

BowFlex C7: How do I adjust the resistance on my bike?

ID: 13928.2

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

Some common complaints may include:

- *Bike is too hard to pedal*
- *Bike is too easy to pedal*

Follow these steps to troubleshoot the issue

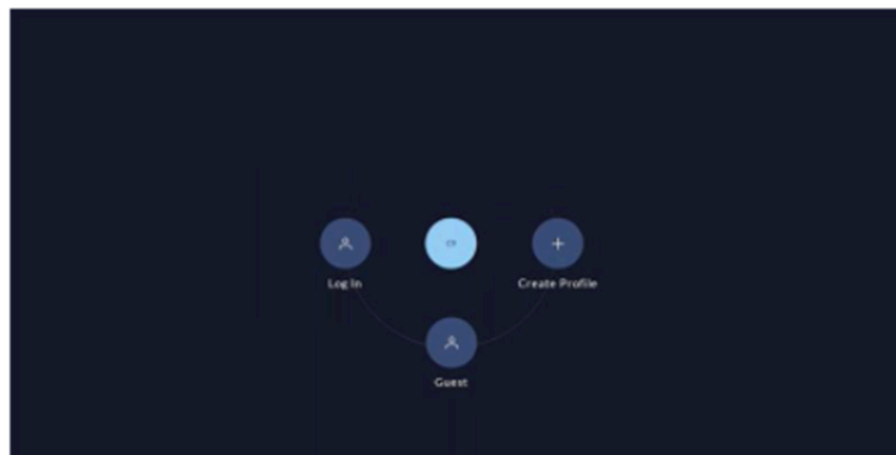
1. Check for updates on your machine. Verify you have a good Wi-Fi connection. Unplug your machine and plug it back in. When the BowFlex or JRNY page displaying serial numbers in the 4 corners appears, tap the upper right corner 10 times within 3 seconds (**reference 1.1**). If you are unable to reach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

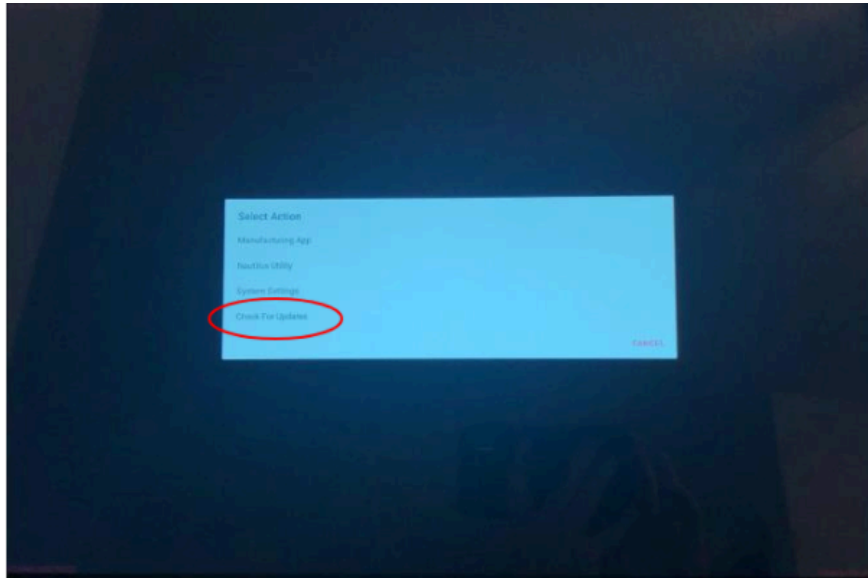
(Reference 1.2)



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.

