Schwinn AirDyne AD Pro: Why is there no power to my machine? ID: 13136.1

Follow this troubleshooting guide to help resolve power issues on the Schwinn AirDyne AD Pro.

<u>*Some common complaints may include:*</u>

- *Console will not turn on*
- *Machine will not turn on*
- *Console turns on partially*
- *Console turns off or goes to sleep during use*

Using Power Cord to Power Bike

Tools you may need:
Phillips head screwdriver 6mm hex/Allen wrench, or the wrench that came from the hardware card included with your machine Voltmeter

1. If you are using batteries to power your console, please visit ***AirDyne AD7, AD8, AD Pro: Why is there no power to my battery powered console?*** to troubleshoot power issues.

2. Test the wall power outlet with another device, such as a lamp, to ensure it is working. If the outlet is not working properly, test your bike again using another outlet **[13136.A]**.

3. If the issue persists, unplug the power cord from your bike and the wall. Inspect the power adapter for damage. Check the cord for damage, such as crimps, cuts, or exposed wires. Check the adapter end for bends or breaks in the tip/pin. If undamaged, plug the cord into your machine and the wall, making sure both ends are securely connected. Test to see if the issue persists **[13136.B]**. If damage is present, **order a Power Adapter** **[13136.C]**.

4. If the issue persists, test the voltage of your power adapter using a voltmeter. Set voltmeter to 20 VDC. Insert the red lead into the tip of the power adapter and touch the outside of the metal barrel with the black lead (reference 1). The voltage reading should be between 9V and 14V. If the voltage is outside of this range, **order a Power Adapter** **[13136.D]**.

(Reference 1)
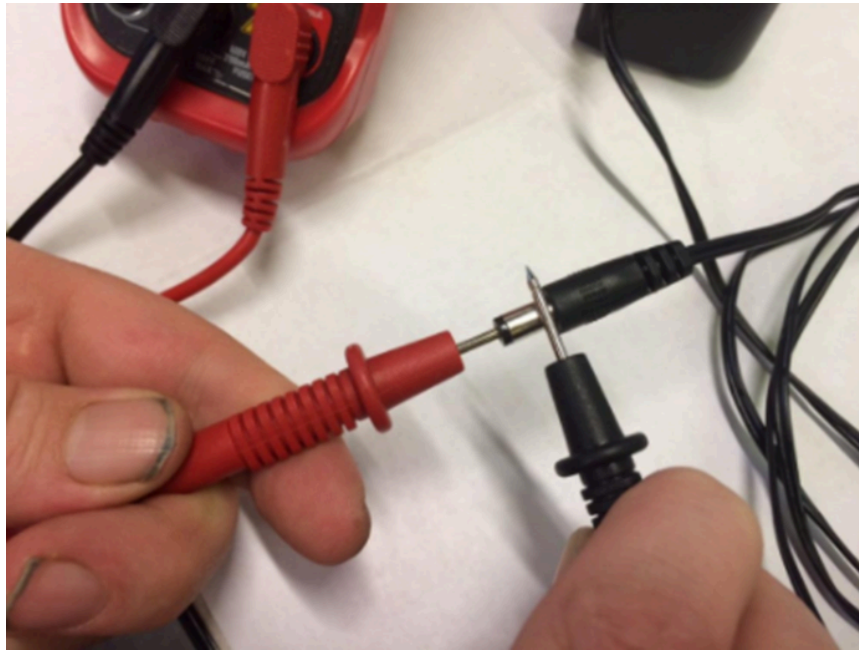
The voltmeter should be set up as shown to read the voltage of the power adapter.

5. If the issue persists, inspect the power inlet plug (**reference 2**). Make sure that the inlet plug is free from debris and is not damaged. If debris is present, gently clear the debris if able. Be careful to not damage the inlet while clearing debris **[13136.E]**. If it is not damaged, insert the power adapter into the inlet plug and verify that it fits securely. If the inlet plug is damaged or does not securely fit the power adapter tip, **order a Power Inlet Plug** **[13136.F]**.

