

# BowFlex IC Bike SE: Console displays "Base Connect Error" error message

ID: 15656.2

## Common issue descriptions:

Console displays an error  
Base connect error appears on the console  
Base connection error message is shown

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

**Estimated time to complete:** Approximately 25 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 connection behind the console](#)
2. [Cable connection at the Base Hub](#)

## 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>

This error message is displayed when communication between the Console and Base Hub (control board) is interrupted. This is commonly caused by a loose or disconnected main cable.

**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 \[15656.A\]](#).
  - 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 [\[15656.B\]](#).
4. If the issue persists, check the next connection in the section below.

## 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	<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.

1. 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.

2. 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.

3. The Base Hub is located on the frame to the left of the crankshaft.

### Check the cable

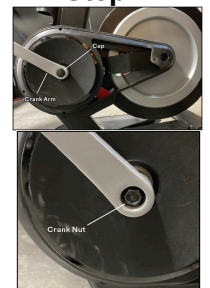
**Important:** Unplug the power cord from both the front of your machine and the electrical outlet before continuing.

- There is one cable connection to inspect 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 \[15656.C\]](#).
  - **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.

#### Step 1



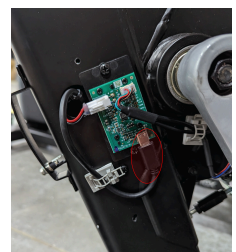
#### Step 2



#### Step 3



#### Step 2



3. Once the cable is reconnected, test if the issue persists. Be careful not to pinch any wires when reinstalling the components [\[15656.D\]](#).
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](#).

### ***Need to order replacement parts?***

## 1 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>

## 2 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](#)**