

BowFlex C7: Why is there no power to my machine?

ID: 12160.2

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

Some common complaints may include:

- Console will not turn on
- Machine will not turn on
- Console turns off or goes to sleep during use

Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver
Voltmeter

1. Check to ensure the power outlet is working properly. Test the outlet using another device (such as a lamp) to ensure it is working. If the outlet is not working, try another outlet and test your machine again [\[12160.A\]](#).
2. Check if the power adapter is plugged in and check both the power cord and the power inlet for damage. The power inlet is located at the base of the frame, on the left-hand side of the bike (**reference 1**). Unplug the power adapter and plug it back in firmly [\[12160.B\]](#). If the power inlet is damaged, [order a Power Inlet \[12160.C\]](#). If the power cord is damaged, [order a Power Cord \[12160.D\]](#).

(Reference 1)



The yellow arrow indicates the location of the power inlet where the power adapter should plug into.

3. Check the cable connection between the machine and the console. Make sure the cable is fully and securely connected. Unscrew the connection and disconnect the cable from the console. Check the connector for damage or bent/broken pins. If the lower cable or connector is damaged, [order a Lower Cable \[12160.E\]](#). If the upper cable or connector is damaged, [order a Console \[12160.F\]](#).
4. If the issue persists, check if the console LED is lit. If it is lit, but still does not turn on, [order a Console \[12160.G\]](#).

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>
Console	8027715
Lower Cable	8025339
Power Cord	8018406
Power Inlet Wire Plug	8025360

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