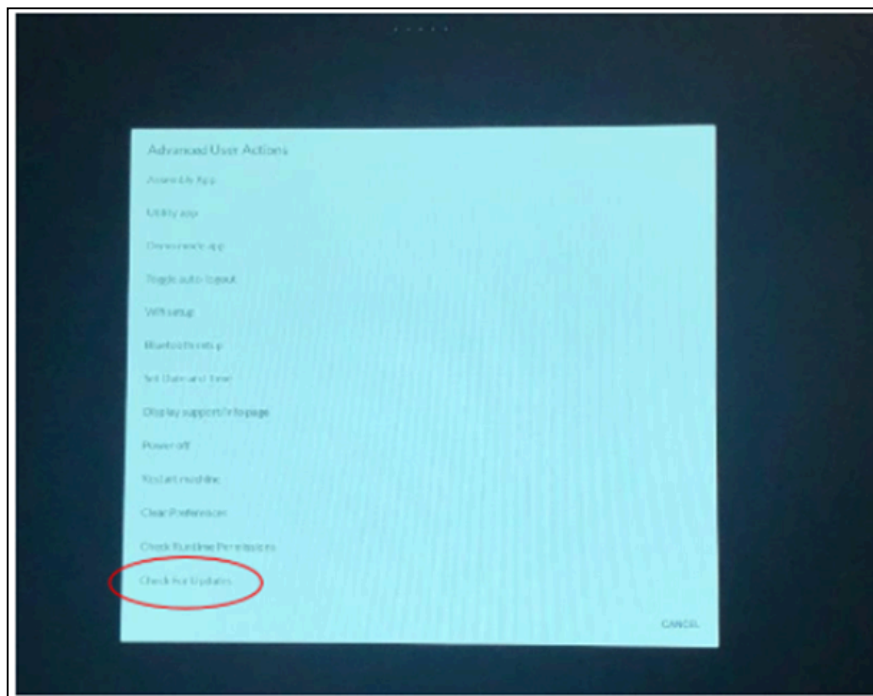
2. In the menu that appears, select "**Check for updates**" (**reference 1.3 and 1.4**). Allow the updates to download and install. Your machine will restart once all updates are installed. Allow the updates to finish installing once your machine has rebooted.

(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

Tools you may need:

Phillips head screwdriver
 5mm hex/Allen wrench, or the Allen wrench from the hardware card included with your machine
 10mm wrench, or the wrench from the hardware card included with your machine
 25mm Crank Puller (if removing crank arms to troubleshoot)

1. Turn the Resistance Knob (**reference 1**) counter-clockwise to decrease the resistance. Turn the knob clockwise to increase the resistance [\[13928.A\]](#).
 - o **Important:** do not turn the Resistance Knob beyond the normal range of movement - damage to your bike may occur!

(Reference 1)



*Schwinn IC4 pictured. Functionality is the same, but your bike may vary slightly.
 The red arrow in this image indicates the location of the Resistance Adjustment Knob.
 This should be turned counter-clockwise to decrease resistance, or clockwise to increase resistance.*

2. If the resistance does not adjust when turning the knob, pedal your bike and watch the flywheel for movement. *It may be beneficial to have an additional person help with this step.* If the flywheel does not move when pedaling, [order a Drive Belt \[13928.B\]](#).
 - o **Important:** a 25mm Crank Puller will be required to remove the crank arms and replace the drive belt. After replacing the drive belt, the brakes will need to be recalibrated. [Order a 25mm Crank Puller and a Brake Calibration Service Kit](#) with your replacement parts.
3. Observe the magnetic brake arm (**reference 2**) while turning the Resistance Knob several turns. The brake arm should move when the Resistance Knob is turned.

(Reference 2)



*Schwinn IC4 shown. Functionality is the same, but your bike may vary slightly.
The red magnetic brake arm is located above the flywheel.
Watch this part for movement while adjusting the Resistance Adjustment Knob.*

4. If the brake arm moves when adjusting the Resistance Knob, turn the knob all the way counter-clockwise. Push down on the knob and release. Check to see if the resistance can be increased [\[13928.C\]](#).
5. If the brake arm does not move when adjusting the Resistance Knob, or the issue persists after releasing the Resistance Knob, adjust the resistance arm. The resistance arm should be positioned so that the magnets are just above the flywheel when set to minimum resistance. Instructions on adjusting the resistance arm can be found here: [BowFlex C7: Why is the flywheel making a grinding noise? \[13928.D\]](#).
6. If the issue persists, check to see if there are any missing or damaged parts [\[13928.E\]](#). If there are no missing or damaged parts, proceed to the next step. For assistance locating parts, please refer to your [service manual](#), or contact Customer Care. Our contact information and hours of operation are located at the bottom of this page.
7. If the resistance issue persists and there are no missing or damaged parts, [order a Drive Belt \[13928.F\]](#).
 - **Important:** a 25mm Crank Puller will be required to remove the crank arms and replace the drive belt. After replacing the drive belt, the brakes will need to be recalibrated. [Order a 25mm Crank Puller and a Brake Calibration Service Kit](#) with your replacement parts.

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
Drive Belt *	8026051

Important: a 25mm Crank Puller will be required to remove the crank arms and replace the drive belt. After replacing the drive belt, the brakes will need to be recalibrated. [Order a 25mm Crank Puller and 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