

Schwinn 470: How do I clear the "Please Stride" error message? ID: 12800.1

Follow this troubleshooting guide to help resolve a "Please Stride" error message on the console of your Schwinn 470 Elliptical.

Some common complaints may include:

- Error code displayed
- Please Stride message
- Stride error code

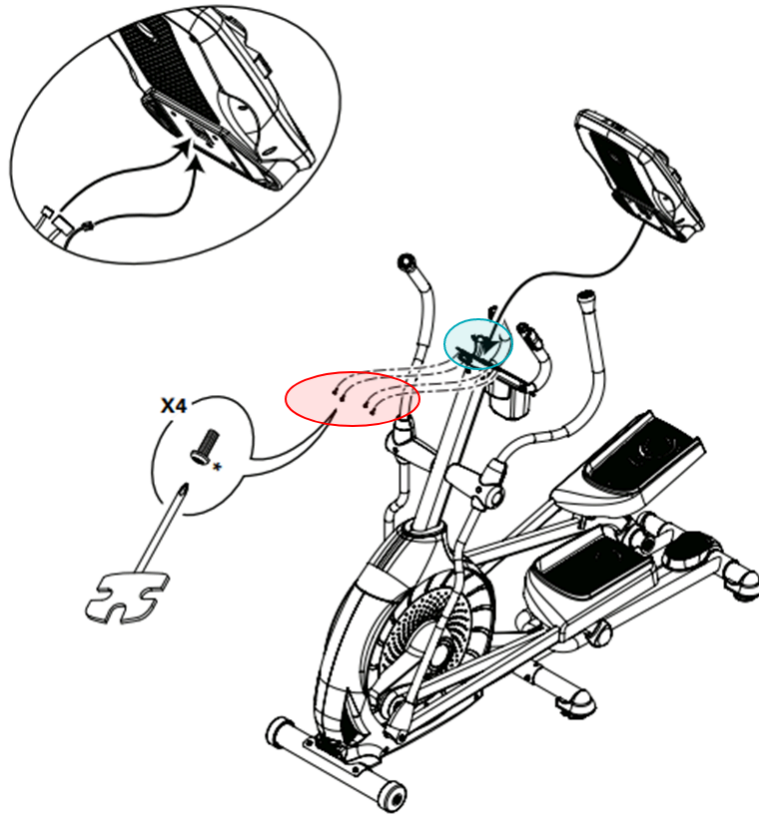
Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver
Flathead screwdriver
(2) 6mm hex/Allen wrenches or the wrench from the hardware card included with your machine
Magnet
Voltmeter
Crank puller (if removing crank arms for troubleshooting)

1. Inspect the cables at the console. Unplug your machine from power. Use a Phillips head screwdriver to remove the 4 screws connecting the console to the mast. Lift the console up to expose the cables (**reference 1**). Disconnect and inspect the cables and connections coming from the console for damage, such as crimps, cuts, or bent pins. If the cables are undamaged, plug them back in, ensuring they are oriented in the correct direction, and retest your machine [\[12800.A\]](#). If the cable is damaged, [order an Upper Console Cable \[12800.B\]](#). If the console is damaged, [order a Console \[12800.C\]](#).

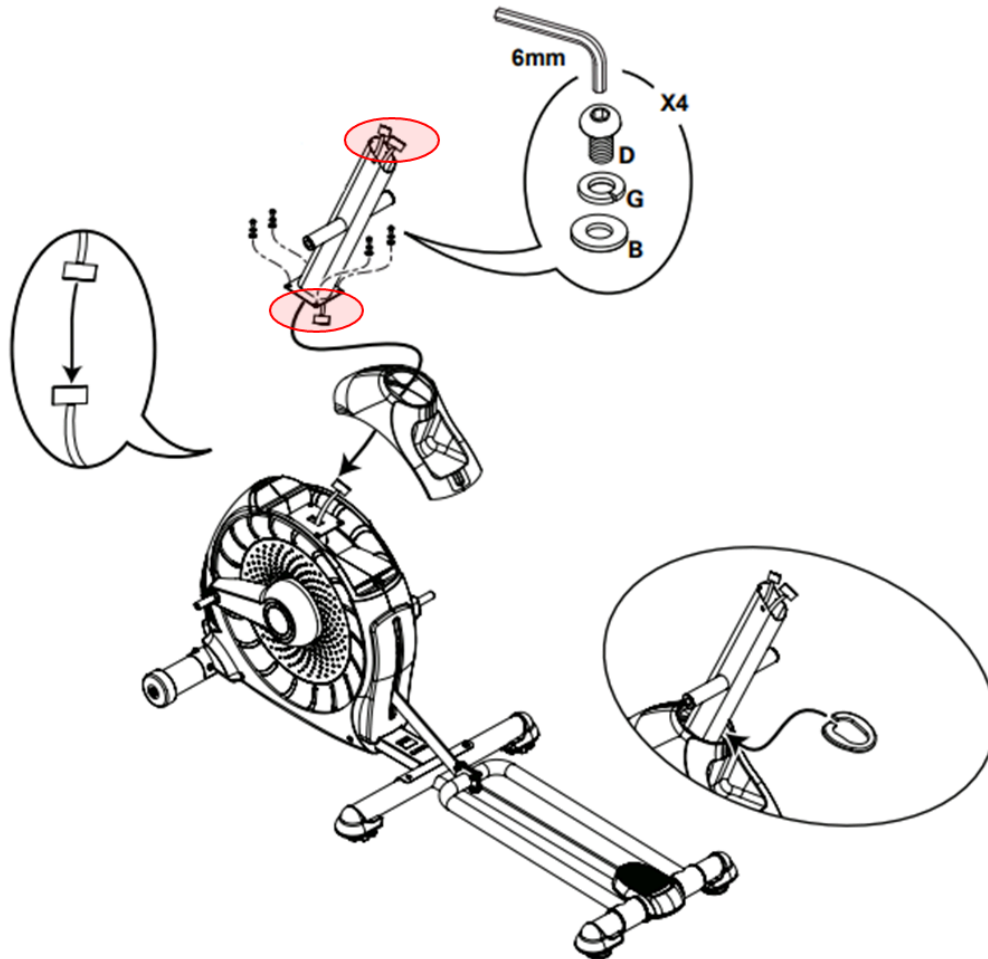
(Reference 1)



