

# Schwinn AirDyne AD Pro: Error Code Definitions

ID: 13144.1

Follow this troubleshooting guide to help identify the cause of error codes on the Schwinn AirDyne AD Pro.

Some common complaints may include:

- Error code on console
- Err 1
- Err 2
- Err 3
- Err 5
- Err 14
- Err 15
- Err 16

## 1 AirDyne Error Codes

### **Error codes and causes**

<i>Error Code Displayed</i>	<i>Cause / Definition</i>
Err 1	Stuck button - any button is depressed longer than 90 seconds.
Err 1	Calibration Failed. User pressed STOP button.
Err 2	Calibration Failed. Timeout - must complete spindown within 60 seconds of start (button pressed).
Err 3	Calibration Failed. Hardware failure - pressure sensor not responding.
Err 5	Calibration Failed. Program did not find start of valid data. User probably did not pedal smoothly.
Err 14	Calibration Failed. Failed internal test against reference to dyno data.
Err 15	Calibration Failed. Failed internal test to find spikes in spin down curve.
Err 16	Calibration Failed. Hardware failure - did not store calibration in EEPROM.

## 2 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.*

### 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**