

BowFlex IC Bike SE: Speed/RPM Reading issues

ID: 15650.3

Common issue descriptions:

- Speed or RPM is not displayed
- No speed or RPM readings
- Speed/RPM metrics not displayed correctly
- Inaccurate speed or RPM shown
- Speed displayed is always '0'

Tools used in this guide: Phillips head and flathead screwdrivers, 16mm and 19mm socket and wrenches, 10mm, 13mm, 15mm, and 19mm open-ended wrenches, 25mm crank puller

Estimated time to complete: Approximately 45 to 50 minutes.

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. [Speed sensor assembly](#)

Before we dive in, is the speed/RPM reading missing or not displayed correctly in the JRNY app?

When your IC Bike SE is paired to JRNY, all data it sends to the JRNY app should also be displayed on the console screen. If the data is incorrect or missing from your JRNY Journal, please visit [JRNY Basic App Troubleshooting](#) or www.JRNY.com/customer-service for assistance.

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	Replace the Handlebar Post

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

Step 1



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 \[15650.A\]](#).
 - 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 [\[15650.B\]](#).
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	Replace the Base Hub PCBA Replace the Crank Arms

Access the connection

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

1. Fully turn the resistance knob clockwise to lock the flywheel in place.
2. We will start by removing the left outer shroud first:
 - a. 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.
 - b. Slip the left outer shroud over the crank arm and pedal, then set it to the side for reassembly later.
3. 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](#).
 - a. Using a flathead screwdriver, we'll remove the threaded cap on the left crank arm.
 - b. Using a 16mm socket and wrench, we'll remove the crank nut we just uncovered.
 - c. 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](#).
 - d. Starting at the bottom with a Phillips head screwdriver, we will remove the three screws securing the **left** inner shroud to the main assembly.
 - e. We can slide the left inner shroud from the crankshaft to expose the Base Hub.
4. The Base Hub is located on the frame to the left of the crankshaft.

Step 2



Step 3



Step 4

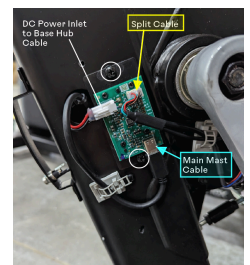


Check the cable

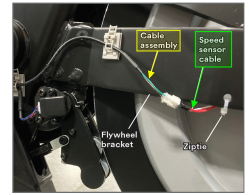
Important: Unplug the power cord from both the front of your machine and the electrical outlet before continuing.

1. There are [three cable connections](#) to inspect at the Base Hub - we'll check the Main Mast Cable and where the Split Cable Assembly connects to the Base Hub and Speed Sensor. **Be careful not to pinch or crimp the cable during troubleshooting.**
2. Unplug the cables and check the following items before reconnecting:
 - o **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:
 - Main Mast Cable: [order a Handlebar Post with Cable \[15650.C\]](#).
 - Base Hub to Speed Sensor Cable: [order a Split Cable Assembly \[15650.D\]](#).
 - Speed Sensor/Speed Sensor Cable: [order a Speed Sensor \[15650.E\]](#)
 - o **Connector Orientation** - the console cable has a special tab on the connector to ensure it can only be installed in one direction. The other connector pair

Steps 1 & 2



- **Connection Tightness** - the cable connectors must be firmly pressed together to properly secure the connection. The split cable and speed sensor connector pair has a latching mechanism where a plastic tab on the male connector slides over a small ridge on the female connector.
3. Once the cables are reconnected, test if the issue persists. Be careful not to pinch any wires when reinstalling the components [\[15650.F\]](#).
 4. If the issue persists, check the next connection in the section below.



Check the Speed Sensor Assembly

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>	<i>Service Manual Procedure:</i>
Phillips head screwdriver Flathead screwdriver 16mm, 19mm socket and wrenches 10mm, 13mm, 15mm, 19mm open-ended wrenches 25mm crank puller, if removing crank arms Floor protector, such as a towel or cardboard	20 to 30 minutes	Replace the Speed Sensor

Access the Speed Sensor

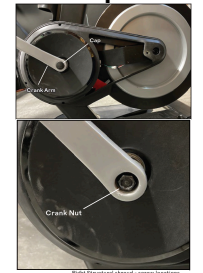
Important: Unplug the power cord from both the front of your machine and the electrical outlet before continuing.

