

# Schwinn A10: Why aren't the heart rate sensors working on my bike?

ID: 13177.1

Follow this troubleshooting guide to help resolve issues involving the contact heart rate sensors on the Schwinn A10 upright bike.

Some common complaints may include:

- Heart rate not registering
- Heart rate not displaying correctly

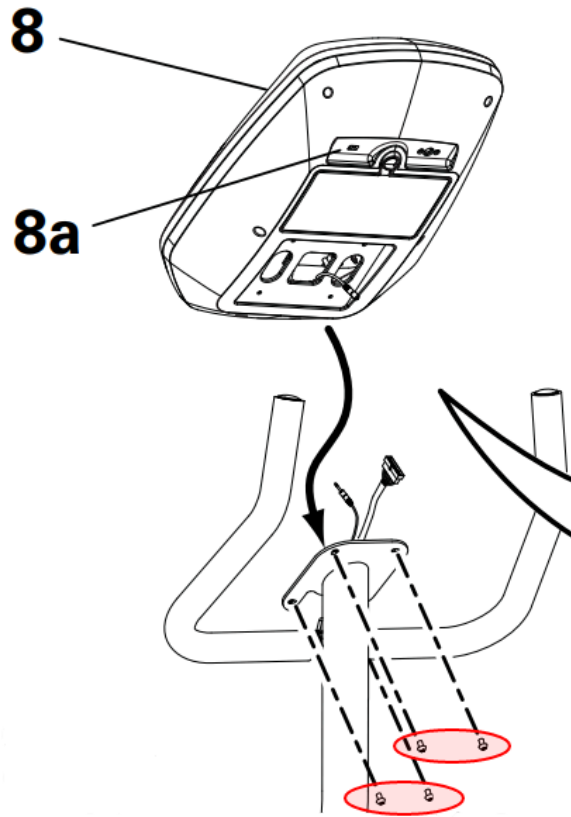
## Follow these steps to troubleshoot the issue

*Tools you may need:*

Phillips head screwdriver  
4mm, 6mm hex/Allen wrench, or the wrench from the hardware card included with your machine

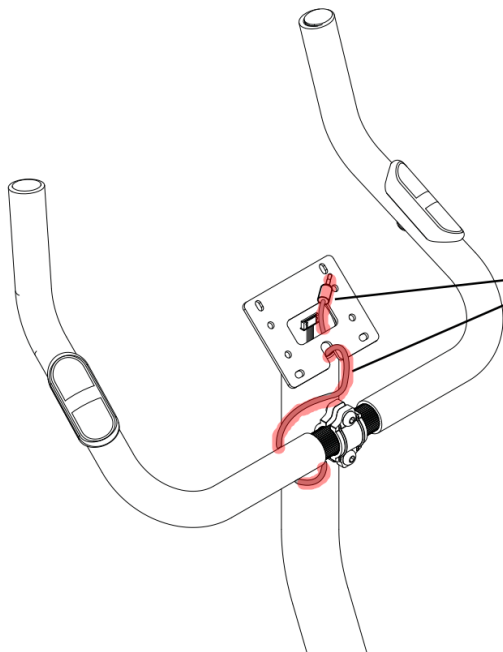
1. Ensure your hands are centered on the heart rate sensors with equal pressure. Try to move as little as possible without touching the metal frame [\[13177.A\]](#).
2. Your heart rate may spike at a high rate when initially touching the contact plates. This is normal and will level out after a couple of minutes. Try to keep your hands still during this time [\[13177.B\]](#).
3. Dry or heavily calloused hands may need a heart rate cream to make better contact. Buh-Bump Heart Rate Cream is a recommended cream to use and can be found at various retailers online [\[13177.D\]](#).
4. If the issue persists, use a Phillips head screwdriver to remove the console (**reference 1**). Use a 6mm Allen wrench to remove the handlebars from the console mast (**reference 2**). Unplug and inspect the heart rate cable inside the handlebars for damage. If undamaged, firmly reconnect the cable and test if your heart rate is displaying [\[13177.E\]](#). If the cable is damaged or the issue persists, [order a Static Handlebar with HR Contact Grips](#) [\[13177.F\]](#).

(Reference 1)



Remove the 4 screws indicated from the back of the console, then remove the console from the mast.

**(Reference 2)**



Remove the handlebars and inspect the cable within (highlighted red).

5. If replacing the static handlebars did not resolve the issue, [order a Console \[13177.G\]](#).

**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>
<b>Console</b>	<b>8001758</b>
<b>Static Handlebar with HR Contact Grips</b>	<b>004-7947</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**