

Schwinn A10: How can I clear an E2 Error Code?

ID: 13172.1

Follow this troubleshooting guide to help resolve an E2 error code on the Schwinn A10 upright bike. If your console is displaying an E3 error code, please troubleshoot using this guide: [Schwinn A10: Why is my speed reading missing or incorrect?](#)

Some common complaints may include:

- E2 error code
- Error on console
- Error message E2

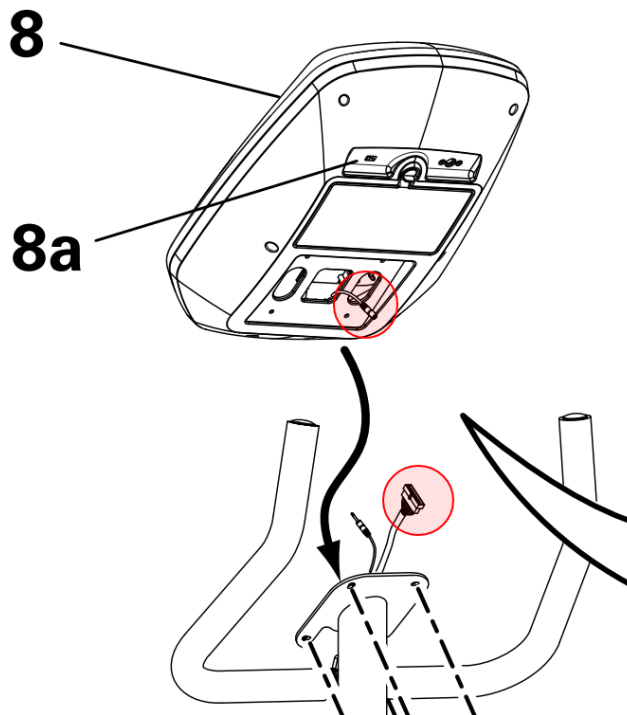
Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver
6mm hex/Allen wrench, or the wrench from the hardware card included with your machine

1. An 'E2' error code displayed on the console indicates there may be an issue with the motor or the wiring going to the console. Turn your bike off, remove the batteries, or unplug the power cord before continuing.
2. Use a Phillips head screwdriver to remove the 4 screws attaching the console to the console mast. Lift the console from the mast and inspect the cable connections (**reference 1**). Unplug the cable and inspect the cables and connectors for damage. If undamaged, firmly plug the cable back in, making sure that the connectors are oriented in the proper direction [\[13172.A\]](#). If the cable coming from the console is damaged, [order a Console \[13172.B\]](#). If the cable coming from the console mast is damaged, [order an Input/Output Cable \[13172.C\]](#).

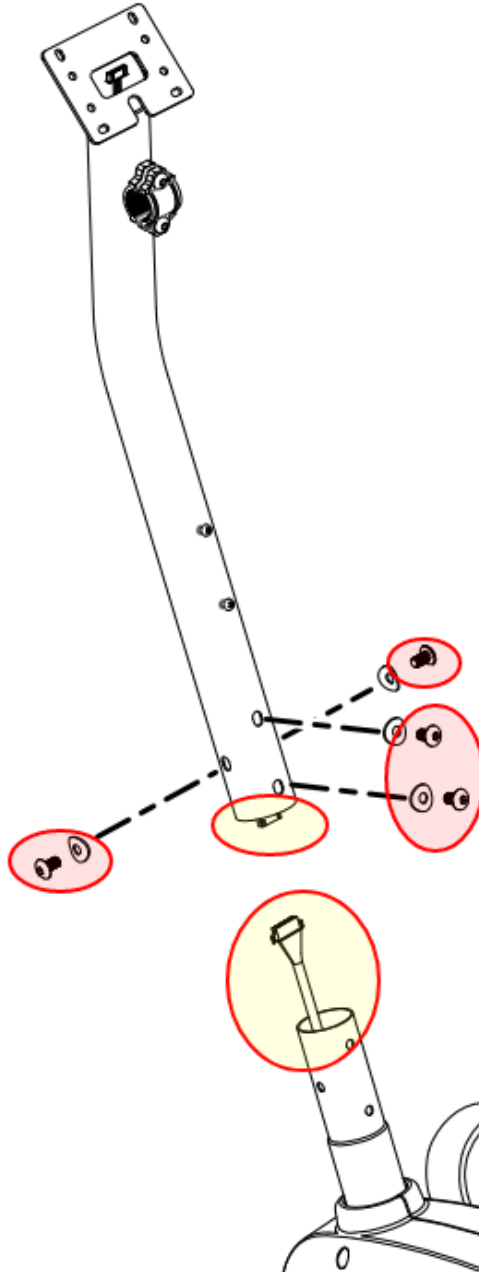
(Reference 1)



Inspect the circled cable connections, reseating if undamaged.

- If the issue persists, remove the 4 screws at the base of the console mast (**reference 2**) using a 6mm Allen wrench. Carefully lift the console mast up and inspect the cable connection inside. It may be helpful to have a second person to assist you. Unplug the cable connection and inspect the cables and connectors for damage. If undamaged, firmly plug the cable back in, making sure that the connectors are oriented in the proper direction [\[13172.D\]](#). If the cable coming from the console mast is damaged, [order an Input/Output Cable \[13172.E\]](#). If the cable coming from the frame of the bike is damaged, [order a Servo Motor \[13172.F\]](#).

(Reference 2)



Remove the screws circled in red and inspect the newly exposed cable connections.

- If the issue persists after checking cable connections, [order a Console \[13172.G\]](#).

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	8001758
Input/Output Cable	004-3793
Servo Motor	003-7725

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