

BowFlex C6: Why isn't the resistance shown on the console?

ID: 11104.1

Follow this troubleshooting guide to help resolve resistance issues on the BowFlex C6 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

Tools you may need:

Phillips head screwdriver

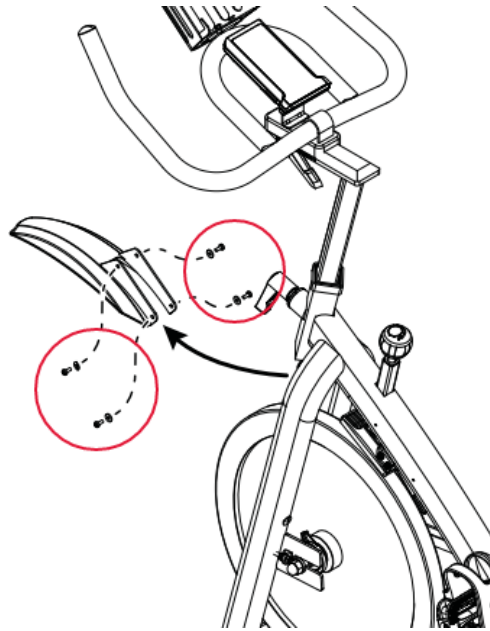
1. If the display stays at zero but resistance changes can be felt, check the main connection (located in between the frame of the bike and the rear side of the console). Unplug the connection and reconnect, making sure the two arrows are lined up (**reference 1**) [\[11104.G\]](#). If the display changes but doesn't reach 0 or 100, skip to Step 5.

(Reference 1)



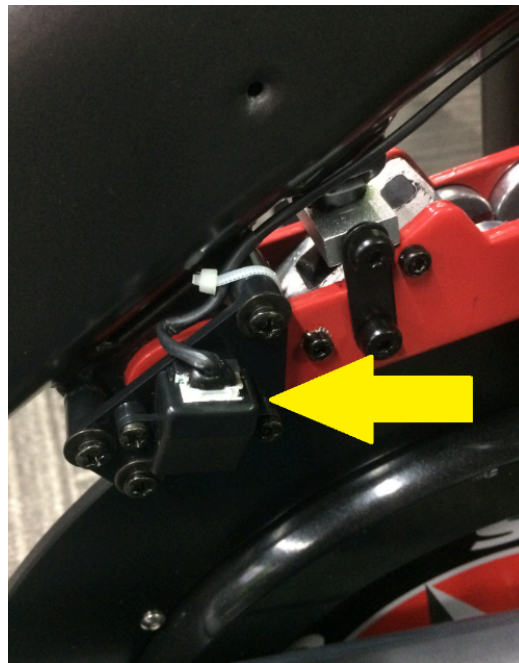
The main connection is shown with both arrows aligned and the wires fully plugged in.

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 \[11104.H\]](#). If the cable coming from the frame is damaged, [order a Main Data Cable \[11104.I\]](#)
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 inspect for damage. If undamaged, firmly plug it back in and test if the resistance registers on the console [\[11083.J\]](#). If damage is present or the issue persists, [order a Resistance Sensor \[11104.K\]](#).

(Reference 3)

The yellow arrow indicates the location of the Resistance Sensor.

5. Recalibrate the sensor. Please note that the sensor can only be recalibrated two times before it needs to be replaced and recalibrated. To recalibrate the sensor, refer to the "Calibrating the Magnetic Resistance Sensor" section of the [service manual](#). After calibration, test if the issue persists [\[11104.L\]](#). If the issue persists, [order a Resistance Sensor \[11104.M\]](#).

Need to order replacement parts?

1 Customer Care Contact Information

Please contact Customer Care at [1-800-605-3369](tel: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	8023430
Main Data Cable	8023409
Resistance Sensor	8023401

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