

BowFlex IC Bike SE: Power Issues

ID: 15648.5

Common issue descriptions:

Console/display does not light up
 Console/display lights up partially
 No power to the machine
 Machine does not turn on/power on

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

Estimated time to complete: Approximately 35 to 40 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. [Check the Console Status LED light](#)
2. [Check the external connections](#)
 - o [Power cord, inlet, and wall outlet](#)
 - o [Cable connection behind the console](#)
3. [Cable connection at the Base Hub](#)

Check the Console Status LED

The back side of your machine's console is equipped with a **red** LED status light to help with diagnosing issues during troubleshooting:



If the Status LED is **ON** and **BLINKING**:

- The console software is updating and may take several minutes to complete [\[15648.A\]](#).

If the Status LED is **ON** and **SOLID**:

- The console may be asleep - press any button to wake your machine.
- If your machine was recently plugged in, it may take approximately three minutes for the console to fully boot-up [\[15648.B\]](#).

If the Status LED is **OFF**:

- Power is not reaching the console - **do not replace the console!**
- Continue troubleshooting in the next section below.

Check the external connections

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>
None	5 minutes

Power flows through three cables before reaching the console. We'll power cycle your bike while we check each of the connection points located outside your machine's shrouds.

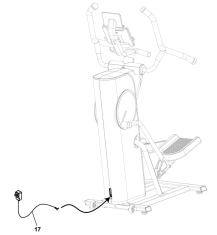
Power Cord connections:

Steps 1 - 2

1. Gently unplug the power cord from both the front of your machine and the electrical outlet.

2. We'll leave the power cord unplugged for at least 30 seconds while we inspect the power cord and connections:

- **Power Cord:** Check the entire length of the power cord (including the tip and power plug) for visible damage, such as cuts, crimps, or exposed wiring - [order a Power Cord](#) if damaged [\[15648.C\]](#).
- **Power Inlet:** Check the power inlet plug for damage, such as a loose connection - [order a Power Inlet and Wire](#) if damaged [\[15648.D\]](#).
- **Wall Outlet:** Plug another device (e.g., lamp or phone charger) into the outlet to verify it works. We recommend plugging your machine directly into the wall outlet whenever possible (See [Surge Protectors & Extension Cords & GFI Outlets](#) for additional information) [\[15648.E\]](#).



3. If undamaged, plug the power cord back into your machine and the wall outlet. Press on both ends of the power cord to make sure they are securely inserted, then test if your machine powers on [\[15648.F\]](#).

Console Cable connection:

Note: The cable has a special tab on the connector to ensure it can only be installed in one direction.

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

1. Check for damage - 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](#) [\[15648.G\]](#).
2. If undamaged, firmly press on the cable connection to verify it is fully seated in the console, then test if the issue persists [\[15648.H\]](#).
3. If the issue persists, check the next connection in the section below.

Step 1



Inspect the cable connection 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.

- 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 with a Phillips head screwdriver, we will 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.

Step 1



Step 2



Step 3

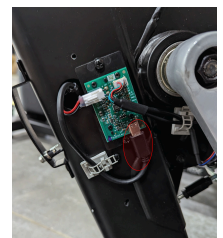


Check the cable

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

- There is one cable connection between at the Base Hub. **Be careful not to pinch or crimp the cable during troubleshooting.**
- Unplug the cables and check the following items before reconnecting:
 - 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 \[15648.J\]](#).
 - Connector Orientation** - the console cable has a special tab on the connector to ensure it can only be installed in one direction.
 - Connection Tightness** - the cable connectors must be firmly pressed together to properly secure the connection.
- Once the cable is reconnected, test if the issue persists. Be careful not to pinch any wires when reinstalling the components [\[15648.J\]](#).
- 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 2



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>
25mm Crank Puller	8018316
Console	8030675
Handlebar Post with Cable	8030522
Power Cord	8017784
Power Inlet and Wire	8030821

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