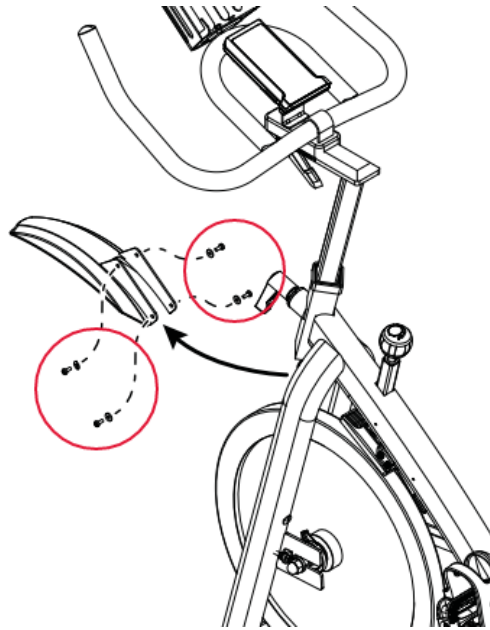
(Reference 1)



The main connection is shown with both arrows aligned and the wires fully plugged in.

2. Check if the main cable is crimped or damaged. Using a Phillips head screwdriver, remove the 4 screws from the back of the console. Lift the console and inspect the cable. If the cable coming from the console is damaged, [order a Console \[12152.H\]](#). If the cable coming from the frame is damaged, [order a Main Data Cable \[12152.I\]](#).
3. If the issue persists, check the Resistance Sensor. Using a Phillips head screwdriver, remove the 4 screws attaching the fender to the frame above the flywheel (**reference 2**).

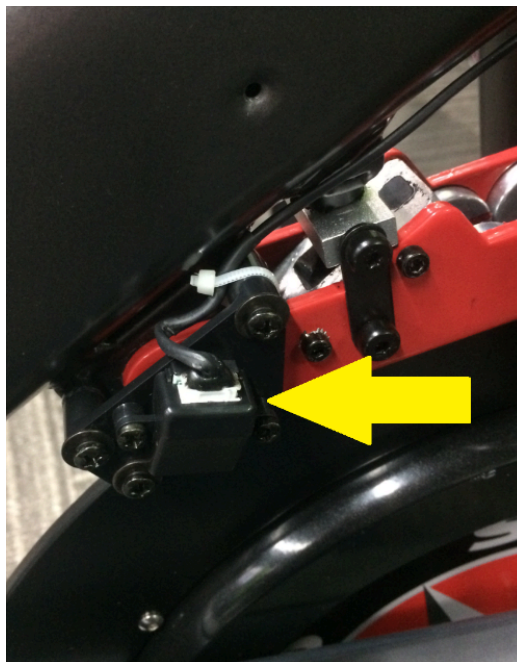
(Reference 2)



The fender is attached to the frame by 4 screws, shown on the left side of the image circled in red.

4. The Resistance Sensor (**reference 3**) is located on the right-hand side of the bike. Unplug the sensor wire and firmly plug it back in. Check to see if the resistance registers on the console now [\[12152.J\]](#). If the issue persists, [order a Resistance Sensor \[12152.K\]](#).

(Reference 3)



The yellow arrow indicates the location of the Resistance Sensor.

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

<i>Part Description</i>	<i>Part SKU</i>
Console	8027715
Main Data Cable	8025360
Resistance Sensor	8026939

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