- We will start by removing the **right** outer shroud:
 - Leverage a flathead screwdriver to disengage the seven tabs between the right outer shroud and the main assembly. A small cloth can be wrapped around the screwdriver to help protect the shroud if needed.
 - Slip the right outer shroud over the crank arm and pedal, then set it to the side for reassembly later.
- Next, we'll remove the **right** 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 with a Phillips head screwdriver, we will remove the four screws securing the **right** inner shroud to the main assembly.
 - We can now slide the right inner shroud from the crankshaft.
- Flywheel removal is coming up - let's prep your bike for easier reinstallation of the flywheel.
 - Fully rotate the resistance knob counterclockwise to set resistance to the minimum setting.
 - On both sides of your bike, we'll want to mark the position of the flywheel axle nuts on the flywheel bracket.
 - On the left side of the bike, record the number of threads showing on the tensioner eyebolt on each side of the spindle clip.
- We will need to remove the flywheel to inspect the speed sensor. Safely set the hardware aside for reassembly after each step:
 - Unplug the speed sensor cable on the left side of your bike.
 - Using a 19mm open-ended wrench, hold the flywheel axle nut on one side of the bike.
 - Using a 19mm socket and wrench, loosen the flywheel axle nut on the opposite side. Both axle nuts will be removed.
 - Using a 13mm wrench, loosen the tensioning bolt on the **right** side of your bike.
 - Using a 10 mm wrench, remove the flywheel retainer bolt from the tensioner eyebolt on the **left** side of your bike.

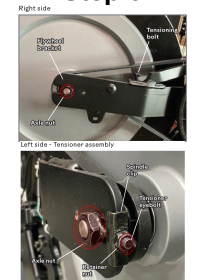
Step 1



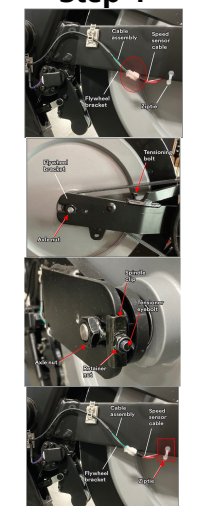
Step 2



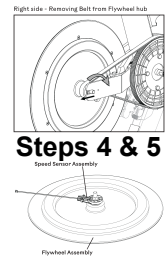
Step 3



Step 4



- f. Remove the tensioner eyebolt and spindle clip from the flywheel axle on the **left** side of your bike.
- g. Remove the zip tie that attaches the speed sensor cable to the flywheel bracket on the **left** side of your bike.
- h. Carefully turn the drive pulley to ease the drive belt off toward the outside of the drive pulley. Be sure to keep your fingers clear of all pinch hazards as you turn the drive pulley.
- i. This step is best performed with two people - the flywheel can be awkward or heavy to move alone.
Carefully move the flywheel to the opening in the flywheel bracket. As you begin to remove the flywheel, pull the drive belt off to the outside of the flywheel pulley.
- j. Set the flywheel down on the floor with the left side facing up. Use something to protect your flooring, such as a piece of cardboard or a towel.



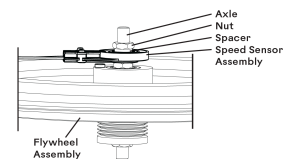
5. The speed sensor is located on the left axle of the flywheel.

Check the Speed Sensor

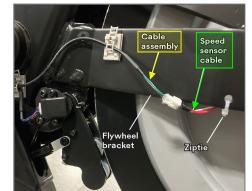
Important: Unplug the power cord from both the front of your machine and the electrical outlet before continuing.

Steps 1 & 2

1. Check the speed sensor's positioning:
 - a. The speed sensor bracket should be stable with the hardware fully tightened.
 - b. The tip of the sensor should be pointed toward the magnet on the flywheel (1 small disc near the flywheel bearings).
 - c. There should be a small gap between the sensor and magnet so they do not touch as the pulley rotates.
 - d. If needed, a 19mm open-ended wrench can be used to adjust the position of the nuts on the flywheel axle that secures the speed sensor in place.
 - e. If the magnet is not in place on the pulley, [order a Flywheel \[15650.G\]](#)
2. If any adjustments are needed:
 - a. Use a Phillips head screwdriver to loosen the two screws on the speed sensor bracket.
 - b. Adjust the speed sensor to the proper angle.
 - c. Retighten the screws.
 - d. Test if the issue persists [\[15650.H\]](#).
3. Check the speed sensor and cable for any visible damage. If the sensor or cable is damaged, [order a Speed Sensor \[15650.I\]](#)
4. If the issue persists after all troubleshooting has been completed, please contact Customer Care to submit an [Advanced Troubleshooting case](#) to research this issue further. Our contact information is located at the [bottom of this page](#).



Step 3



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>
25mm Crank Puller	8018316
Flywheel	8031142
Handlebar Post with Cable	8030522
Speed Sensor	8030828

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