Schwinn 190 & 290 Bikes: How to fix a damaged/missing power inlet
ID: 14838.1

Follow this troubleshooting guide to help resolve issues involving damaged or missing power inlets on the Schwinn 190 Upright and 290 Recumbent bikes.

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

- *Unable to plug bike in*
- *Missing power plug/inlet*
- *Damaged power plug/inlet*

Follow these steps to troubleshoot the issue

1. If the power inlet is damaged during shipping, it may fall into the machine or be broken off completely. If the power inlet is damaged/missing, **order Engine Cables** **[14838.A]**. <u>Do not</u> send shrouds unless shrouds are damaged

2. Please note, a crank puller is <u>NOT</u> required to remove the shrouds. Do not order a crank puller for only replacing the power inlet.

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.***
>
> <u>***Customer Care - Hours of Operation:***</u>
> *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*
Schwinn 190 Upright Bike	
Engine Cables	*8028717*
Schwinn 290 Recumbent Bike	
Engine Cables	*8028715*

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**