

BowFlex C7: I'm having issues with my bike's speed or RPMs

ID: 12162.2

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

Some common complaints may include:

- Speed does not display correctly
- RPMs do not display correctly
- Burn Rate Targets in JRNY are maxed out and barely visible

Follow these steps to troubleshoot the issue

1. Follow the instructions in [JRNY Basic App Troubleshooting](#) to check for and install any available updates
2. Once all applicable updates are installed, start a workout and test if the issue persists [\[FW.A\]](#).

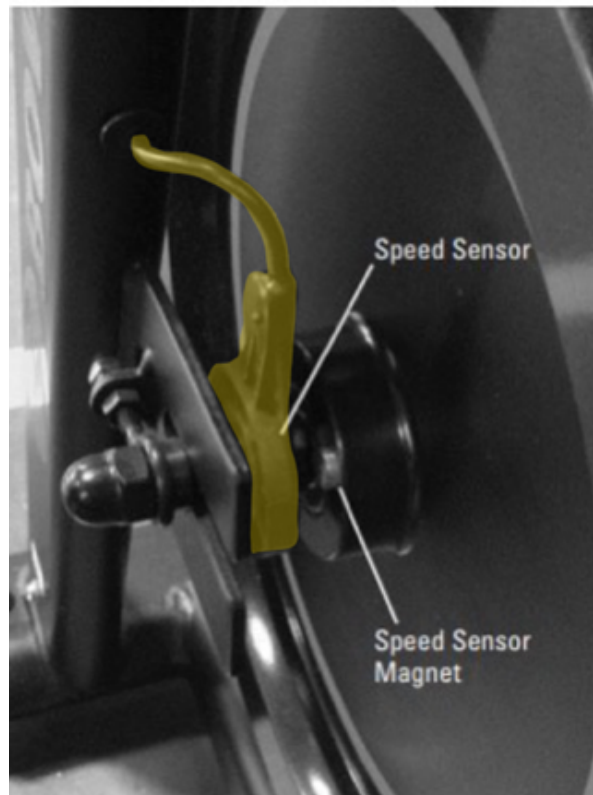
Follow these steps to continue troubleshooting

Tools you may need:

25mm Crank Puller (if removing Crank Arms to troubleshoot)
Phillips head screwdriver
Flat head screwdriver
16mm socket wrench

1. If the issue persists after updating your bike, check to see if the console display turns on and if there is any physical damage present.
 - If the console is damaged, [order a Console \[12162.A\]](#).
 - If the console does not turn on, please visit [JRNY Embedded Consoles: Why is there no power to my machine or console?](#) to continue troubleshooting.
2. Check the speed sensor and the speed sensor cable for damage (**reference 1**). Make sure that the cable is securely connected [\[12162.B\]](#). More detailed instructions on accessing the speed sensor can be found in the "Replace the Speed Sensor" section of the [service manual](#). If the speed sensor is damaged, [order a Speed Sensor \[12162.C\]](#). If the speed sensor cable is damaged, [order a Speed Sensor Cable \[12162.D\]](#).
 - **Important:** a 25mm Crank Puller will be required to remove the crank arms and replace the speed sensor. After replacing the sensor, the brakes will need to be recalibrated. [Order a 25mm Crank Puller and a Brake Calibration Service Kit](#) with your replacement parts.

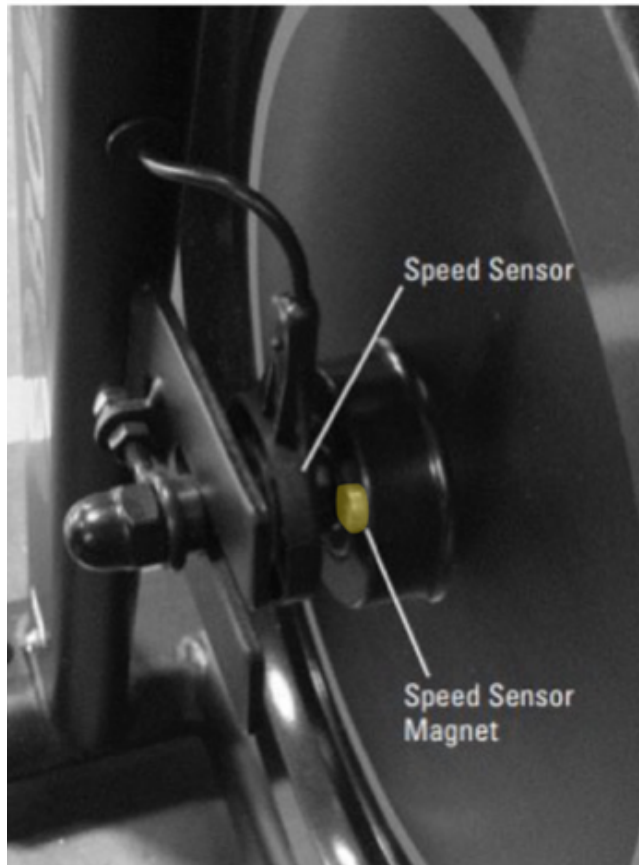
(Reference 1)



The speed sensor is mounted on the left axle of the flywheel.

3. If the issue persists, check the flywheel for the speed sensor magnet (**reference 2**). This is located inside the flywheel and is responsible for calculating RPMs. If the speed sensor magnet is missing or damaged, [order a Flywheel \[12162.E\]](#).
 - **Important:** after replacing the flywheel, the brakes will need to be recalibrated. [Order a Brake Calibration Service Kit](#) with your replacement parts.

(Reference 2)



The speed sensor magnet is mounted to the flywheel directly across from the speed sensor.

4. Check the console cable connections. Use a Phillips head screwdriver to remove the screws on the back of the console and expose the cable connection. Unscrew the cable connector and disconnect the cable from the console. Check the connectors and the cable for damage, such as bent or broken pins. If the lower cable or connector is damaged, [order a Lower Cable \[12162.F\]](#). If the upper cable or connector is damaged, [order a Console \[12162.G\]](#).

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>
25mm Crank Puller	8018316
Brake Calibration Service Kit	8028180
Console	8027715
Flywheel *	8023450
Lower Cable	8025339
Speed Sensor *	8023408
Speed Sensor Cable	8025368

Important: a 25mm Crank Puller will be required to remove the crank arms and replace the speed sensor. [Order a 25mm Crank Puller](#) with your replacement parts.

Important: after replacing the speed sensor or flywheel, the brakes will need to be recalibrated. [Order a Brake Calibration Service Kit](#) with your replacement parts.

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