

# BowFlex C6: I'm having issues with my bike's speed or RPMs

ID: 11099.2

Follow this troubleshooting guide to help resolve speed and RPM issues on the BowFlex C6 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

Tools you may need:

25mm Crank Puller (if removing Crank Arms to troubleshoot)  
Phillips head screwdriver

1. 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 \[11099.A\]](#). If the console display turns on, skip to Step 4. If the console does not turn on, continue troubleshooting in the next step
2. If the console does not turn on, ensure that the power adapter is plugged in fully (**reference 1**) [\[11099.B\]](#). Inspect the power inlet for damage. If damage is present, [order a Power Inlet \[11099.C\]](#).

**(Reference 1)**



*The power inlet is located on the front of the bike on the lower left-hand side, indicated with a yellow arrow in this image.*

3. If the console still does not turn on, check that the outlet is working properly. Plug another device into the outlet, such as a lamp, and see if it turns on. If the outlet is not working, switch to another outlet and repeat the test [\[11099.D\]](#).
4. Check the Speed Sensor and Speed Sensor cable for damage. The Speed Sensor is located on the left-hand side of the flywheel (**reference 2**). If any damage is present, [order a Speed Sensor \[11099.E\]](#).
  - **Important:** in order to replace the Speed Sensor, a 25mm Crank Puller will be required to remove the crank arms. [Order a 25mm Crank Puller](#) in addition to the Speed Sensor unless you have one already.

**(Reference 2)**



*The Speed Sensor is located in the center of this image, sandwiched between the flywheel and the frame bracket.*

5. Follow the cable from the back of the console toward the frame until you locate the main connection. Unplug the cables and inspect for damage. Reconnect the cables, ensuring the arrows line up [\[11099.F\]](#).
6. If the issue persists, check the cables to the console. Using a Phillips head screwdriver, remove the 4 screws on the back of the console. Lift the console and inspect the cables, checking for damage or crimped cables. If the cable coming from the console is damaged, [order a Console \[11099.G\]](#). If the cable coming from the frame is damaged, [order a Main Data Cable \[11099.H\]](#)
7. If the issue persists, [replace the Speed Sensor \[11099.I\]](#).
  - o **Important:** in order to replace the Speed Sensor, a 25mm Crank Puller will be required to remove the crank arms. [Order a 25mm Crank Puller](#) in addition to the Speed Sensor unless you have one already.

### **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> |
|--------------------------|-----------------|
| <b>25mm Crank Puller</b> | <b>8018316</b>  |
| <b>Console</b>           | <b>8023430</b>  |
| <b>Main Data Cable</b>   | <b>8023409</b>  |
| <b>Power Inlet</b>       | <b>8023410</b>  |
| <b>Speed Sensor</b>      | <b>8023408</b>  |

## 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**