(Reference 2)
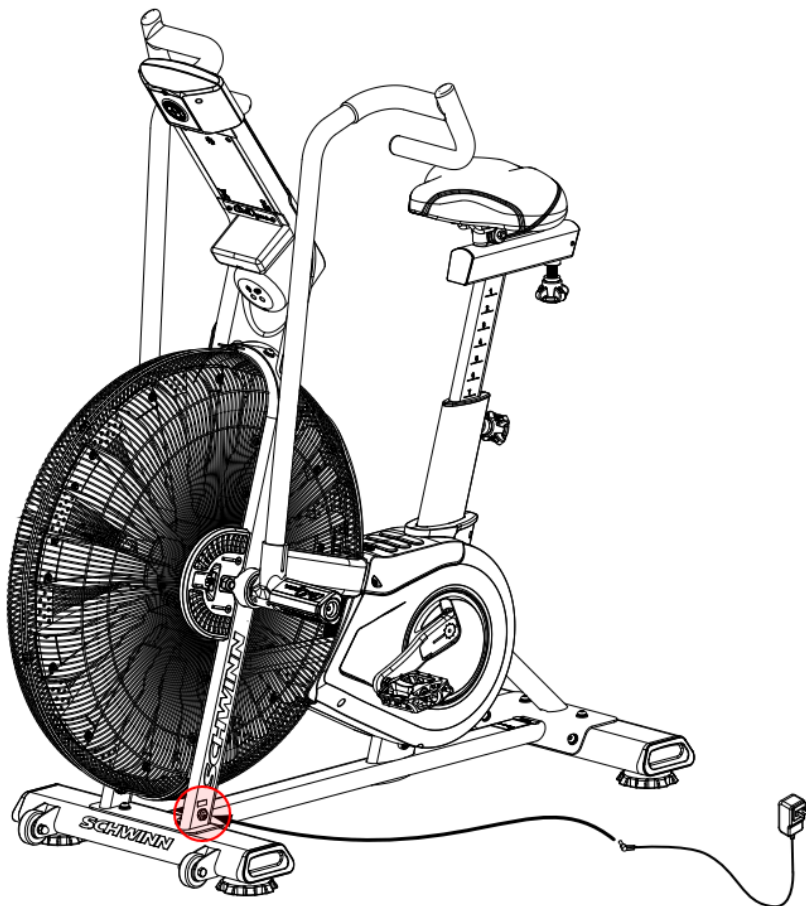
The power inlet plug is located on the lower left side at the front of your bike, near the base of the frame.

5. If the issue persists, remove the console and mast assembly from your bike using a 6mm Allen wrench. Inspect the console and cable connections for damage (**reference 3**). If the console or cable coming from the console is damaged, **order a Console** [**13136.G**].

(Reference 3)
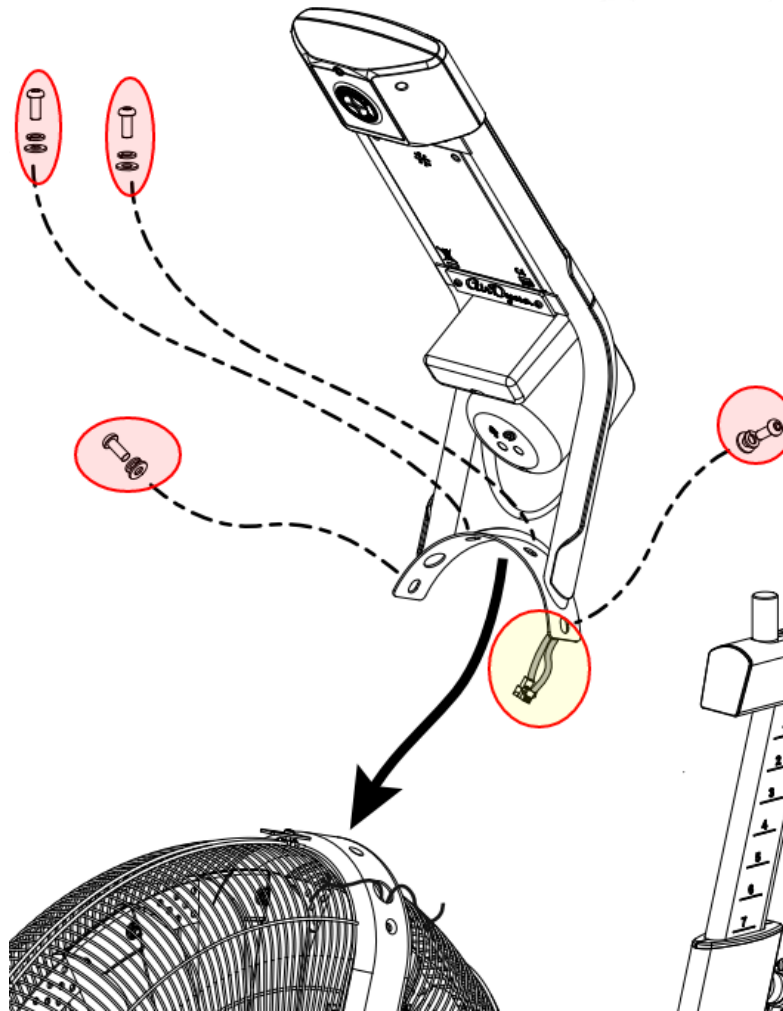
Remove the console from your bike to inspect the cable (red and yellow circle) for damage.

7. If the issue persists, **order a Power Adapter** [**13136.H**].

8. If the issue persists after replacing the power adapter, **order a Console** [**13136.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

Part Description	Part SKU
Console	**8009337**
Power Adapter	**8007982**
Power Inlet Plug	**8009326**

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**