

AirDyne AD7, AD8, AD Pro: Why is there no power to my battery powered console?

ID: 13886.1

Follow this troubleshooting guide to help resolve power issues on the Schwinn AirDyne AD7, AD8, and AD Pro.

Some common complaints may include:

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

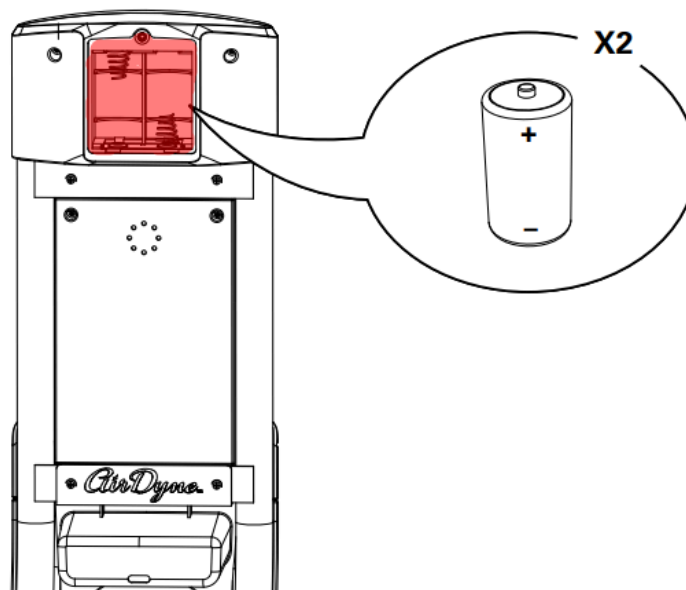
Follow these steps to troubleshoot the issue

Tools you may need:

(2) D batteries
Phillips head screwdriver
6mm hex/Allen wrench, or the wrench that came from the hardware card included with your machine

1. Remove the battery cover on the back of the console using a Phillips head screwdriver and remove the two D batteries (**reference 1**). Reinstall the batteries. Make sure that the batteries are oriented correctly, with the terminals matching the indicators in the battery compartment [\[13886.A\]](#). If the issue persists with the original batteries re-inserted, replace with two new D-sized batteries [\[13886.B\]](#).

(Reference 4)



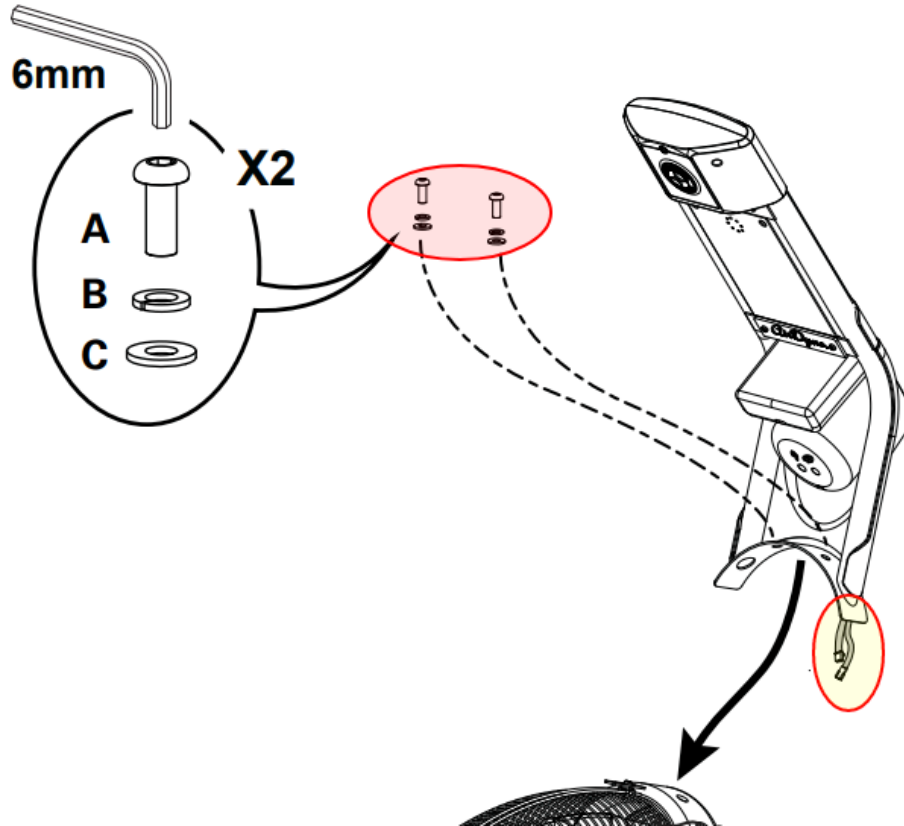
AD7 console is shown. Your machine's console may vary.

The battery compartment cover is highlighted in red. Replace the existing batteries with two new D-sized batteries.

2. 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 2**). If the console or cable coming from the console is

damaged, [order a Console \[13886.C\]](#).

(Reference 2)



*AD7 shown as reference. Your machine may vary.
Remove the console from your bike to inspect the cable (red and yellow circle) for damage.*

3. If the issue persists, open the battery compartment again and clean the battery contacts (non-spring side only) with fine sandpaper or steel wool. Re-insert the batteries and test to see if the issue persists. If the issue persists, [order a Power Adapter \[13886.D\]](#).
4. If the issue persists after replacing the power adapter, [order a Console \[13886.E\]](#).

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>
Console	8009337
Power Adapter (AD7, AD Pro)	8007982
Power Adapter (AD8)	8003892

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