

Schwinn 190 & 290 Bikes: Why is there no power to my machine or console?

ID: 14521.4

Follow this troubleshooting guide to help resolve issues involving power to the Schwinn 190 and 290 bikes or its console.

Some common complaints may include:

- Console doesn't turn on
- Console doesn't light up
- Bike won't turn on
- Bike doesn't power up

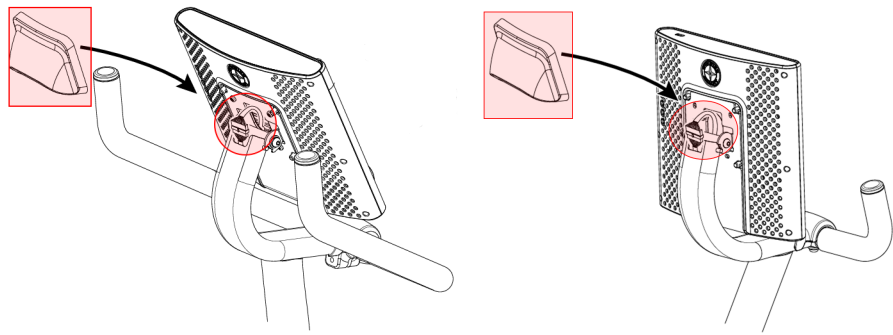
Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver
Flat head screwdriver
6mm hex/Allen wrench, or the wrench from the hardware card included with your machine
Pedal wrench, or 15mm open-ended wrench
10mm open-ended wrench
Voltmeter

1. If your console turns on but goes to sleep during a workout, please visit [Schwinn 190 & 290 Bikes: Why isn't my speed reading properly?](#) to troubleshoot further.
2. Unplug the power adapter from both ends. Inspect the entire length of the cord, checking for any visible wires or cuts, breaks, or crimps in the cord. Check the tip/plug end of the adapter and ensure it is not detached from the cord. If damage is present, [order a Power Adapter \[14521.A\]](#).
3. Test to ensure the outlet is working. Plug another device into the desired outlet, such as a lamp, and turn it on. If the outlet is not working, try again with another outlet [\[14521.B\]](#).
4. Test power to your machine using a voltmeter following these instructions: [Bike Voltmeter Testing](#). If you do not have a voltmeter, proceed to the next step.
5. If the issue persists, unplug your machine from power. Remove the console pivot cover to inspect the mast cable upper connector (**reference 1**). Unplug the connection and check for damage such as bent pins, crimps, or cuts. If undamaged, firmly plug the cable back in and test if the issue persists [\[14521.C\]](#). If damaged, [order Main Mast Cables \[14521.D\]](#).
 - Please note that the wire colors going into each side of the connector will not match, and there is an extra red and black wire from the mast cable that is not used on the console connector.

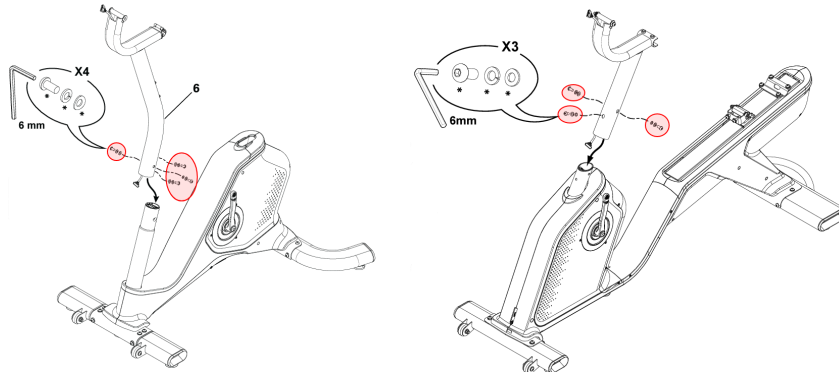
Reference 1



Schwinn 190 (left) and Schwinn 290 (right).
Remove the pivot cover (red square) and inspect the cable connection inside the mast (red arrow).

6. If the issue persists, use a 6mm Allen wrench to remove the bolts attaching the console mast to the frame (**reference 2**). The Schwinn 190 has 4 bolts and the Schwinn 290 has 3. Remove the mast and inspect the lower mast cable connection for damage, such as bent pins, crimps, or cuts. Unplug the connection and plug it back in, then test if the issue persists [\[14521.E\]](#). If the cable is damaged, [order Main Mast Cables \[14521.F\]](#).

Reference 2



The Schwinn 190 (left) has 4 screws, and the Schwinn 290 (right) has 3.
Loosen the bolts at the base of the mast to adjust its position, then retighten each bolt.

7. If the issue persists, inspect the power wires. Refer to the "Replace the Shrouds" section of the service manual and remove the shrouds using a Phillips head screwdriver. Inspect the power inlet and wire (**reference 3**) for damage, such as bent pins, crimps, or cuts. If undamaged, unplug the connection and plug it back in, then test if the issue persists [\[14521.G\]](#). If damage is present to the power inlet or wire, [order Engine Cables \[14521.H\]](#).

Reference 3



The power inlet is located on the back side of the bike. The component locations are indicated by color-coded arrows:

Yellow: Power Adapter **Red:** Power Inlet **Green:** Power Wire to Base Hub

8. If the issue persists, [order a Power Adapter \[14521.I\]](#).
9. If the issue persists after replacing the power adapter, inspect the console for any damage to the screen, keypad, and/or housing. If damage is present, [order a Console \[14521.J\]](#).

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

Part Description	Part SKU
All Models	
Console	8026988
Power Adapter	8017784
Schwinn 190 Upright Bike	
Engine Cables	8028717
Main Mast Cables	8028718
Schwinn 290 Recumbent Bike	
Engine Cables	8028715
Main Mast Cables	8028706

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