

# BowFlex IC Bike SE: Resistance Issues

ID: 15652.3

## Common issue descriptions:

- Resistance is not shown or displayed on console
- Inaccurate or inconsistent resistance level
- Resistance does not adjust using the resistance knob

**Tools used in this guide:** Phillips head and flathead screwdrivers, 15mm wrench, 16mm socket and wrench, 25mm crank puller

**Estimated time to complete:** Approximately 30 minutes - two people may be required when checking cables.

**Let's get started!** We will check each of the components below (in order) to determine which is causing the issue.

1. [Cable connections](#)
  - o [Connection behind the console](#)
  - o [Connection at the Base Hub](#)
2. [Resistance sensor](#)

## Inspect the cable connection behind the console

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>	<i>Service Manual Procedure:</i>
None	Less than 5 minutes	<a href="#">Replace the Handlebar Post</a>

### Step 1

**Important:** Unplug the power cord from both the front of your machine and the electrical outlet before continuing.



### Step 2

1. There is one cable connection at the back of the console. **Be careful not to pinch or crimp the cable during troubleshooting.**
2. Unplug the cable and check the following items before reconnecting:
  - o **Damage** - the cable and connector should be intact and undamaged. If the cable sheath is partially or fully cut, has a loose connector, or has missing/bent pins within a connector, [order a Handlebar Post with Cable \[15652.A\]](#).
  - o **Connector Orientation** - the console cable has a special tab on the connector to ensure it can only be installed in one direction.
  - o **Connection Tightness** - the cable connectors must be firmly pressed together to properly secure the connection.
3. Once the cable is reconnected, test if the issue persists [\[15652.B\]](#).
4. If the issue persists, check the next connection in the section below.



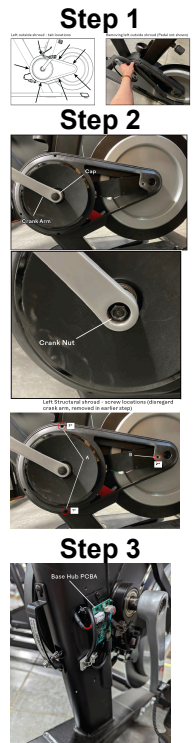
## Inspect the cable connections at the Base Hub

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>	<i>Service Manual Procedure:</i>
Phillips head screwdriver Flathead screwdriver 16mm socket and wrench 15mm wrench 25mm crank puller	20 minutes	<a href="#">Replace the Base Hub PCBA</a> <a href="#">Replace the Crank Arms</a>

### Access the connection

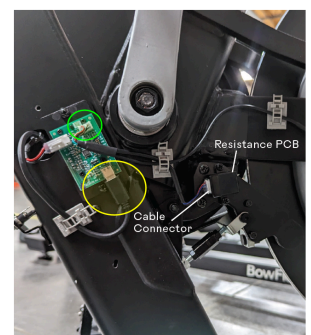
**Important:** Unplug the power cord from both the front of your machine and the electrical outlet before continuing.

- We'll start by removing the **left** outer shroud:
  - Leverage a flathead screwdriver to disengage the seven tabs between the left outer shroud and the main assembly. A small cloth can be wrapped around the screwdriver to help protect the shroud if needed.
  - Slip the left outer shroud over the crank arm and pedal, then set it to the side.
- Next, we'll remove the left inner shroud - a 25mm crank puller is needed for this step. This tool can be purchased from most hardware stores, or you can contact Customer Care to [order a Crank Puller](#).
  - Using a flathead screwdriver, we'll remove the threaded cap on the left crank arm.
  - Using a 16mm socket and wrench, we'll remove the crank nut we just uncovered.
  - Using the 25mm crank puller and 15mm wrench, we'll remove the crank arm. If additional instructions are needed to use the crank puller, [please refer to the \*\*Replace the Crank Arms\*\* service manual procedure](#).
  - Starting at the bottom, we will use a Phillips head screwdriver to remove the three screws securing the inner shroud to the main assembly.
  - We can slide the left inner shroud from the crankshaft to expose the Base Hub.
- The Base Hub is located on the frame to the left of the crankshaft.



### Check the cables

- There are two cable connections to inspect at the Base Hub - we'll check the Main Mast Cable and the Split Cable Assembly. **Be careful not to pinch or crimp the cables during troubleshooting.**
- Unplug the cables and check the following items before reconnecting:
  - **Damage** - Check for damage, such as a partially or fully cut cable sheath, a loose connector, or missing/bent pins within a connector. If damage is present, the replacement item depends on which cable is affected:
    - Console to Base Hub Cable: [order a Handlebar Post with Cable \[15652.C\]](#).
    - Base Hub to Resistance Sensor Cable: [order a Split Cable Assembly \[15652.D\]](#).
  - **Connector Orientation:**
    - The console cable has a special tab on the connector to ensure it can only be installed in one direction.
    - Other connectors have a latching mechanism where a plastic tab on the male connector slides over a small ridge on the female connector.
    - These latch components can also be used to confirm the connectors are secured in the correct orientation.
  - **Connection Tightness** - the cable connectors must be firmly pressed together to properly secure the connection.



3. Once the cables are reconnected, test if the issue persists. Be careful not to pinch any wires when reinstalling the components [\[15652.E\]](#).
4. If the issue persists, check the next connection in the section below.

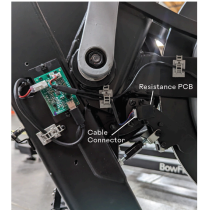
## Inspect the resistance sensor

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>	<i>Service Manual Procedure:</i>
None	Less than 5 minutes	<a href="#">Replace the Resistance PCB</a>

### Access the resistance sensor

**Important:** Unplug the power cord from both the front of your machine and the electrical outlet before continuing

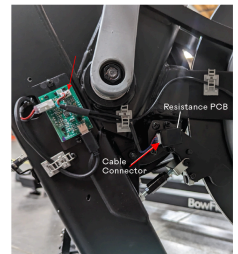
#### Steps 1 & 2



1. No extra steps are needed to access the resistance sensor; it is located just a few inches to the right of the Base Hub we were troubleshooting in the previous step.
2. The resistance sensor is small, black, and mounted on the brake magnet assembly.

### Check the resistance sensor and cable

#### Step 1



1. Inspect the resistance sensor for visible damage. Starting at the resistance sensor, inspect the cable while following it back to the Base Hub:
  - a. Check for cut, crimped, or frayed wires, loose connectors, and missing/bent pins within the connectors.
  - b. Check to confirm the resistance arm of the split assembly cable is securely connected to the Base Hub and the resistance sensor.
  - c. If unplugged, firmly reconnect the cable, then test if the issue persists [\[15652.F\]](#).
2. If the resistance sensor is damaged, [order a Resistance Sensor \[15652.G\]](#).
3. If the Base Hub to Resistance Sensor cable is damaged, [order a Split Cable Assembly \[15652.H\]](#).
4. If undamaged and the issue persists after all troubleshooting has been completed, please contact Customer Care to submit an Advanced Troubleshooting case for further troubleshooting. Our contact information is located at the bottom of this page [\[15652.I\]](#).

### 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>
<b>25mm Crank Puller</b>	<b>8018316</b>
<b>Handlebar Post with Cable</b>	<b>8030522</b>
<b>Resistance Sensor</b>	<b>8031144</b>
<b>Split Cable Assembly</b>	<b>8030820</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**