The bolts circled in red need to be removed to access the cables between the console and the console mast. Inspect the cables circled in teal for damage.

2. If the issue persists, remove the console mast to inspect the cable inside. Working backward, refer to steps 10 through 4 in the [assembly manual](#). You will need a Phillips head screwdriver and a 6mm Allen wrench to complete the steps. Once the mast is removed, inspect the entire length of the 12-pin cable inside and the connections on both ends (**reference 2**). If undamaged, firmly reconnect the cables and make sure they are oriented in the proper direction [[12800.D](#)]. If the cable inside the mast is damaged, [order a Mast Cable \[12800.E\]](#).

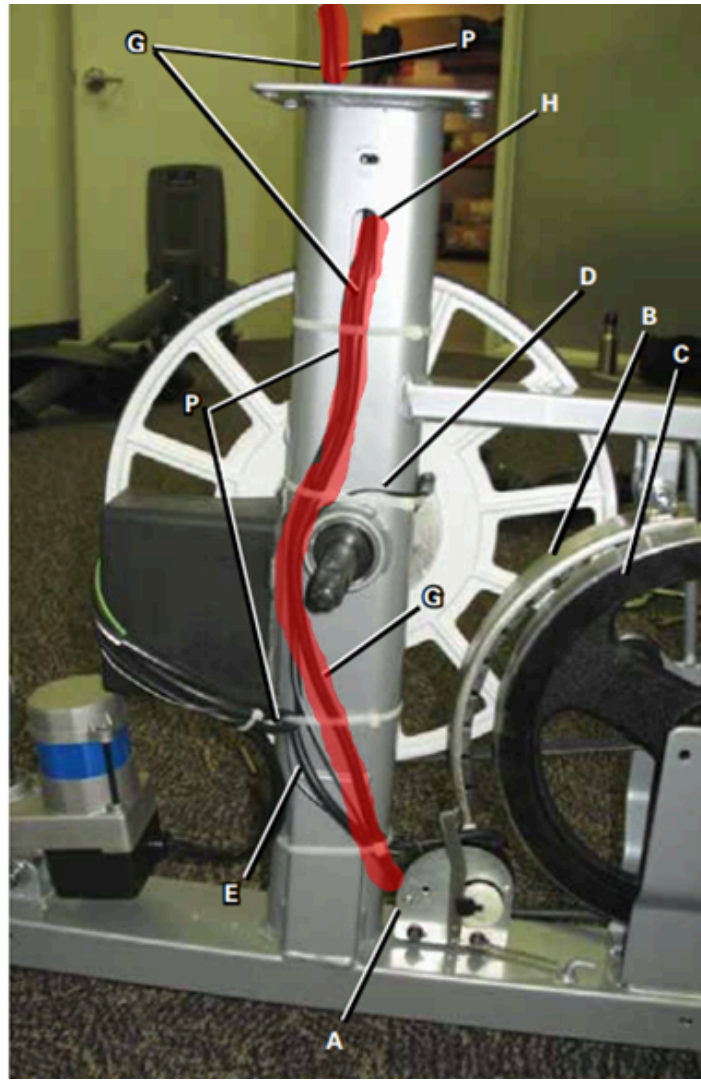
(Reference 2)



Inspect the 12-pin cables circled in red for damage.

