Schwinn 190 & 290 Bikes: Why is my bike unstable or bouncy? ID: 14529.1

Follow this troubleshooting guide to help resolve issues involving the stability/rigidity of the Schwinn 190/290 bikes.

Some common complaints may include:

- *Bike feels unstable*
- *Bike feels like it will tip/topple over*
- *Bike bounces during use (290 only)*

Follow these steps to troubleshoot the issue

1. If the bike feels unstable, check the levelers on the stabilizers. Loosen the jam nut and adjust the level until the bike stabilizes, then retighten the jam nut. The levelers should be adjusted as low as possible while keeping the machine level. Test if the issue persists **[14529.A]**.

Reference 1
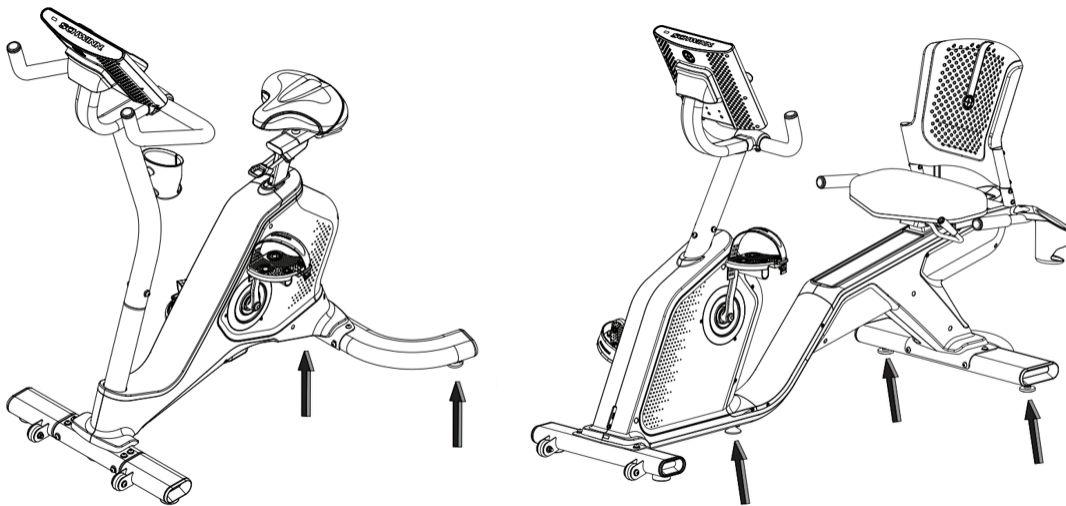
The Schwinn 190 bike has 2 levelers, one on either side of the rear stabilizer.
The Schwinn 290 bike has 3 levelers, 2 on the rear stabilizer and one in the center.

2. If the bike feels bouncy or springy while pedaling (Schwinn 290 only), loosen the jam nut on the center leveler (**reference 1**, above) and adjust it down until the bouncy feeling is resolved. Retighten the jam nut and test if the issue persists **[14529.B]**.

Need additional assistance?

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 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**