3. If the issue persists, unplug your elliptical and wait 5 minutes before continuing. You will need a crank puller in order to remove the shrouds and inspect the servo motor cable. [Order a Crank Puller](#) if you do not already have one. Watch this video for help accessing the servo motor: [How to Replace the Servo Motor on a Bike or Elliptical](#). Refer to the "Replace the Shrouds" section of the [service manual](#) for instructions on removing the shrouds. With the shrouds removed, unplug and inspect the entire length of cable running through the frame to the servo motor for damage ([reference 3](#)). If undamaged, plug the cable back in and test your machine [[12800.F](#)]. If damage is present, [order a Servo Cable \[12800.G\]](#).

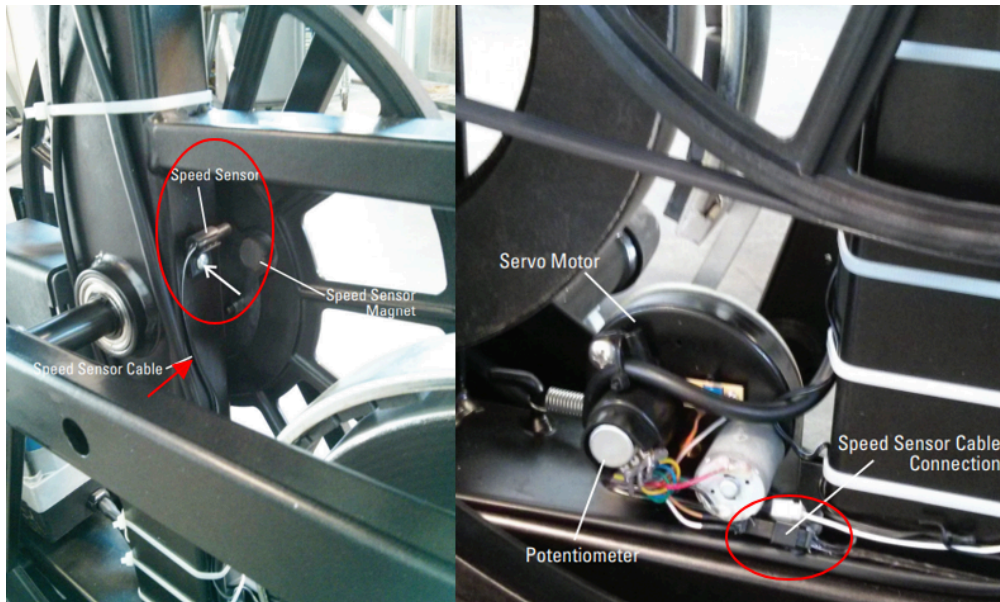
(Reference 3)



*The mast to servo cable is highlighted in red and the servo motor is labeled 'A.'
Inspect the entire length for damage and a secure connection.*

4. If the issue persists, check the speed sensor for damage. Unplug your machine from power and remove the right side crank cover. Refer to the "Replace the Speed Sensor" section of the [service manual](#) for instructions on removing the shrouds and accessing the speed sensor. Once you are able to access the speed sensor, inspect for damage and follow the wire to the opposite end that connects to the servo motor harness ([reference 4](#)). Make sure all connections are secure and oriented properly [[12800.H](#)]. If the speed sensor or wire is damaged, [order a Speed Sensor \[12800.I\]](#). Please note that a crank puller is required to remove the shrouds and replace the speed sensor. [Order a Crank Puller](#) if you do not already have one.

(Reference 4)



The speed sensor is circled in red on the left side. Inspect the speed sensor and wire (red arrow) for damage. Follow the wire back to the servo motor harness connection (circled in red on the right) and make sure it is securely connected.

5. If the issue persists, test the brown and white 2-pin cable from the speed sensor using a voltmeter as you move a magnet in front of the speed sensor. If the speed sensor is not responding or you do not have a voltmeter, [order a Speed Sensor \[12800.J\]](#). Please note that a crank puller is required to replace the speed sensor. [Order a Crank Puller](#) if you do not already have one.
6. If the issue persists, check the drive pulley for a large magnet. If the magnet is not present or if it is not magnetized, [order a Crank Spindle with Pulley \[12800.K\]](#). Please note that a crank puller is required to replace the crank spindle. [Order a Crank Puller](#) if you do not already have one.
7. If the issue persists, [order a Speed Sensor \[12800.L\]](#). Please note that a crank puller is required to replace the speed sensor. [Order a Crank Puller](#) if you do not already have one.

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>
Console (2013 model)	8002118
Console (2017 model)	8011277
Crank Puller	74025
Crank Spindle with Pulley (2013 model)	8001065
Crank Spindle with Pulley (2017 model)	8012999
Mast Cable	8002693
Servo Cable	8002699
Speed Sensor	8003825
Upper Console Cable	8002697

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